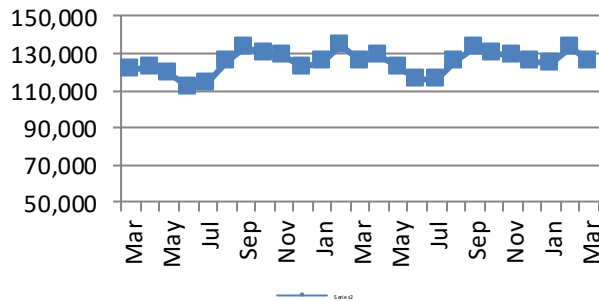


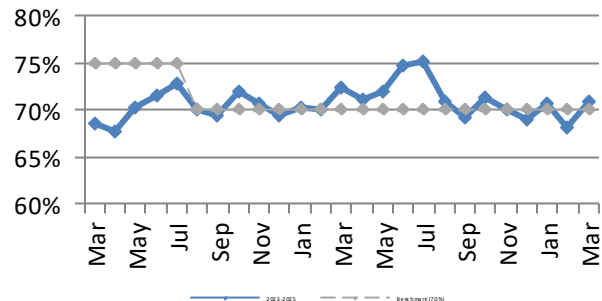
**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending March FY 2025**

Key Performance Indicators (KPI)	March FY 2025	March FY 2024	March FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	March FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,443,174	3,411,329	5,180,317	1%	30,899,897	31,033,163	46,176,913	-0.4%	61,140,545	
Average Weekday Ridership	125,761	126,110	190,894	0%	127,037	126,766	191,346	0.21%	189,944	
Percent of Trips On-Time	71%	72.4%	71.1%	-1%	70.6%	70.8%	71%	-0.19%	71.23%	70%
Bus Availability	81.7%	83.8%	90.3%	-2%	81.3%	83.9%	90.7%	-3%	91%	90%
Bus Miles/Major Collisions	610,930	618,213	205,882	-1.18%	376,602	537,942	218,765	-29.99%	289,946	450,000
Preventable Acc./Mil. Mls. (Rolling 12 Mos.)					4.17	2.43	2.52	71.60%	1.75	3.00
Bus Miles/Mechanical Road Calls	13,678	12,531	11,095	9.15%	11,385	13,205	11,240	-14%	11,336	11,000
Spare Ratio	27%	26%	20.2%	0.66%	28%	26%	20.4%	2%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.97%	100%	0%	100%	100%
Percent Maintained Pullouts	98.3%	99.4%	98.8%	-1.68%	97.7%	99.4%	99.3%	-2.3%	98.8%	100%
Cost per Service Hour	\$156.49	\$151.14	\$129.15	4%	\$159.59	\$151.90	\$129.33	5%	\$129.42	\$155.37
Cost per Passenger Trip	\$5.97	\$5.95	\$3.38	0%	\$6.06	\$5.92	\$3.39	2%	\$3.43	
Cost per Mile	\$11.22	\$10.95	\$9.46	2%	\$11.52	\$11.03	\$9.51	4%	\$9.52	
Passenger Trips per Hour	26.21	25.39	38.18	3.22%	26.43	25.76	38.39	3%	37.88	
Farebox Recovery	18.1%	20.2%	26%	-10.69%	18%	20%	26.9%	-8%	26.3%	
Trips per Mile	1.88	1.84	2.80	2%	1.91	1.87	2.81	2%	2.78	
Average System Speed	13.00	13.07	12.77	0%	12.98	13.02	12.74	-0.29%	13.22	
Percent Complete in 30 Days (Customer)	89%	93%	98%	-4%	82%	83%	97%	-1%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	12.11	10.26	9.38	18.04%	11.63	12.21	8.99	-4.80%	9.21	12

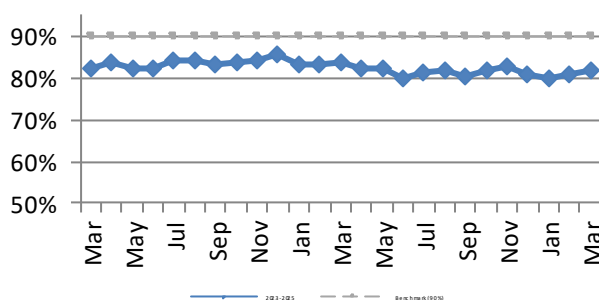
**TheBus
Average Weekday Ridership**



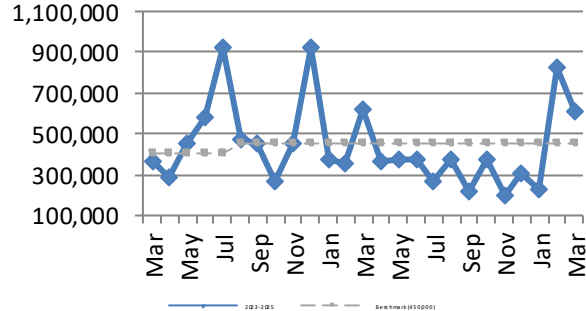
**TheBus
Percent of Trips On-Time**



**TheBus
Bus Availability**



**TheBus
Bus Miles/Major Collisions**



Oahu Transit Services - Fixed Route
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