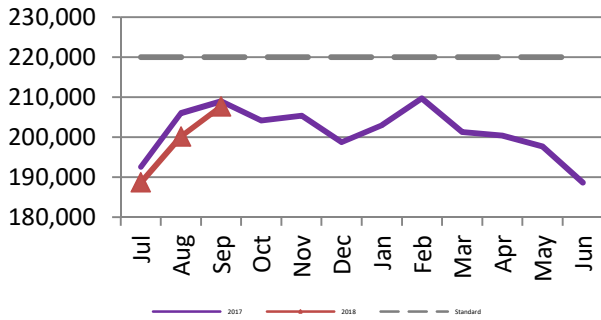


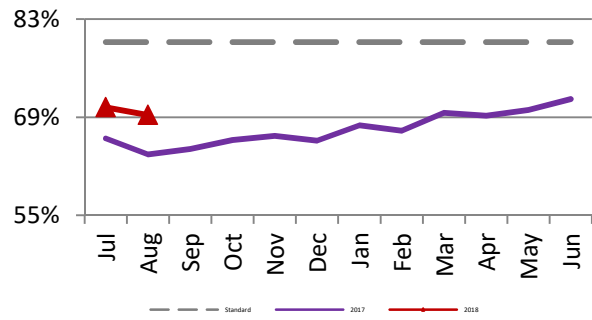
Oahu Transit Services - Fixed Route  
 Monthly Performance Report  
 For the Month Ending August 2017

Key Performance Indicators (KPI)	August 2017	August 2016	Percent Change	2 Month FY2018	2 Month FY2017	Percent Change	Goals
Total Monthly Ridership	5,579,975	5,728,076	-2.59%	10,684,361	10,908,015	-2.05%	
Average Weekday Ridership	200,188	205,990	-2.82%	198,850	202,513	-1.81%	220,000
Percent of Trips On Time	69.5%	63.8%	5.7%	70.05%	64.95%	5.10%	80%
Bus Availability	87.3%	89.5%	-2.2%	87.7%	89.9%	-2.20%	90%
Bus Miles/Major Collisions	469,227	205,883	127.91%	384,529	155,331	147.55%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.93	2.88	-32.99%	3.00
Bus Miles/Mechanical Road Calls	11,041	9,856	12.02%	10,490	9,691	8.25%	10,000
Spare Ratio	20.00%	18.71%	1.29%	20.00%	18.71%	1.29%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.35%	99.71%	-0.36%	99.32%	99.59%	-0.28%	100%
Cost per Hour	\$122.44	\$121.04	1.16%	\$134.16	\$131.20	2.25%	\$120
Cost per Trip	\$3.01	\$2.82	6.83%	\$3.38	\$3.15	7.15%	\$2.50
Cost per Mile	\$8.93	\$8.71	2.58%	\$9.78	\$9.42	3.77%	
Farebox Recovery	19.59%	26.29%	-6.70%	22.68%	24.20%	-1.52%	30%
Trips per Hour	40.70	42.98	-5.31%	39.82	41.76	-4.64%	48
Trips per Mile	2.97	3.09	-3.98%	2.90	3.00	-3.23%	
Passenger Miles per Revenue Hour	217.04	228.25	-4.91%	214.52	225.08	-4.69%	250
Average System Speed	12.69	12.56	1.00%	12.73	12.73	-0.04%	
Percent Complete in 30 Days (Customer)	99.23%	98.30%	0.9%	99.28%	98.07%	1.2%	
Complaint Rate (Complaints per 100,000 trips)	9.50	10.67	-10.95%	9.94	10.01	-0.74%	10

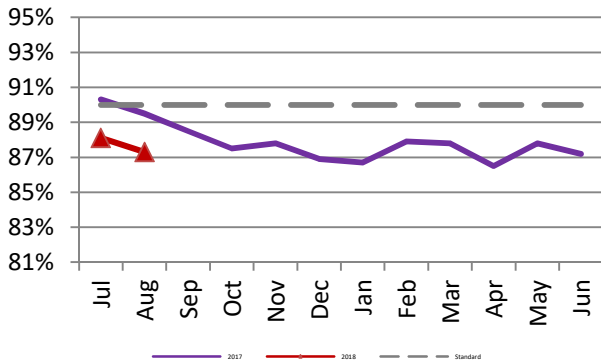
**TheBUS**  
 Average Weekday Ridership



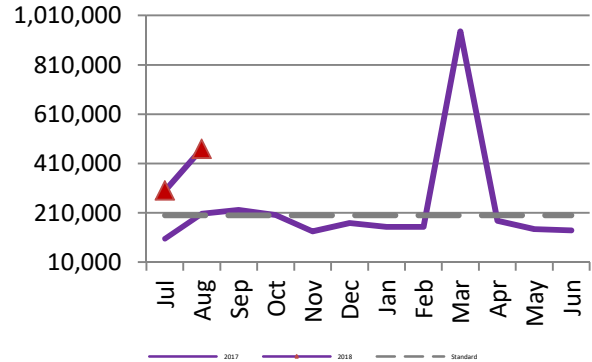
**TheBUS**  
 Percent of Trips On Time



**TheBUS**  
 Bus Availability



**TheBUS**  
 Bus Miles/Major Collisions



**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending August 2017**

