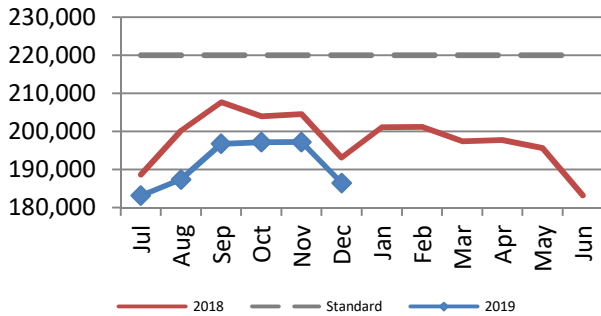


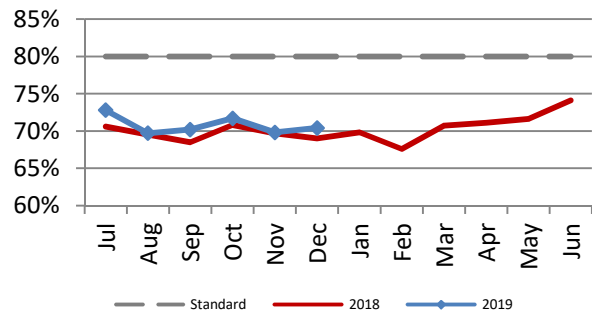
Oahu Transit Services - Fixed Route  
 Monthly Performance Report  
 For the Month Ending December 2018

Key Performance Indicators (KPI)	December 2018	December 2017	Percent Change	6 Month FY2019	6 Month FY2018	Percent Change	Goals
Total Monthly Ridership	4,981,780	5,182,965	-3.88%	31,056,825	32,252,331	-3.71%	
Average Weekday Ridership	186,419	193,098	-3.46%	191,329	199,691	-4.19%	220,000
Percent of Trips On Time	70.4%	69.0%	1.4%	70.77%	69.68%	1.08%	80%
Bus Availability	90.3%	90.2%	0.1%	91.0%	88.7%	2.32%	90%
Bus Miles/Major Collisions	185,330	151,424	22.39%	252,005	230,763	9.20%	200,000
Preventable Accidents/Million Miles (rolling 16 Mos)				1.66	1.75	-5.14%	3.00
Bus Miles/Mechanical Road Calls	11,164	9,984	11.82%	11,448	9,573	19.59%	10,000
Spare Ratio	20.35%	20.62%	-0.27%	20.35%	20.37%	-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	99.55%	99.49%	0.07%	99.51%	99.46%	0.05%	100%
Cost per Hour	\$120.53	\$117.86	2.27%	\$130.40	\$126.13	3.38%	\$120
Cost per Trip	\$3.28	\$3.05	7.41%	\$3.38	\$3.13	8.03%	\$2.50
Cost per Mile	\$8.81	\$8.70	1.22%	\$9.53	\$9.24	3.21%	
Farebox Recovery	27.40%	32.78%	-5.38%	26.11%	25.79%	0.32%	30%
Trips per Hour	36.78	37.94	-3.05%	38.60	40.23	-4.06%	48
Trips per Mile	2.69	2.80	-4.04%	2.82	2.95	-4.21%	
Passenger Miles per Revenue Hour	199.95	198.32	0.82%	208.72	213.14	-2.07%	250
Average System Speed	12.79	12.85	-0.45%	12.75	12.70	0.42%	
Percent Complete in 30 Days (Customer)	96.37%	97.69%	-1.3%	97.43%	98.59%	-1.2%	
Complaint Rate (Complaints per 100,000 trips)	7.13	10.13	-29.65%	9.06	9.88	-8.29%	10

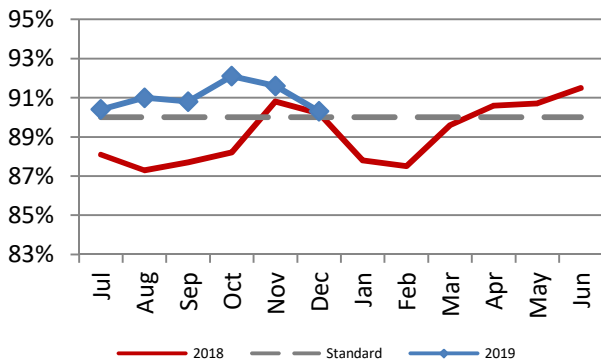
**TheBUS**  
 Average Weekday Ridership



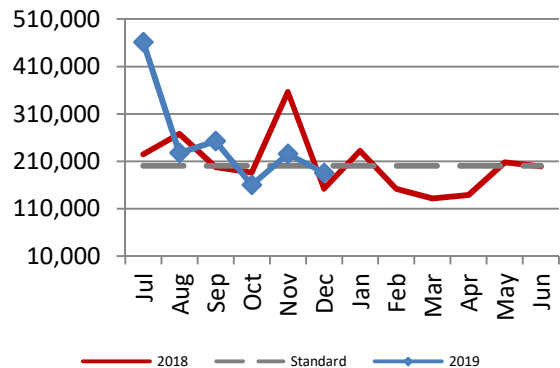
**TheBUS**  
 Percent of Trips On Time



**TheBUS**  
 Bus Availability



**TheBUS**  
 Bus Miles/Major Collisions



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

