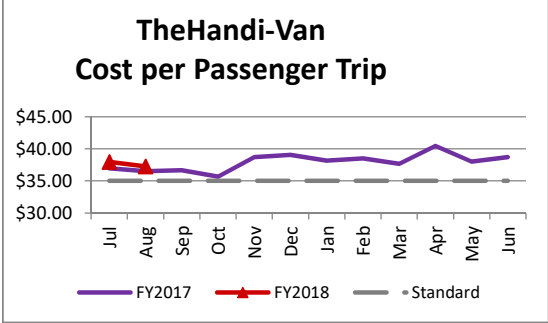
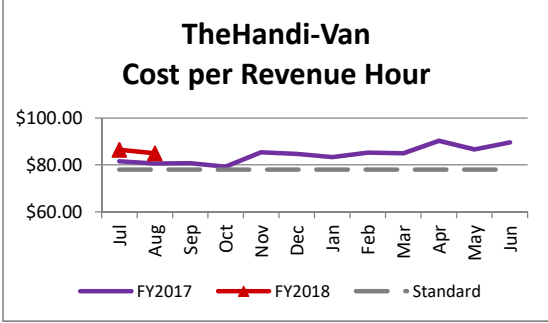
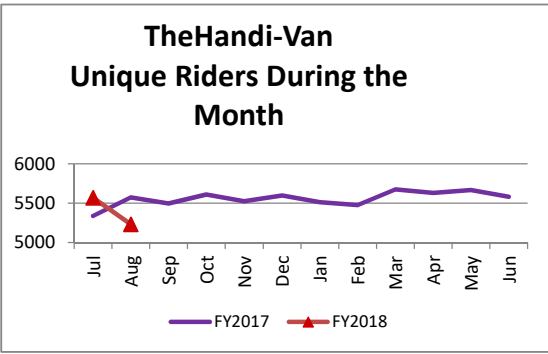
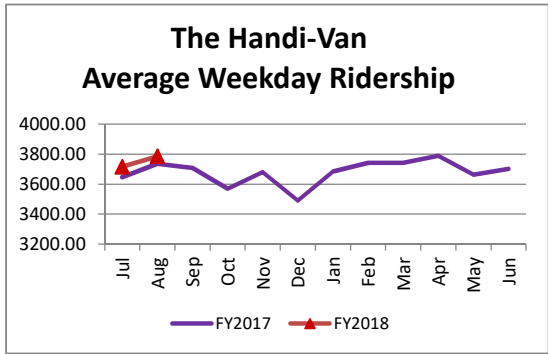


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending August 2017

Key Performance Indicators (KPI)	August 2017	August 2016	Percent Change	2 Month FY2018	2 Month FY2017	Percent Change	Goals
Total Monthly Ridership	103,222	97,799	5.55%	198,673	187,911	5.73%	
Average Weekday Ridership	3,786	3,735	1.36%	3,751	3,691	1.63%	
Unique Riders During the Period	5,230	5,571	-6.12%	5,399	5,454	-1.00%	
Cost per Revenue Hour	\$84.92	\$80.62	5.33%	\$85.70	\$81.07	5.71%	<3% incr
Cost per Trip	\$37.27	\$36.54	1.99%	\$37.63	\$36.76	2.35%	<3% incr
Cost per Revenue Mile	\$5.68	\$5.37	5.72%	\$5.72	\$5.34	7.15%	<3% incr
Trips per Revenue Hour	2.28	2.21	3.28%	2.28	2.21	3.28%	<2.2
Farebox Recovery	4.53%	4.63%	-0.11%	4.48%	4.50%	-0.02%	8%
Very Early Trips (>30 minutes)	0.12%	0.16%	-0.04%	0.10%	0.16%	-0.06%	<1%
On-Time and Early Trips	89.61%	86.57%	3.04%	90.37%	87.09%	3.28%	>90%
Early Departure or On-Time Percentage	87.68%	84.17%	3.51%	88.42%	84.69%	3.73%	>85%
Very Late Trips (>30 minutes)	0.75%	1.67%	-0.92%	0.63%	1.54%	-0.92%	<1%
On-Time for Appointments (within 45 Mins)	87.93%	85.38%	2.55%	88.17%	86.42%	1.75%	>90%
Comparative Trip Length Analysis	4.25%	4.46%	-0.21%	3.87%	4.06%	-0.19%	<5%
No Show / Late Cancellation Rate	6.54%	6.26%	0.28%	6.56%	6.40%	0.16%	<5%
Advance Cancellation Rate	20.70%	19.96%	0.74%	21.07%	21.49%	-0.42%	<15%
Missed Trip Rate	0.29%	0.43%	-0.14%	0.25%	0.44%	-0.19%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.22	1.98	-38.43%	1.08	1.80	-39.81%	<1%
Calls Answered Within 5 Minutes	76.72%	70.38%	6.34%	71.48%	67.44%	4.05%	95%
Vehicle Availability	85.05%	84.47%	0.58%	84.69%	83.92%	0.77%	>83%



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