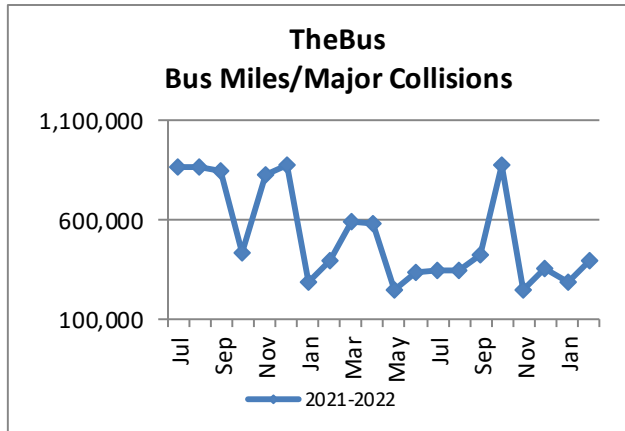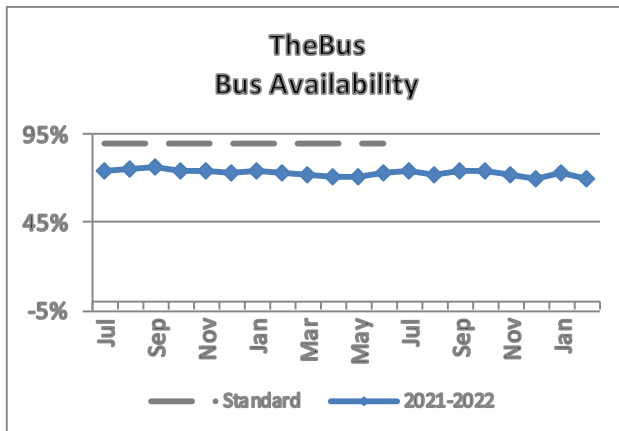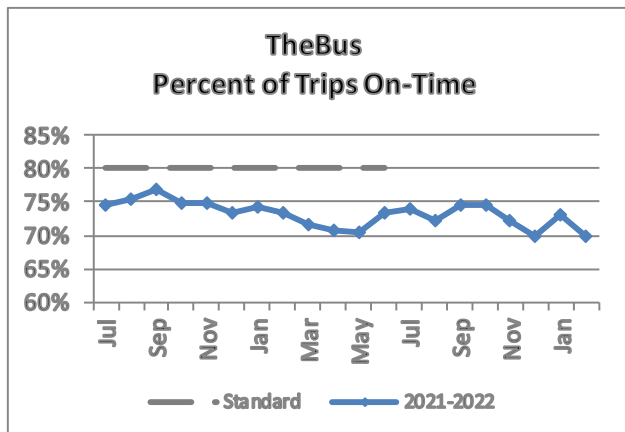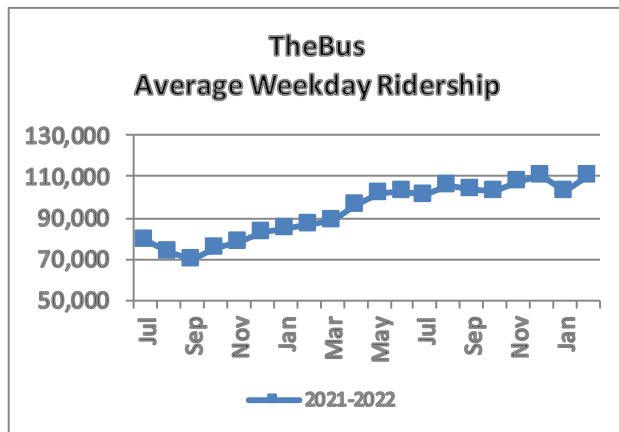**Oahu Transit Services - Fixed Route**
Monthly Performance Report
For the Month Ending February FY 2022

Key Performance Indicators (KPI)	February FY 2022	February FY 2021	February FY 2019 Pre-Covid	Percent Change FY 2021-2022	YTD for FY 2022	YTD for FY 2021	February FY 2019 Pre-Covid	Percent Change FY 2021-2022	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	2,751,406	2,172,059	4,760,783	26.7%	22,651,652	17,081,452	40,996,596	32.6%	61,140,545	
Average Weekday Ridership	110,161	86,324	193,128	27.61%	104,458	78,584	191,403	32.92%	189,944	
Percent of Trips On-Time	70%	73.5%	70.9%	-3.5%	72.5%	74.7%	71%	-2.18%	71.23%	75%
Bus Availability	85.9%	89.3%	89.2%	-3%	88.0%	89.8%	91%	-2%	91%	90%
Bus Miles/Major Collisions	393,448	394,969	243,986	-0.39%	407,905	672,465	220,376	-39.34%	398,688	200,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.45	1.69	2.43	44.97%	1.75	3.00
Bus Miles/Mechanical Road Calls	10,706	11,790	8,758	-9.19%	11,834	11,776	11,258	0.5%	11,336	10,000
Spare Ratio	56.69%	51.27%	20.18%	5.42%	53.53%	61%	20.4%	-7.09%	20.19%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	99%	100%	100%	-1%	100%	100%
Percent Maintained Pullouts	99.65%	99.43%	98.8%	-0.35%	99.6%	99.6%	99.6%	-0.4%	99.18%	100%
Cost per Service Hour*	$151.12	$140.82	$131.22	7.3%	$146.96	$145.25	$129.35	1.2%	$130.05	$153.59
Cost per Passenger Trip*	$6.21	$7.36	$3.44	-15.7%	$6.36	$8.31	$3.39	-23.53%	$3.44	$7.41
Cost per Mile	$10.85	$10.12	$9.58	7.2%	$10.54	$10.41	$9.52	1.24%	$9.52	
Passenger Trips per Hour*	24.35	19.13	38.17	27.26%	23.13	17.82	38.41	29.83%	37.88	20.7
Farebox Recovery	14.36%	15.78%	26.34%	-9%	14.16%	10.88%	27.1%	30.2%	26.28%	27%
Trips per Mile	1.75	1.37	2.79	27%	1.66	1.26	2.81	31.7%	2.77	
Average System Speed	12.67	13.22	12.76	-4%	12.79	13.23	12.73	-3.29%	12.72	
Percent Complete in 30 Days (Customer)	98%	98%	97%	0%	97.6%	96%	96.6%	1%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	11.70	14.00	8.70	-16.38%	14.01	19.48	8.94	-28.08%	9.24	12

*National Transit Data Base (NTD) from urbanized area statistics for large properties

TheBus
Average Weekday Ridership

TheBus
Percent of Trips On-Time

TheBus
Bus Availability

TheBus
Bus Miles/Major Collisions

TheBus
Bus Miles/Mechanical Road Calls

TheBus
Cost per Hour

TheBus
Cost per Trip

TheBus
Farebox Recovery

TheBus
Trips per Hour

TheBus
Average System Speed

TheBus
Complaint Rate