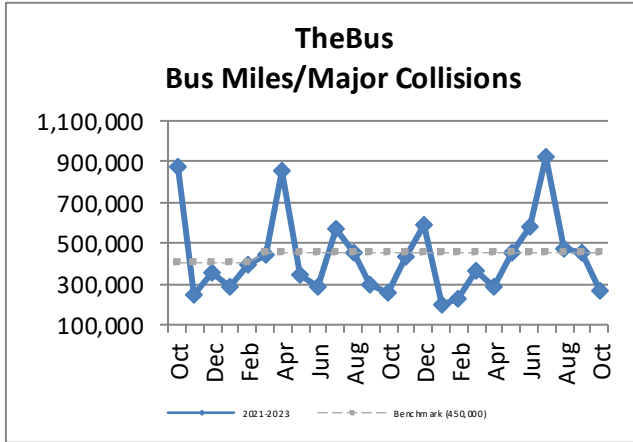
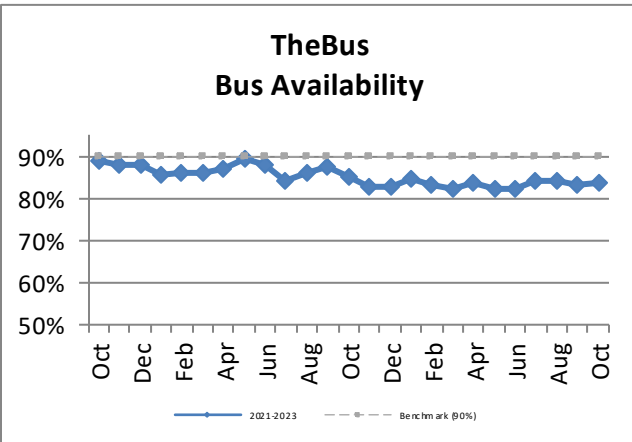
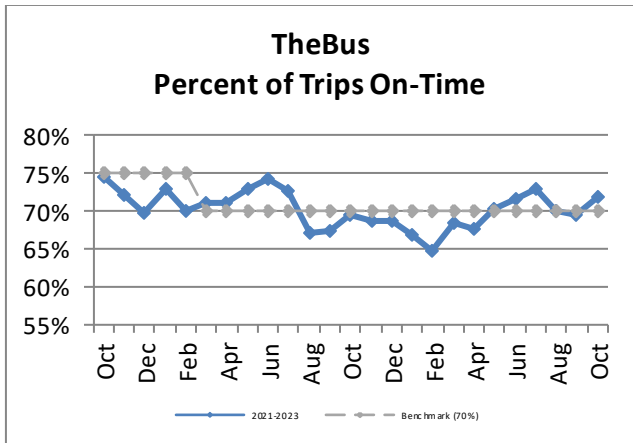
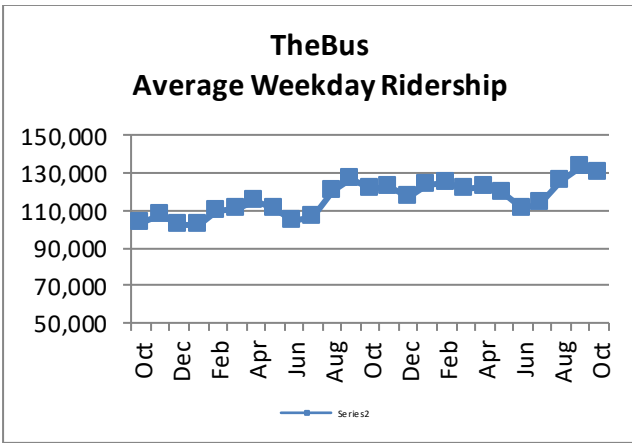


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending October FY 2024**

Key Performance Indicators (KPI)	October FY 2024	October FY 2023	October FY 2019 Pre-Covid	Percent Change FY 2023-2024	YTD for FY 2024	YTD for FY 2023	October FY 2019 Pre-Covid	Percent Change FY 2023-2024	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,622,525	3,380,668	5,521,523	7%	13,862,516	13,136,287	20,898,925	6%	61,140,545	
Average Weekday Ridership	129,853	121,832	197,141	7%	125,800	118,813	191,091	5.88%	189,944	
Percent of Trips On-Time	72%	69.5%	71.7%	3%	71.1%	69%	71.1%	1.83%	71.23%	70%
Bus Availability	83.9%	85.3%	92.1%	-1%	83.9%	85.7%	91.1%	-2%	91%	90%
Bus Miles/Major Collisions	268,778	256,437	147,642	4.81%	529,197	392,840	234,977	34.71%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					2.73	2.36	1.76	15.68%	2.26	3.00
Bus Miles/Mechanical Road Calls	12,217	11,433	12,796	6.85%	13,827	12,672	11,228	9%	11,336	11,000
Spare Ratio	25.3%	25%	20.4%	0.06%	25.2%	29%	20.4%	-4%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.8%	100%	0%	100%	100%
Percent Maintained Pullouts	99.5%	99.6%	98.3%	-0.47%	99.5%	99.6%	98.5%	-0.5%	98.8%	100%
Cost per Service Hour	\$146.27	\$145.35	\$122.87	1%	\$156.44	\$157.50	\$131.26	-1%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.54	\$5.44	\$3.14	2%	\$6.14	\$6.09	\$3.43	1%	\$3.43	
Cost per Mile	\$10.66	\$10.57	\$9.02	1%	\$11.38	\$11.31	\$9.72	1%	\$9.52	
Passenger Trips per Hour	26.42	26.44	39.18	-0.07%	25.64	26.00	38.94	-1%	37.88	
Farebox Recovery	20.2%	17.37%	28.21%	16.4%	18.58%	16.50%	25.9%	13%	26.3%	27%
Trips per Mile	1.93	1.88	2.88	2%	1.86	1.86	2.84	0%	2.78	
Average System Speed	13.06	12.57	12.70	4%	13.00	12.58	12.74	3.30%	13.22	
Percent Complete in 30 Days (Customer)	73%	88%	98%	-15%	79%	93%	97%	-14%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	12.48	12.22	9.83	2.14%	13.48	13.99	9.71	-3.65%	9.21	12



Oahu Transit Services - Fixed Route
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