### Key Performance Indicators (KPI)

<table>
<thead>
<tr>
<th></th>
<th>August 2017</th>
<th>August 2016</th>
<th>Percent Change</th>
<th>2 Month FY2018</th>
<th>2 Month FY2017</th>
<th>Percent Change</th>
<th>Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Monthly Ridership</td>
<td>5,579,975</td>
<td>5,728,076</td>
<td>-2.59%</td>
<td>10,684,361</td>
<td>10,908,015</td>
<td>-2.05%</td>
<td></td>
</tr>
<tr>
<td>Average Weekday Ridership</td>
<td>200,188</td>
<td>205,990</td>
<td>-2.82%</td>
<td>198,850</td>
<td>202,513</td>
<td>-1.81%</td>
<td>220,000</td>
</tr>
<tr>
<td>Percent of Trips On Time</td>
<td>69.5%</td>
<td>63.8%</td>
<td>5.7%</td>
<td>70.05%</td>
<td>64.95%</td>
<td>5.10%</td>
<td>80%</td>
</tr>
<tr>
<td>Bus Availability</td>
<td>87.3%</td>
<td>89.5%</td>
<td>-2.2%</td>
<td>87.7%</td>
<td>89.9%</td>
<td>-2.20%</td>
<td>90%</td>
</tr>
<tr>
<td>Bus Miles/Major Collisions</td>
<td>469,227</td>
<td>205,883</td>
<td>127.91%</td>
<td>384,529</td>
<td>155,331</td>
<td>147.55%</td>
<td>200,000</td>
</tr>
<tr>
<td>Preventable Accidents/Million Miles (rolling 12 Mos)</td>
<td>1.93</td>
<td>2.88</td>
<td>-32.99%</td>
<td>3.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost per Trip</td>
<td>$3.01</td>
<td>$2.82</td>
<td>6.83%</td>
<td>$3.38</td>
<td>$3.15</td>
<td>7.15%</td>
<td>$2.50</td>
</tr>
<tr>
<td>Cost per Mile</td>
<td>$8.93</td>
<td>$8.71</td>
<td>2.58%</td>
<td>$9.78</td>
<td>$9.42</td>
<td>3.77%</td>
<td></td>
</tr>
<tr>
<td>Farebox Recovery</td>
<td>19.59%</td>
<td>26.29%</td>
<td>-6.70%</td>
<td>22.68%</td>
<td>24.20%</td>
<td>-1.52%</td>
<td>30%</td>
</tr>
<tr>
<td>Trips per Hour</td>
<td>40.70</td>
<td>42.98</td>
<td>-5.31%</td>
<td>39.82</td>
<td>41.76</td>
<td>-4.64%</td>
<td>48</td>
</tr>
<tr>
<td>Trips per Mile</td>
<td>2.97</td>
<td>3.09</td>
<td>-3.98%</td>
<td>2.90</td>
<td>3.00</td>
<td>-3.23%</td>
<td></td>
</tr>
<tr>
<td>Passenger Miles per Revenue Hour</td>
<td>217.04</td>
<td>228.25</td>
<td>-4.91%</td>
<td>214.52</td>
<td>225.08</td>
<td>-4.69%</td>
<td>250</td>
</tr>
<tr>
<td>Average System Speed</td>
<td>12.69</td>
<td>12.56</td>
<td>1.00%</td>
<td>12.73</td>
<td>12.73</td>
<td>-0.04%</td>
<td></td>
</tr>
<tr>
<td>Percent Complete in 30 Days (Customer)</td>
<td>99.23%</td>
<td>98.30%</td>
<td>0.9%</td>
<td>99.28%</td>
<td>98.07%</td>
<td>1.2%</td>
<td></td>
</tr>
<tr>
<td>Complaint Rate (Complaints per 100,000 trips)</td>
<td>9.50</td>
<td>10.67</td>
<td>-10.95%</td>
<td>9.94</td>
<td>10.01</td>
<td>-0.74%</td>
<td>10</td>
</tr>
</tbody>
</table>

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### TheBUS

#### Average Weekday Ridership

- **July:** 180,000
- **August:** 190,000
- **September:** 200,000
- **October:** 210,000
- **November:** 220,000
- **December:** 230,000
- **January:** 240,000
- **February:** 250,000
- **March:** 260,000
- **April:** 270,000
- **May:** 280,000
- **June:** 290,000

#### Percent of Trips On Time

- **July:** 83%
- **August:** 69%
- **September:** 55%
- **October:** 41%
- **November:** 21%
- **December:** 10%
- **January:** 5%
- **February:** 3%
- **March:** 1%
- **April:** 0%
- **May:** 0%
- **June:** 0%

#### Bus Availability

- **July:** 95%
- **August:** 93%
- **September:** 91%
- **October:** 89%
- **November:** 87%
- **December:** 85%
- **January:** 83%
- **February:** 81%
- **March:** 81%
- **April:** 81%
- **May:** 81%
- **June:** 81%

#### Bus Miles/Major Collisions

- **July:** 10,000
- **August:** 20,000
- **September:** 30,000
- **October:** 40,000
- **November:** 50,000
- **December:** 60,000
- **January:** 70,000
- **February:** 80,000
- **March:** 90,000
- **April:** 100,000
- **May:** 110,000
- **June:** 120,000

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Oahu Transit Services - Fixed Route

Monthly Performance Report

For the Month Ending August 2017