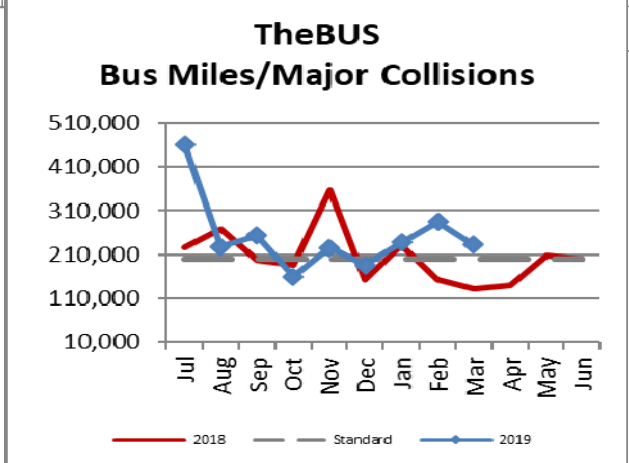
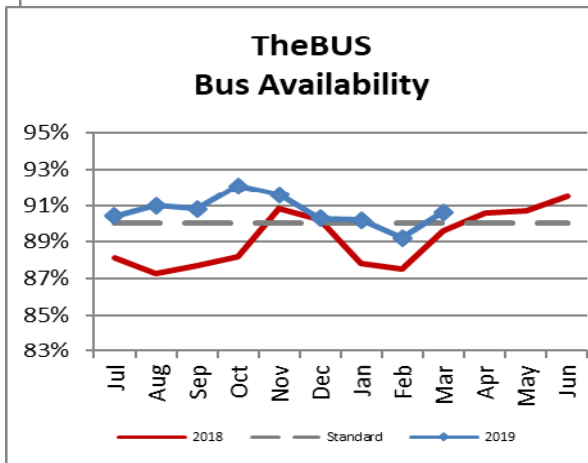
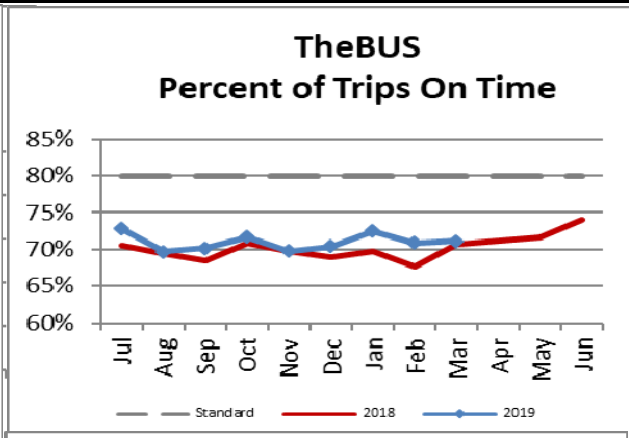
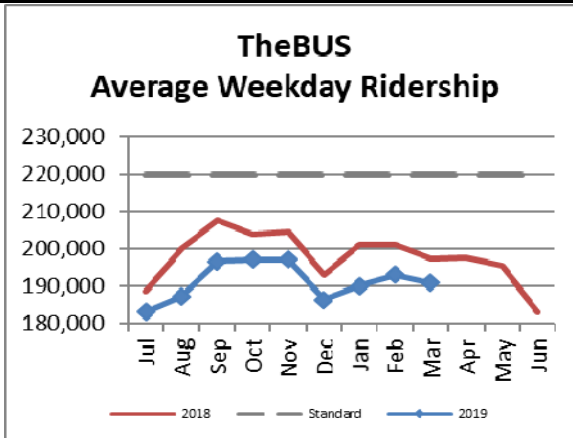


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending March 2019**

Key Performance Indicators (KPI)	March 2019	March 2018	Percent Change	9 Month FY2019	9 Month FY2018	Percent Change	Goals
Total Monthly Ridership	5,180,317	5,348,358	-3.14%	46,176,913	48,009,540	-3.82%	
Average Weekday Ridership	190,894	197,425	-3.31%	191,346	199,758	-4.21%	220,000
Percent of Trips On Time	71.1%	70.7%	0.4%	71.01%	69.58%	1.43%	80%
Bus Availability	90.6%	89.6%	1.0%	90.7%	88.6%	2.11%	90%
Bus Miles/Major Collisions	231,617	131,742	75.81%	251,655	211,148	19.18%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.81	1.86	-2.69%	3.00
Bus Miles/Mechanical Road Calls	11,095	9,507	16.71%	11,240	9,524	18.02%	10,000
Spare Ratio	20.18%	20.09%	0.09%	20.37%	20.40%	-0.02%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.13%	99.67%	-0.54%	99.37%	99.46%	-0.09%	100%
Cost per Hour	\$129.15	\$123.21	4.82%	\$130.16	\$125.43	3.77%	\$120
Cost per Trip	\$3.38	\$3.14	7.63%	\$3.39	\$3.13	8.50%	\$2.50
Cost per Mile	\$9.46	\$9.11	3.77%	\$9.51	\$9.21	3.28%	
Farebox Recovery	25.52%	29.05%	-3.53%	26.92%	26.97%	-0.05%	30%
Trips per Hour	38.18	39.20	-2.61%	38.39	40.07	-4.19%	48
Trips per Mile	2.80	2.90	-3.59%	2.81	2.94	-4.64%	
Passenger Miles per Revenue Hour	210.63	213.28	-1.24%	209.76	213.62	-1.80%	250
Average System Speed	12.77	12.70	0.52%	12.74	12.72	0.12%	
Percent Complete in 30 Days (Customer)	92.00%	91.27%	0.7%	96.71%	96.94%	-0.2%	
Complaint Rate (Complaints per 100,000 trips)	9.38	10.08	-6.91%	8.99	10.03	10.38%	10



**Oahu Transit Services - Fixed Route  
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