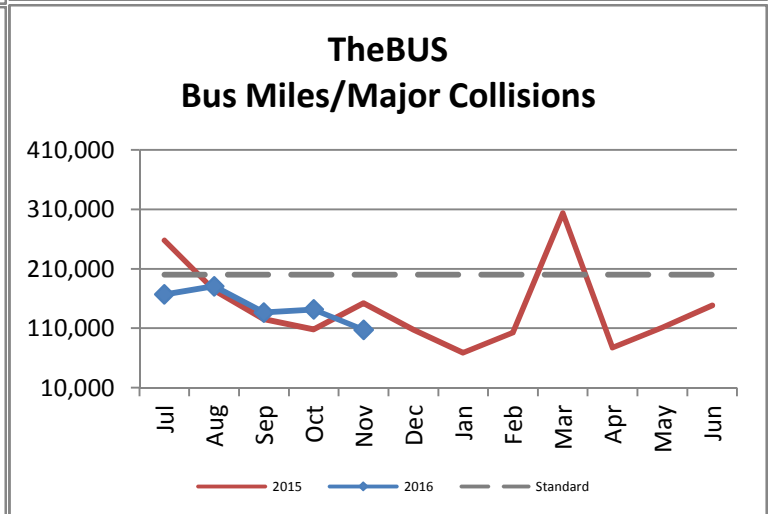
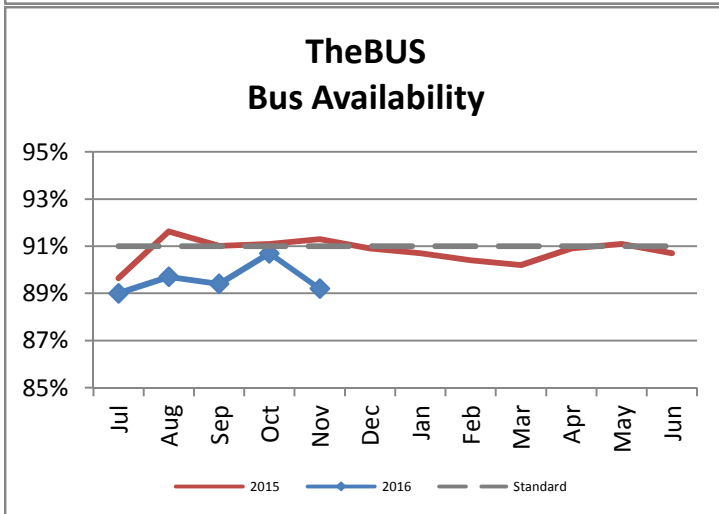
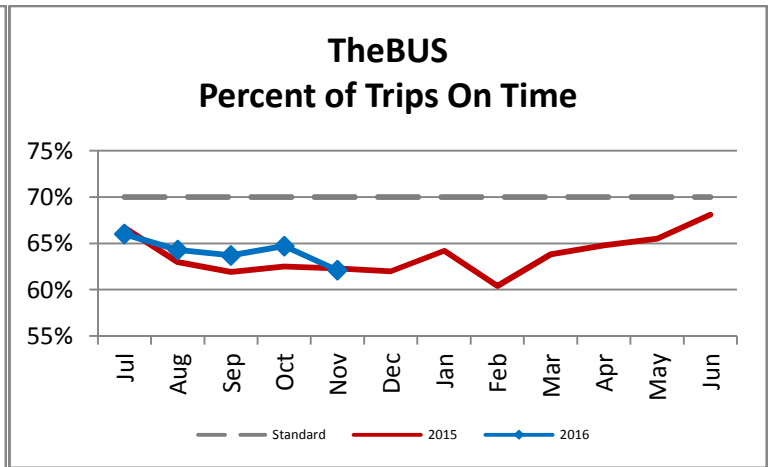
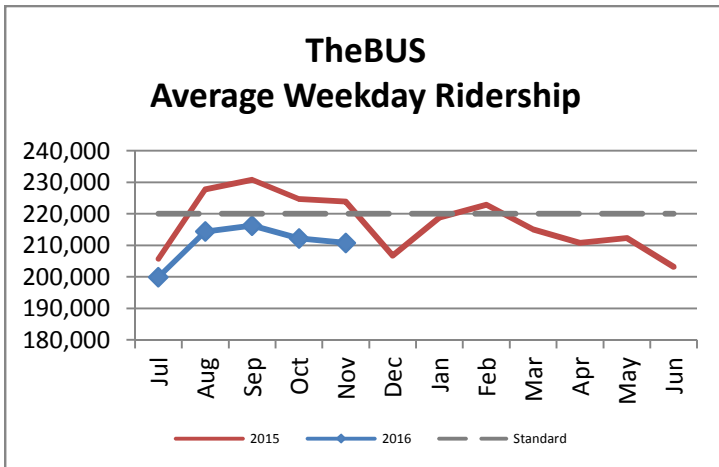


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending November 2015**

Key Performance Indicators (KPI)	November 2015	November 2014	Percent Change	5 Months FY2016	5 Months FY2015	Percent Change
Total Monthly Ridership	5,395,931	5,513,247	-2.13%	28,311,232	29,584,639	-4.30%
Average Weekday Ridership	212,151	224,678	-5.58%	210,688	222,566	-5.34%
Percent of Trips On Time	62.1%	62.3%	-0.2%	64.16%	63.28%	0.88%
Bus Availability	89.2%	91.3%	-2.1%	89.6%	90.9%	-1.34%
Bus Miles/Major Collisions	107,474	152,316	-29.44%	146,656	163,507	-10.31%
Bus Miles/Mechanical Road Calls	11,541	12,411	-7.01%	11,435	13,111	-12.79%
Spare Ratio	17.79%	19.59%	-1.79%	17.85%	20.62%	-2.77%
Cost per Hour	\$117.75	\$122.98	-4.26%	\$122.42	\$126.96	-3.57%
Cost per Trip	\$2.68	\$2.68	0.21%	\$2.77	\$2.72	1.70%
Cost per Mile	\$8.42	\$8.81	-4.44%	\$8.71	\$9.11	-4.37%
Farebox Recovery	32.07%	28.36%	3.72%	29.07%	28.90%	0.16%
Trips per Hour	43.88	45.93	-4.45%	44.31	46.80	-5.32%
Trips per Mile	3.14	3.29	-4.64%	3.15	3.36	-6.11%
Average System Speed	12.93	13.02	-0.66%	12.95	13.01	-0.49%
Percent Complete in 30 Days (Customer)	99.23%	99.44%	-0.2%	98.32%	99.14%	-0.8%
Complaint Rate (Complaints per 100,000 trips)	11.32	7.80	45.18%	11.71	9.86	18.77%



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