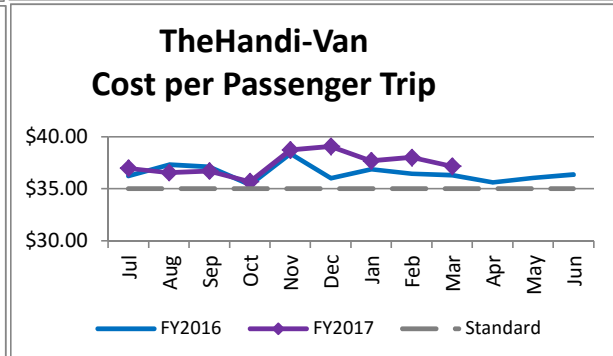
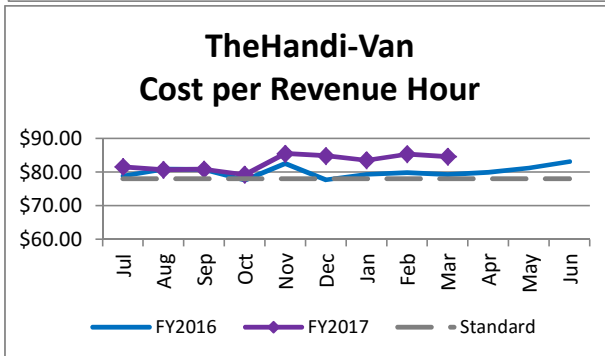
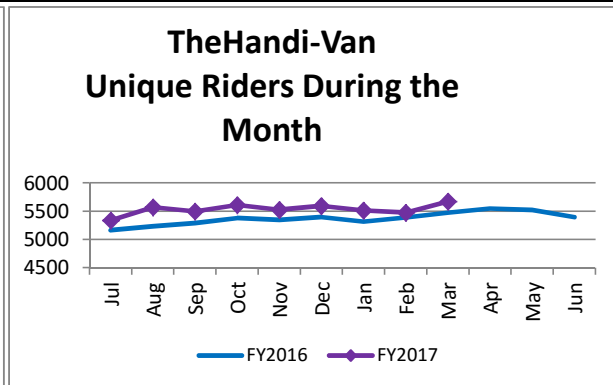
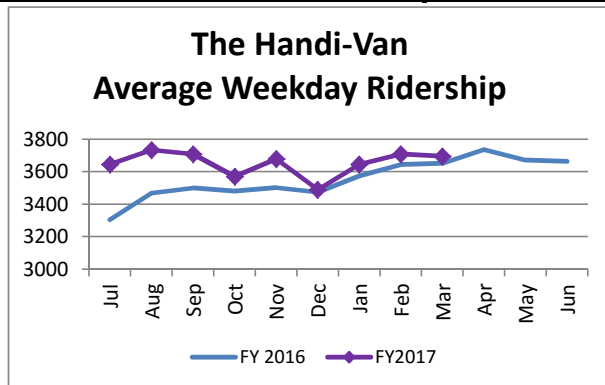


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending March 2017

Key Performance Indicators (KPI)	March 2017	March 2016	Percent Change	9 Month FY2017	9 Month FY2016	Percent Change	Goals
Total Monthly Ridership	100,142	95,571	4.78%	834,856	798,486	4.55%	
Average Weekday Ridership	3,695	3,652	1.20%	3,653	3,511	4.04%	
Unique Riders During the Period	5,673	5,472	3.67%	5,533	5,331	3.79%	
Cost per Revenue Hour	\$84.52	\$79.21	6.70%	\$82.84	\$79.60	4.07%	<3% incr
Cost per Trip	\$37.16	\$36.28	2.43%	\$37.40	\$36.67	1.97%	<3% incr
Cost per Revenue Mile	\$5.62	\$5.18	8.46%	\$5.50	\$5.23	5.14%	<3% incr
Trips per Revenue Hour	2.27	2.18	4.17%	2.23	2.17	2.87%	<2.2
Farebox Recovery	4.66%	3.71%	0.96%	4.66%	4.07%	0.60%	8%
Very Early Trips (>30 minutes)	0.13%			0.14%			<1%
On-Time and Early Trips	89.64%	89.85%	-0.21%	87.58%	88.66%	-1.08%	>90%
Early Departure or On-Time Percentage	87.40%	85.40%	2.00%	85.32%	84.29%	1.03%	>85%
Very Late Trips (>30 minutes)	0.95%			1.39%			<1%
On-Time for Appointments (within 45 Mins)	89.04%			85.49%			>90%
Percentage of Excessive Length Trips	3.94%			4.06%			<5%
No Show / Late Cancellation Rate	7.02%	6.23%	0.78%	6.70%	6.80%	-0.10%	<5%
Advance Cancellation Rate	20.51%	21.89%	-1.38%	21.80%	20.09%	1.71%	<15%
Missed Trip Rate	0.35%	0.37%	-0.02%	0.40%	0.44%	-0.05%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.58	2.43	-34.84%	1.69	2.19	-22.75%	<1%
Calls Answered Within 5 Minutes	50.89%	73.67%	-22.78%	61.35%	52.46%	8.89%	95%
Vehicle Availability	85.54%	85.34%	0.20%	84.16%	85.15%	-0.99%	>83%



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