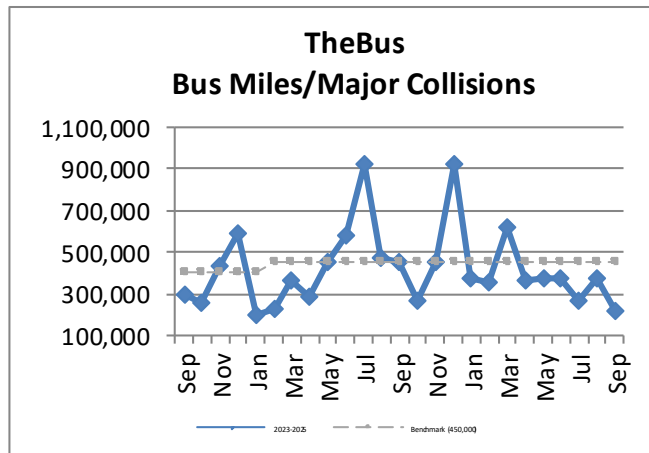
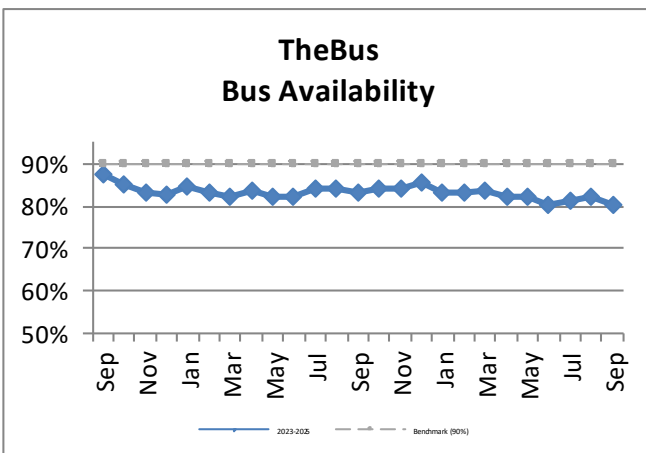
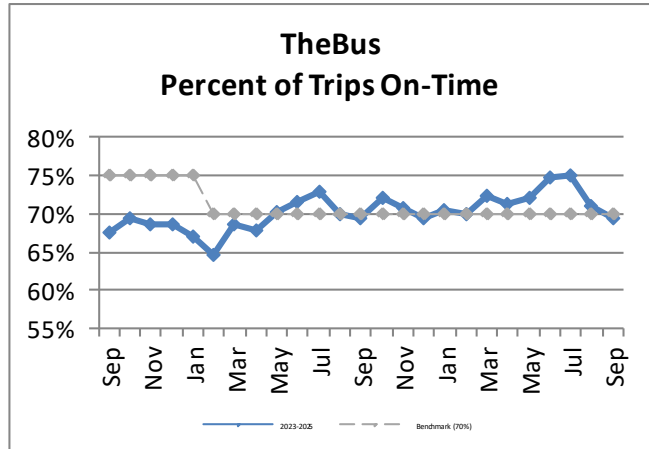
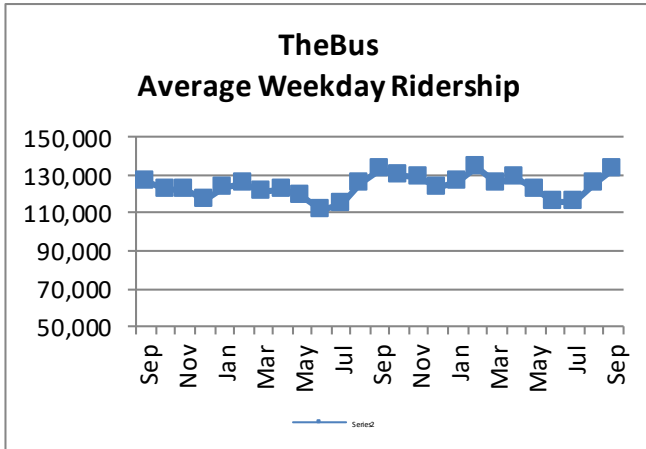


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending September FY 2025**

Key Performance Indicators (KPI)	September FY 2025	September FY 2024	September FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	September FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,518,890	3,550,343	5,090,452	-1%	10,243,530	10,239,991	15,377,402	0%	61,140,545	
Average Weekday Ridership	133,236	133,518	196,755	0%	124,935	124,449	189,075	0.39%	189,944	
Percent of Trips On-Time	69.3%	69.4%	70.2%	0%	71.8%	70.8%	70.9%	1.00%	71.23%	70%
Bus Availability	80%	83.4%	91%	-3%	81.2%	83.9%	90.7%	-3%	91%	90%
Bus Miles/Major Collisions	220,211	452,312	220,857	-51.31%	284,378	616,004	264,088	-53.84%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					3.51	3.01	1.73	16.61%	1.75	3.00
Bus Miles/Mechanical Road Calls	10,808	12,923	10,974	-16.37%	11,373	14,364	10,706	-21%	11,336	11,000
Spare Ratio	29%	25%	20.4%	4.05%	27%	25%	20.4%	2%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.90%	100%	0%	100%	100%
Percent Maintained Pullouts	98.7%	99.4%	98.7%	-1.33%	97.3%	99.5%	98.6%	-2.7%	98.8%	100%
Cost per Service Hour	\$151.77	\$152.95	\$131.36	-1%	\$166.01	\$159.83	\$134.06	4%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.48	\$5.66	\$3.35	-3%	\$6.43	\$6.35	\$3.52	1%	\$3.43	
Cost per Mile	\$10.94	\$11.10	\$9.66	-1%	\$11.99	\$11.62	\$6.73	3%	\$9.52	
Passenger Trips per Hour	27.71	27.04	39.19	2.45%	26.02	25.37	38.87	3%	37.88	
Farebox Recovery	19.8%	20.5%	27%	-3.38%	17.7%	18.0%	25.1%	-2%	26.3%	27%
Trips per Mile	2.00	1.96	2.88	2%	1.88	1.84	2.83	2%	2.78	
Average System Speed	13.08	13.00	12.76	1%	13.03	12.98	12.75	0.39%	13.22	
Percent Complete in 30 Days (Customer)	72%	61%	97%	11%	87%	81%	96%	6%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	11.48	13.15	9.65	-12.72%	11.66	13.81	9.67	-15.60%	9.21	12



Oahu Transit Services - Fixed Route
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