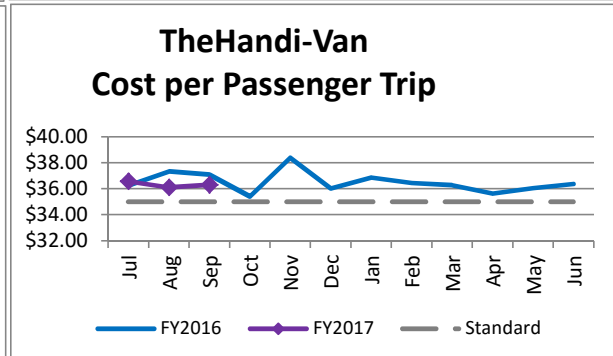
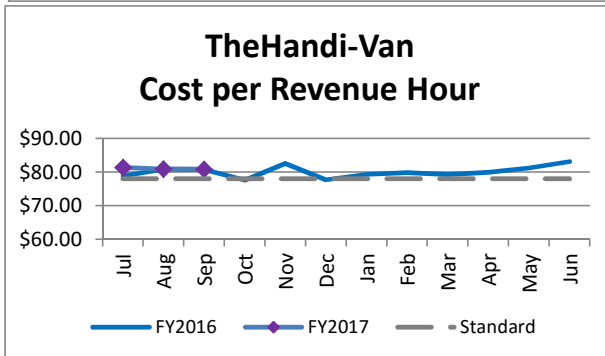
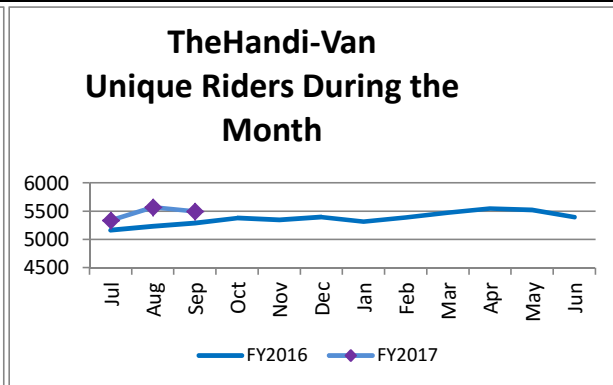
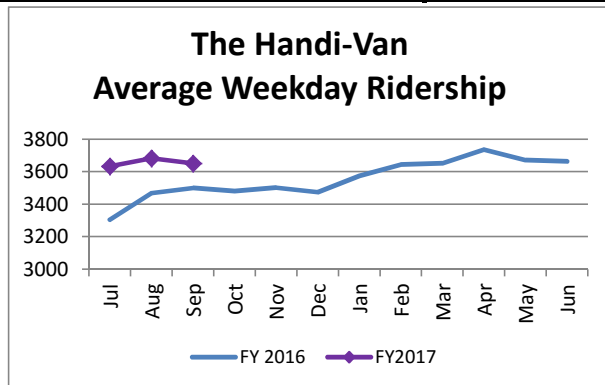


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending September 2016

Key Performance Indicators (KPI)	September 2016	September 2015	Percent Change	3 Month FY2017	3 Month FY2016	Percent Change	Goals
Total Monthly Ridership	93,509	87,417	6.97%	283,617	263,972	7.44%	
Average Weekday Ridership	3,652	3,500	4.34%	3,656	3,424	6.78%	
Unique Riders During the Period	5,496	5,288	3.93%	5,468	5,227	4.60%	
Cost per Revenue Hour	\$80.77	\$80.71	0.07%	\$80.95	\$80.11	1.04%	>3% incr
Cost per Trip	\$36.29	\$37.08	-2.13%	\$36.32	\$36.88	-1.51%	>3% incr
Cost per Revenue Mile	\$5.35	\$5.38	-0.46%	\$5.33	\$5.27	1.19%	>3% incr
Trips per Revenue Hour	2.23	2.18	2.25%	2.23	2.17	2.60%	>2.2
Farebox Recovery	4.72%	4.09%	0.63%	4.57%	3.98%	0.59%	8%
Very Early Trips (>30 minutes)	0.14%			0.15%			>1%
On-Time and Early Trips	86.86%	87.72%	-0.86%	87.01%	89.73%	-2.72%	>90%
Early Departure or On-Time Percentage	84.17%	85.78%	-1.61%	84.65%	85.71%	-1.06%	>85%
Very Late Trips (>30 minutes)	1.39%			1.49%			<1%
On-Time for Appointments (within 45 mins)	83.36%			85.35%			>90%
Percentage of Excessive Length Trips	4.51%			4.21%			<5%
No Show / Late Cancellation Rate	6.31%	7.36%	-1.05%	6.37%	7.16%	-0.79%	<5%
Advance Cancellation Rate	21.64%	18.24%	3.39%	21.54%	17.83%	3.71%	<15%
Missed Trip Rate	0.43%	0.47%	-0.04%	0.44%	0.37%	0.07%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.44	2.03	-29.13%	1.62	1.81	-10.17%	<1%
Calls Answered Within 5 Minutes	81.63%	59.77%	21.86%	72.17%	50.78%	21.39%	95%
Vehicle Availability	86.36%	85.40%	0.96%	84.73%	83.90%	0.83%	>83%



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