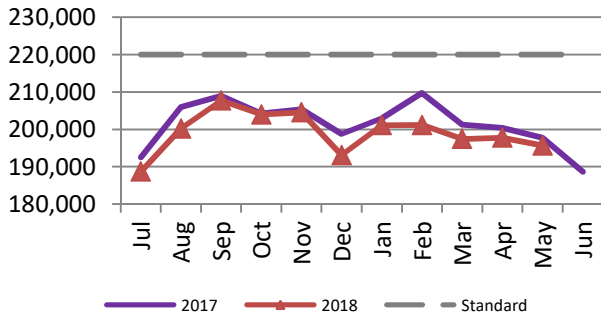


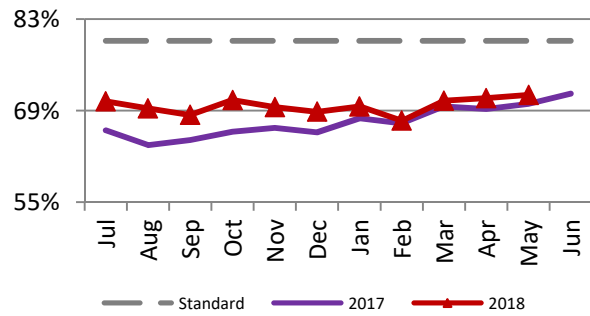
Oahu Transit Services - Fixed Route
 Monthly Performance Report
 For the Month Ending May 2018

Key Performance Indicators (KPI)	May 2018	May 2017	Percent Change	11 Month FY2018	11 Month FY2017	Percent Change	Goals
Total Monthly Ridership	5,394,006	5,433,393	-0.72%	58,544,491	59,433,540	-1.50%	
Average Weekday Ridership	195,644	197,738	-1.06%	199,202	202,549	-1.65%	220,000
Percent of Trips On Time	71.6%	70.2%	1.4%	69.90%	67.03%	2.87%	80%
Bus Availability	90.7%	87.8%	2.9%	89.0%	87.9%	1.03%	90%
Bus Miles/Major Collisions	187,119	134,173	39.46%	218,052	233,039	-6.43%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.95	2.31	-15.58%	3.00
Bus Miles/Mechanical Road Calls	10,281	10,673	-3.67%	9,618	9,402	2.30%	10,000
Spare Ratio	20.09%	23.85%	-3.76%	20.34%	21.88%	-1.54%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.30%	98.09%	1.21%	99.44%	99.31%	0.13%	100%
Cost per Hour	\$125.32	\$120.08	4.36%	\$125.78	\$123.80	1.60%	\$120
Cost per Trip	\$3.21	\$2.97	8.24%	\$3.16	\$2.96	6.48%	\$2.50
Cost per Mile	\$9.63	\$9.51	1.29%	\$9.25	\$8.86	4.43%	
Farebox Recovery	29.94%	31.13%	-1.19%	27.09%	27.07%	0.02%	30%
Trips per Hour	39.01	40.46	-3.58%	39.89	41.82	-4.60%	48
Trips per Mile	2.88	2.89	-0.29%	2.93	2.99	-1.96%	
Passenger Miles per Revenue Hour	210.63	213.28	-1.24%	213.33	223.36	-4.49%	250
Average System Speed	12.63	12.96	-2.50%	12.71	12.89	-1.42%	
Percent Complete in 30 Days (Customer)	97.57%	99.23%	-1.7%	96.94%	98.62%	-1.7%	
Complaint Rate (Complaints per 100,000 trips)	9.47	10.71	-11.56%	10.05	9.96	0.91%	10

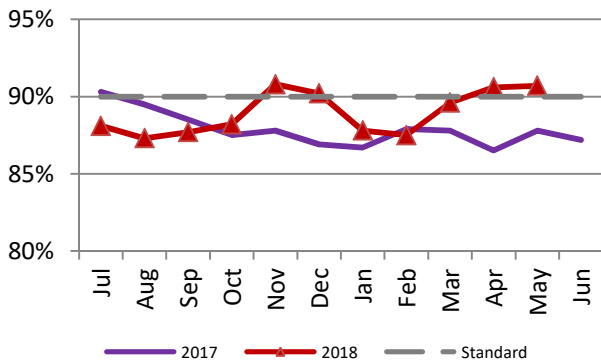
TheBUS
 Average Weekday Ridership



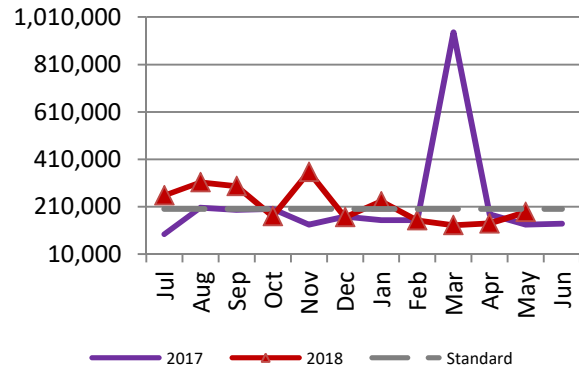
TheBUS
 Percent of Trips On Time



TheBUS
 Bus Availability



TheBUS
 Bus Miles/Major Collisions



**Oahu Transit Services - Fixed Route
Monthly Performance Report
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