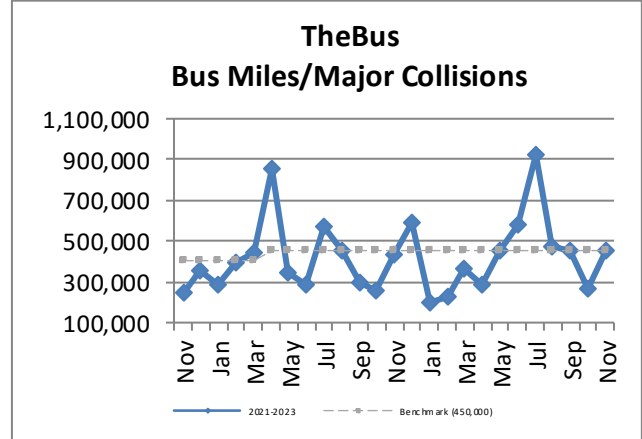
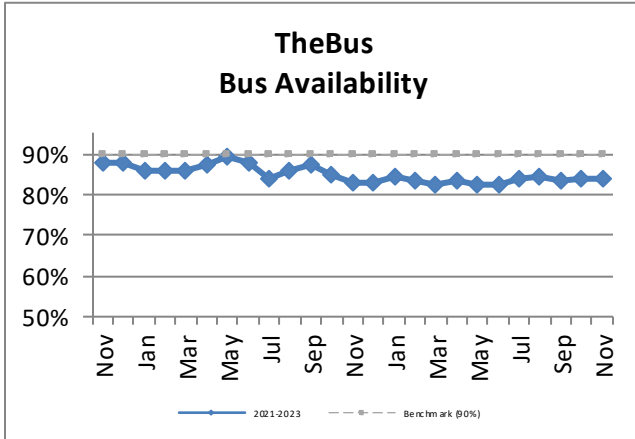
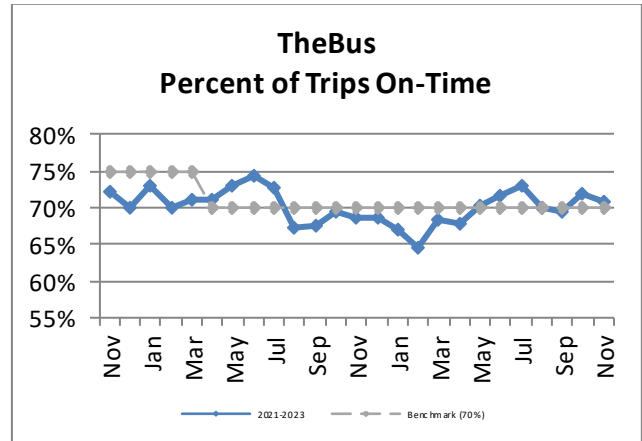
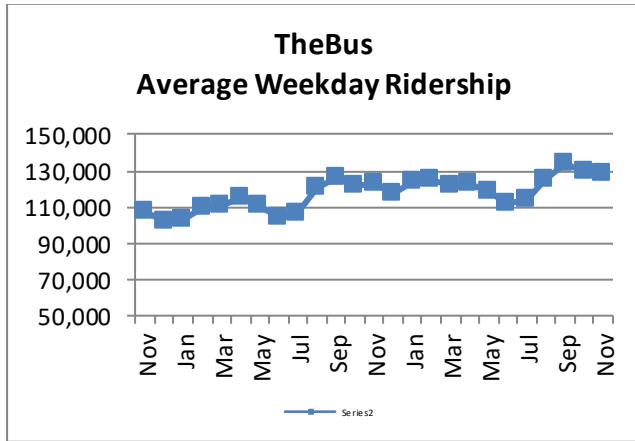


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending November FY 2024**

Key Performance Indicators (KPI)	November FY 2024	November FY 2023	November FY 2019 Pre-Covid	Percent Change FY 2023-2024	YTD for FY 2024	YTD for FY 2023	November FY 2019 Pre-Covid	Percent Change FY 2023-2024	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,420,346	3,246,864	5,176,120	5%	17,282,862	16,383,151	26,075,045	5%	61,140,545	
Average Weekday Ridership	128,723	122,740	197,191	5%	126,385	119,598	192,311	5.67%	189,944	
Percent of Trips On-Time	70.7%	68.6%	69.8%	2%	71%	69.1%	70.8%	1.88%	71.23%	70%
Bus Availability	84.0%	83.4%	91.6%	1%	83.9%	85.2%	91.2%	-1%	91%	90%
Bus Miles/Major Collisions	455,183	436,859	200,321	4.19%	514,395	401,644	228,046	28.07%	289,946	450,000
Preventable Acc./Mil. MIs. (Rolling 12 Mos.)					2.67	2.45	1.79	8.98%	2.26	3.00
Bus Miles/Mechanical Road Calls	12,822	12,663	12,608	1.26%	13,626	12,670	11,504	8%	11,336	11,000
Spare Ratio	25.3%	25%	20.4%	0.39%	25.3%	28%	20.4%	-3%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.8%	100%	0%	100%	100%
Percent Maintained Pullouts	99.4%	99.7%	98.4%	-0.57%	99.5%	99.6%	98.5%	-0.5%	98.8%	100%
Cost per Service Hour	\$151.86	\$158.33	\$129.29	-4%	\$155.53	\$157.67	\$130.87	-1%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.87	\$5.81	\$3.31	1%	\$6.09	\$6.03	\$3.40	1%	\$3.43	
Cost per Mile	\$11.04	\$10.95	\$9.51	1%	\$11.31	\$11.24	\$9.68	1%	\$9.52	
Passenger Trips per Hour	25.85	26.16	39.03	-1.17%	25.68	26.03	38.96	-1%	37.88	
Farebox Recovery	19.4%	16.74%	25.66%	16%	18.75%	16.55%	25.8%	13%	26.3%	27%
Trips per Mile	1.88	1.86	2.87	1%	1.87	1.86	2.85	1%	2.78	
Average System Speed	13.28	12.64	12.76	5%	13.05	12.60	12.74	3.64%	13.22	
Percent Complete in 30 Days (Customer)	82%	93%	96%	-11%	80%	93%	97%	-13%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	9.88	10.81	8.38	-8.59%	12.76	13.35	9.45	-4.45%	9.21	12



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

