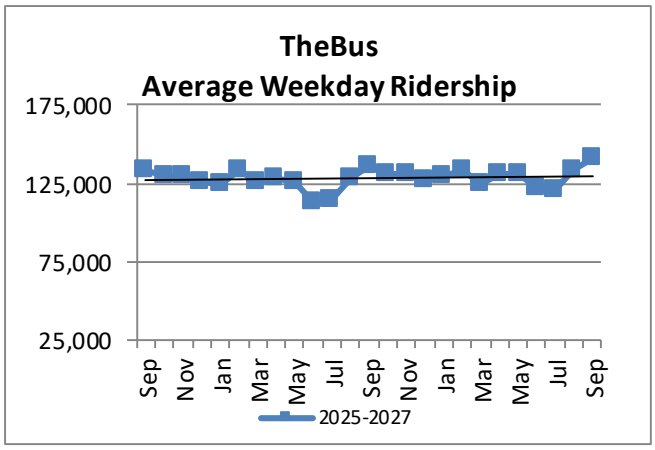
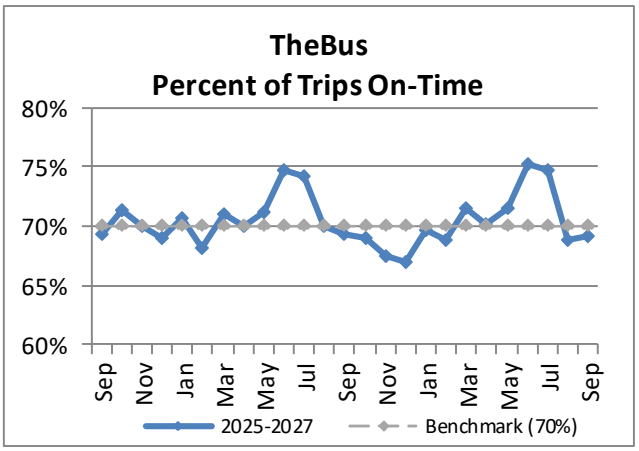
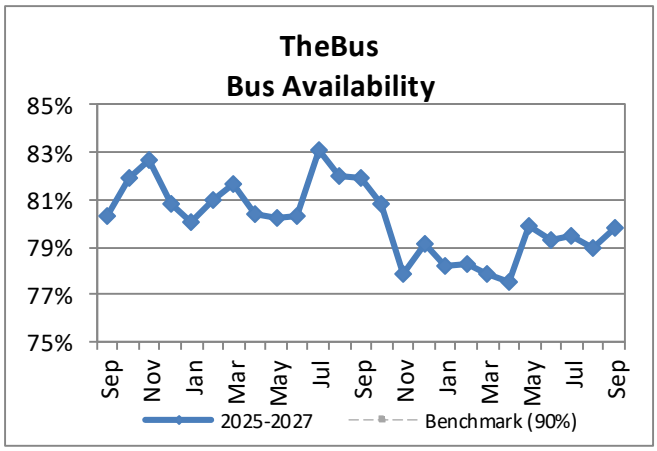
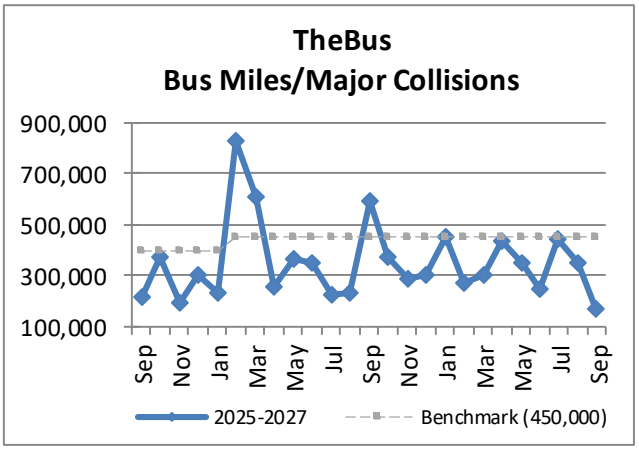
Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending September FY 2027

Key Performance Indicators (KPI)	September FY 2027	September FY 2026	Percent Change FY 2026-2027	YTD for FY 2027	YTD for FY 2026	Percent Change FY 2026-2027	Benchmark
Total Monthly Ridership	3,749,819	3,765,832	-0.4%	10,760,732	10,518,016	2.3%	
Average Weekday Ridership	140,845	135,356	4.1%	131,781	126,023	4.6%	
Percent of Trips On-Time	69.1%	69.3%	0%	70.9%	71.2%	-0.27%	70%
Bus Availability	79.8%	81.9%	-2%	79.4%	82.3%	-3%	90%
Bus Miles/Major Collisions	171,619	595,105	-71.16%	322,744	350,725	-7.98%	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)				2.44	3.59	-32.03%	3.00
Bus Miles/Mechanical Road Calls	12,619	11,518	9.56%	11,940	12,622	-5%	11,000
Spare Ratio	22.1%	30.1%	-7.94%	22%	30.1%	-8%	>20%
Percent of Inspections Comp. On-Time	100%	100%	0%	100%	100%	0%	100%
Percent Maintained Pullouts	92.6%	97.9%	-7.44%	93.5%	98%	-6.54%	100%
Cost per Service Hour	$187.63	$165.03	14%	$194.82	$174.09	12%	$179.39
Cost per Passenger Trip	$6.23	$5.62	11%	$7.00	$6.56	7%	
Cost per Mile	$13.62	$11.86	15%	$14.25	$12.56	13%	
Passenger Trips per Hour	30.09	29.34	2.56%	28.03	26.83	4%	
Farebox Recovery	18.4%	18.1%	1.50%	17.1%	16.8%	2%	
Trips per Mile	2.18	2.11	4%	2.05	1.93	6%	
Average System Speed	12.68	12.74	0%	12.69	12.73	-0.29%	
Percent Complete in 30 Days (Customer)	96%	97%	-1%	87%	97%	-9%	95%
Complaint Rate (Complaints per 100,000 Trips)	10.87	13.44	-19.13%	11.37	13.75	-17.32%	12









Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending September FY 2027

