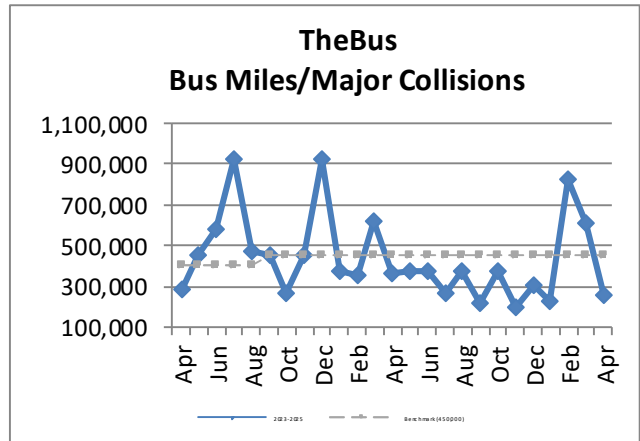
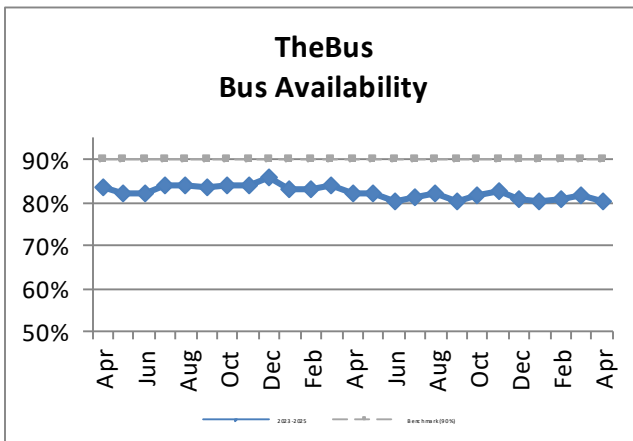
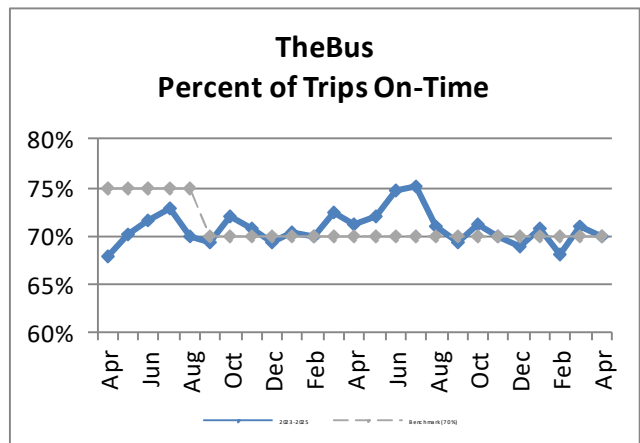
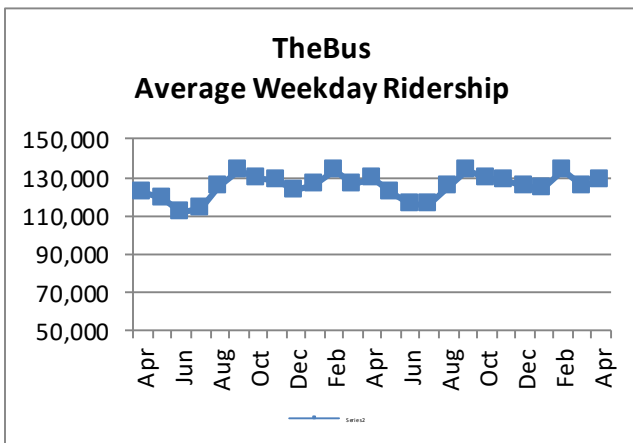


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending April FY 2025**

Key Performance Indicators (KPI)	April FY 2025	April FY 2024	April FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	April FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,450,573	3,499,029	5,130,193	-1%	34,350,470	34,532,192	51,307,106	-0.5%	61,140,545	
Average Weekday Ridership	128,159	129,038	192,107	-1%	127,149	126,993	191,422	0.12%	189,944	
Percent of Trips On-Time	70%	71.2%	70.6%	-1%	70.6%	70.8%	71%	-0.29%	71.23%	70%
Bus Availability	80.4%	82.4%	91.6%	-2%	81.2%	83.8%	90.7%	-3%	91%	90%
Bus Miles/Major Collisions	257,532	367,446	306,580	-29.91%	364,695	520,892	227,547	-29.99%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					4.08	2.85	1.73	43.16%	1.75	3.00
Bus Miles/Mechanical Road Calls	10,243	14,698	11,792	-30.31%	11,271	13,354	11,295	-16%	11,336	11,000
Spare Ratio	27%	26%	19.6%	0.66%	28%	26%	20.3%	2%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.97%	100%	0%	100%	100%
Percent Maintained Pullouts	97.9%	98.9%	98.8%	-2.09%	97.7%	99.4%	99.3%	-2.3%	98.8%	100%
Cost per Service Hour	\$159.42	\$158.05	\$131.37	1%	\$159.58	\$152.52	\$129.53	5%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.98	\$6.03	\$3.45	-1%	\$6.05	\$5.93	\$3.40	2%	\$3.43	
Cost per Mile	\$11.45	\$11.48	\$9.62	0%	\$11.51	\$11.08	\$9.52	4%	\$9.52	
Passenger Trips per Hour	26.65	26.23	38.07	1.62%	26.46	25.81	38.36	3%	37.88	
Farebox Recovery	17.7%	18.9%	23%	-6.27%	18%	20%	26.5%	-8%	26.3%	
Trips per Mile	1.91	1.90	2.79	1%	1.91	1.87	2.80	2%	2.78	
Average System Speed	12.91	12.96	12.77	0%	12.98	13.01	12.74	-0.30%	13.22	
Percent Complete in 30 Days (Customer)	93%	93%	98%	0%	83%	84%	97%	-1%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	13.01	10.72	10.47	21.41%	11.77	12.06	9.13	-2.47%	9.21	12



Oahu Transit Services - Fixed Route
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