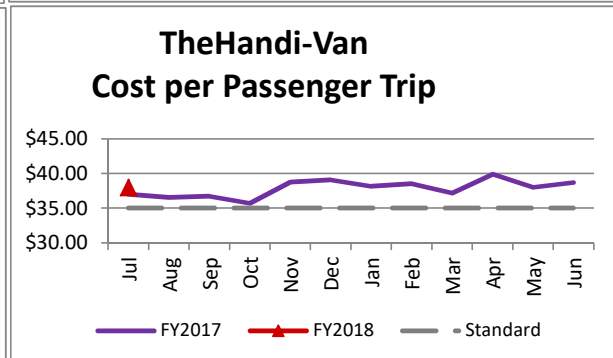
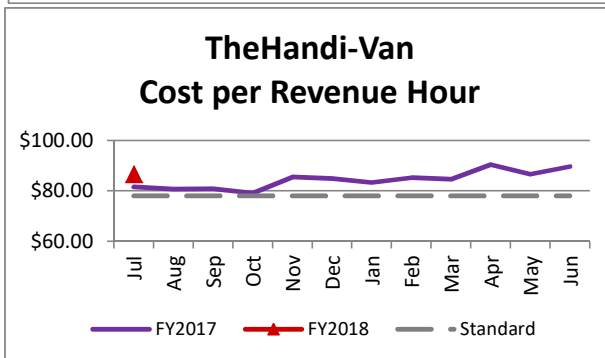
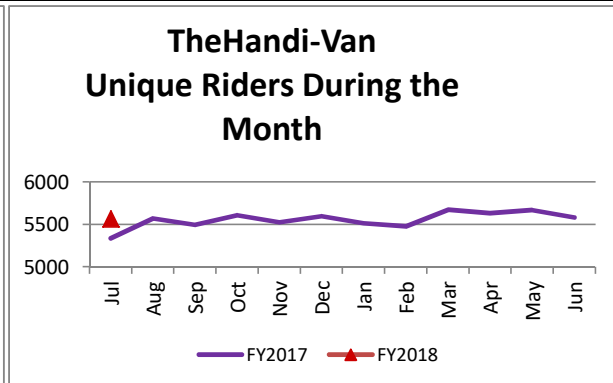
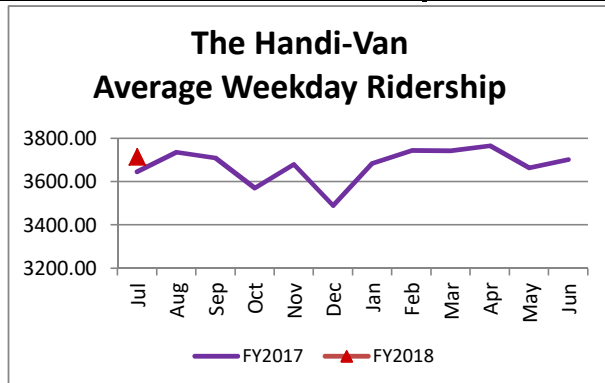


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending July 2017

Key Performance Indicators (KPI)	July 2017	July 2016	Percent Change	1 Month FY2018	1 Month FY2017	Percent Change	Goals
Total Monthly Ridership	95,451	90,112	5.92%	95,451	90,112	5.92%	
Average Weekday Ridership	3,716	3,647	1.90%	3,716	3,647	1.90%	
Unique Riders During the Period	5,568	5,336	4.35%	5,568	5,336	4.35%	
Cost per Revenue Hour	\$86.49	\$81.52	6.09%	\$86.49	\$81.52	6.09%	<3% incr
Cost per Trip	\$37.98	\$36.98	2.71%	\$37.98	\$36.98	2.71%	<3% incr
Cost per Revenue Mile	\$5.76	\$5.30	8.61%	\$5.76	\$5.30	8.61%	<3% incr
Trips per Revenue Hour	2.28	2.20	3.29%	2.28	2.20	3.29%	<2.2
Farebox Recovery	4.43%	4.36%	0.07%	4.43%	4.36%	0.07%	8%
Very Early Trips (>30 minutes)	0.08%	0.16%	-0.08%	0.08%	0.16%	-0.08%	<1%
On-Time and Early Trips	91.12%	87.60%	3.52%	91.12%	87.60%	3.52%	>90%
Early Departure or On-Time Percentage	89.15%	85.21%	3.94%	89.15%	85.21%	3.94%	>85%
Very Late Trips (>30 minutes)	0.50%	1.41%	-0.91%	0.50%	1.41%	-0.91%	<1%
On-Time for Appointments (within 45 Mins)	88.40%	87.45%	0.95%	88.40%	87.45%	0.95%	>90%
Comparative Trip Length Analysis	3.48%	3.66%	-0.18%	3.48%	3.66%	-0.18%	<5%
No Show / Late Cancellation Rate	6.59%	6.55%	0.04%	6.59%	6.55%	0.04%	<5%
Advance Cancellation Rate	21.44%	23.02%	-1.58%	21.44%	23.02%	-1.58%	<15%
Missed Trip Rate	0.21%	0.45%	-0.24%	0.21%	0.45%	-0.24%	0%
Complaint Rate (Complaints per 1,000 Trips)	0.94	1.61	-41.52%	0.94	1.61	-41.52%	<1%
Calls Answered Within 5 Minutes	66.24%	64.49%	1.75%	66.24%	64.49%	1.75%	95%
Vehicle Availability	84.33%	83.36%	0.97%	84.33%	83.36%	0.97%	>83%



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