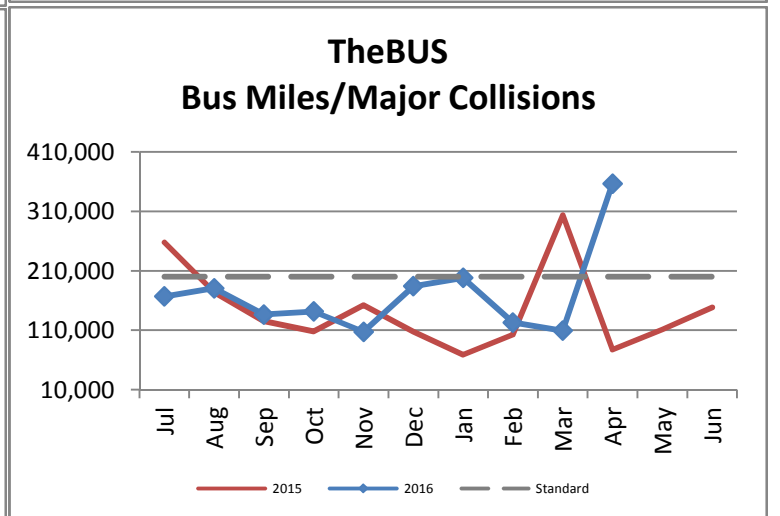
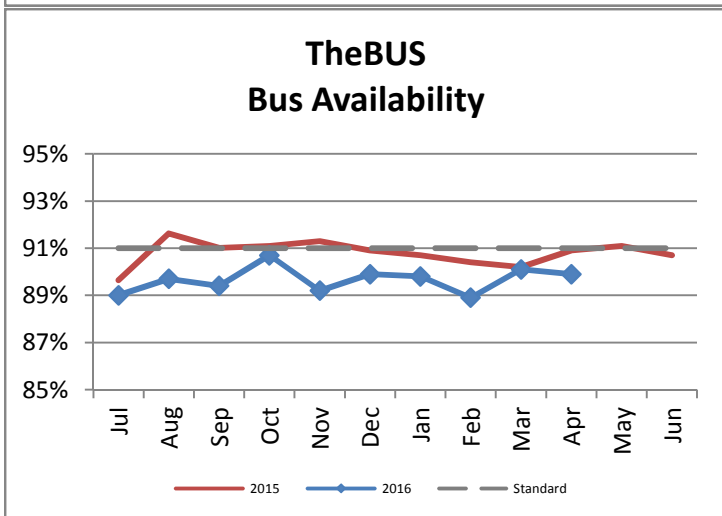
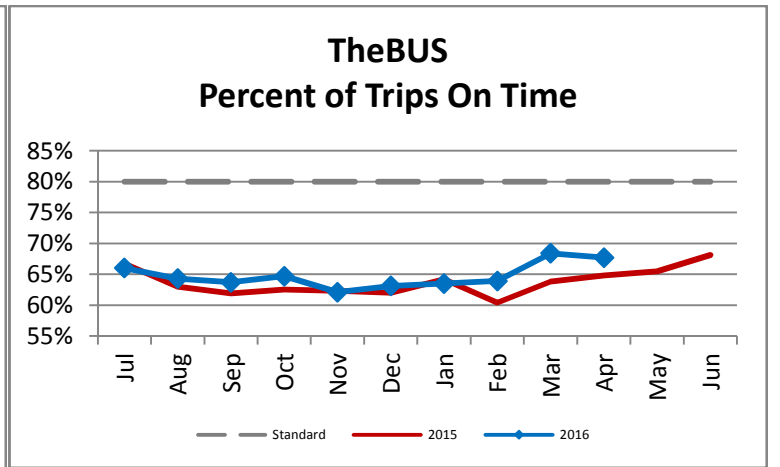
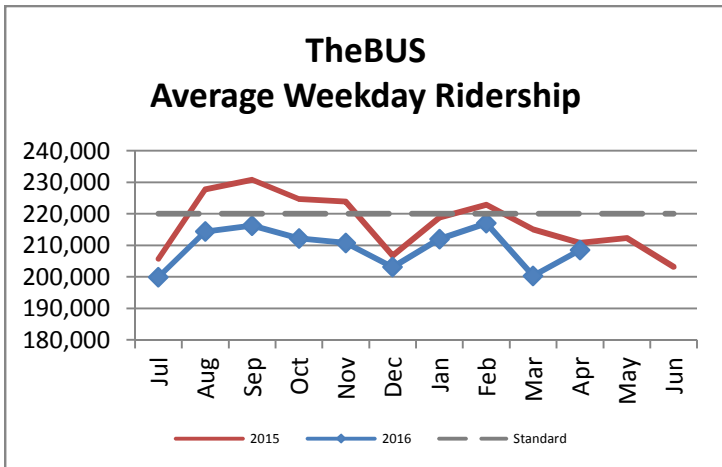


**Oahu Transit Services - Fixed Route
Monthly Performance Report
For the Month Ending April 2016**

| Key Performance Indicators (KPI) | April 2016 | April 2015 | Percent Change | 10 Months FY2016 | 10 Months FY2015 | Percent Change |
|---|------------|------------|----------------|------------------|------------------|----------------|
| Total Monthly Ridership | 5,500,174 | 5,565,036 | -1.17% | 56,069,623 | 58,150,669 | -3.58% |
| Average Weekday Ridership | 208,491 | 210,750 | -1.07% | 209,431 | 218,694 | -4.24% |
| Percent of Trips On Time | 67.7% | 64.8% | 2.9% | 64.74% | 63.16% | 1.58% |
| Bus Availability | 90.1% | 90.2% | -0.1% | 89.7% | 90.8% | -1.12% |
| Bus Miles/Major Collisions | 356,510 | 77,650 | 359.13% | 170,435 | 147,786 | 15.33% |
| Bus Miles/Mechanical Road Calls | 8,488 | 12,848 | -33.94% | 11,146 | 12,577 | -11.37% |
| Spare Ratio | 18.71% | 18.18% | 0.53% | 17.97% | 19.74% | -1.77% |
| Cost per Hour | \$129.59 | \$126.54 | 2.41% | \$122.78 | \$123.64 | -0.70% |
| Cost per Trip | \$2.99 | \$2.87 | 4.24% | \$2.81 | \$2.68 | 4.72% |
| Cost per Mile | \$9.24 | \$8.95 | 3.22% | \$8.76 | \$8.81 | -0.55% |
| Farebox Recovery | 28.92% | 22.45% | 6.47% | 28.81% | 29.38% | -0.56% |
| Trips per Hour | 43.28 | 44.06 | -1.75% | 43.75 | 46.17 | -5.25% |
| Trips per Mile | 2.99 | 3.20 | -6.43% | 3.12 | 3.29 | -5.11% |
| Average System Speed | 12.95 | 13.09 | -1.09% | 12.94 | 13.07 | -1.04% |
| Percent Complete in 30 Days (Customer) | 95.93% | 98.93% | -3.0% | 97.42% | 98.62% | -1.2% |
| Complaint Rate (Complaints per 100,000 trips) | 10.77 | 12.24 | -11.97% | 11.20 | 10.67 | 4.94% |



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

