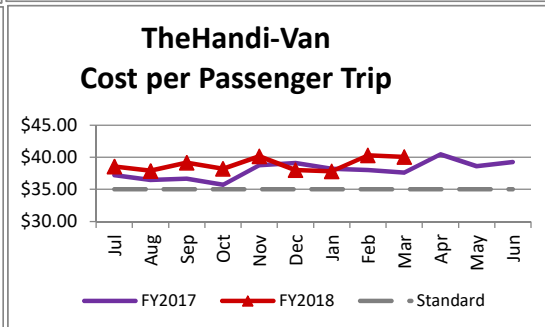
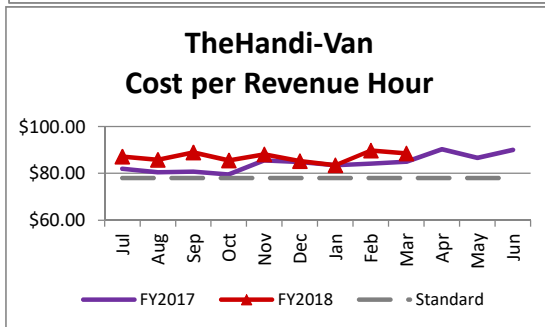
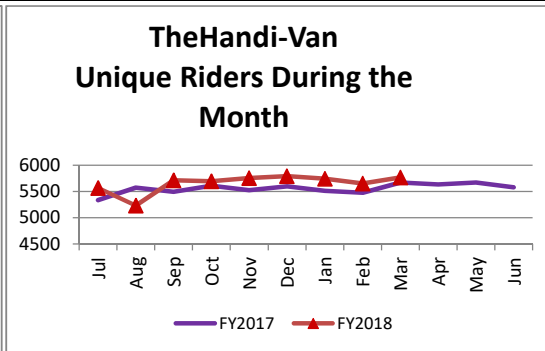
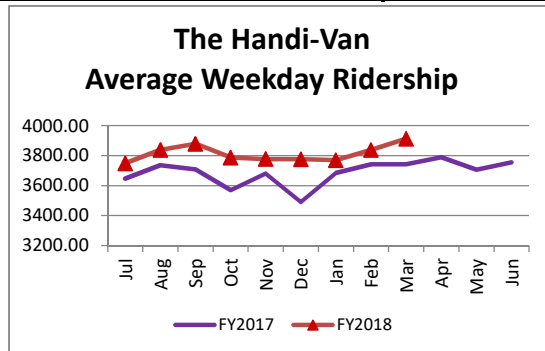


Oahu Transit Services - The Handi-Van  
 Monthly Performance Report  
 For the Month Ending March 2018

Key Performance Indicators (KPI)	March 2018	March 2017	Percent Change	9 Month FY2018	9 Month FY2017	Percent Change	Goals
Total Monthly Ridership	101,860	98,820	3.08%	873,896	831,518	5.10%	
Average Weekday Ridership	3,914	3,741	4.60%	3,814	3,667	4.02%	
Unique Riders During the Period	5,769	5,673	1.69%	5,658	5,533	2.26%	
Cost per Revenue Hour	\$88.49	\$84.96	4.16%	\$86.95	\$82.86	4.93%	<3% incr
Cost per Trip	\$40.06	\$37.64	6.43%	\$38.92	\$37.54	3.66%	<3% incr
Cost per Revenue Mile	\$6.12	\$5.67	7.96%	\$5.83	\$5.51	5.87%	<3% incr
Trips per Revenue Hour	2.21	2.26	-2.14%	2.23	2.22	0.47%	<2.2
Farebox Recovery	4.07%	4.66%	-0.59%	4.46%	4.66%	-0.20%	8%
Very Early Trips (>30 minutes)	0.12%	0.13%	-0.01%	0.11%	0.14%	-0.03%	<1%
On-Time and Early Trips	91.25%	89.64%	1.61%	89.77%	87.58%	2.19%	>90%
Early Departure or On-Time Percentage	89.11%	87.40%	1.71%	87.86%	85.32%	2.54%	>85%
Very Late Trips (>30 minutes)	0.55%	0.95%	-0.40%	0.75%	1.39%	-0.64%	<1%
On-Time for Appointments (within 45 Mins)*	59.23%	59.73%	-0.50%	58.51%	58.93%	-0.42%	>90%
Comparative Trip Length Analysis	68.07%	65.39%	2.68%	65.29%	65.55%	-0.26%	50%
Excessive Trip Length	1.45%	1.71%	-0.26%	1.69%	1.87%	-0.18%	1%
No Show / Late Cancellation Rate	6.87%	7.02%	-0.14%	7.04%	6.70%	0.34%	<5%
Advance Cancellation Rate	23.31%	20.51%	2.80%	22.43%	21.80%	0.63%	<15%
Missed Trip Rate	0.20%	0.35%	-0.15%	0.28%	0.40%	-0.12%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.63	1.58	3.19%	1.29	1.69	-23.82%	<1%
Calls Answered Within 5 Minutes	85.13%	50.89%	34.24%	79.07%	61.34%	17.73%	95%
Vehicle Availability	93.34%	85.54%	7.80%	87.55%	84.16%	3.39%	>83%



\* Source data was changed from a Trapeze report to an internal EVA report as of February 2018.

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