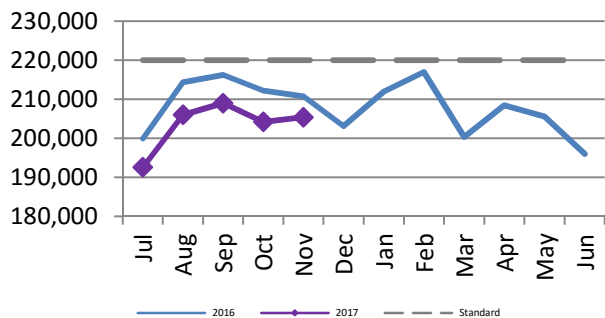


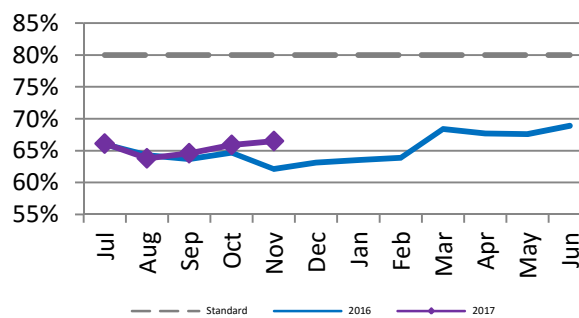
Oahu Transit Services - Fixed Route
 Monthly Performance Report
 For the Month Ending November 2016

Key Performance Indicators (KPI)	November 2016	November 2015	Percent Change	5 Months FY2017	5 Months FY2016	Percent Change	Goals
Total Monthly Ridership	5,374,298	5,395,931	-0.40%	27,387,223	28,311,232	-3.26%	
Average Weekday Ridership	205,375	210,779	-2.56%	203,427	210,688	-3.45%	220,000
Percent of Trips On Time	66.5%	62.1%	4.4%	65.38%	64.16%	1.22%	80%
Bus Availability	87.8%	89.2%	-1.4%	88.7%	89.6%	-0.88%	90%
Bus Miles/Major Collisions	134,621	107,474	25.26%	173,496	146,656	18.30%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				2.64	3.65	-27.67%	3.00
Bus Miles/Mechanical Road Calls	8,621	11,541	-25.30%	9,170	11,435	-19.81%	10,000
Spare Ratio	19.51%	17.79%	1.72%	19.19%	17.90%	1.29%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.53%	99.65%	-0.12%	99.52%	99.56%	-0.04%	100%
Cost per Hour	\$123.70	\$117.88	4.94%	\$124.67	\$122.43	1.83%	\$120
Cost per Trip	\$2.90	\$2.69	8.07%	\$2.94	\$2.77	6.35%	\$2.50
Cost per Mile	\$8.92	\$8.43	5.76%	\$8.97	\$8.71	3.01%	
Farebox Recovery	25.22%	32.04%	-6.81%	26.12%	29.06%	-2.94%	30%
Trips per Hour	42.61	43.88	-2.90%	42.46	44.31	-4.19%	48
Trips per Mile	3.07	3.14	-2.14%	3.06	3.15	-3.10%	
Passenger Miles per Revenue Hour	240.81	226.38	6.37%	238.48	229.30	4.01%	250
Average System Speed	12.86	12.93	-0.56%	12.80	12.95	-1.19%	
Percent Complete in 30 Days (Customer)	99.58%	99.23%	0.4%	98.52%	98.32%	0.2%	
Complaint Rate (Complaints per 100,000 trips)	9.69	11.32	-14.39%	10.20	11.71	-12.86%	10

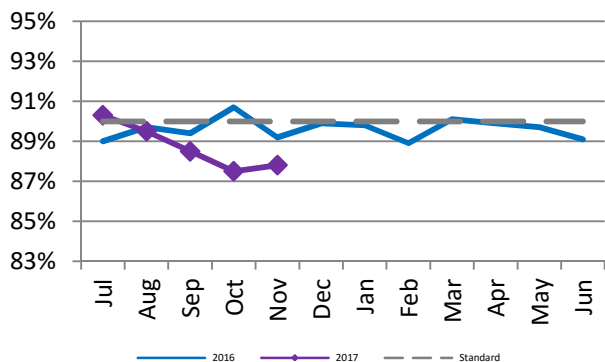
TheBUS
 Average Weekday Ridership



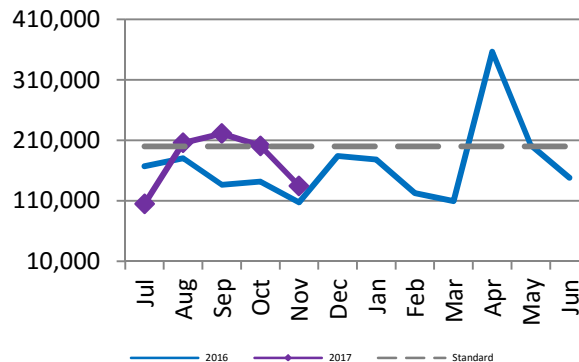
TheBUS
 Percent of Trips On Time



TheBUS
 Bus Availability



TheBUS
 Bus Miles/Major Collisions



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

