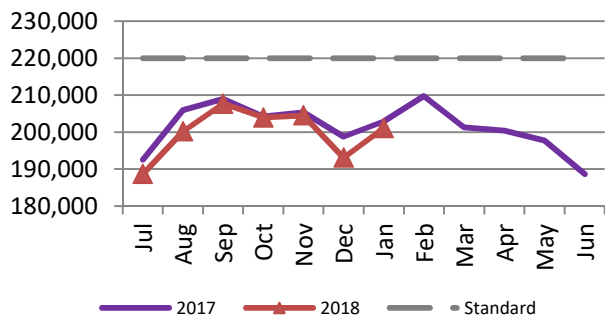


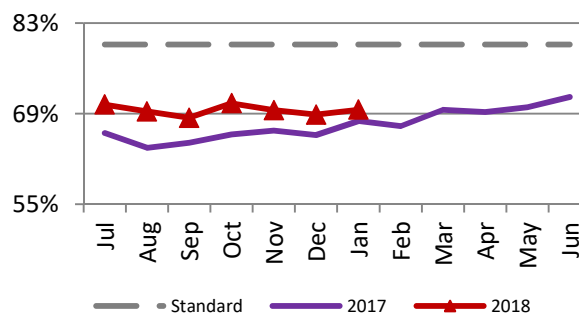
Oahu Transit Services - Fixed Route  
 Monthly Performance Report  
 For the Month Ending January 2018

Key Performance Indicators (KPI)	January 2018	January 2017	Percent Change	7 Month FY2018	7 Month FY2017	Percent Change	Goals
Total Monthly Ridership	5,454,285	5,373,403	1.51%	37,613,975	38,136,346	-1.37%	
Average Weekday Ridership	201,105	202,975	-0.92%	199,893	202,694	-1.38%	220,000
Percent of Trips On Time	69.8%	68.0%	1.8%	69.70%	65.81%	3.89%	80%
Bus Availability	87.8%	86.7%	1.1%	88.6%	88.2%	0.41%	90%
Bus Miles/Major Collisions	232,188	153,265	51.49%	255,592	164,749	55.14%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.61	2.64	-39.02%	3.00
Bus Miles/Mechanical Road Calls	9,061	8,800	2.97%	9,500	9,148	3.84%	10,000
Spare Ratio	19.73%	25.06%	-5.33%	20.15%	20.87%	-0.71%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.60%	99.45%	0.15%	99.15%	99.50%	-0.35%	100%
Cost per Hour	\$124.03	\$122.88	0.94%	\$125.72	\$123.10	2.13%	\$120
Cost per Trip	\$3.11	\$2.97	4.79%	\$3.13	\$2.93	6.95%	\$2.50
Cost per Mile	\$9.14	\$8.68	5.32%	\$9.21	\$8.82	4.44%	
Farebox Recovery	27.76%	25.44%	2.32%	26.09%	27.08%	-0.98%	30%
Trips per Hour	39.86	41.38	-3.68%	40.18	42.07	-4.51%	48
Trips per Mile	2.94	2.92	0.50%	2.94	3.02	-2.35%	
Passenger Miles per Revenue Hour	221.90	220.70	0.55%	214.39	226.47	-5.33%	250
Average System Speed	13.03	13.05	-0.15%	12.74	12.86	-0.92%	
Percent Complete in 30 Days (Customer)	97.69%	98.94%	-1.3%	98.09%	98.09%	0.0%	
Complaint Rate (Complaints per 100,000 trips)	10.31	10.38	-0.64%	9.98	10.03	-0.48%	10

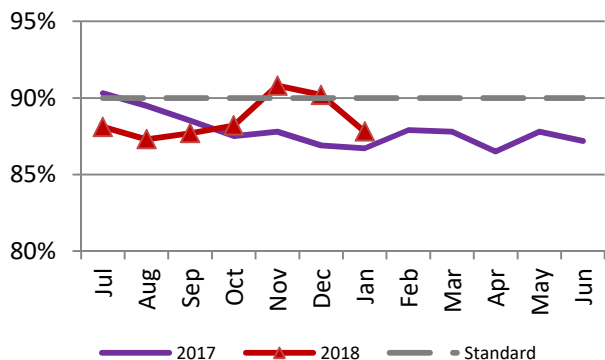
**TheBUS**  
 Average Weekday Ridership



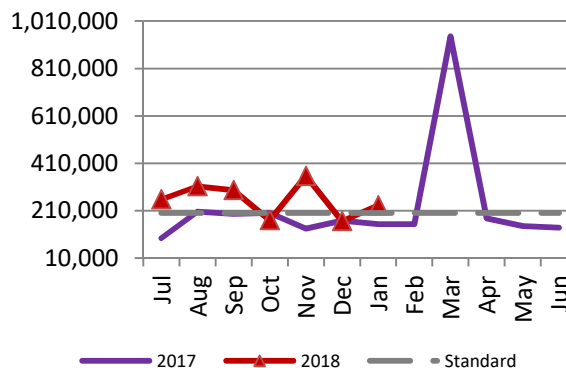
**TheBUS**  
 Percent of Trips On Time



**TheBUS**  
 Bus Availability



**TheBUS**  
 Bus Miles/Major Collisions



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

