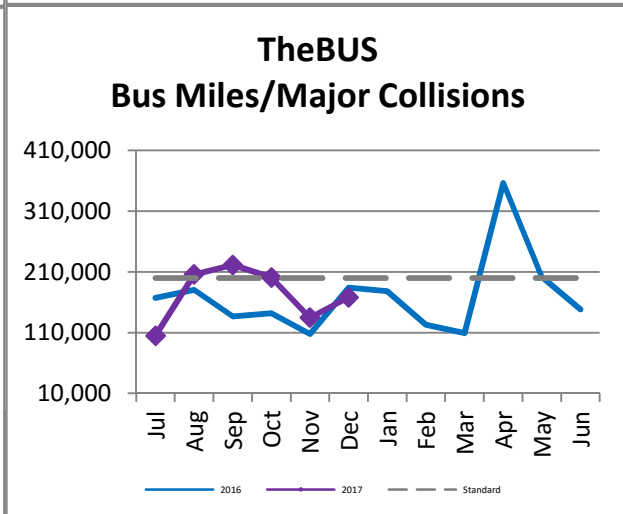
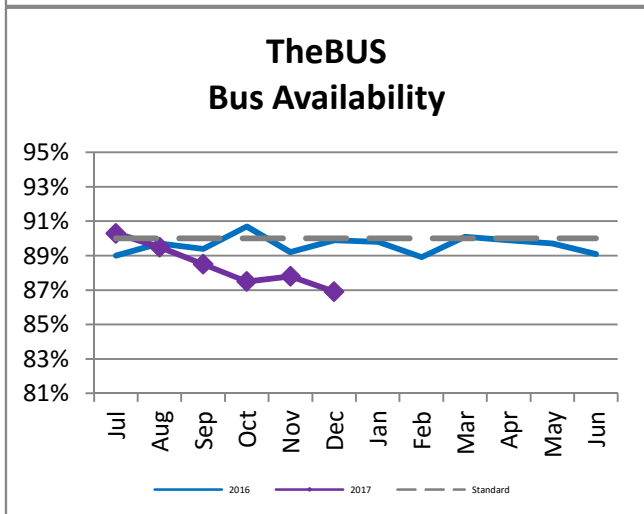
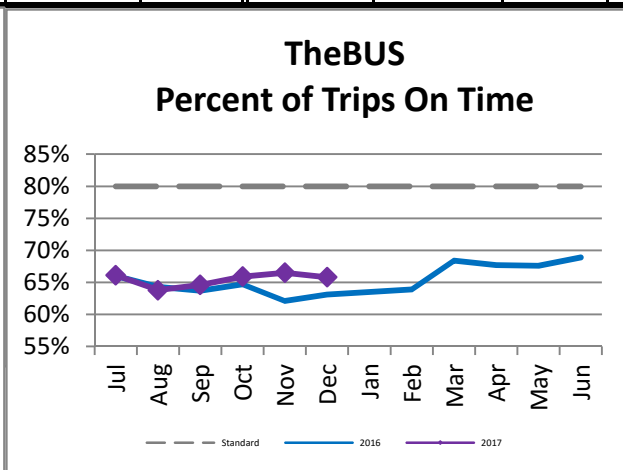
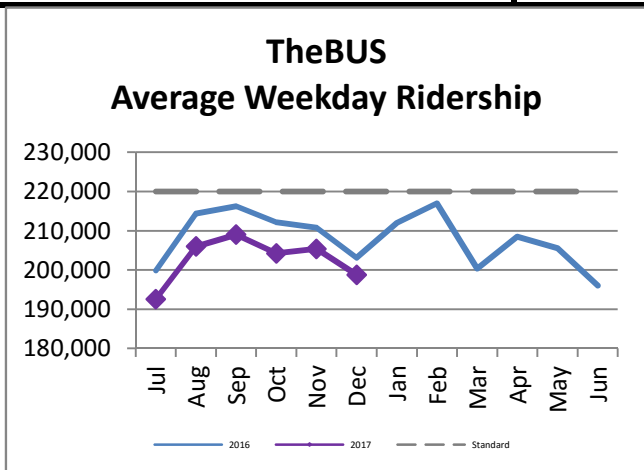


Oahu Transit Services - Fixed Route  
 Monthly Performance Report  
 For the Month Ending December 2016

Key Performance Indicators (KPI)	December 2016	December 2015	Percent Change	6 Months FY2017	6 Months FY2016	Percent Change	Goals
Total Monthly Ridership	5,375,720	5,614,004	-4.24%	32,762,943	33,925,236	-3.43%	
Average Weekday Ridership	198,750	203,088	-2.14%	202,647	210,903	-3.91%	220,000
Percent of Trips On Time	65.8%	63.1%	2.7%	65.45%	63.98%	1.47%	80%
Bus Availability	86.9%	89.9%	-3.0%	88.4%	89.7%	-1.23%	90%
Bus Miles/Major Collisions	168,125	184,204	-8.73%	172,601	152,914	12.87%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				2.64	3.65	-27.67%	3.00
Bus Miles/Mechanical Road Calls	9,388	12,881	-27.12%	9,206	11,676	-21.15%	10,000
Spare Ratio	25.06%	17.88%	7.18%	20.17%	17.90%	2.27%	>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%	99.46%	0.08%	99.51%	99.56%	-0.04%	100%
Cost per Hour	\$115.36	\$113.40	1.73%	\$123.11	\$120.93	1.80%	\$120
Cost per Trip	\$2.82	\$2.68	5.37%	\$2.92	\$2.75	6.18%	\$2.50
Cost per Mile	\$8.21	\$8.17	0.50%	\$8.84	\$8.62	2.60%	
Farebox Recovery	33.52%	30.45%	3.07%	27.36%	29.29%	-1.94%	30%
Trips per Hour	40.86	42.32	-3.46%	42.19	43.98	-4.08%	48
Trips per Mile	2.91	3.05	-4.62%	3.03	3.14	-3.35%	
Passenger Miles per Revenue Hour	229.88	218.10	5.40%	237.05	227.43	4.23%	250
Average System Speed	12.99	12.92	0.53%	12.83	12.95	-0.90%	
Percent Complete in 30 Days (Customer)	98.94%	93.94%	5.0%	98.59%	97.59%	1.0%	
Complaint Rate (Complaints per 100,000 trips)	10.38	11.24	-7.65%	10.23	11.63	-12.02%	10



**Oahu Transit Services - Fixed Route  
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