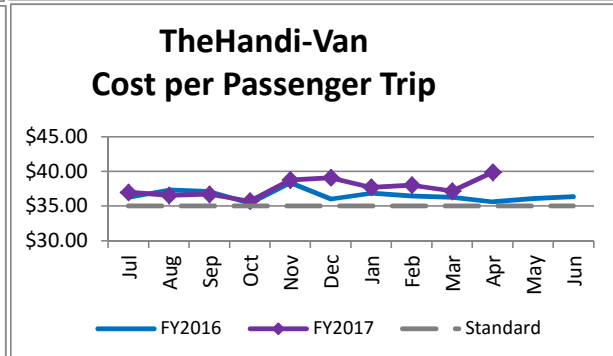
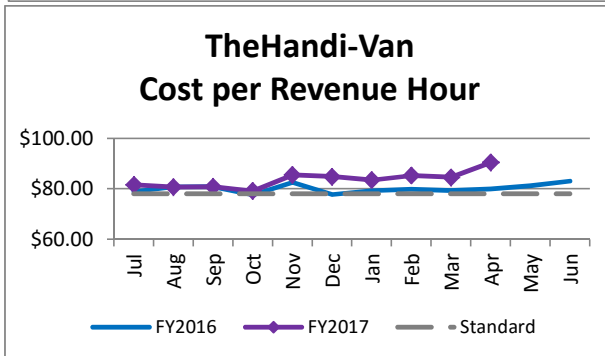
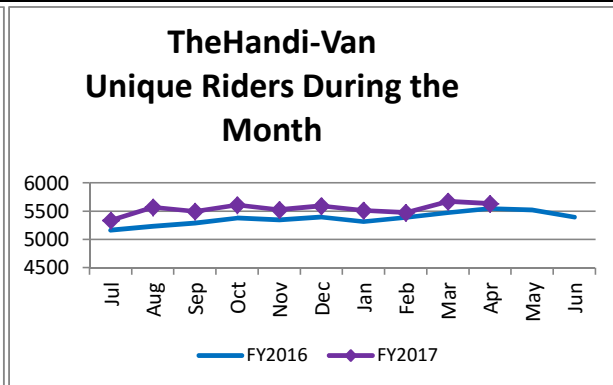
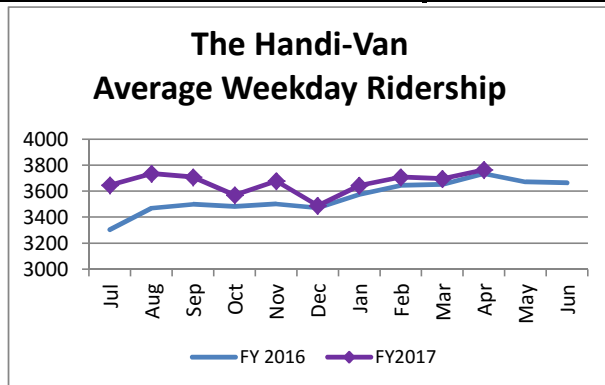


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending May 2017

Key Performance Indicators (KPI)	May 2017	May 2016	Percent Change	11 Month FY2017	11 Month FY2016	Percent Change	Goals
Total Monthly Ridership	93,133	93,480	-0.37%	927,989	891,966	4.04%	
Average Weekday Ridership	3,766	3,737	0.78%	3,664	3,534	3.70%	
Unique Riders During the Period	5,631	5,546	1.53%	5,543	5,352	3.56%	
Cost per Revenue Hour	\$84.52	\$79.21	6.70%	\$83.60	\$79.63	4.99%	<3% incr
Cost per Trip	\$39.88	\$35.63	11.94%	\$37.64	\$36.57	2.94%	<3% incr
Cost per Revenue Mile	\$5.99	\$5.23	14.60%	\$5.55	\$5.23	6.09%	<3% incr
Trips per Revenue Hour	2.27	2.24	1.16%	2.24	2.18	2.69%	<2.2
Farebox Recovery	4.10%	4.66%	-0.55%	4.61%	4.13%	0.48%	8%
Very Early Trips (>30 minutes)	0.14%			0.14%			<1%
On-Time and Early Trips	89.04%	87.44%	1.60%	87.73%	88.54%	-0.81%	>90%
Early Departure or On-Time Percentage	86.84%	83.68%	3.16%	85.47%	84.29%	1.18%	>85%
Very Late Trips (>30 minutes)	0.97%			1.35%			<1%
On-Time for Appointments (within 45 Mins)	87.36%			85.68%			>90%
Percentage of Excessive Length Trips	4.31%			4.09%			<5%
No Show / Late Cancellation Rate	6.95%	6.00%	0.94%	6.72%	6.72%	0.00%	<5%
Advance Cancellation Rate	20.49%	19.99%	0.51%	21.67%	20.08%	1.59%	<15%
Missed Trip Rate	0.35%	0.55%	-0.20%	0.39%	0.45%	-0.06%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.33	1.89	-29.33%	1.66	2.16	-23.33%	<1%
Calls Answered Within 5 Minutes	61.45%	56.04%	5.41%	61.35%	52.46%	8.89%	95%
Vehicle Availability	86.15%	83.56%	2.59%	84.36%	84.99%	-0.64%	>83%



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