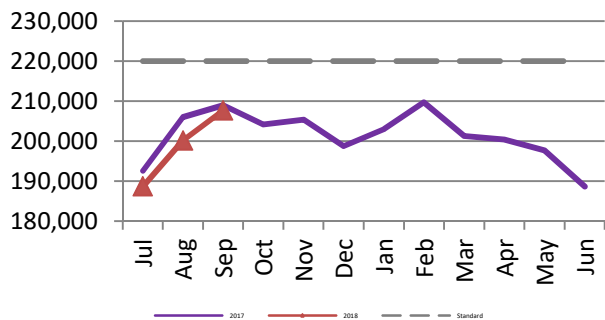


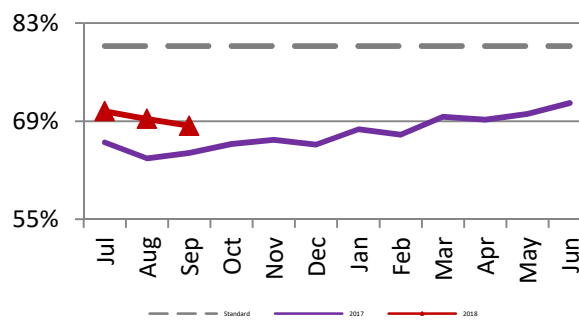
Oahu Transit Services - Fixed Route  
 Monthly Performance Report  
 For the Month Ending September 2017

Key Performance Indicators (KPI)	September 2017	September 2016	Percent Change	3 Month FY2018	3 Month FY2017	Percent Change	Goals
Total Monthly Ridership	5,435,893	5,547,475	-2.01%	16,120,254	16,455,490	-2.04%	
Average Weekday Ridership	207,687	208,994	-0.63%	198,850	202,513	-1.81%	220,000
Percent of Trips On Time	68.5%	64.6%	3.9%	69.53%	64.83%	4.70%	80%
Bus Availability	87.7%	88.5%	-0.8%	87.7%	89.4%	-1.73%	90%
Bus Miles/Major Collisions	1,777,002	221,371	702.73%	848,687	177,344	378.55%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.89	2.64	-28.41%	3.00
Bus Miles/Mechanical Road Calls	8,502	8,855	-3.98%	9,827	9,412	4.41%	10,000
Spare Ratio	20.54%	19.51%	1.03%	20.18%	18.98%	1.20%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.48%	99.59%	-0.11%	99.37%	99.59%	-0.22%	100%
Cost per Hour	\$126.27	\$121.65	3.80%	\$131.52	\$128.02	2.74%	\$120
Cost per Trip	\$3.02	\$2.80	7.82%	\$3.26	\$3.03	7.35%	\$2.50
Cost per Mile	\$9.24	\$8.78	5.30%	\$9.60	\$9.21	4.25%	
Farebox Recovery	25.72%	28.51%	-2.79%	23.69%	25.64%	-1.94%	30%
Trips per Hour	41.80	43.43	-3.73%	40.48	42.31	-4.33%	48
Trips per Mile	3.06	3.13	-2.34%	2.95	3.04	-2.93%	
Passenger Miles per Revenue Hour	219.23	235.41	-6.87%	216.09	228.53	-5.44%	250
Average System Speed	12.60	12.83	-1.85%	12.68	12.76	-0.65%	
Percent Complete in 30 Days (Customer)	98.68%	98.44%	0.2%	99.08%	98.19%	0.9%	
Complaint Rate (Complaints per 100,000 trips)	9.99	10.82	-7.64%	9.96	10.28	-3.16%	10

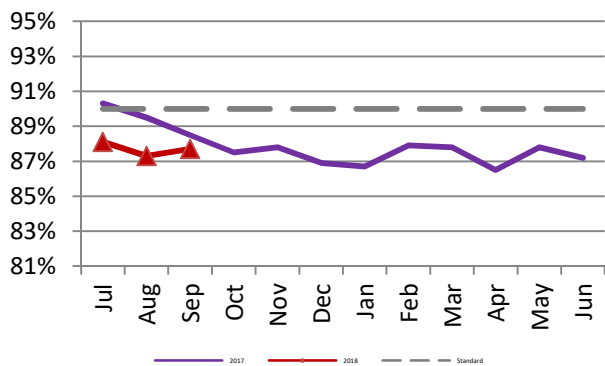
**TheBUS**  
 Average Weekday Ridership



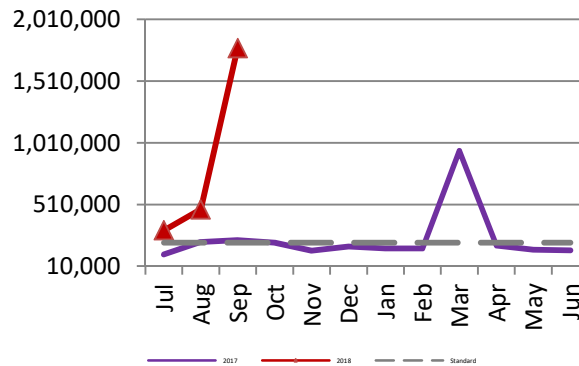
**TheBUS**  
 Percent of Trips On Time



**TheBUS**  
 Bus Availability



**TheBUS**  
 Bus Miles/Major Collisions



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

