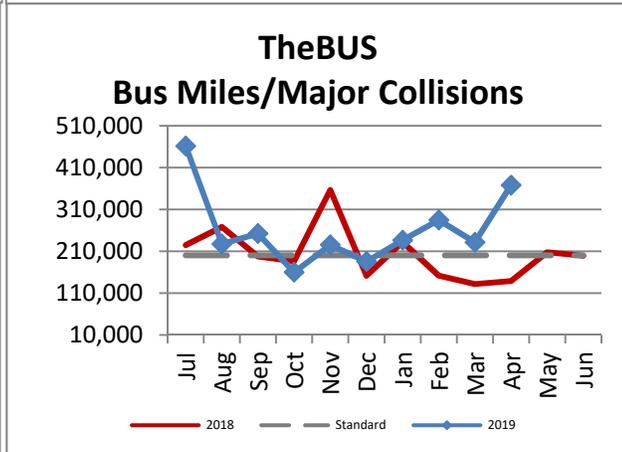
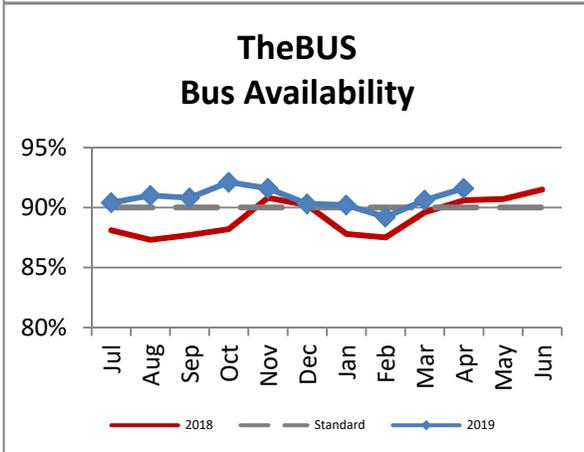
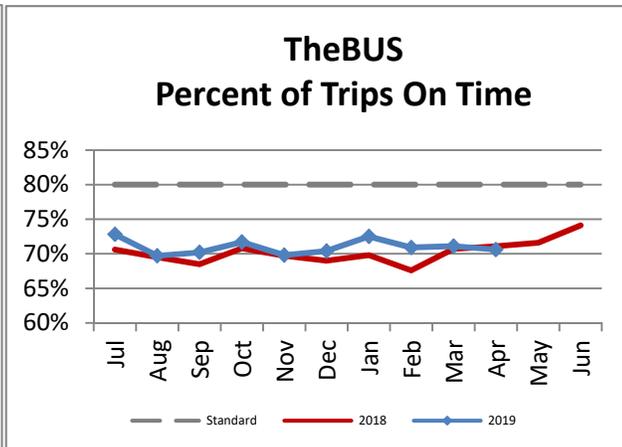
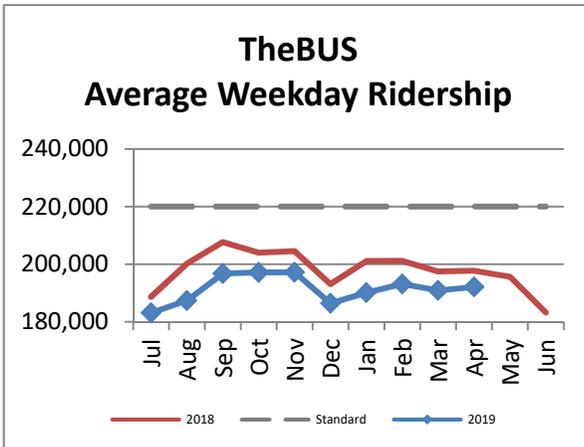


Oahu Transit Services - Fixed Route
 Monthly Performance Report
 For the Month Ending April 2019

Key Performance Indicators (KPI)	April 2019	April 2018	Percent Change	10 Month FY2019	10 Month FY2018	Percent Change	Goals
Total Monthly Ridership	5,130,193	5,233,585	-1.98%	51,307,106	53,243,125	-3.64%	
Average Weekday Ridership	192,107	197,749	-2.85%	191,422	199,558	-4.08%	220,000
Percent of Trips On Time	70.6%	71.1%	-0.5%	70.97%	69.73%	1.24%	80%
Bus Availability	91.6%	90.6%	1.0%	90.8%	88.8%	2.00%	90%
Bus Miles/Major Collisions	367,896	138,742	165.17%	263,279	203,907	29.12%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.53	1.95	-21.54%	3.00
Bus Miles/Mechanical Road Calls	11,792	9,802	20.29%	11,295	9,552	18.25%	10,000
Spare Ratio	19.65%	20.09%	-0.44%	20.30%	20.37%	-0.06%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	98.78%	99.23%	-0.45%	99.30%	99.44%	-0.14%	100%
Cost per Hour	\$131.37	\$130.22	0.88%	\$130.28	\$125.91	3.48%	\$120
Cost per Trip	\$3.45	\$3.32	3.95%	\$3.40	\$3.15	8.02%	\$2.50
Cost per Mile	\$9.62	\$9.63	-0.09%	\$9.52	\$9.25	2.93%	
Farebox Recovery	22.64%	25.12%	-2.49%	26.49%	26.79%	-0.30%	30%
Trips per Hour	38.07	39.22	-2.95%	38.36	39.98	-4.07%	48
Trips per Mile	2.79	2.90	-3.89%	2.80	2.94	-4.56%	
Passenger Miles per Revenue Hour	206.80	213.47	-3.12%	209.47	213.60	-1.94%	250
Average System Speed	13.01	12.63	2.99%	12.77	12.71	0.40%	
Percent Complete in 30 Days (Customer)	95.00%	97.57%	-2.6%	96.54%	97.00%	-0.5%	
Complaint Rate (Complaints per 100,000 trips)	10.47	10.60	-1.29%	9.13	10.09	-9.42%	10



**Monthly Performance Report
For the Month Ending April 2019**

