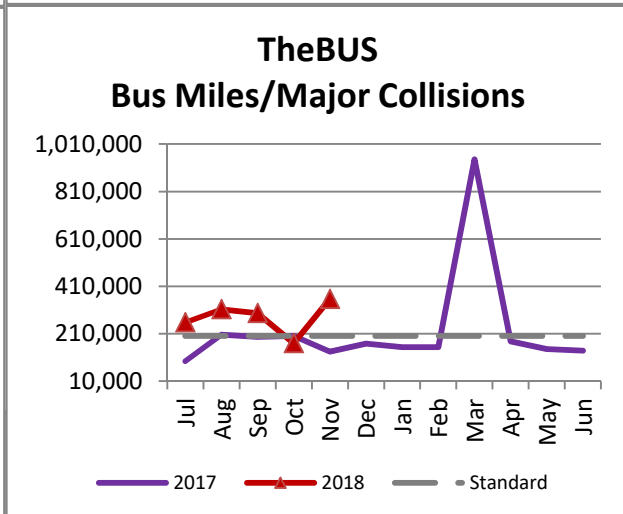
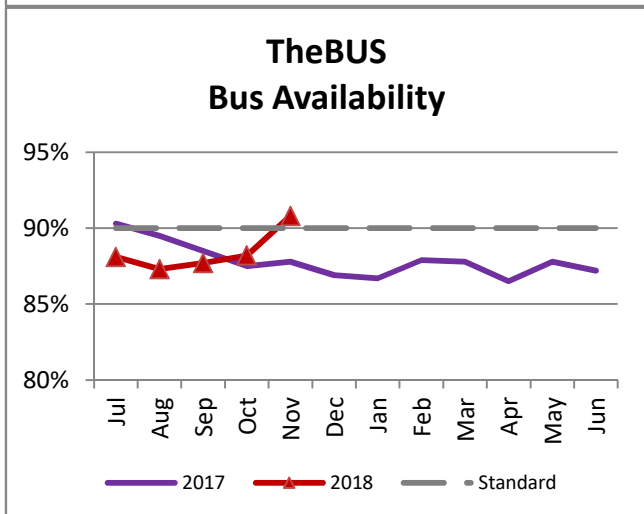
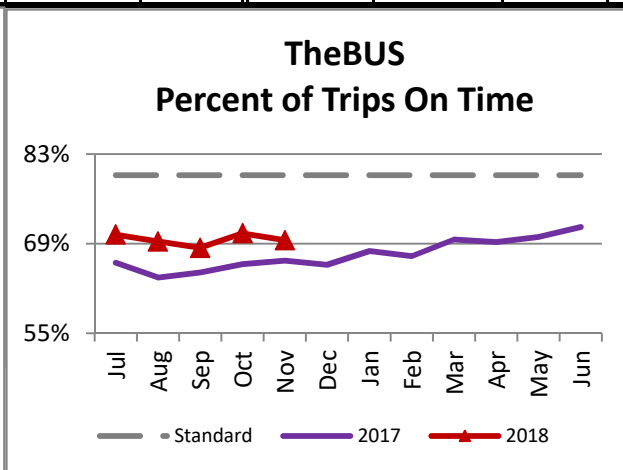
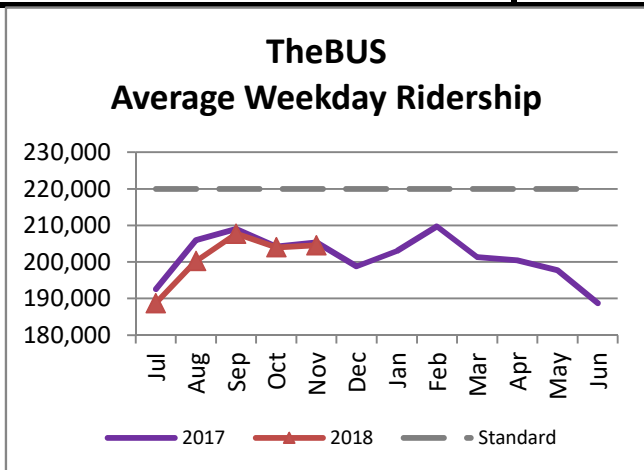


Oahu Transit Services - Fixed Route
 Monthly Performance Report
 For the Month Ending November 2017

| Key Performance Indicators (KPI) | November 2017 | November 2016 | Percent Change | 5 Month FY2018 | 5 Month FY2017 | Percent Change | Goals |
|--|---------------|---------------|----------------|----------------|----------------|----------------|---------|
| Total Monthly Ridership | 5,339,530 | 5,374,298 | -0.65% | 27,069,365 | 27,387,223 | -1.16% | |
| Average Weekday Ridership | 204,523 | 205,375 | -0.41% | 201,010 | 203,427 | -1.19% | 220,000 |
| Percent of Trips On Time | 69.7% | 66.5% | 3.2% | 69.82% | 65.38% | 4.44% | 80% |
| Bus Availability | 90.8% | 87.8% | 3.0% | 88.4% | 88.7% | -0.30% | 90% |
| Bus Miles/Major Collisions | 356,563 | 134,621 | 164.86% | 278,354 | 166,371 | 67.31% | 200,000 |
| Preventable Accidents/Million Miles (rolling 12 Mos) | | | | 1.70 | 2.64 | -35.61% | 3.00 |
| Bus Miles/Mechanical Road Calls | 9,585 | 8,621 | 11.18% | 9,490 | 9,170 | 3.50% | 10,000 |
| Spare Ratio | 20.54% | 19.51% | 1.03% | 20.32% | 19.19% | 1.13% | >20% |
| Percent of Inspections Completed On Time | 100.00% | 100.00% | 0.00% | 100.00% | 100.00% | 0.00% | 98% |
| Percent Maintained Pullouts | 99.59% | 99.53% | 0.06% | 99.46% | 99.51% | -0.05% | 100% |
| Cost per Hour | \$123.86 | \$115.77 | 6.99% | \$127.63 | \$124.70 | 2.35% | \$120 |
| Cost per Trip | \$3.03 | \$2.90 | 4.26% | \$3.14 | \$2.94 | 6.79% | \$2.50 |
| Cost per Mile | \$9.06 | \$8.91 | 1.68% | \$9.33 | \$8.97 | 3.96% | |
| Farebox Recovery | 24.06% | 25.23% | -1.17% | 24.42% | 26.11% | -1.69% | 30% |
| Trips per Hour | 40.92 | 42.61 | -3.95% | 40.69 | 42.46 | -4.16% | 48 |
| Trips per Mile | 3.00 | 3.07 | -2.47% | 2.97 | 3.06 | -2.65% | |
| Passenger Miles per Revenue Hour | 215.78 | 226.38 | -4.69% | 216.10 | 229.30 | -5.75% | 250 |
| Average System Speed | 12.69 | 12.86 | -1.35% | 12.67 | 12.80 | -1.03% | |
| Percent Complete in 30 Days (Customer) | 98.04% | 98.43% | -0.4% | 98.77% | 98.52% | 0.3% | |
| Complaint Rate (Complaints per 100,000 trips) | 10.21 | 10.47 | -2.46% | 9.83 | 10.20 | -3.65% | 10 |



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

