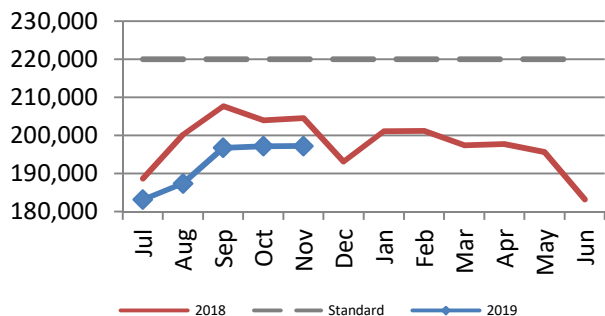


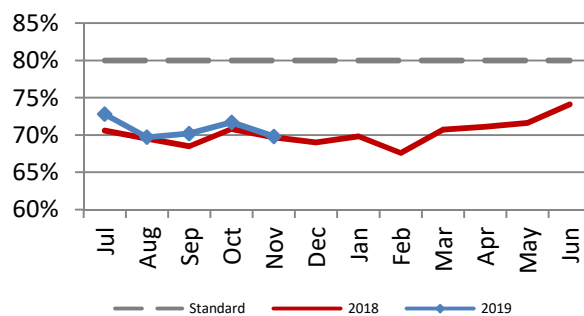
Oahu Transit Services - Fixed Route
 Monthly Performance Report
 For the Month Ending November 2018

Key Performance Indicators (KPI)	November 2018	November 2017	Percent Change	5 Month FY2019	5 Month FY2018	Percent Change	Goals
Total Monthly Ridership	5,176,120	5,339,530	-3.06%	31,114,585	27,069,366	14.94%	
Average Weekday Ridership	197,191	204,523	-3.58%	192,311	201,010	-4.33%	220,000
Percent of Trips On Time	69.8%	69.7%	0.1%	70.84%	69.82%	1.02%	80%
Bus Availability	91.6%	90.8%	0.8%	91.2%	88.4%	2.76%	90%
Bus Miles/Major Collisions	225,361	356,563	-36.80%	265,340	246,631	7.59%	200,000
Preventable Accidents/Million Miles (rolling 15 Mos)				1.61	1.70	-5.29%	3.00
Bus Miles/Mechanical Road Calls	12,608	9,585	31.53%	11,521	9,490	21.40%	10,000
Spare Ratio	20.35%	20.54%	-0.19%	20.35%	20.32%	0.03%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.48%	99.59%	-0.11%	99.50%	99.46%	0.04%	100%
Cost per Hour	\$129.33	\$123.87	4.41%	\$132.36	\$127.78	3.58%	\$120
Cost per Trip	\$3.31	\$3.03	9.49%	\$3.40	\$3.15	8.14%	\$2.50
Cost per Mile	\$9.51	\$9.07	4.96%	\$9.68	\$9.34	3.58%	
Farebox Recovery	25.66%	24.06%	1.60%	25.85%	24.39%	1.46%	30%
Trips per Hour	39.03	40.92	-4.64%	46.40	40.69	14.04%	48
Trips per Mile	2.87	3.00	-4.14%	2.85	2.97	-4.24%	
Passenger Miles per Revenue Hour	210.04	215.78	-2.66%	210.48	216.10	-2.60%	250
Average System Speed	12.76	12.69	0.55%	12.74	12.67	0.59%	
Percent Complete in 30 Days (Customer)	98.03%	98.58%	-0.6%	97.64%	98.77%	-1.1%	
Complaint Rate (Complaints per 100,000 trips)	8.38	9.06	-7.50%	9.45	9.83	-3.89%	10

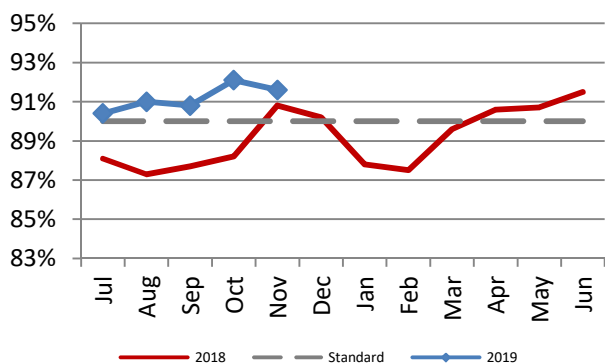
TheBUS
 Average Weekday Ridership



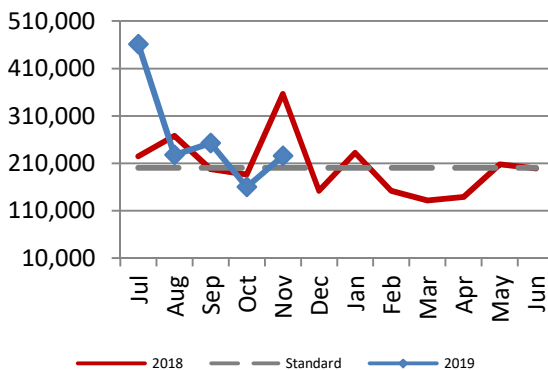
TheBUS
 Percent of Trips On Time



TheBUS
 Bus Availability



TheBUS
 Bus Miles/Major Collisions



**Oahu Transit Services - Fixed Route
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