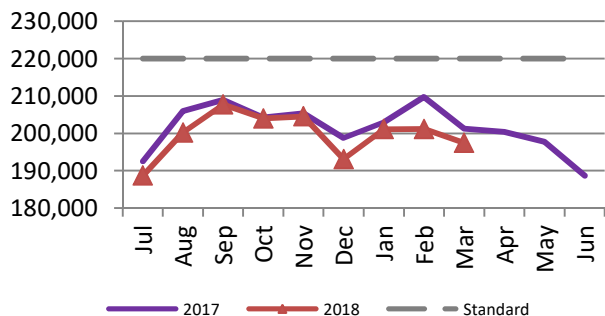


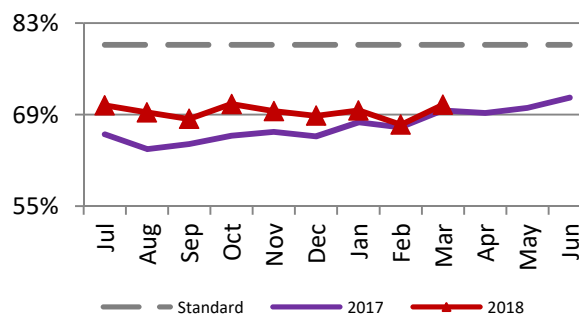
Oahu Transit Services - Fixed Route
 Monthly Performance Report
 For the Month Ending March 2018

Key Performance Indicators (KPI)	March 2018	March 2017	Percent Change	9 Month FY2018	9 Month FY2017	Percent Change	Goals
Total Monthly Ridership	5,348,358	5,580,389	-4.16%	47,916,899	48,832,128	-1.87%	
Average Weekday Ridership	197,425	201,288	-1.92%	199,758	203,322	-1.75%	220,000
Percent of Trips On Time	70.7%	69.8%	0.9%	69.58%	66.41%	3.17%	80%
Bus Availability	89.6%	87.8%	1.8%	88.6%	88.1%	0.48%	90%
Bus Miles/Major Collisions	131,742	945,988	-86.07%	230,301	250,215	-7.96%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.86	2.13	-12.68%	3.00
Bus Miles/Mechanical Road Calls	9,507	9,555	-0.50%	9,524	9,268	2.75%	10,000
Spare Ratio	19.21%	23.85%	-4.64%	20.00%	21.66%	-1.66%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.70%	98.91%	0.79%	99.46%	99.35%	0.12%	100%
Cost per Hour	\$123.24	\$121.18	1.70%	\$125.34	\$123.22	1.72%	\$120
Cost per Trip	\$3.14	\$2.94	6.96%	\$3.13	\$2.93	6.87%	\$2.50
Cost per Mile	\$9.22	\$8.91	3.47%	\$9.20	\$8.81	4.43%	
Farebox Recovery	29.04%	27.70%	1.34%	26.99%	27.22%	-0.23%	30%
Trips per Hour	39.20	41.23	-4.92%	40.07	42.10	-4.82%	48
Trips per Mile	2.90	2.95	-1.69%	2.94	3.01	-2.30%	
Passenger Miles per Revenue Hour	213.28	220.75	-3.38%	213.62	225.59	-5.31%	250
Average System Speed	12.70	12.93	-1.77%	12.72	12.88	-1.25%	
Percent Complete in 30 Days (Customer)	94.58%	99.43%	-4.9%	96.94%	98.43%	-1.5%	
Complaint Rate (Complaints per 100,000 trips)	10.50	10.34	1.49%	10.05	10.02	0.28%	10

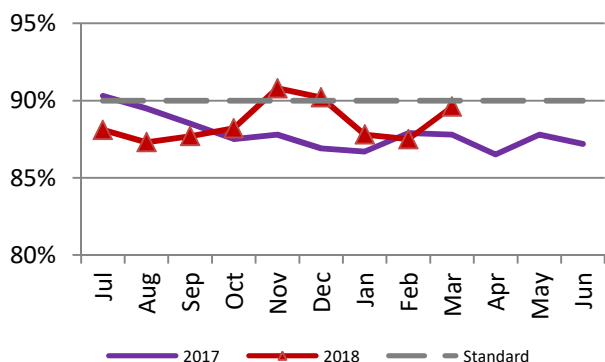
TheBUS
 Average Weekday Ridership



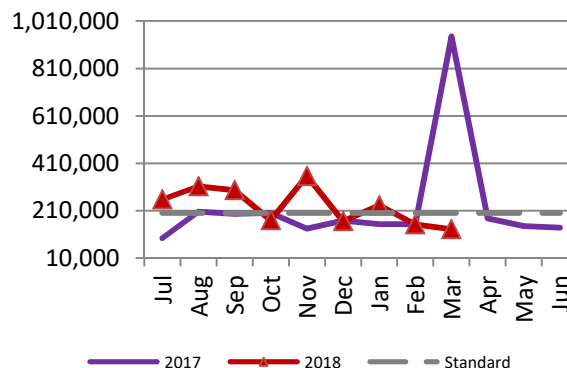
TheBUS
 Percent of Trips On Time



TheBUS
 Bus Availability



TheBUS
 Bus Miles/Major Collisions



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

