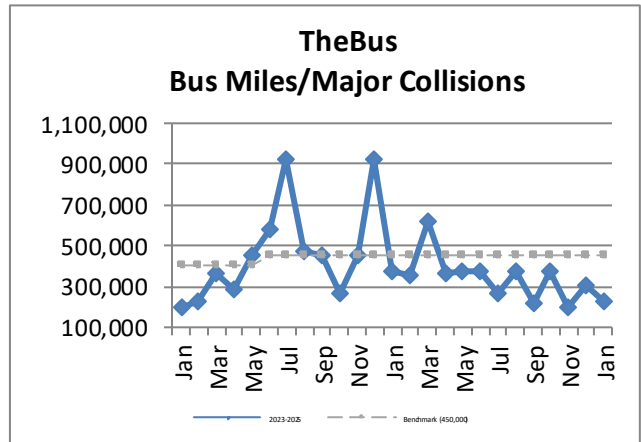
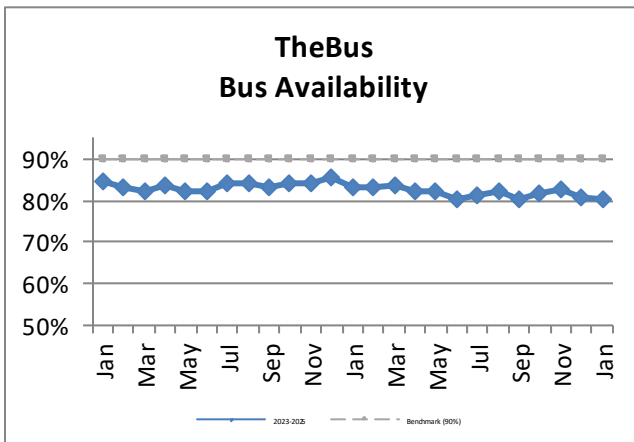
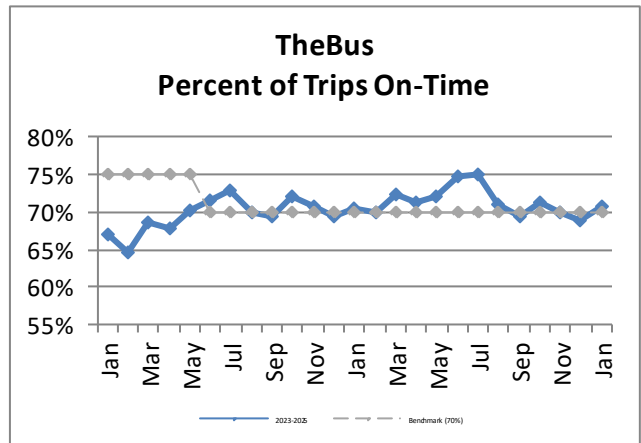
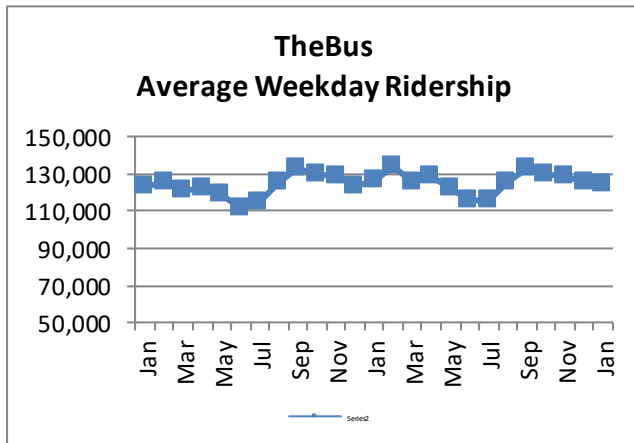


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending January FY 2025**

Key Performance Indicators (KPI)	January FY 2025	January FY 2024	January FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	January FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,456,745	3,486,987	5,178,988	-1%	24,114,382	24,152,451	36,235,813	0%	61,140,545	
Average Weekday Ridership	124,719	126,132	190,117	-1%	126,263	125,861	191,156	0.32%	189,944	
Percent of Trips On-Time	70.7%	70.4%	72.5%	0%	70.9%	71%	71%	0.21%	71.23%	70%
Bus Availability	80.1%	83%	90.2%	-3%	81.3%	84.1%	91%	-3%	91%	90%
Bus Miles/Major Collisions	228,745	375,812	210,312	-39.13%	278,989	553,145	217,003	-49.56%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					3.77	2.65	1.67	42.26%	1.75	3.00
Bus Miles/Mechanical Road Calls	9,682	13,817	12,619	-29.92%	10,826	13,515	11,615	-20%	11,336	11,000
Spare Ratio	28%	27%	20.6%	1.02%	28%	26%	20.4%	2%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.96%	100%	0%	100%	100%
Percent Maintained Pullouts	98.6%	99.5%	99.3%	-1.38%	97.6%	99.4%	99.5%	-2.4%	98.8%	100%
Cost per Service Hour	\$159.41	\$143.13	\$128.84	11%	\$160.02	\$152.22	\$129.08	5%	\$129.42	\$155.37
Cost per Passenger Trip	\$6.10	\$5.59	\$3.43	9%	\$6.12	\$5.97	\$3.39	3%	\$3.43	
Cost per Mile	\$11.53	\$10.37	\$9.39	11%	\$11.57	\$11.06	\$9.51	5%	\$9.52	
Passenger Trips per Hour	26.12	25.61	37.56	1.98%	26.23	25.61	38.45	2%	37.88	
Farebox Recovery	13.6%	21.4%	34%	-36.46%	17.8%	19%	27.2%	-8%	26.3%	27%
Trips per Mile	1.89	1.86	2.74	2%	1.90	1.86	2.81	2%	2.78	
Average System Speed	12.96	12.95	12.62	0%	12.98	13.02	12.73	-0.32%	13.22	
Percent Complete in 30 Days (Customer)	53%	88%	98%	-35%	79%	83%	97%	-4%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	12.73	11.56	8.44	10.14%	11.54	12.66	8.97	-8.82%	9.21	12



Oahu Transit Services - Fixed Route  
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