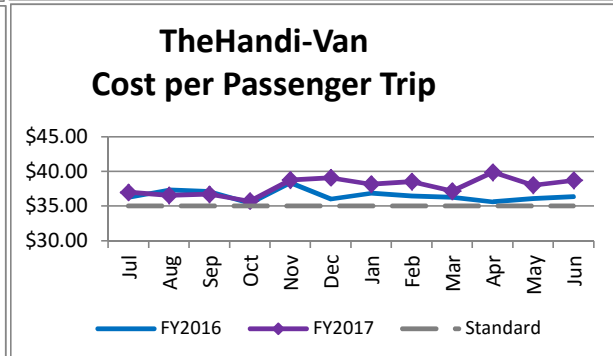
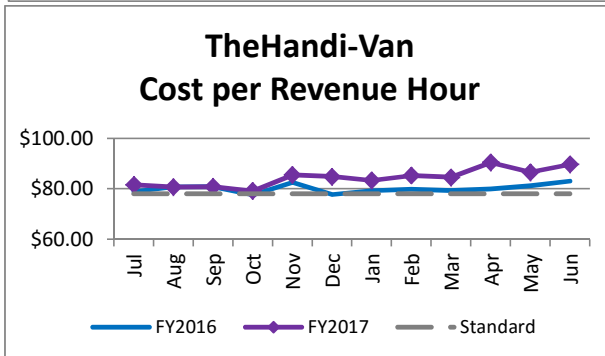
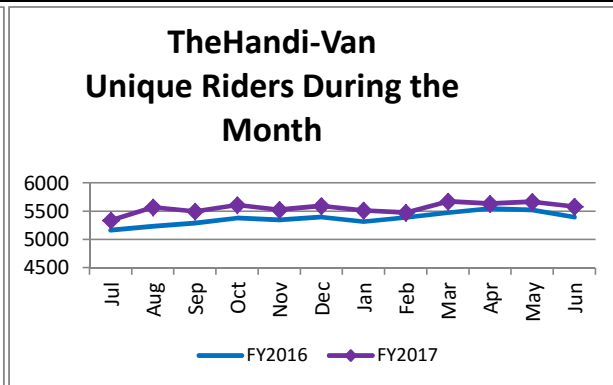
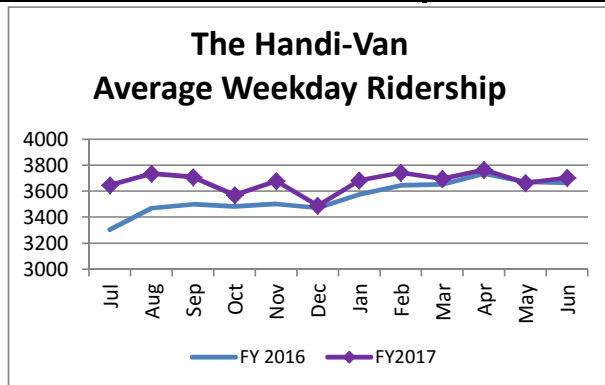


Oahu Transit Services - The Handi-Van  
 Monthly Performance Report  
 For the Month Ending June 2017  
 Based on Preliminary Financials

Key Performance Indicators (KPI)	June 2017	June 2016	Percent Change	12 Month FY2017	12 Month FY2016	Percent Change	Goals
Total Monthly Ridership	96,349	93,670	2.86%	1,120,401	1,079,776	3.76%	
Average Weekday Ridership	3,703	3,664	1.05%	3,674	3,556	3.31%	
Unique Riders During the Period	5,580	5,398	3.37%	5,556	5,370	3.47%	
Cost per Revenue Hour	\$89.68	\$83.06	7.98%	\$84.34	\$80.05	5.36%	<3% incr
Cost per Trip	\$38.71	\$36.36	6.45%	\$37.85	\$36.51	3.66%	<3% incr
Cost per Revenue Mile	\$5.84	\$5.35	9.32%	\$5.59	\$5.25	6.53%	<3% incr
Trips per Revenue Hour	2.32	2.25	2.86%	2.24	2.19	2.31%	<2.2
Farebox Recovery	4.14%	4.25%	-0.11%	4.58%	4.19%	0.39%	8%
Very Early Trips (>30 minutes)	0.13%			0.14%			<1%
On-Time and Early Trips	89.67%	88.57%	1.10%	87.97%	88.51%	-0.53%	>90%
Early Departure or On-Time Percentage	87.54%	84.30%	3.24%	85.74%	84.29%	1.45%	>85%
Very Late Trips (>30 minutes)	0.75%			1.26%			<1%
On-Time for Appointments (within 45 Mins)	87.68%			85.85%			>90%
Percentage of Excessive Length Trips	3.48%			4.04%			<5%
No Show / Late Cancellation Rate	6.78%	6.27%	0.51%	6.72%	6.64%	0.07%	<5%
Advance Cancellation Rate	20.84%	21.86%	-1.03%	21.58%	20.37%	1.21%	<15%
Missed Trip Rate	0.27%	0.40%	-0.13%	0.38%	0.45%	-0.07%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.40	1.61	-12.51%	1.64	2.24	-26.62%	<1%
Calls Answered Within 5 Minutes	48.67%	69.69%	-21.02%	61.03%	53.60%	7.43%	95%
Vehicle Availability	84.26%	84.26%	0.00%	84.42%	84.97%	-0.55%	>83%



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