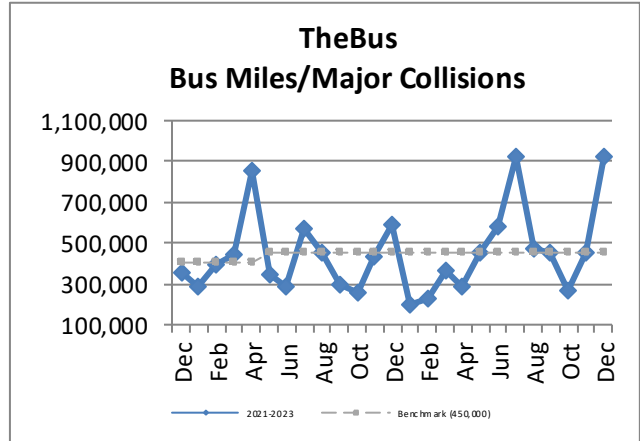
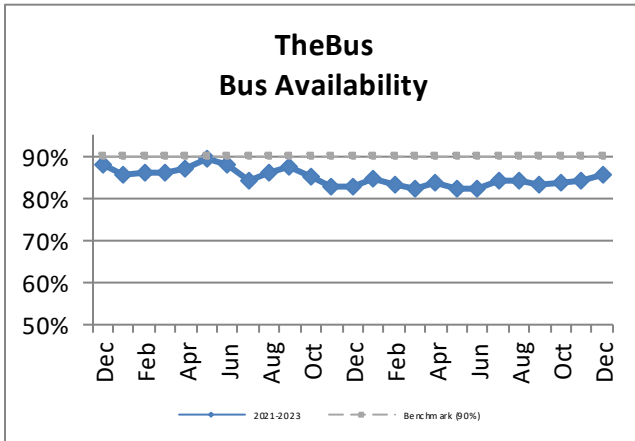
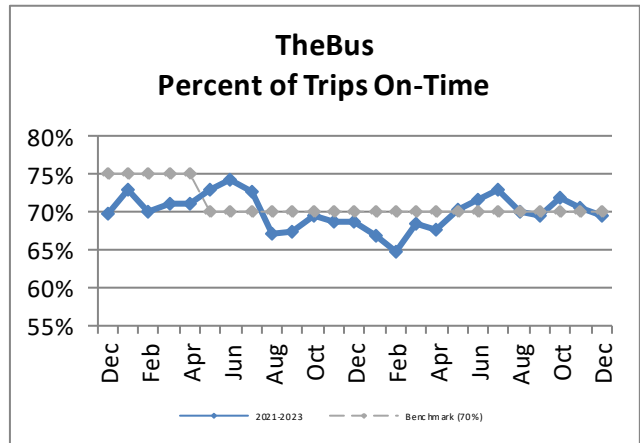
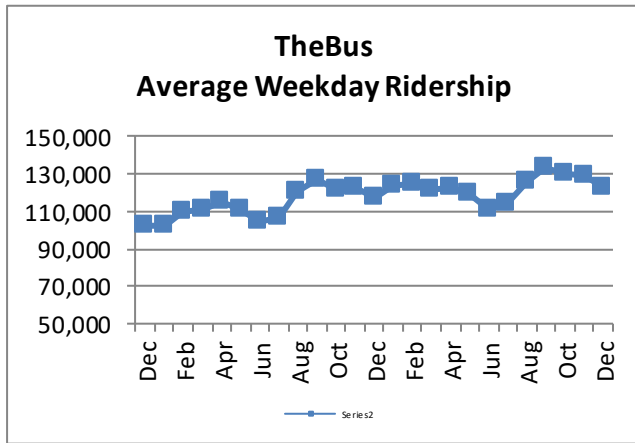


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
for the Month Ending December FY 2024**

Key Performance Indicators (KPI)	December FY 2024	December FY 2023	December FY 2019 Pre-Covid	Percent Change FY 2023-2024	YTD for FY 2024	YTD for FY 2023	December FY 2019 Pre-Covid	Percent Change FY 2023-2024	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,382,602	3,218,304	4,981,780	5%	20,665,464	19,601,455	31,056,825	5%	61,140,545	
Average Weekday Ridership	122,974	116,795	186,419	5%	125,816	119,131	191,329	5.61%	189,944	
Percent of Trips On-Time	69.4%	68.6%	70.4%	1%	71%	69%	70.8%	1.70%	71.23%	70%
Bus Availability	85.7%	82.7%	90.3%	3%	84.2%	84.8%	91%	-1%	91%	90%
Bus Miles/Major Collisions	924,229	593,220	168,482	55.80%	582,700	433,573	218,118	34.39%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.71	2.59	1.90	4.63%	2.26	3.00
Bus Miles/Mechanical Road Calls	12,661	10,721	11,164	18.09%	13,465	12,345	11,448	9%	11,336	11,000
Spare Ratio	27%	25%	20.6%	2.05%	25.5%	28%	20.4%	-2%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.8%	100%	0%	100%	100%
Percent Maintained Pullouts	99.1%	99.5%	98.7%	-0.90%	99.4%	99.6%	98.5%	-0.6%	98.8%	100%
Cost per Service Hour	\$144.81	\$144.42	\$120.40	0%	\$153.74	\$155.46	\$129.12	-1%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.74	\$5.68	\$3.27	1%	\$6.03	\$5.98	\$3.38	1%	\$3.43	
Cost per Mile	\$10.50	\$10.56	\$8.80	-1%	\$11.18	\$11.13	\$9.53	0%	\$9.52	
Passenger Trips per Hour	25.25	25.18	36.78	0.24%	25.61	25.89	38.60	-1%	37.88	
Farebox Recovery	20.3%	16.36%	27.43%	24%	19%	16.52%	26.1%	15%	26.3%	27%
Trips per Mile	1.83	1.81	2.69	1%	1.86	1.85	2.82	1%	2.78	
Average System Speed	12.95	12.62	12.79	3%	13.04	12.60	12.75	3.47%	13.22	
Percent Complete in 30 Days (Customer)	92%	83%	95%	9%	82%	92%	96%	-10%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	13.24	12.30	7.13	7.64%	12.84	13.18	9.06	-2.57%	9.21	12



Oahu Transit Services - Fixed Route  
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