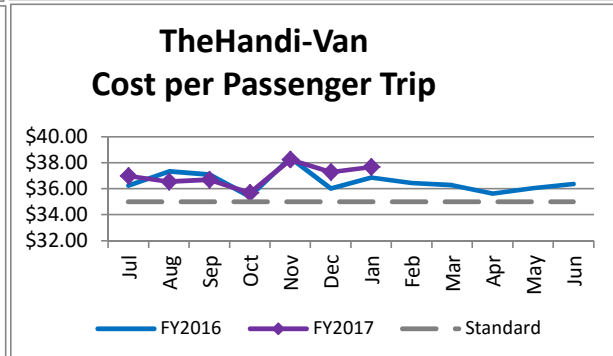
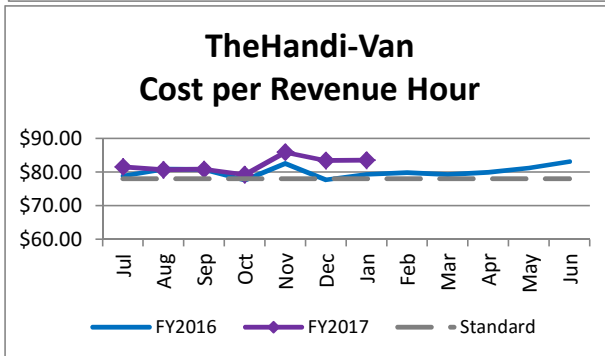
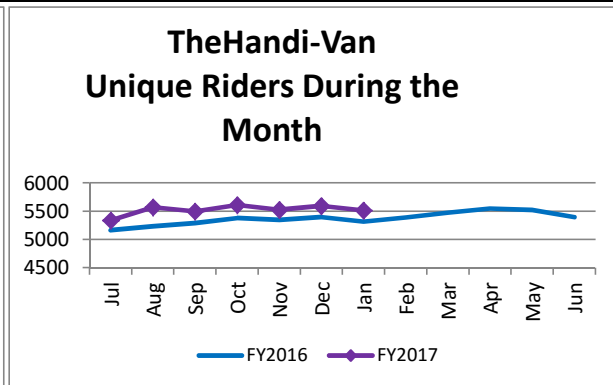
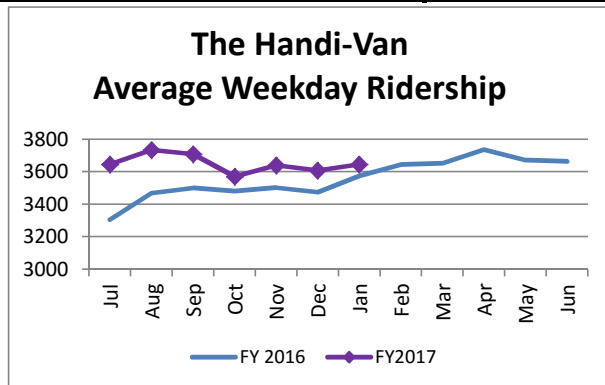


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending January 2017

Key Performance Indicators (KPI)	January 2017	January 2016	Percent Change	7 Month FY2017	7 Month FY2016	Percent Change	Goals
Total Monthly Ridership	92,080	86,448	6.51%	653,104	615,268	6.15%	
Average Weekday Ridership	3,645	3,575	1.95%	3,651	3,455	5.66%	
Unique Riders During the Period	5,512	5,313	3.75%	5,521	5,302	4.13%	
Cost per Revenue Hour	\$83.48	\$79.29	5.29%	\$82.12	\$79.63	3.13%	>3% incr
Cost per Trip	\$37.68	\$36.87	2.19%	\$37.01	\$36.76	0.69%	>3% incr
Cost per Revenue Mile	\$5.51	\$5.15	7.02%	\$5.43	\$5.25	3.46%	>3% incr
Trips per Revenue Hour	2.24	2.16	3.78%	2.22	2.17	2.57%	>2.2
Farebox Recovery	4.53%	4.10%	0.43%	4.67%	4.10%	0.57%	8%
Very Early Trips (>30 minutes)	0.15%			0.14%			>1%
On-Time and Early Trips	88.19%	89.42%	-1.23%	87.23%	88.52%	-1.29%	>90%
Early Departure or On-Time Percentage	86.07%	85.11%	0.96%	84.93%	84.29%	0.64%	>85%
Very Late Trips (>30 minutes)	1.09%			1.47%			<1%
On-Time for Appointments (within 45 Mins)	85.40%			85.18%			>90%
Percentage of Excessive Length Trips	4.06%			4.06%			<5%
No Show / Late Cancellation Rate	6.97%	6.64%	0.34%	6.56%	6.95%	-0.39%	<5%
Advance Cancellation Rate	23.06%	21.14%	1.92%	22.07%	19.67%	2.40%	<15%
Missed Trip Rate	0.35%	0.40%	-0.05%	0.41%	0.46%	-0.05%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.60	2.20	-27.28%	1.61	2.13	-24.47%	<1%
Calls Answered Within 5 Minutes	51.40%	54.20%	-2.80%	65.12%	51.92%	13.20%	95%
Vehicle Availability	84.33%	87.86%	-3.53%	83.92%	85.19%	-1.27%	>83%



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