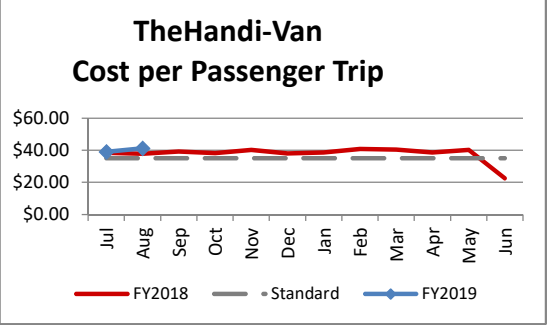
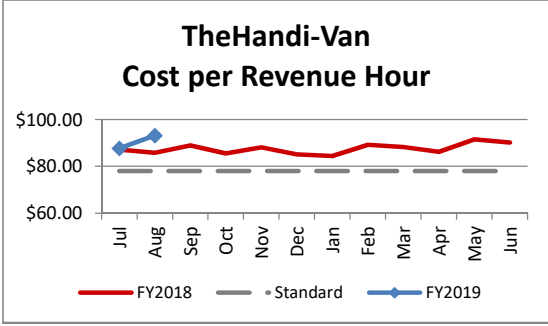
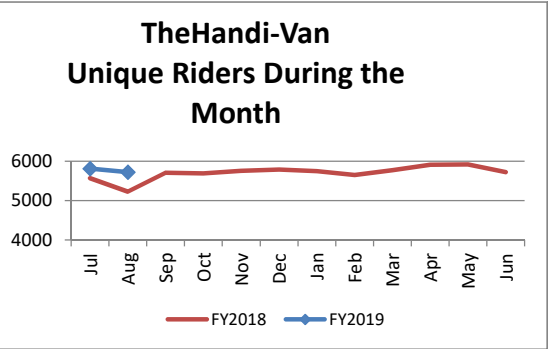
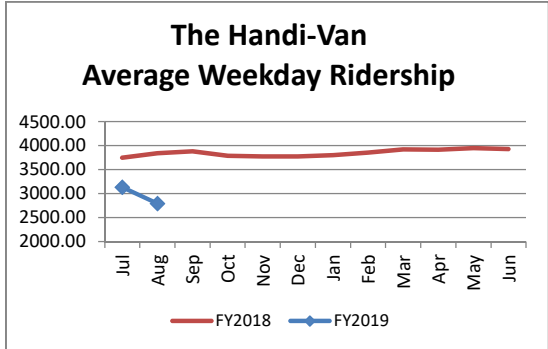


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending August 2018

Key Performance Indicators (KPI)	August 2018	August 2017	Percent Change	2 Month FY2018	2 Month FY2017	Percent Change	Goals
Total Monthly Ridership	97,556	101,603	-3.98%	197,933	195,671	1.16%	
Average Weekday Ridership	3,459	3,838	-9.89%	3,840	3,748	2.46%	
Unique Riders During the Period	5,721	5,230	9.39%	5,769	5,399	6.84%	
Cost per Revenue Hour	\$93.15	\$85.81	8.55%	\$90.42	\$86.48	4.55%	<3% incr
Cost per Trip	\$41.18	\$37.90	8.67%	\$40.12	\$38.23	4.94%	<3% incr
Cost per Revenue Mile	\$6.23	\$5.72	8.76%	\$5.99	\$5.74	4.30%	<3% incr
Trips per Revenue Hour	2.26	2.26	-0.11%	2.25	2.26	-0.38%	<2.2
Farebox Recovery	4.57%	4.53%	0.05%	4.29%	4.48%	-0.19%	8%
Very Early Trips (>30 minutes)	0.12%	0.12%	0.00%	0.13%	0.10%	0.03%	<1%
On-Time and Early Trips	88.53%	89.61%	-1.08%	89.57%	90.37%	-0.80%	>90%
Early Departure or On-Time Percentage	86.35%	87.68%	-1.33%	87.34%	88.42%	-1.08%	>85%
Very Late Trips (>30 minutes)	1.00%	0.75%	0.25%	0.89%	0.63%	0.26%	<1%
On-Time for Appointments (within 45 Mins)	57.67%	59.09%	-1.42%	58.89%	58.83%	0.06%	>90%
Comparative Trip Length Analysis	68.41%	62.62%	5.79%	67.23%	65.24%	1.99%	50%
Excessive Trip Length	1.48%	1.93%	-0.45%	1.54%	1.81%	-0.27%	1%
No Show / Late Cancellation Rate	6.42%	6.54%	-0.11%	6.44%	6.56%	-0.12%	<5%
Advance Cancellation Rate	25.66%	20.70%	4.95%	23.80%	21.07%	2.73%	<15%
Missed Trip Rate	0.30%	0.29%	0.01%	0.24%	0.25%	-0.01%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.20	1.22	-1.79%	1.19	1.08	10.28%	<1%
Calls Answered Within 5 Minutes	65.65%	76.72%	-11.07%	65.35%	71.48%	-6.14%	95%
Vehicle Availability	89.25%	85.05%	4.20%	89.43%	84.69%	4.74%	>83%



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