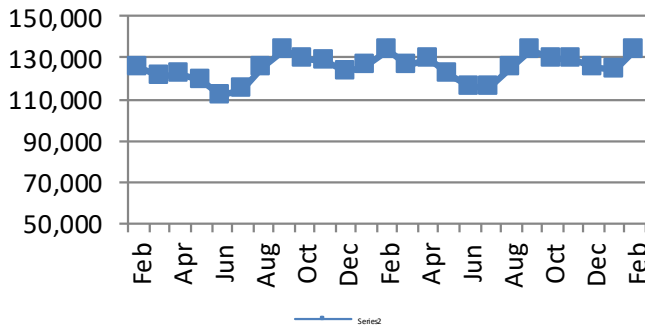


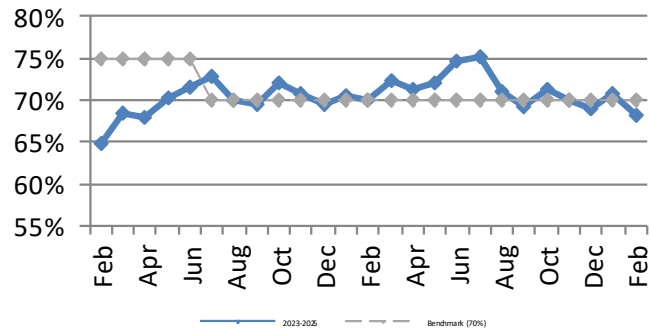
Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending February FY 2025

Key Performance Indicators (KPI)	February FY 2025	February FY 2024	February FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	February FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,342,341	3,469,383	4,760,783	-4%	27,456,723	27,621,834	40,996,596	-1%	61,140,545	
Average Weekday Ridership	133,732	133,757	193,128	0%	127,196	126,848	191,403	0.27%	189,944	
Percent of Trips On-Time	68.2%	70%	70.9%	-2%	70.6%	71%	71%	-0.04%	71.23%	70%
Bus Availability	81%	83.2%	89.2%	-2%	81.3%	84.0%	90.7%	-3%	91%	90%
Bus Miles/Major Collisions	825,563	351,250	243,986	135.04%	347,311	527,908	220,376	-34.21%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					3.93	2.52	1.67	55.95%	1.75	3.00
Bus Miles/Mechanical Road Calls	13,001	11,708	8,758	11.04%	11,098	11,826	11,258	-6%	11,336	11,000
Spare Ratio	28%	27%	20.2%	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	97.6%	99.6%	98.8%	-2.40%	97.6%	99.4%	99.4%	-2.4%	98.8%	100%
Cost per Service Hour	\$159.68	\$150.43	\$131.22	6%	\$159.98	\$152.00	\$129.35	5%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.69	\$5.52	\$3.44	3%	\$6.07	\$5.91	\$3.39	3%	\$3.43	
Cost per Mile	\$11.51	\$10.91	\$9.58	6%	\$11.56	\$11.04	\$9.52	5%	\$9.52	
Passenger Trips per Hour	28.08	27.24	38.17	3.09%	26.46	25.81	38.41	3%	37.88	
Farebox Recovery	19.3%	20.7%	26%	-6.61%	18%	20%	27.1%	-8%	26.3%	27%
Trips per Mile	2.02	1.98	2.79	2%	1.91	1.87	2.81	2%	2.78	
Average System Speed	12.96	12.94	12.76	0%	12.98	13.01	12.73	-0.26%	13.22	
Percent Complete in 30 Days (Customer)	98%	79%	97%	19%	81%	82%	97%	-1%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	11.76	11.07	8.70	6.23%	11.57	12.46	8.94	-7.15%	9.21	12

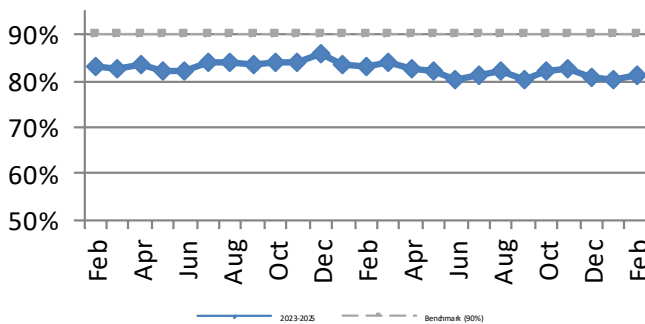
TheBus
Average Weekday Ridership



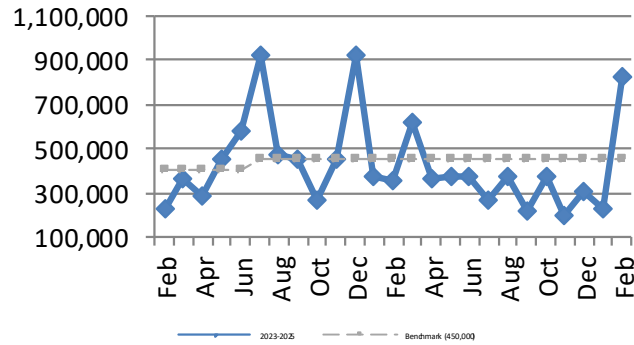
TheBus
Percent of Trips On-Time



TheBus
Bus Availability



TheBus
Bus Miles/Major Collisions



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