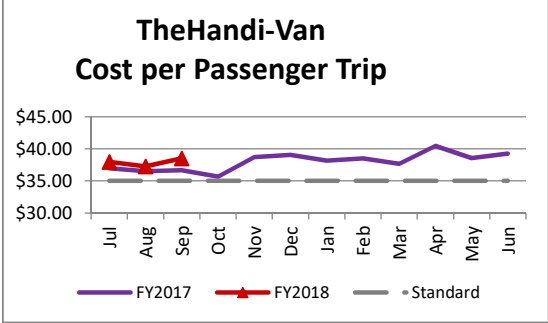
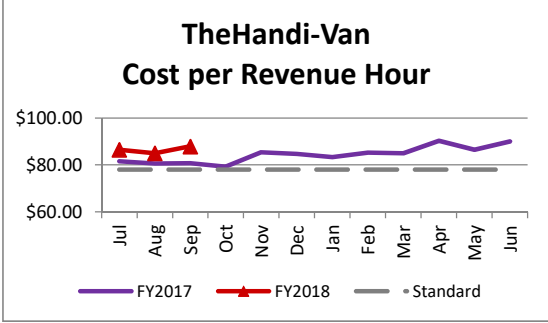
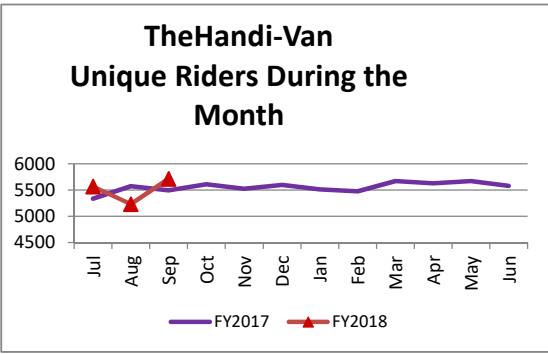
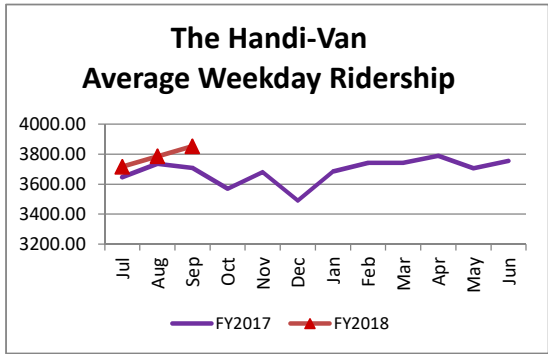


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending September 2017

| Key Performance Indicators (KPI) | September 2017 | September 2016 | Percent Change | 3 Month FY2018 | 3 Month FY2017 | Percent Change | Goals |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------|
| Total Monthly Ridership | 97,373 | 92,482 | 5.29% | 296,046 | 280,393 | 5.58% | |
| Average Weekday Ridership | 3,852 | 3,709 | 3.87% | 3,785 | 3,691 | 2.54% | |
| Unique Riders During the Period | 5,711 | 5,496 | 3.91% | 5,503 | 5,468 | 0.65% | |
| Cost per Revenue Hour | \$87.93 | \$80.78 | 8.85% | \$86.44 | \$80.97 | 6.75% | <3% incr |
| Cost per Trip | \$38.53 | \$36.70 | 5.00% | \$37.93 | \$36.74 | 3.23% | <3% incr |
| Cost per Revenue Mile | \$5.82 | \$5.32 | 9.38% | \$5.75 | \$5.33 | 7.90% | <3% incr |
| Trips per Revenue Hour | 2.28 | 2.23 | 2.52% | 2.28 | 2.21 | 3.03% | <2.2 |
| Farebox Recovery | 4.68% | 4.72% | -0.04% | 4.55% | 4.57% | -0.02% | 8% |
| Very Early Trips (>30 minutes) | 0.11% | 0.14% | -0.03% | 0.10% | 0.15% | -0.05% | <1% |
| On-Time and Early Trips | 88.48% | 86.86% | 1.62% | 89.74% | 87.01% | 2.73% | >90% |
| Early Departure or On-Time Percentage | 86.46% | 84.57% | 1.89% | 87.76% | 84.65% | 3.11% | >85% |
| Very Late Trips (>30 minutes) | 1.00% | 1.39% | -0.39% | 0.75% | 1.49% | -0.74% | <1% |
| On-Time for Appointments (within 45 Mins) | 84.55% | 83.36% | 1.19% | 86.96% | 85.40% | 1.56% | >90% |
| Comparative Trip Length Analysis | 4.01% | 4.51% | -0.50% | 3.91% | 4.21% | -0.30% | <5% |
| No Show / Late Cancellation Rate | 7.00% | 6.31% | 0.69% | 6.71% | 6.37% | 0.34% | <5% |
| Advance Cancellation Rate | 21.63% | 21.64% | -0.01% | 21.26% | 21.54% | -0.28% | <15% |
| Missed Trip Rate | 0.34% | 0.43% | -0.09% | 0.28% | 0.44% | -0.16% | 0% |
| Complaint Rate (Complaints per 1,000 Trips) | 1.33 | 1.44 | -7.84% | 1.16 | 1.68 | -30.66% | <1% |
| Calls Answered Within 5 Minutes | 75.16% | 81.63% | -6.47% | 72.71% | 72.17% | 0.54% | 95% |
| Vehicle Availability | 83.71% | 86.36% | -2.65% | 84.36% | 84.73% | -0.37% | >83% |



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