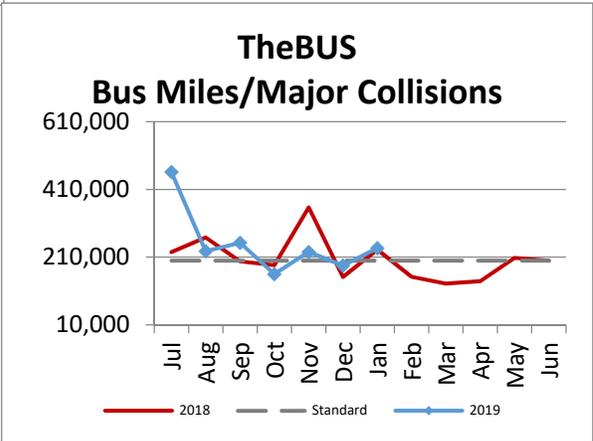
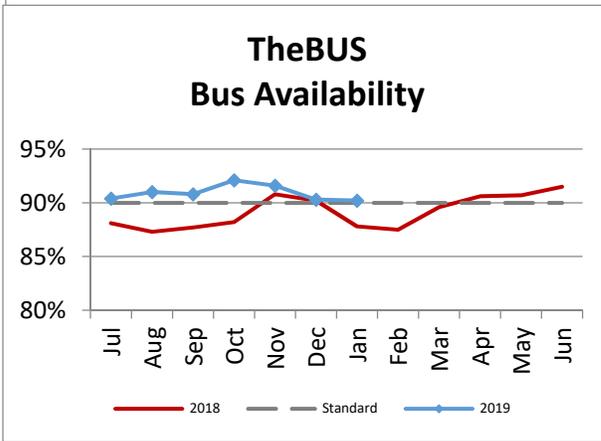
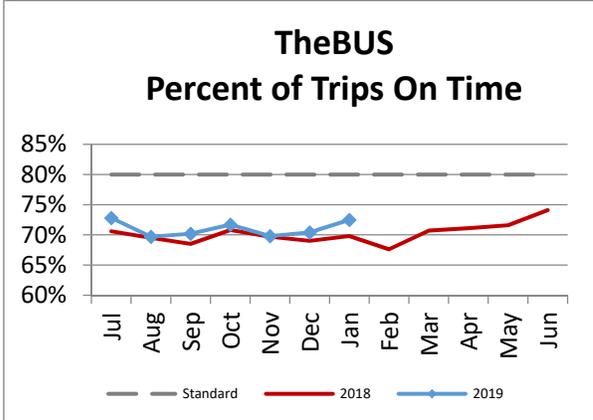
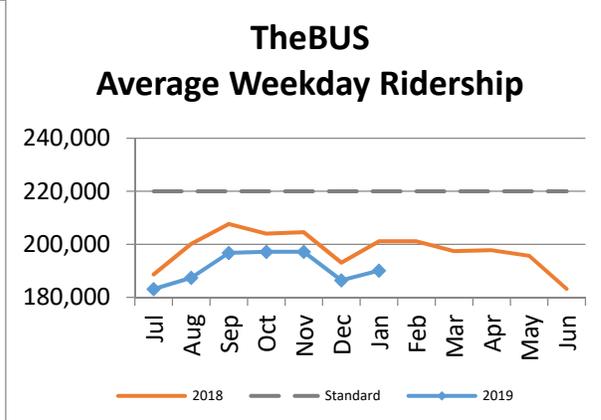


**Oahu Transit Services - Fixed Route  
Monthly Performance Report  
For the Month Ending January 2019**

Key Performance Indicators (KPI)	January 2019	January 2018	Percent Change	7 Month FY2019	7 Month FY2018	Percent Change	Goals
Total Monthly Ridership	5,178,988	5,454,285	-5.05%	36,235,813	37,706,616	-3.90%	
Average Weekday Ridership	190,117	201,105	-5.46%	191,156	199,893	-4.37%	220,000
Percent of Trips On Time	72.5%	69.8%	2.7%	71.01%	69.70%	1.31%	80%
Bus Availability	90.2%	87.8%	2.4%	90.9%	88.6%	2.33%	90%
Bus Miles/Major Collisions	236,601	232,188	1.90%	249,804	230,967	8.16%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.87	1.61	16.15%	3.00
Bus Miles/Mechanical Road Calls	12,619	9,061	39.26%	11,615	9,500	22.27%	10,000
Spare Ratio	20.35%	20.62%	-0.27%	20.35%	20.41%	-0.05%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.34%	99.60%	-0.25%	99.48%	99.48%	0.00%	100%
Cost per Hour	\$128.84	\$124.10	3.82%	\$130.15	\$125.84	3.43%	\$120
Cost per Trip	\$3.43	\$3.11	10.18%	\$3.39	\$3.13	8.32%	\$2.50
Cost per Mile	\$9.39	\$9.14	2.66%	\$9.51	\$9.22	3.12%	
Farebox Recovery	34.35%	27.75%	6.60%	27.29%	26.07%	1.22%	30%
Trips per Hour	37.56	39.86	-5.77%	38.45	40.18	-4.31%	48
Trips per Mile	2.74	2.94	-6.82%	2.81	2.94	-4.58%	
Passenger Miles per Revenue Hour	216.37	214.68	0.79%	209.81	213.36	-1.66%	250
Average System Speed	12.79	12.82	-0.26%	12.75	12.71	0.32%	
Percent Complete in 30 Days (Customer)	96.77%	95.05%	1.7%	97.34%	98.09%	-0.7%	
Complaint Rate (Complaints per 100,000 trips)	8.44	10.40	18.83%	8.97	9.95	-9.86%	10



**Oahu Transit Services - Fixed Route  
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