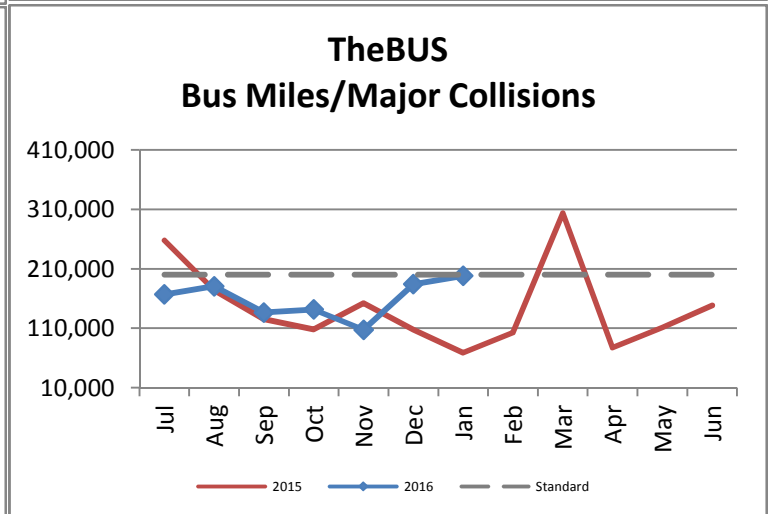
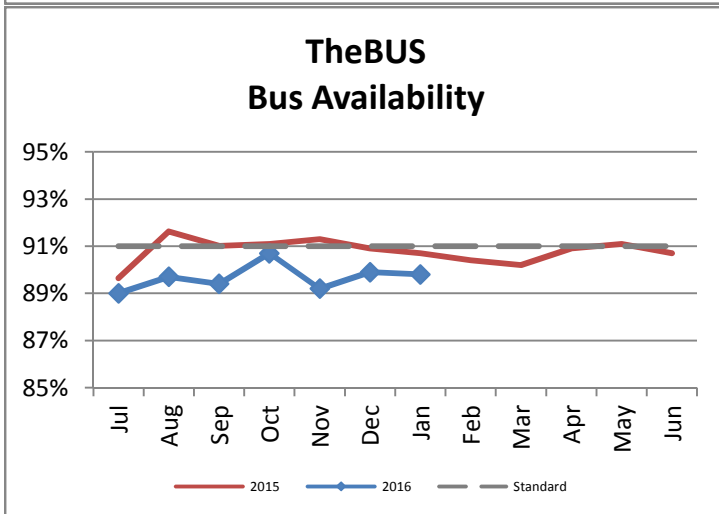
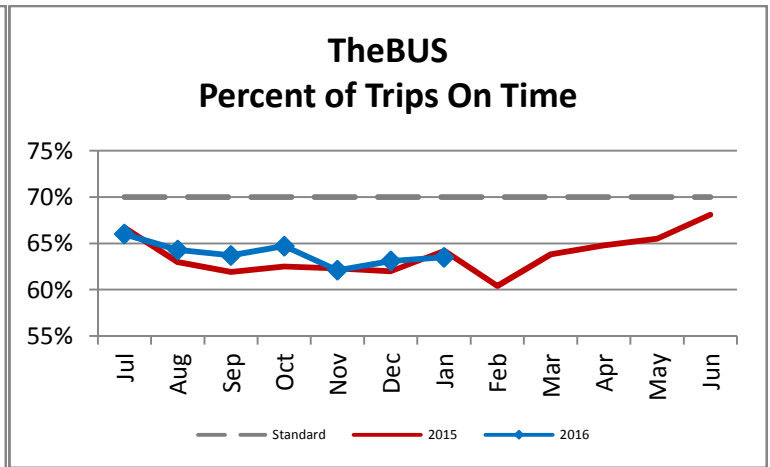
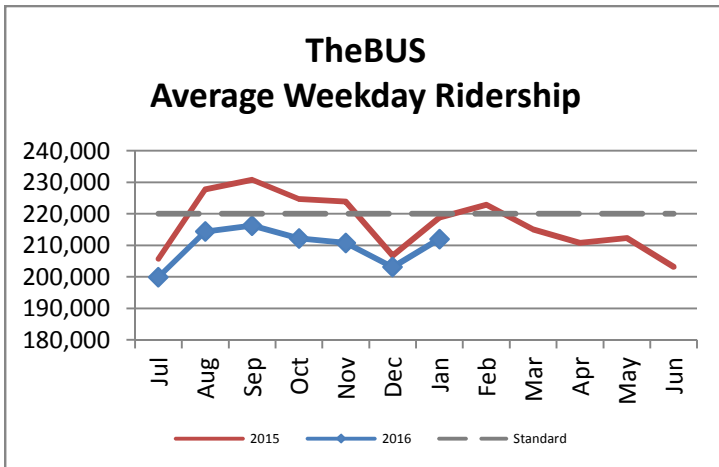


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending January 2016**

| Key Performance Indicators (KPI) | January 2016 | January 2015 | Percent Change | 7 Months FY2016 | 7 Months FY2015 | Percent Change |
|---|--------------|--------------|----------------|-----------------|-----------------|----------------|
| Total Monthly Ridership | 5,536,806 | 5,994,633 | -7.64% | 39,462,042 | 41,280,147 | -4.40% |
| Average Weekday Ridership | 211,981 | 218,790 | -3.11% | 209,932 | 219,740 | -4.46% |
| Percent of Trips On Time | 63.5% | 64.2% | -0.7% | 63.91% | 63.23% | 0.69% |
| Bus Availability | 89.8% | 90.7% | -0.9% | 89.7% | 90.9% | -1.23% |
| Bus Miles/Major Collisions | 198,250 | 68,961 | 187.48% | 159,390 | 141,994 | 12.25% |
| Bus Miles/Mechanical Road Calls | 12,836 | 11,953 | 7.39% | 11,842 | 12,725 | -6.94% |
| Spare Ratio | 17.88% | 19.31% | -1.43% | 17.86% | 20.25% | -2.38% |
| Cost per Hour | \$123.45 | \$120.68 | 2.29% | \$121.30 | \$125.03 | -2.99% |
| Cost per Trip | \$2.85 | \$2.72 | 4.78% | \$2.77 | \$2.70 | 2.67% |
| Cost per Mile | \$8.85 | \$8.49 | 4.17% | \$8.65 | \$8.93 | -3.12% |
| Farebox Recovery | 27.37% | 33.55% | -6.18% | 29.02% | 29.59% | -0.58% |
| Trips per Hour | 43.30 | 47.51 | -8.86% | 43.88 | 46.50 | -5.63% |
| Trips per Mile | 3.10 | 3.34 | -7.19% | 3.13 | 3.32 | -5.76% |
| Average System Speed | 12.92 | 13.17 | -1.90% | 12.94 | 13.06 | -0.87% |
| Percent Complete in 30 Days (Customer) | 95.96% | 99.34% | -3.4% | 97.36% | 98.93% | -1.6% |
| Complaint Rate (Complaints per 100,000 trips) | 10.39 | 10.86 | -4.37% | 11.45 | 10.38 | 10.33% |



**Oahu Transit Services - Fixed Route
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