

TheBus

City and County of Honolulu



Oahu Transit Services, Inc.

Fixed Route
Monthly Performance Report
November 2024

Prepared by OTS Service Evaluation

Oahu Transit Services, Inc.

Fixed Route

Monthly Performance Report

November 2024

- **Ridership**

Average weekday ridership for the month of November 2024 is 128,994 up by 271 or 0% from the previous year. Fiscal year-to-date ridership is 17,317,557, an increase of 0% from the previous year.

Ridership continues to recover in 2024 and is still approximately 34 percent lower than pre-pandemic level.

- **On-Time Performance**

System-wide on-time performance is 70.3% for the month of November 2024. Out of a total of 113 routes, 35 routes achieved an on-time performance of over 80%, while two (2) routes, Route 43 and Route 151, had an on-time performance of less than 50%.

The DTS and OTS Service Review Committee reviews service levels, including on-time performance monthly.

- **Safety and Security**

The number of miles between major collisions for November was 195,251 miles.

- **Maintenance**

The miles between mechanical road calls averaged 10,586 miles for the month.

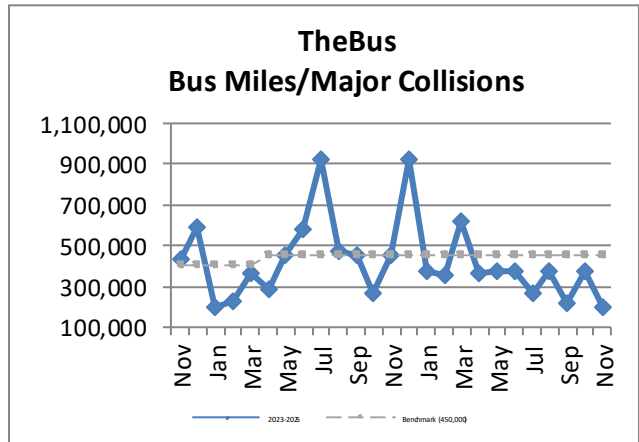
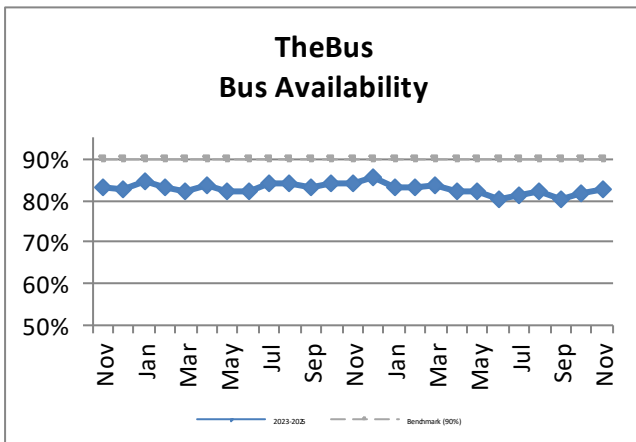
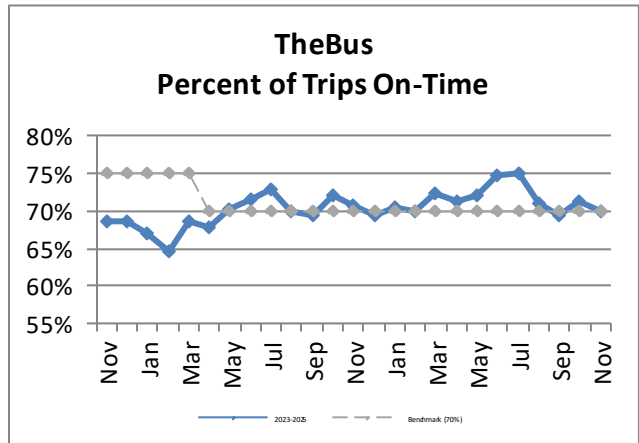
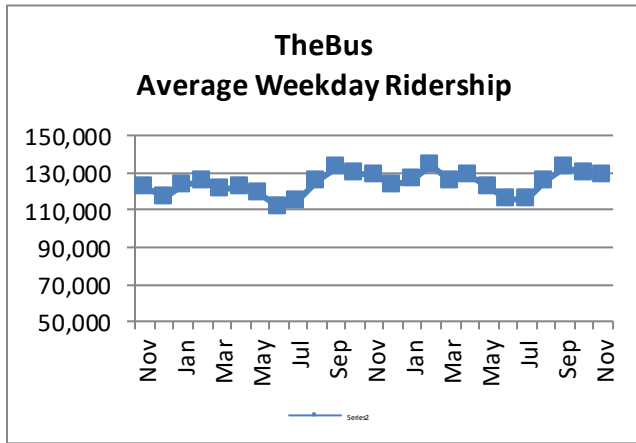
- **Service Modifications**

A summary of the service modifications that were implemented with the August sign-up and will remain in effect until the December sign-up.

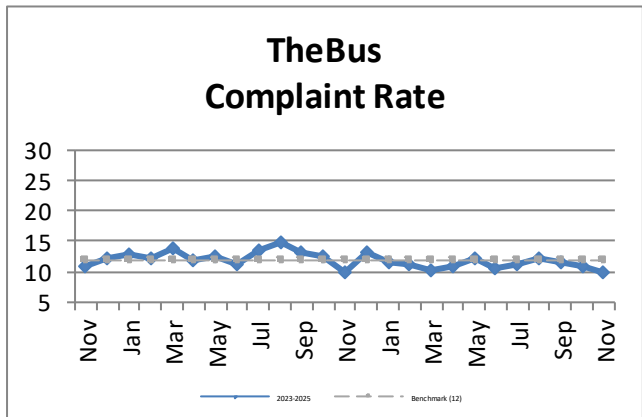
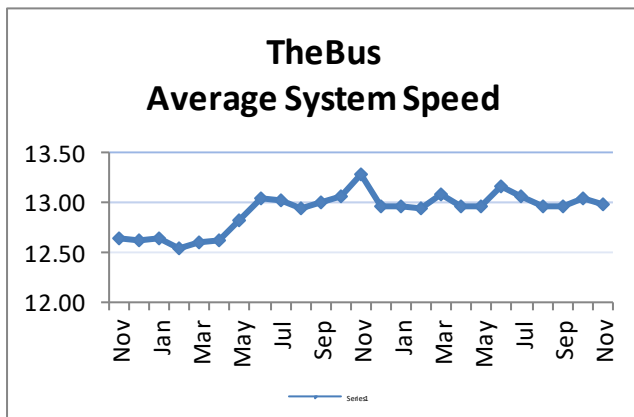
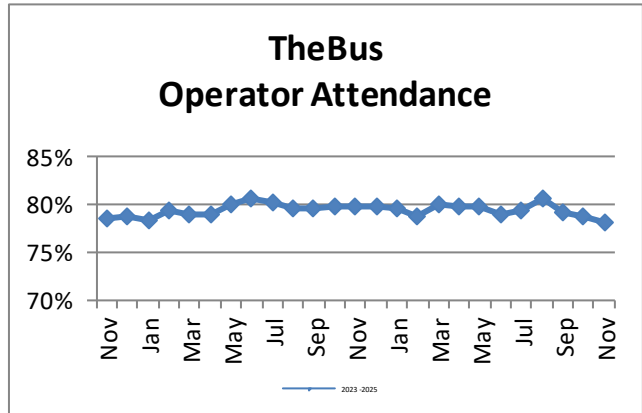
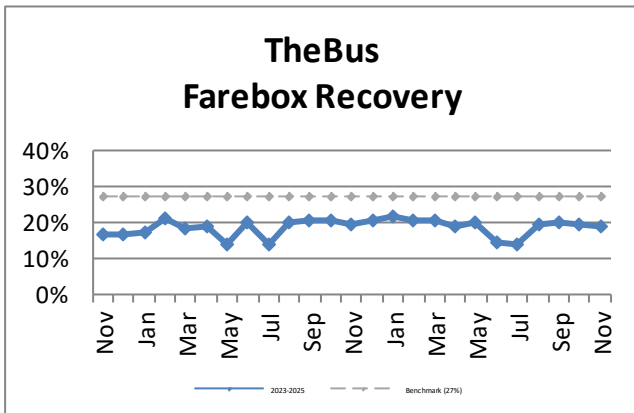
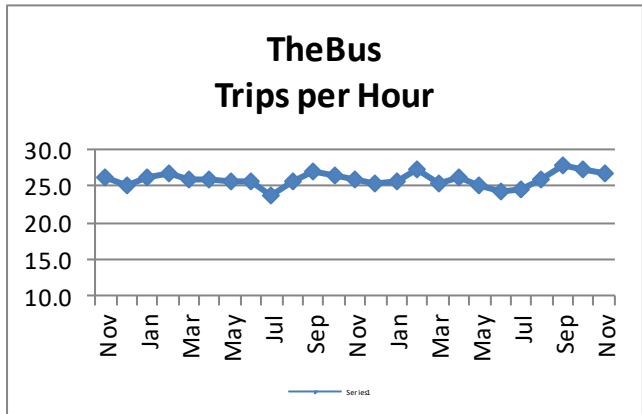
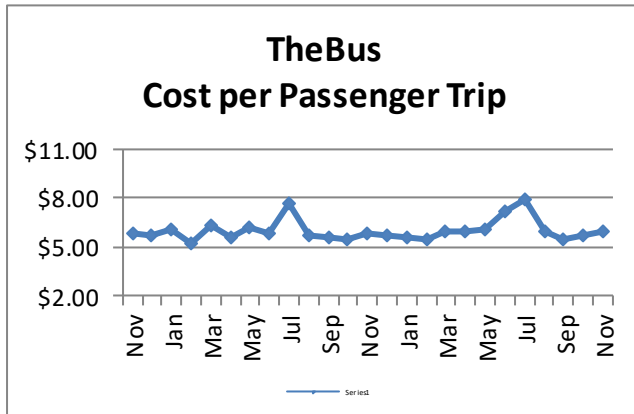
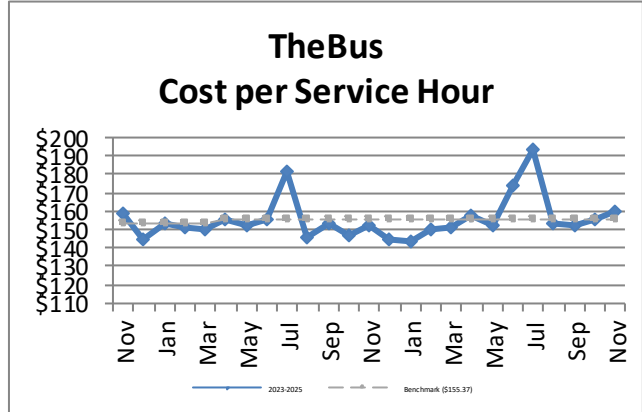
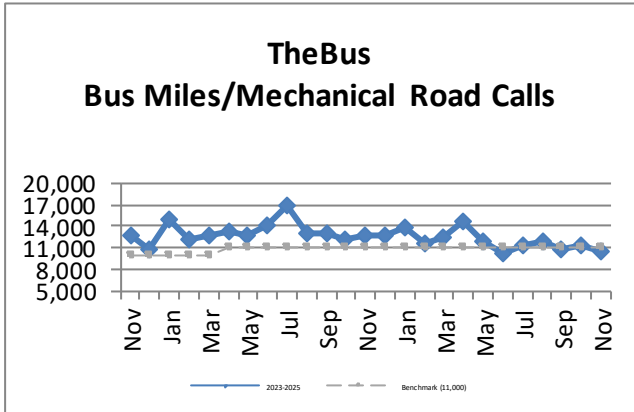
- Route 9, discontinued and is now combined with Route 7.
- Route 307, which is a new route that services Kalihi Transit Center.
- Route 20, Kapiolani Park Loop discontinued
- Route 9s, has been extended and renumbered to Route 200, which will service Kapiolani Park Loop.
- Route 18, discontinued.
- Route 23, discontinued segment between Kahala Mall and Ala Moana Center. Route will provide 2-way service in Aina Haina.
- Route 24, discontinued.

**Oahu Transit Services - Fixed Route
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For the Month Ending November FY 2025**

Key Performance Indicators (KPI)	November FY 2025	November FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,389,345	3,420,346	5,176,120	-1%	17,317,557	17,282,862	26,075,045	0%	61,140,545	
Average Weekday Ridership	128,994	128,723	197,191	0%	126,674	126,385	192,311	0.23%	189,944	
Percent of Trips On-Time	70%	70.7%	69.8%	-1%	71.3%	71%	70.8%	0.32%	71.23%	70%
Bus Availability	82.7%	84%	91.6%	-1%	81.6%	83.9%	91.2%	-2%	91%	90%
Bus Miles/Major Collisions	195,251	455,183	200,321	-57.11%	284,259	514,395	228,046	-44.74%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					3.85	2.67	1.79	44.19%	1.75	3.00
Bus Miles/Mechanical Road Calls	10,586	12,822	12,608	-17.44%	11,201	13,626	11,504	-18%	11,336	11,000
Spare Ratio	29%	25%	20.4%	4.05%	28%	25%	20.4%	3%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.94%	100%	0%	100%	100%
Percent Maintained Pullouts	95.3%	99.4%	99.8%	-4.66%	97.3%	99.5%	99.7%	-2.7%	98.8%	100%
Cost per Service Hour	\$159.22	\$151.86	\$129.29	5%	\$162.46	\$155.53	\$130.87	4%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.96	\$5.87	\$3.31	1%	\$6.18	\$6.09	\$3.40	2%	\$3.43	
Cost per Mile	\$11.49	\$11.04	\$9.51	4%	\$11.74	\$11.31	\$9.68	4%	\$9.52	
Passenger Trips per Hour	26.72	25.85	39.03	3.36%	26.42	25.68	38.96	3%	37.88	
Farebox Recovery	18.6%	19.4%	26%	-4.30%	18.3%	18.7%	25.8%	-3%	26.3%	27%
Trips per Mile	1.93	1.88	2.87	3%	1.91	1.87	2.85	2%	2.78	
Average System Speed	12.97	13.28	12.76	-2%	12.99	13.05	12.74	-0.45%	13.22	
Percent Complete in 30 Days (Customer)	69%	73%	98%	-4%	82%	80%	97%	2%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	9.74	9.88	8.38	-1.47%	11.11	12.76	9.45	-12.95%	9.21	12



Oahu Transit Services - Fixed Route
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**Oahu Transit Services - Fixed Route
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Fixed Route Passengers Carried	November FY 2025	November FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid
Avg. Wkdy. Passenger Trips - Fixed Route	128,994	128,723	197,191	0%	126,674	126,385	192,311	0.23%	189,944
Monthly Passenger Trips - Fixed Route	3,389,345	3,420,346	5,176,120	-1%	17,317,557	17,282,862	26,075,045	0%	61,140,545
Service Provided	November FY 2025	November FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid
Total Hours	126,841	131,278	132,636	-3%	655,723	673,111	677,198	-3%	1,617,165
Revenue Hours	114,019	115,099	117,573	-0.94%	589,132	599,660	596,170	-1.76%	1,427,100
Total Miles	1,757,255	1,820,733	1,802,889	-3%	9,075,327	9,255,931	9,154,980	-2%	21,990,709
Revenue Miles	1,478,732	1,528,077	1,499,671	-3%	7,655,941	7,826,445	7,595,393	-2.18%	18,157,171
Fiscal Efficiency	November FY 2025	November FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid
Operating Cost Cash Flow	\$20,195,219	\$20,092,305	\$17,148,815	1%	\$106,594,298	\$104,625,334	\$88,565,406	2%	\$209,180,860
FY Projected Operating Cost Cash Flow	\$255,584,553	\$251,030,447	\$210,388,413	2%	\$255,584,553	\$250,716,508	\$209,315,290	2%	\$209,493,219
Subsidy Cash Flow per Trip	\$4.85	\$4.73	\$2.46	2%	\$5.07	\$4.97	\$2.53	2%	\$2.74
Operating Cost Cash Flow per Trip	\$5.96	\$5.87	\$3.31	1%	\$6.18	\$6.09	\$3.40	2%	\$3.43
Operating Cost Cash Flow per Hour	\$159.22	\$151.86	\$129.29	5%	\$162.46	\$155.53	\$130.87	4%	\$130.05
Operating Cost Cash Flow per Mile	\$11.49	\$11.04	\$9.51	4%	\$11.74	\$11.31	\$9.68	4%	\$9.52
Farebox Recovery Cash Flow	18.6%	19.4%	26%	-4%	18.3%	18.7%	25.8%	-3%	26.28%
Service Delivery	November FY 2025	November FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	YTD for FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid
Schedule Adherence (On-Time)	70%	71%	69.8%	-1%	71.3%	71%	70.8%	0%	71.2%
Schedule Adherence (Early Buses)	7.6%	7.8%	7%	0%	7.5%	7.7%	6.9%	0%	7.3%
Schedule Adherence (Late Buses)	22.4%	21.5%	23.2%	1%	21.2%	21.3%	22.2%	0%	21.5%
Rapid Bus	77.9%	81.2%	69%	-3%	79.2%	81.4%	71%	-2%	71.2%
Urban Trunk	64.8%	63.4%	65.2%	1%	65%	63.2%	67.5%	2%	68.7%
Suburban Feeder	68.2%	69.6%	64.1%	-1%	70%	70%	67.4%	0%	65%
Circulator	75%	76.9%	74.4%	-2%	76.7%	77%	76%	-1%	78%
Peak Express	76.3%	74.2%	69.4%	2%	79.9%	77.6%	72.4%	2%	73.99%
Complaints - Sch. and Routes (Non-Driver)	14	9	11	56%	104	136	96	-24%	209
Complaints - Sch. and Routes (Driver)	103	136	154	-24%	709	866	902	-18%	2,125
Complaints - Poor Op. Attitude per 100,000 Trips	2.04	1.93	1.80	6%	2.18	2.28	1.99	-4%	1.79
Trips per Hour	26.72	25.85	39.03	3%	26.42	25.68	38.96	3%	37.88
Average System Speed	12.97	13.28	12.76	-2%	12.99	13.05	12.74	-0.45%	12.72
Pass Up Incidents Avg. Wkdy. (TM)	7.95	8.68	15.05	-8%	9.11	9.05	19.72	1%	17.82
Pass Up Incidents per 100,000 Trips (TM)	4.72	5.58	8.46	-15%	5.56	5.69	11.06	-2.26%	9.65
Turn Back Incidents Avg. Wkdy. (TM)	56.60	46.52	57.9	22%	45.85	46.94	52.67	-2%	52.09
Human Resources	November FY 2025	November FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	YTD for FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid
Operator Sick Leave	14.5%	12.6%	11.5%	15%	13.8%	12.9%	10.7%	7%	12.1%
Operator Attendance	78.1%	79.8%	79.3%	-2%	79.2%	79.8%	82.5%	-1%	83%
Operator Day-Off-Work	4.1%	3.1%	7.1%	33%	4.1%	2.6%	5.7%	56%	5.2%
Operator Unscheduled OT Other (Percent)	2%	1.8%	2.2%	12%	2.1%	1.7%	2%	19%	1.8%
New Grievances Filed	2	0	3	0%	7	12	17	-42%	37

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Safety and Security	November FY 2025	November FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	YTD for FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid
Bus Miles/Major Collisions	195,251	455,183	200,321	-57.11%	284,259	514,395	228,046	-44.74%	398,688
Preventable Accidents per Million Miles (Rolling 12 Mos.)					3.85	2.67	1.79	44.19%	1.75
Non-Preventable Accidents per Million Miles (Rolling 12 Mos.)					2.28				
Major Collisions (Injuries or Property Damage > \$7,000)	15	7	16	114%	77	53	74	45%	114
Other Collisions (Fixed Objects Property Damage < \$7,000)	56	55	94	2%	367	332	363	11%	721
Reported Injuries from Passenger Slips and Falls	41	55	28	-25%	188	216	144	-13%	275
Major Accident per Million Miles (Rolling 12 Mos.) NTD					2.16	2.16	1.88	0%	2.26
Persons Injured/Million Trips (Rolling 12 Mos.) NTD					3.27	1.95	1.05	68%	1.10
Industrial Accident Rate (Rolling 12 Months)					9.42	9.97	14.69	-6%	15.42
Fatalities per 1M VRM	0	0.05	0	0%	0.00	0.05	0	-5%	0
Inuries per 100K VRM	0.74	0.22	0.39	236%	0.54	0.38	0.46	42%	0.46
Safety Events per 100K VRM	0.74	0.22	0.5	236%	0.57	0.47	0.51	21%	0.51
WC Person - Days Lost	1542	1584	1441	-3%	7297	7949	7709	-8%	18,453
Complaints about Unsafe Vehicle Operations/100,000 Miles	4.32	3.62	5.10	19%	4.39	3.97	4.80	11%	4.68
Number of Assaults against Employees	2	2	1	0%	4	9	5	-56%	10
Number of Assaults against Passengers	5	2	2	150%	32	20	22	60%	49
Number of Reported Crimes (All Others)	15	30	27	-50%	87	133	88	-35%	219
Maintenance	November FY 2025	November FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	YTD for FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid
Bus Miles/Mechanical Road Calls	10,586	12,822	12,608	-17%	11,201	13,626	11,504	-18%	11,336
Bus Availability	82.7%	84%	91.6%	-1%	81.6%	83.9%	91.2%	-2%	91%
Small Bus (less than 40')	90%	88%	91%	2%	90%	89.4%	93%	1%	90.36%
40' Bus	84.7%	85%	91.9%	0%	84.1%	85.7%	90.9%	-2%	91.04%
Articulated Bus	73.6%	80.5%	87.3%	-7%	72%	77.9%	84.9%	-6%	86.69%
Electric Bus	90.6%	88.2%			91.8%	79.3%			
Percent Maintained Pullouts	95.3%	99.4%	99.8%	-4.66%	97.3%	99.5%	99.18%	-2.7%	99.18%
Spare Ratio	29%	25%	20.4%	4.05%	28%	25%	20.4%	3%	20.19%
Percent Scheduled Maintenance	60.1%	57.4%	73%	3%	56.1%	58.5%	73%	-2%	73.3%
Percent of Inspections Completed On-Time	100%	100%	100%	0%	100%	99.9%	100%	0%	100%
No. of Vehicles Receiving Cosmetic Upgrade	70	168	117	-58%	693	800	1116	-13%	2547
Number of Vehicles Receiving Deep Interior Cleaning	58%	50%	43%	8%	63%	67%	48%	-4%	57.73%
Maintenance Overtime	4.4%	1.9%	1.3%	3%	3.8%	2.0%	1.3%	2%	2.4%
Maintenance Attendance	96%	93.5%	90.7%	2%	95.4%	90.9%	91.3%	4%	92.1%
Percent Inventory Cycle Counts Completed On-Time	91%	98%	96%	-7%	91%	95%	95%	-4%	95.6%
Inventory Turnover Rate	1.04	1.01	1.32	3%	1.20	1.03	1.52	16.41%	1.42
Complaints about Maintenance of Equipment	7	7	9	0%	35	39	64	-10%	128
Customer Service	November FY 2025	November FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	YTD for FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid
Percent Complete in Less than 10 Days	65%	35%	63%	30%	61%	53%	70%	9%	72.58%
Percent Complete in 30 Days	78%	82%	96%	-4%	82%	80%	97%	2%	97.17%
Commendations/100,000 Trips	1.7	2.1	3.0	-21%	1.6	2.4	2.8	-32%	2.78
Complaints/100,000 Trips	9.7	9.9	8.4	-1.47%	11.1	12.8	9.4	-12.95%	9.21
Call Centers	November FY 2025	November FY 2024	November FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	YTD for FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid
Info Calls (Total)	N/A	18,416	N/A	N/A	73,211	79,008	N/A	-7%	305,091
Info Calls Answered within 5 Minutes	16,188	18,320	N/A	-12%	73,139	77,319	N/A	-5%	286,013
Hea Use (Million Hits)	10.29	9.53	8.55	8%	10.42	9.95	8.81	4.75%	8.55
IVR Use	53,619	50,381	92,759	6%	244,081	260,115	476,129	-6%	1,063,937