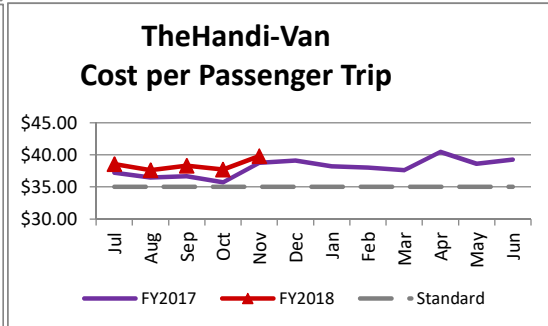
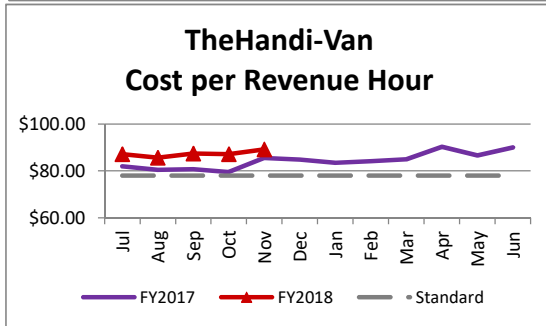
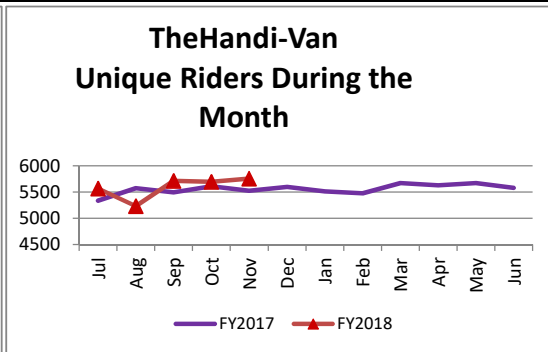
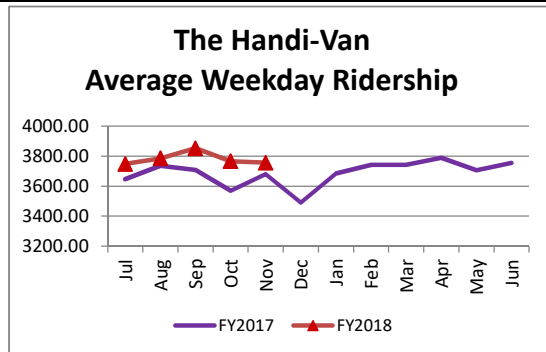


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending November 2017

Key Performance Indicators (KPI)	November 2017	November 2016	Percent Change	5 Month FY2018	5 Month FY2017	Percent Change	Goals
Total Monthly Ridership	96,095	90,902	5.71%	492,387	466,118	5.64%	
Average Weekday Ridership	3,757	3,680	2.10%	3,782	3,668	3.10%	
Unique Riders During the Period	5,757	5,526	4.18%	5,592	5,508	1.53%	
Cost per Revenue Hour	\$89.27	\$85.55	4.36%	\$87.35	\$81.66	6.96%	<3% incr
Cost per Trip	\$39.83	\$38.78	2.72%	\$38.40	\$36.97	3.87%	<3% incr
Cost per Revenue Mile	\$5.83	\$5.78	0.89%	\$5.76	\$5.40	6.59%	<3% incr
Trips per Revenue Hour	2.24	2.23	0.29%	2.27	2.22	2.57%	<2.2
Farebox Recovery	4.51%	4.64%	-0.13%	4.50%	4.74%	-0.25%	8%
Very Early Trips (>30 minutes)	0.10%	0.15%	-0.05%	0.10%	0.14%	-0.04%	<1%
On-Time and Early Trips	88.65%	87.54%	1.11%	89.45%	87.20%	2.25%	>90%
Early Departure or On-Time Percentage	86.86%	85.22%	1.64%	87.53%	84.82%	2.70%	>85%
Very Late Trips (>30 minutes)	0.98%	1.59%	-0.61%	0.82%	1.50%	-0.67%	<1%
On-Time for Appointments (within 45 Mins)	82.52%	85.45%	-2.93%	85.84%	85.47%	0.37%	>90%
Comparative Trip Length Analysis	4.17%	3.99%	0.18%	3.96%	4.10%	-0.14%	<5%
No Show / Late Cancellation Rate	7.39%	6.62%	0.76%	6.86%	6.38%	0.48%	<5%
Advance Cancellation Rate	23.83%	23.29%	0.54%	21.45%	21.51%	-0.06%	<15%
Missed Trip Rate	0.39%	0.40%	-0.02%	0.33%	0.42%	-0.08%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.39	1.98	-29.65%	1.21	1.70	-28.50%	<1%
Calls Answered Within 5 Minutes	81.74%	66.96%	14.78%	73.29%	67.56%	5.73%	95%
Vehicle Availability	87.79%	83.00%	4.79%	85.78%	84.10%	1.67%	>83%



0.14%

1.26%

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

