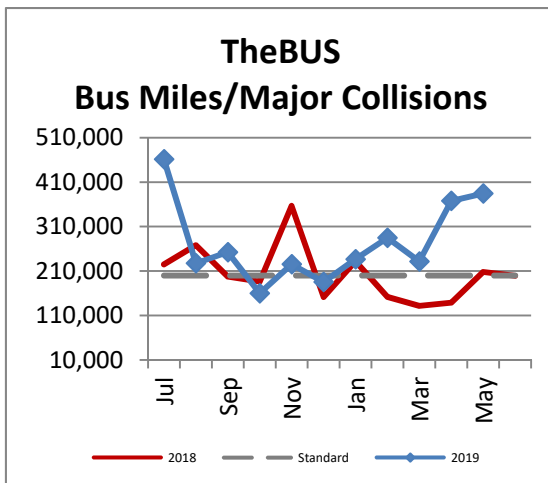
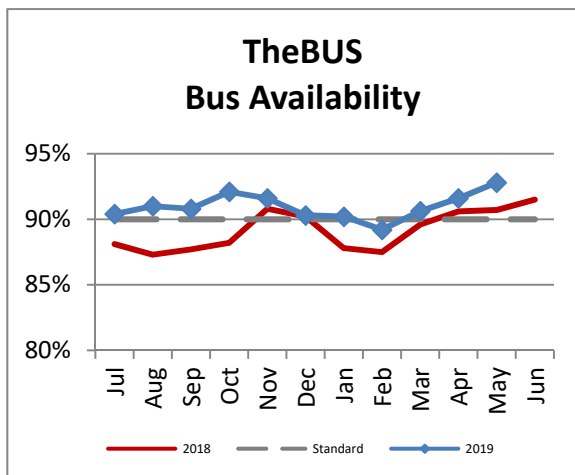
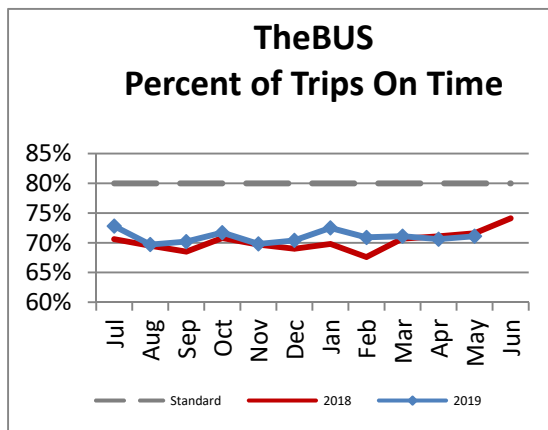
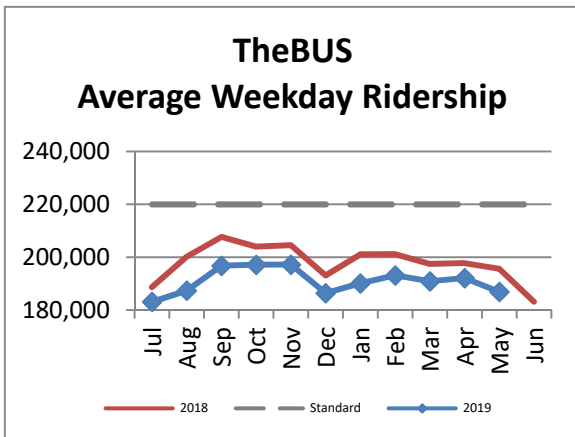


**Oahu Transit Services - Fixed Route**  
**Monthly Performance Report**  
**For the Month Ending May 2019**

Key Performance Indicators (KPI)	May 2019	May 2018	Percent Change	11 Month FY2019	11 Month FY2018	Percent Change	Goals
Total Monthly Ridership	5,132,925	5,394,006	-4.84%	56,440,031	58,637,131	-3.75%	
Average Weekday Ridership	186,890	195,644	-4.47%	191,010	181,435	5.28%	220,000
Percent of Trips On Time	71.1%	71.6%	-0.5%	70.98%	69.90%	1.08%	80%
Bus Availability	92.8%	90.7%	2.1%	91.0%	89.0%	2.01%	90%
Bus Miles/Major Collisions	384,460	207,910	84.92%	274,296	204,271	34.28%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.35	1.95	-30.77%	3.00
Bus Miles/Mechanical Road Calls	12,989	10,281	26.33%	11,449	9,618	19.04%	10,000
Spare Ratio	19.60%	20.09%	-0.49%	20.24%	20.34%	-0.10%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.39%	99.30%	-0.91%	99.22%	99.43%	-0.20%	100%
Cost per Hour	\$124.26	\$125.25	-0.79%	\$129.74	\$125.85	3.09%	\$120
Cost per Trip	\$3.37	\$3.21	5.10%	\$3.40	\$3.15	7.75%	\$2.50
Cost per Mile	\$9.62	\$9.26	4.00%	\$9.48	\$9.25	2.42%	
Farebox Recovery	27.02%	29.95%	-2.93%	26.54%	27.07%	-0.54%	30%
Trips per Hour	36.86	39.01	-5.51%	38.22	39.89	-4.20%	48
Trips per Mile	2.67	2.88	-7.37%	2.79	2.93	-4.81%	
Passenger Miles per Revenue Hour	197.59	210.63	-6.19%	208.39	213.33	-2.32%	250
Average System Speed	12.75	12.63	0.96%	12.76	12.71	0.45%	
Percent Complete in 30 Days (Customer)	98.00%	96.27%	1.7%	96.67%	96.94%	-0.3%	
Complaint Rate (Complaints per 100,000 trips)	9.47	9.47	-0.05%	9.17	10.03	-8.62%	10



**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
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