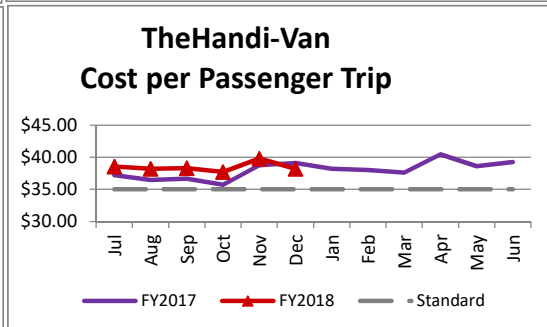
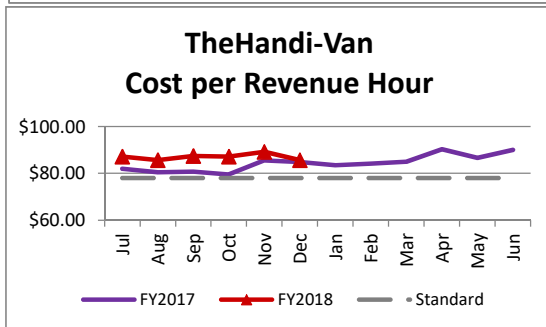
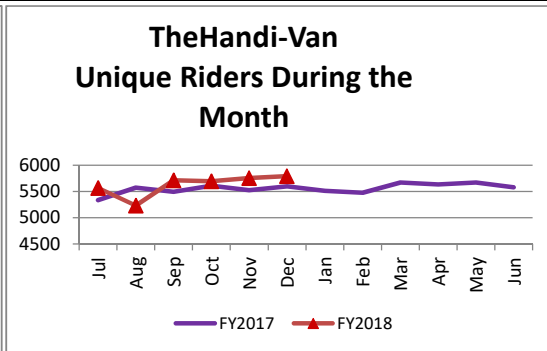
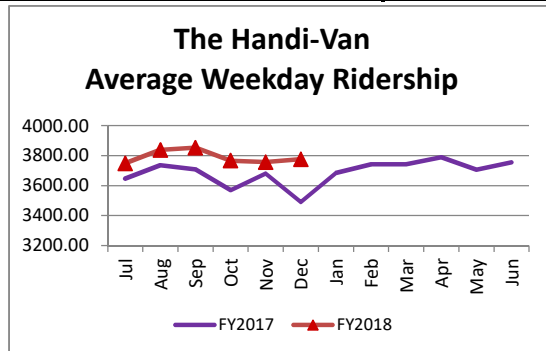


Oahu Transit Services - The Handi-Van  
 Monthly Performance Report  
 For the Month Ending December 2017

Key Performance Indicators (KPI)	December 2017	December 2016	Percent Change	6 Month FY2018	6 Month FY2017	Percent Change	Goals
Total Monthly Ridership	97,190	89,701	8.35%	587,958	555,819	5.78%	
Average Weekday Ridership	3,776	3,490	8.22%	3,790	3,638	4.16%	
Unique Riders During the Period	5,792	5,596	3.50%	5,625	5,523	1.86%	
Cost per Revenue Hour	\$85.71	\$84.85	1.01%	\$87.07	\$82.19	5.94%	<3% incr
Cost per Trip	\$38.22	\$39.11	-2.26%	\$38.47	\$37.33	3.07%	<3% incr
Cost per Revenue Mile	\$5.76	\$5.72	0.78%	\$5.76	\$5.45	5.71%	<3% incr
Trips per Revenue Hour	2.24	2.27	-1.41%	2.27	2.23	1.78%	<2.2
Farebox Recovery	4.76%	4.44%	0.32%	4.54%	4.69%	-0.15%	8%
Very Early Trips (>30 minutes)	0.14%	0.14%	0.00%	0.11%	0.14%	-0.04%	<1%
On-Time and Early Trips	89.16%	86.38%	2.78%	89.40%	87.20%	2.20%	>90%
Early Departure or On-Time Percentage	87.29%	84.30%	2.99%	87.49%	84.82%	2.66%	>85%
Very Late Trips (>30 minutes)	0.85%	1.69%	-0.84%	0.83%	1.53%	-0.70%	<1%
On-Time for Appointments (within 45 Mins)	86.20%	83.69%	2.51%	85.90%	85.17%	0.73%	>90%
Comparative Trip Length Analysis	66.95%	66.97%	-0.02%	64.56%	65.74%	-1.17%	50%
Excessive Trip Length	1.50%	1.79%	-0.29%	1.75%	1.91%	-0.16%	1%
No Show / Late Cancellation Rate	7.54%	7.08%	0.46%	6.97%	6.50%	0.47%	<5%
Advance Cancellation Rate	24.22%	23.84%	0.38%	21.91%	21.90%	0.01%	<15%
Missed Trip Rate	0.28%	0.45%	-0.17%	0.33%	0.42%	-0.10%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.20	2.11	-43.34%	1.21	1.77	-31.45%	<1%
Calls Answered Within 5 Minutes	86.29%	66.67%	19.62%	75.46%	67.41%	8.05%	95%
Vehicle Availability	86.66%	82.57%	4.09%	85.93%	83.85%	2.08%	>83%



0.14%

1.26%

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