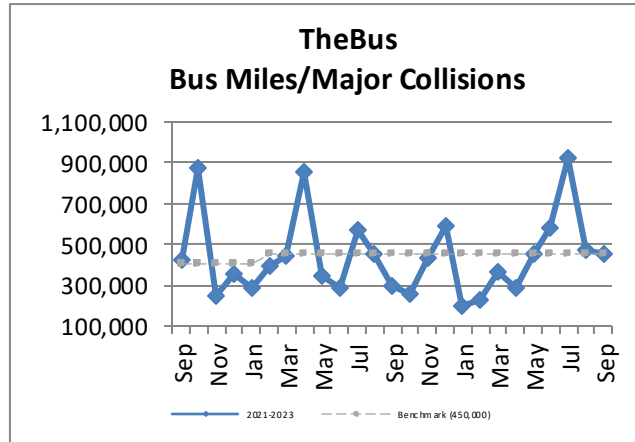
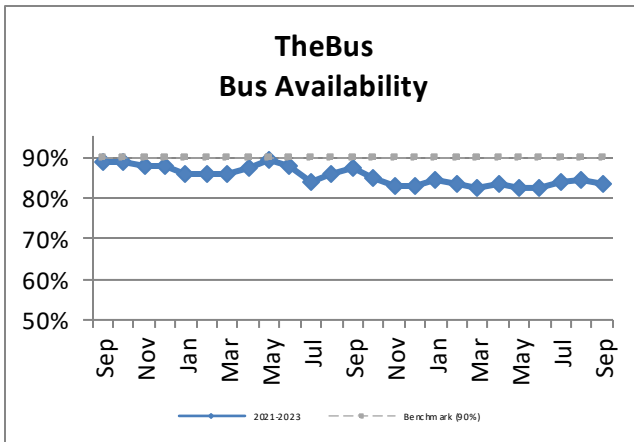
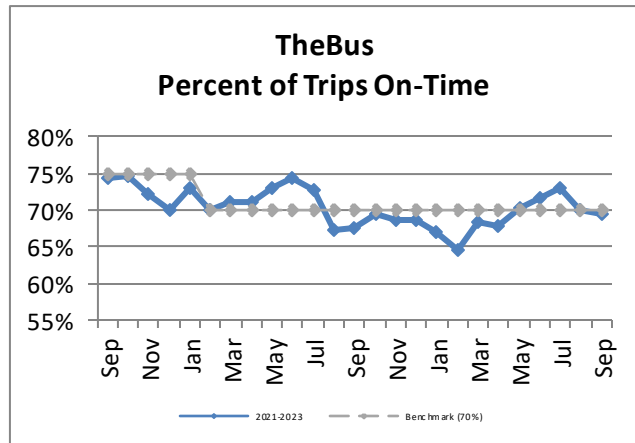
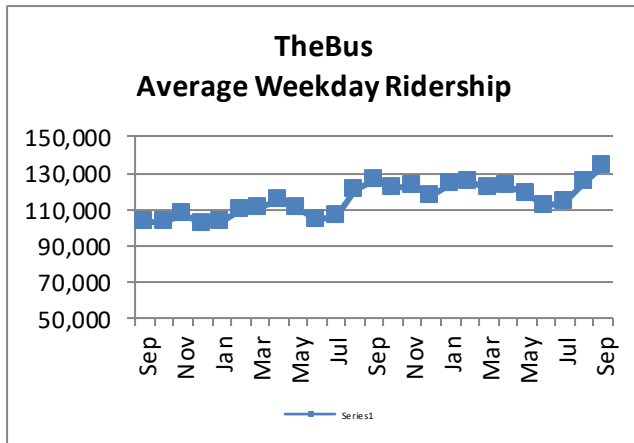


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending September FY 2024**

Key Performance Indicators (KPI)	September FY 2024	September FY 2023	September FY 2019 Pre-Covid	Percent Change FY 2023-2024	YTD for FY 2024	YTD for FY 2023	September FY 2019 Pre-Covid	Percent Change FY 2023-2024	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,550,343	3,413,576	5,090,452	4%	10,239,991	9,755,619	15,377,402	5%	61,140,545	
Average Weekday Ridership	133,518	126,406	196,755	6%	124,449	117,806	189,075	5.64%	189,944	
Percent of Trips On-Time	69.4%	67.5%	70.2%	2%	70.8%	69%	70.9%	1.60%	71.23%	70%
Bus Availability	83%	87%	91%	-4%	84%	86%	90.7%	-2%	91%	90%
Bus Miles/Major Collisions	452,312	293,001	220,857	54.37%	616,004	438,308	264,088	40.54%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					3.01	1.90	1.73	58.42%	2.26	3.00
Bus Miles/Mechanical Road Calls	12,923	14,293	10,974	-9.58%	14,364	13,085	10,706	10%	11,336	11,000
Spare Ratio	25.3%	28%	20.4%	-2.70%	25.2%	30.2%	20.4%	-5%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.5%	100%	1%	100%	100%
Percent Maintained Pullouts	99.4%	99.7%	98.7%	-0.60%	99.5%	99.6%	98.6%	-0.5%	98.8%	100%
Cost per Service Hour	\$152.95	\$148.99	\$131.36	3%	\$159.83	\$161.56	\$134.06	-1%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.66	\$5.45	\$3.35	4%	\$6.35	\$6.30	\$3.52	1%	\$3.43	
Cost per Mile	\$11.10	\$10.58	\$9.66	5%	\$11.62	\$11.56	\$9.95	1%	\$9.52	
Passenger Trips per Hour	27.04	27.34	39.19	-1.10%	25.37	25.86	38.87	-2%	37.88	
Farebox Recovery	20.5%	17.63%	26.98%	16.2%	18.04%	16.21%	25.1%	11%	26.3%	27%
Trips per Mile	1.96	1.94	2.88	1%	1.84	1.85	2.83	0%	2.78	
Average System Speed	13.00	12.51	12.76	4%	12.98	12.59	12.75	3.12%	13.22	
Percent Complete in 30 Days (Customer)	61%	91%	97%	-30%	81%	95%	96%	-14%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	13.15	14.76	9.65	-10.91%	13.81	14.58	9.67	-5.27%	9.21	12



Oahu Transit Services - Fixed Route
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