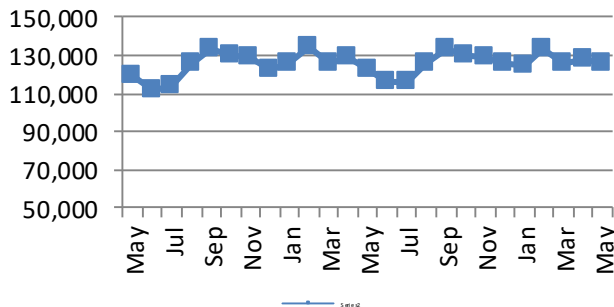


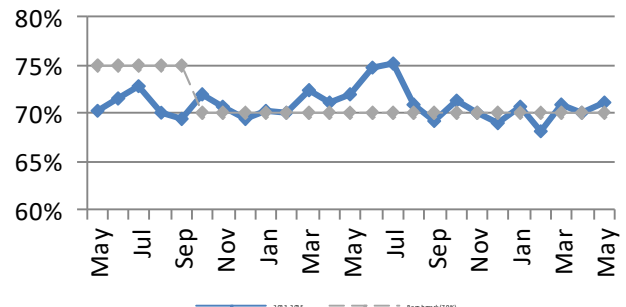
**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending May FY 2025**

Key Performance Indicators (KPI)	May FY 2025	May FY 2024	May FY 2019 Pre-Covid	Percent Change FY 2024-2025	YTD for FY 2025	YTD for FY 2024	May FY 2019 Pre-Covid	Percent Change FY 2024-2025	12 Month FY 2019 Pre-Covid	Benchmark
Total Monthly Ridership	3,478,177	3,412,634	5,132,925	2%	37,828,647	37,944,826	56,440,031	-0.3%	61,140,545	
Average Weekday Ridership	125,979	122,432	186,890	3%	127,043	126,579	191,010	0.37%	189,944	
Percent of Trips On-Time	71.2%	72%	71.1%	-1%	70.6%	70.9%	71%	-0.34%	71.23%	70%
Bus Availability	80.2%	82.3%	92.8%	-2%	81.1%	83.7%	90.9%	-3%	91%	90%
Bus Miles/Major Collisions	368,338	375,822	320,384	-1.99%	365,026	507,704	235,987	-28.10%	289,946	450,000
Preventable Acc./Mil. MIs. (Rolling 12 Mos.)					4.23	2.85	1.73	48.42%	1.75	3.00
Bus Miles/Mechanical Road Calls	10,584	11,969	12,989	-11.57%	11,208	13,229	11,449	-15%	11,336	11,000
Spare Ratio	27%	26%	19.6%	0.66%	28%	26%	20.2%	2%	20.2%	>20%
Percent of Inspections Comp. On-Time	100%	100%	100%	0%	100%	99.97%	100%	0%	100%	100%
Percent Maintained Pullouts	97.6%	92.1%	98.4%	-2.44%	97.7%	98.7%	99.2%	-2.3%	98.8%	100%
Cost per Service Hour	\$167.61	\$152.10	\$124.26	10%	\$160.31	\$152.48	\$129.05	5%	\$129.42	\$155.37
Cost per Passenger Trip	\$6.36	\$6.07	\$3.37	5%	\$6.08	\$5.94	\$3.40	2%	\$3.43	
Cost per Mile	\$12.00	\$11.02	\$9.01	9%	\$11.56	\$11.07	\$9.48	4%	\$9.52	
Passenger Trips per Hour	26.37	25.07	36.86	5.20%	26.45	25.74	38.22	3%	37.88	
Farebox Recovery	15.9%	20.2%	27%	-21.06%	18%	20%	26.5%	-9%	26.3%	
Trips per Mile	1.89	1.82	2.67	4%	1.91	1.87	2.79	2%	2.78	
Average System Speed	12.97	12.97	12.75	0%	12.98	13.01	12.74	-0.27%	13.22	
Percent Complete in 30 Days (Customer)	94%	83%	99%	11%	84%	84%	97%	0%	96.7%	95%
Complaint Rate (Complaints per 100,000 Trips)	11.50	12.34	9.47	-6.78%	11.74	12.09	9.17	-2.87%	9.21	12

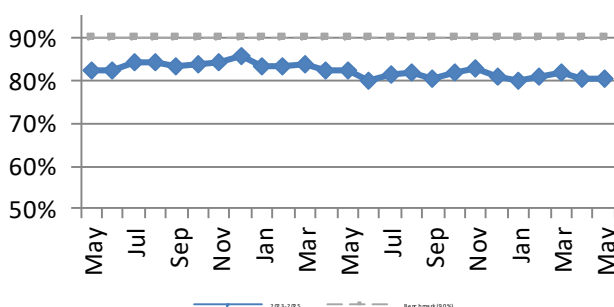
**TheBus  
Average Weekday Ridership**



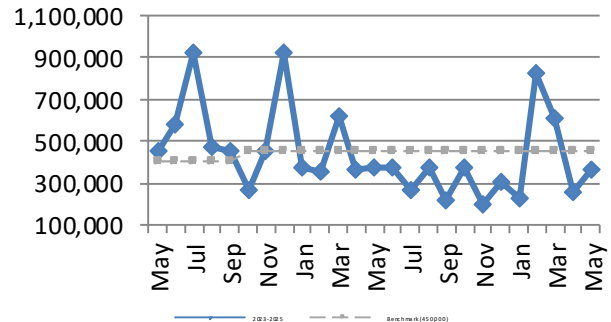
**TheBus  
Percent of Trips On-Time**



**TheBus  
Bus Availability**



**TheBus  
Bus Miles/Major Collisions**



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