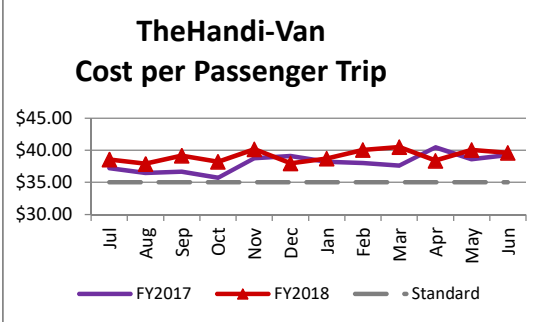
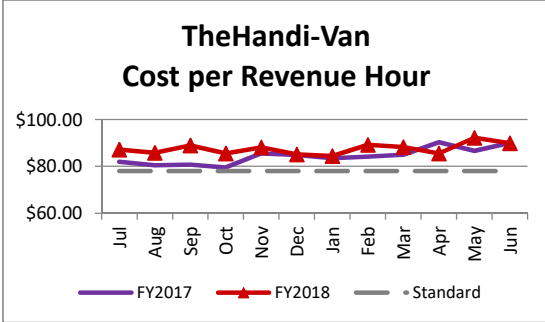
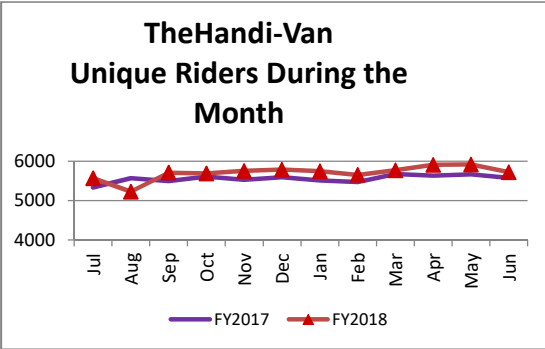
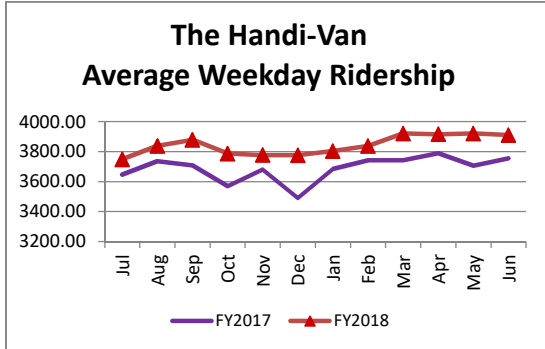


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending June 2018
 Based on Preliminary June 2018 Financials

Key Performance Indicators (KPI)	June 2018	June 2017	Percent Change	12 Month FY2018	12 Month FY2017	Percent Change	Goals
Total Monthly Ridership	99,557	94,949	4.85%	1,173,779	1,115,219	5.25%	
Average Weekday Ridership	3,911	3,756	4.13%	3,843	3,688	4.22%	
Unique Riders During the Period	5,723	5,580	2.56%	5,706	5,556	2.70%	
Cost per Revenue Hour	\$89.89	\$90.04	-0.17%	\$87.51	\$84.39	3.70%	<3% incr
Cost per Trip	\$39.64	\$39.29	0.91%	\$39.12	\$38.02	2.90%	<3% incr
Cost per Revenue Mile	\$5.92	\$5.84	1.23%	\$5.86	\$5.60	4.79%	<3% incr
Trips per Revenue Hour	2.27	2.29	-1.07%	2.24	2.23	0.23%	<2.2
Farebox Recovery	4.57%	4.14%	0.43%	4.46%	4.58%	-0.12%	8%
Very Early Trips (>30 minutes)	0.13%	0.13%	0.00%	0.11%	0.14%	-0.03%	<1%
On-Time and Early Trips	89.55%	89.67%	-0.12%	89.84%	87.97%	1.87%	>90%
Early Departure or On-Time Percentage	87.19%	87.54%	-0.35%	87.87%	85.74%	2.14%	>85%
Very Late Trips (>30 minutes)	0.89%	0.75%	0.14%	0.74%	1.26%	-0.52%	<1%
On-Time for Appointments (within 45 Mins)*	58.85%	58.22%	0.63%	58.42%	58.92%	-0.50%	>90%
Comparative Trip Length Analysis	72.48%	67.13%	5.35%	66.18%	65.37%	0.81%	50%
Excessive Trip Length	1.05%	1.53%	-0.48%	1.62%	1.84%	-0.22%	1%
No Show / Late Cancellation Rate	6.44%	6.78%	-0.33%	6.90%	6.72%	0.18%	<5%
Advance Cancellation Rate	22.03%	20.84%	1.19%	22.21%	21.58%	0.62%	<15%
Missed Trip Rate	0.24%	0.27%	-0.03%	0.27%	0.38%	-0.11%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.76	1.40	25.35%	1.40	1.64	-14.89%	<1%
Calls Answered Within 5 Minutes	55.88%	48.67%	7.21%	75.75%	61.03%	14.72%	95%
Vehicle Availability	88.20%	84.26%	3.94%	87.76%	84.42%	3.34%	>83%



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

0.14%

1.26%

Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending June 2018
 Based on Preliminary June 2018 Financials

