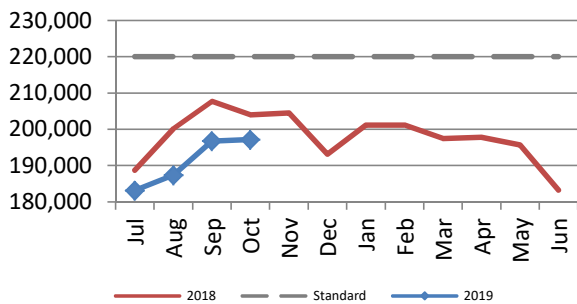


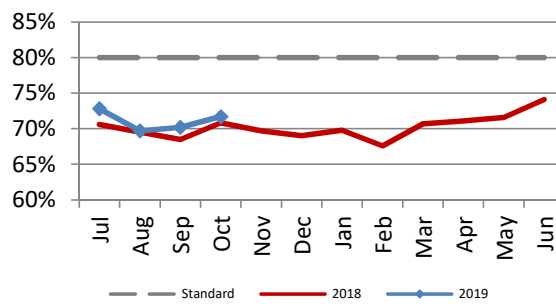
Oahu Transit Services - Fixed Route  
 Monthly Performance Report  
 For the Month Ending October 2018

Key Performance Indicators (KPI)	October 2018	October 2017	Percent Change	4 Month FY2019	4 Month FY2018	Percent Change	Goals
Total Monthly Ridership	5,521,523	5,609,581	-1.57%	20,898,925	21,729,836	-3.82%	
Average Weekday Ridership	197,141	203,974	-3.35%	191,091	200,131	-4.52%	220,000
Percent of Trips On Time	71.7%	70.8%	0.9%	71.10%	69.85%	1.25%	80%
Bus Availability	92.1%	88.2%	3.9%	91.1%	87.8%	3.25%	90%
Bus Miles/Major Collisions	159,946	186,147	-14.08%	275,334	219,149	25.64%	200,000
Preventable Accidents/Million Miles (rolling 14 Mos)				1.66	1.75	-5.14%	3.00
Bus Miles/Mechanical Road Calls	12,796	8,385	52.60%	11,228	9,467	18.61%	10,000
Spare Ratio	20.35%	20.54%	-0.19%	20.35%	20.27%	0.08%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.54%	99.58%	-0.04%	99.50%	99.42%	0.08%	100%
Cost per Hour	\$122.79	\$120.50	1.90%	\$133.09	\$128.76	3.37%	\$120
Cost per Trip	\$3.13	\$2.93	6.85%	\$3.42	\$3.18	7.80%	\$2.50
Cost per Mile	\$9.02	\$8.84	2.00%	\$9.72	\$9.41	3.23%	
Farebox Recovery	28.23%	26.81%	1.42%	25.90%	24.47%	1.43%	30%
Trips per Hour	39.18	41.08	-4.64%	38.94	40.63	-4.16%	48
Trips per Mile	2.88	3.01	-4.54%	2.84	2.97	-4.27%	
Passenger Miles per Revenue Hour	211.66	216.46	-2.22%	210.59	216.19	-2.59%	250
Average System Speed	12.70	12.59	0.85%	12.74	12.66	0.60%	
Percent Complete in 30 Days (Customer)	97.72%	98.04%	-0.3%	97.55%	98.82%	-1.3%	
Complaint Rate (Complaints per 100,000 trips)	9.83	10.21	-3.72%	9.71	10.02	-3.07%	10

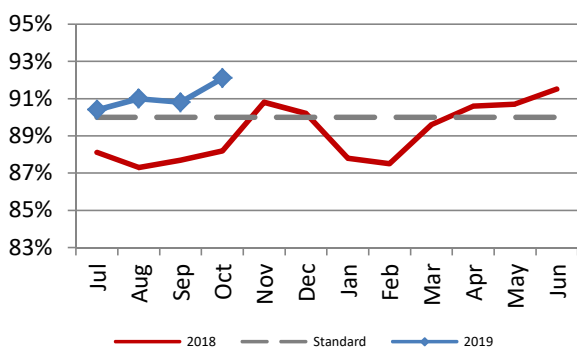
**TheBUS**  
 Average Weekday Ridership



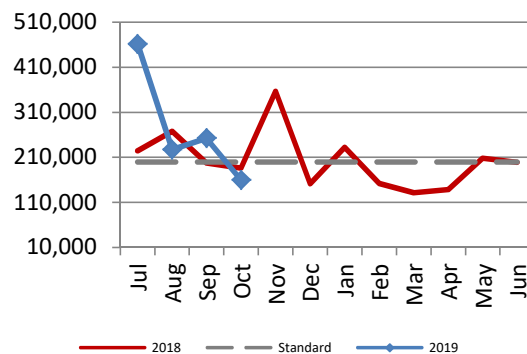
**TheBUS**  
 Percent of Trips On Time



**TheBUS**  
 Bus Availability



**TheBUS**  
 Bus Miles/Major Collisions



**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
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