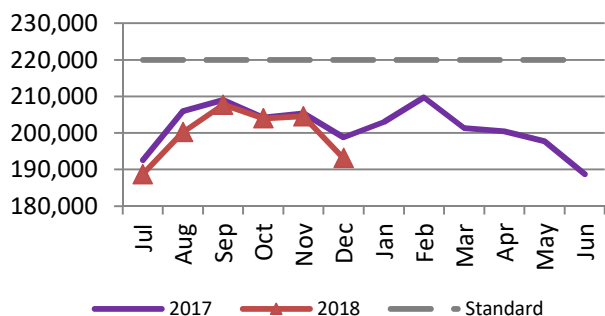


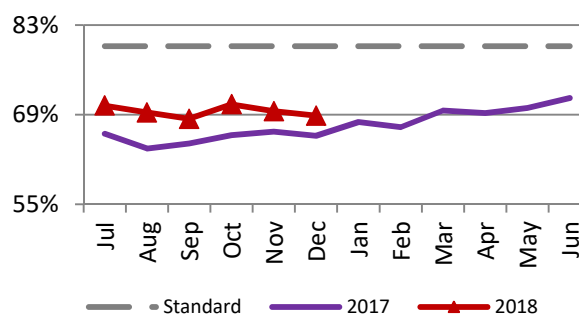
Oahu Transit Services - Fixed Route
 Monthly Performance Report
 For the Month Ending December 2017

Key Performance Indicators (KPI)	December 2017	December 2016	Percent Change	6 Month FY2018	6 Month FY2017	Percent Change	Goals
Total Monthly Ridership	5,090,325	5,375,720	-5.31%	32,159,690	32,762,943	-1.84%	
Average Weekday Ridership	193,098	198,750	-2.84%	199,691	202,647	-1.46%	220,000
Percent of Trips On Time	69.0%	65.8%	3.2%	69.68%	65.45%	4.23%	80%
Bus Availability	90.2%	86.9%	3.3%	88.7%	88.4%	0.30%	90%
Bus Miles/Major Collisions	165,189	168,125	-1.75%	259,493	166,663	55.70%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.75	2.64	-33.71%	3.00
Bus Miles/Mechanical Road Calls	9,984	9,388	6.35%	9,573	9,206	3.98%	10,000
Spare Ratio	19.73%	25.06%	-5.33%	20.23%	20.17%	0.06%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.49%	99.54%	-0.06%	99.46%	99.51%	-0.05%	100%
Cost per Hour	\$117.76	\$115.29	2.14%	\$125.99	\$123.13	2.32%	\$120
Cost per Trip	\$3.10	\$2.82	10.00%	\$3.14	\$2.92	7.30%	\$2.50
Cost per Mile	\$8.70	\$8.20	6.01%	\$9.22	\$8.84	4.28%	
Farebox Recovery	32.81%	33.54%	-0.73%	25.82%	27.35%	-1.53%	30%
Trips per Hour	37.94	40.86	-7.14%	40.23	42.19	-4.64%	48
Trips per Mile	2.80	2.91	-3.63%	2.95	3.03	-2.80%	
Passenger Miles per Revenue Hour	198.32	218.10	-9.07%	213.14	227.43	-6.28%	250
Average System Speed	12.85	12.99	-1.14%	12.70	12.83	-1.05%	
Percent Complete in 30 Days (Customer)	98.58%	99.58%	-1.0%	98.59%	98.59%	0.0%	
Complaint Rate (Complaints per 100,000 trips)	9.06	9.69	-6.50%	9.91	10.23	-3.14%	10

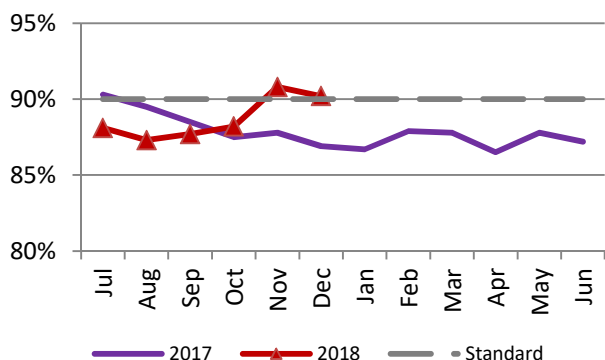
TheBUS
 Average Weekday Ridership



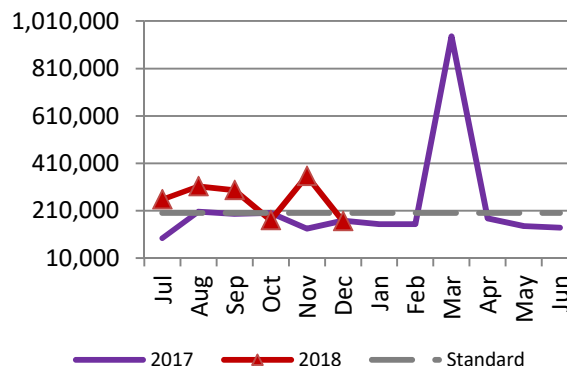
TheBUS
 Percent of Trips On Time



TheBUS
 Bus Availability



TheBUS
 Bus Miles/Major Collisions



**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending December 2017**

