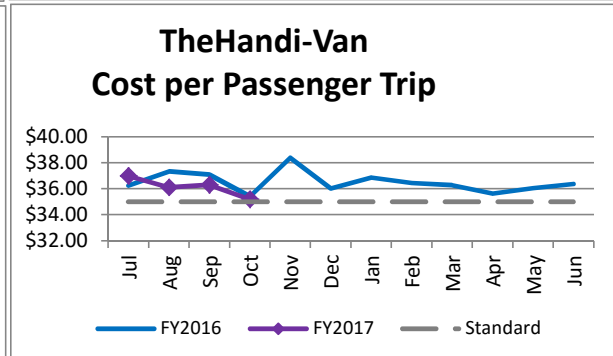
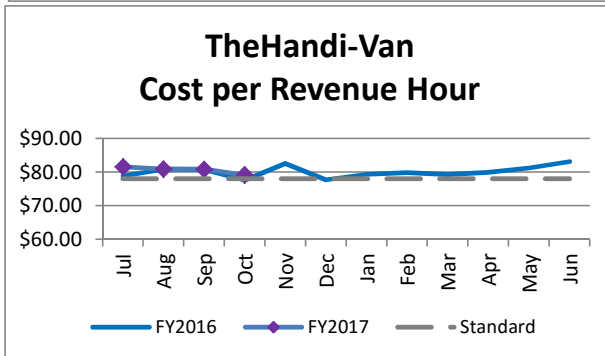
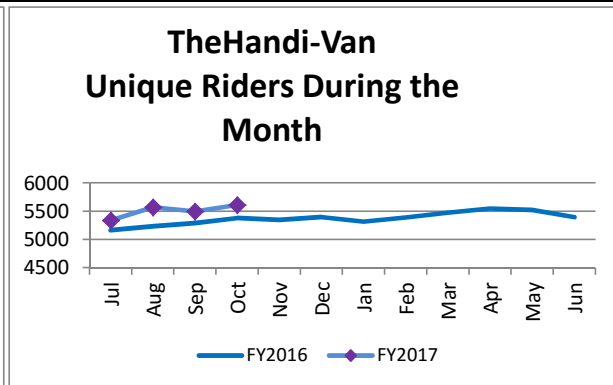
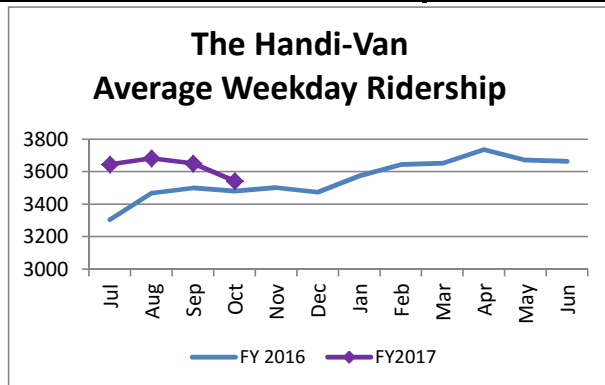


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending October 2016

Key Performance Indicators (KPI)	October 2016	October 2015	Percent Change	3 Month FY2017	3 Month FY2016	Percent Change	Goals
Total Monthly Ridership	95,875	90,746	5.65%	378,476	354,718	6.70%	
Average Weekday Ridership	3,544	3,481	1.81%	3,631	3,438	5.61%	
Unique Riders During the Period	5,610	5,378	4.31%	5,503	5,265	4.53%	
Cost per Revenue Hour	\$79.14	\$77.60	1.98%	\$80.56	\$79.49	1.34%	>3% incr
Cost per Trip	\$35.18	\$35.41	-0.63%	\$36.14	\$36.51	-1.02%	>3% incr
Cost per Revenue Mile	\$5.19	\$5.17	0.28%	\$5.30	\$5.24	1.05%	>3% incr
Trips per Revenue Hour	2.25	2.19	2.64%	2.23	2.18	2.39%	>2.2
Farebox Recovery	5.37%	4.35%	1.01%	4.77%	4.08%	0.69%	8%
Very Early Trips (>30 minutes)	0.11%			0.14%			>1%
On-Time and Early Trips	87.54%	87.50%	0.04%	87.14%	89.17%	-2.03%	>90%
Early Departure or On-Time Percentage	85.22%	83.41%	1.81%	84.79%	84.29%	0.50%	>85%
Very Late Trips (>30 minutes)	1.42%			1.47%			<1%
On-Time for Appointments (within 45 mins)	85.69%			85.44%			>90%
Percentage of Excessive Length Trips	3.87%			4.13%			<5%
No Show / Late Cancellation Rate	6.16%	6.54%	-0.37%	6.32%	7.01%	-0.69%	<5%
Advance Cancellation Rate	19.65%	18.24%	1.41%	21.07%	17.94%	3.12%	<15%
Missed Trip Rate	0.37%	0.53%	-0.17%	0.42%	0.41%	0.01%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.46	2.13	-31.16%	1.62	1.89	-13.95%	<1%
Calls Answered Within 5 Minutes	54.32%	62.83%	-8.51%	67.71%	53.79%	13.92%	95%
Vehicle Availability	83.33%	85.70%	-2.37%	84.38%	84.35%	0.03%	>83%



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