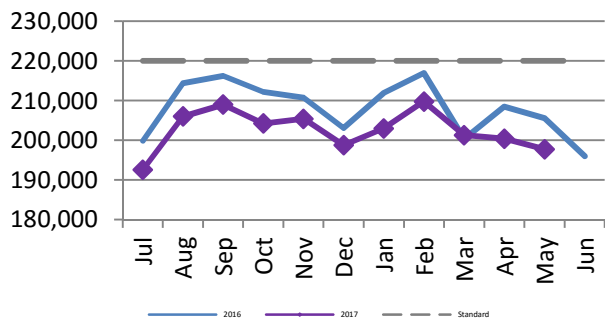


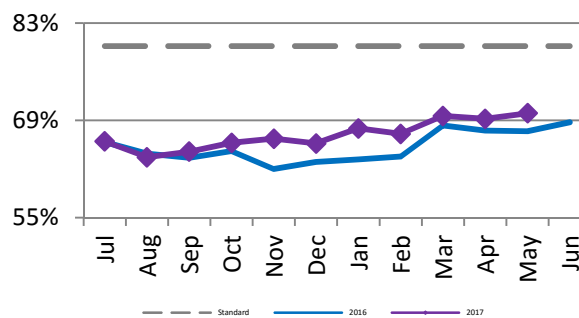
Oahu Transit Services - Fixed Route
 Monthly Performance Report
 For the Month Ending May 2017

Key Performance Indicators (KPI)	May 2017	May 2016	Percent Change	11 Months FY2017	11 Months FY2016	Percent Change	Goals
Total Monthly Ridership	5,433,393	5,546,392	-2.04%	59,433,540	61,616,015	-3.54%	
Average Weekday Ridership	197,738	205,595	-3.82%	202,549	209,082	-3.12%	220,000
Percent of Trips On Time	70.2%	67.6%	2.6%	67.03%	65.00%	2.03%	80%
Bus Availability	87.8%	89.7%	-1.9%	87.9%	89.7%	-1.74%	90%
Bus Miles/Major Collisions	144,493	202,037	-28.48%	237,216	171,505	38.31%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				2.31	2.93	-21.16%	3.00
Bus Miles/Mechanical Road Calls	10,673	10,046	6.24%	9,402	11,046	-14.88%	10,000
Spare Ratio	23.85%	18.71%	5.14%	22.06%	18.03%	4.03%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.09%	98.62%	-0.53%	99.20%	99.33%	-0.13%	100%
Cost per Hour	\$120.00	\$118.49	1.28%	\$123.78	\$122.39	1.13%	\$120
Cost per Trip	\$2.97	\$2.76	7.29%	\$2.96	\$2.81	5.61%	\$2.50
Cost per Mile	\$8.57	\$8.43	1.69%	\$8.85	\$8.73	1.40%	
Farebox Recovery	31.15%	25.34%	5.80%	27.07%	28.50%	-1.42%	30%
Trips per Hour	40.46	42.86	-5.61%	41.82	43.67	-4.23%	48
Trips per Mile	2.89	3.05	-5.22%	2.99	3.12	-3.99%	
Passenger Miles per Revenue Hour	213.38	232.02	-8.03%	223.36	235.45	-5.13%	250
Average System Speed	12.87	13.08	-1.60%	12.89	12.95	-0.47%	
Percent Complete in 30 Days (Customer)	99.72%	99.16%	0.6%	98.62%	97.58%	1.0%	
Complaint Rate (Complaints per 100,000 trips)	10.71	10.49	2.08%	9.96	11.14	-10.59%	10

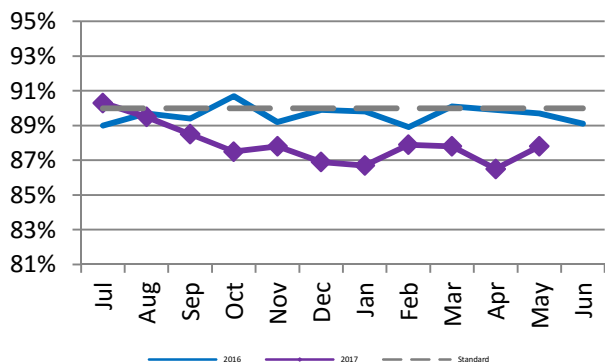
TheBUS
 Average Weekday Ridership



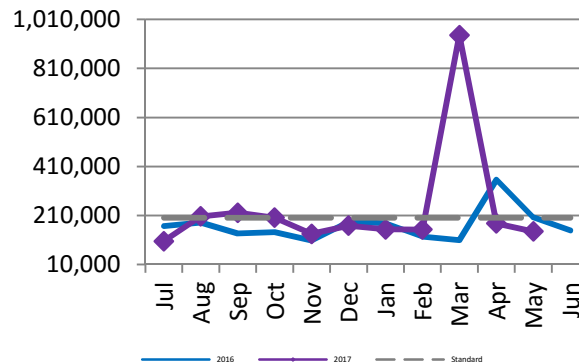
TheBUS
 Percent of Trips On Time



TheBUS
 Bus Availability



TheBUS
 Bus Miles/Major Collisions



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

