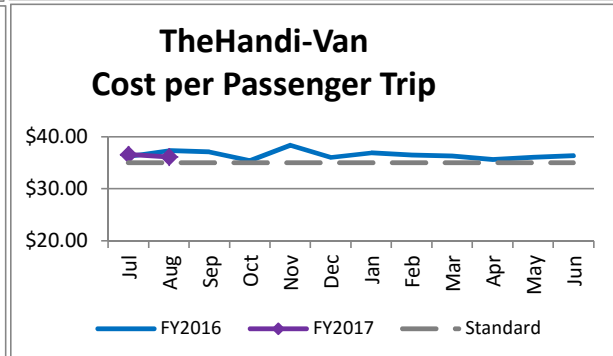
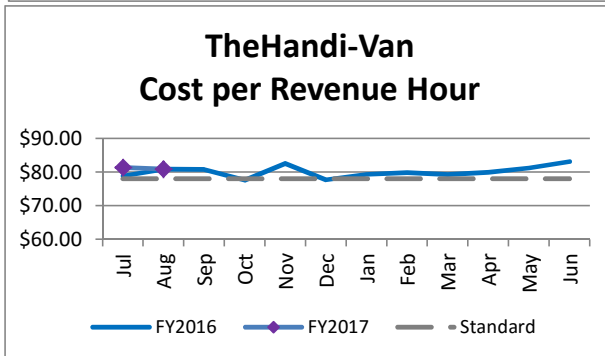
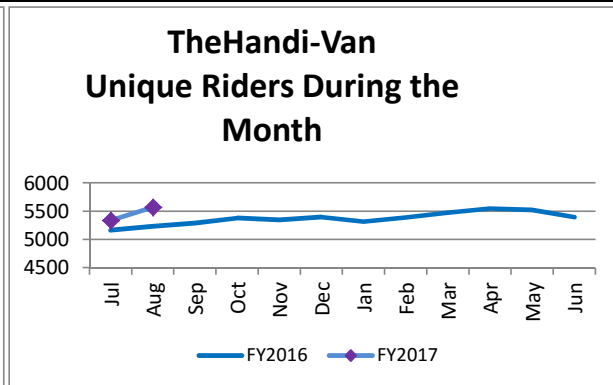
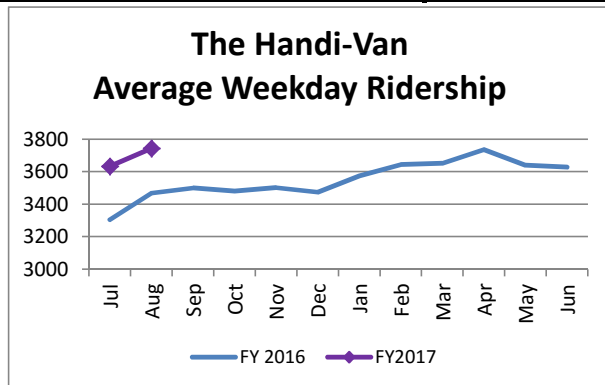


Oahu Transit Services - The Handi-Van  
 Monthly Performance Report  
 For the Month Ending August 2016

Key Performance Indicators (KPI)	August 2016	August 2015	Percent Change	2 Month FY2017	2 Month FY2016	Percent Change	Goals
Total Monthly Ridership	98,980	87,223	13.48%	190,108	176,555	7.68%	
Average Weekday Ridership	3,744	3,469	7.95%	3,689	3,386	8.95%	
Unique Riders During the Period	5,571	5,230	6.52%	5,454	5,197	4.95%	
Cost per Revenue Hour	\$80.79	\$80.82	-0.05%	\$81.04	\$79.82	1.53%	>3% incr
Cost per Trip	\$36.11	\$37.32	-3.26%	\$36.34	\$36.78	-1.20%	>3% incr
Cost per Revenue Mile	\$5.35	\$5.34	0.18%	\$5.32	\$5.21	2.04%	>3% incr
Trips per Revenue Hour	2.24	2.17	3.32%	2.23	2.17	2.77%	>2.2
Farebox Recovery	4.63%	4.01%	0.62%	4.50%	3.93%	0.57%	8%
Very Early Trips (>30 minutes)	0.16%			0.16%			>1%
On-Time and Early Trips	86.57%	90.58%	-4.01%	87.09%	90.74%	-3.65%	>90%
Early Departure or On-Time Percentage	84.17%	85.78%	-1.61%	84.69%	85.71%	-1.02%	>85%
Very Late Trips (>30 minutes)	1.67%			1.54%			<1%
On-Time for Appointments (within 45 mins)	85.38%			86.32%			>90%
Percentage of Excessive Length Trips	4.46%			4.06%			<5%
No Show / Late Cancellation Rate	6.26%	7.22%	-0.96%	6.40%	7.07%	-0.66%	<5%
Advance Cancellation Rate	19.96%	17.16%	2.81%	21.49%	17.62%	3.87%	<15%
Missed Trip Rate	0.43%	0.30%	0.13%	0.44%	0.32%	0.12%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.98	1.57	26.49%	1.67	1.81	-7.45%	<1%
Calls Answered Within 5 Minutes	70.38%	47.51%	22.87%	67.44%	46.28%	21.16%	95%
Vehicle Availability	84.47%	81.70%	2.77%	83.92%	83.15%	0.77%	>83%



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