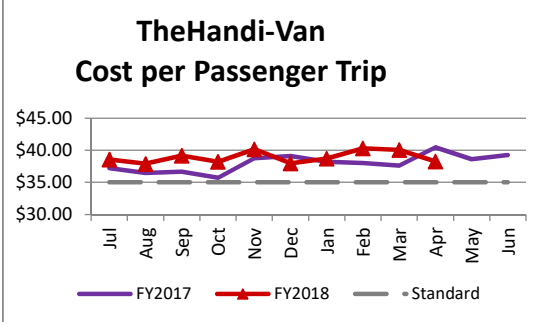
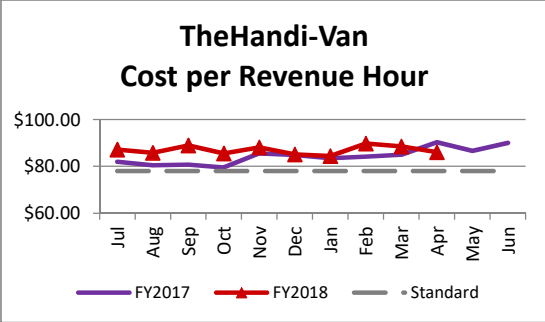
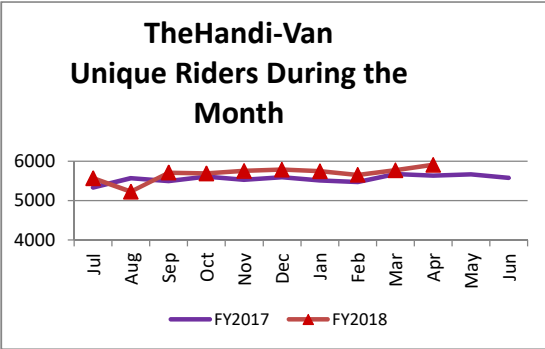
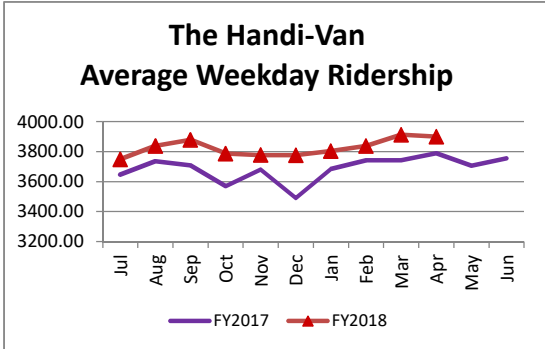


Oahu Transit Services - The Handi-Van  
 Monthly Performance Report  
 For the Month Ending April 2018

Key Performance Indicators (KPI)	April 2018	April 2017	Percent Change	10 Month FY2018	10 Month FY2017	Percent Change	Goals
Total Monthly Ridership	100,304	91,800	9.26%	972,410	923,318	5.32%	
Average Weekday Ridership	3,899	3,789	2.92%	3,826	3,679	4.00%	
Unique Riders During the Period	5,913	5,631	5.01%	5,683	5,543	2.54%	
Cost per Revenue Hour	\$86.02	\$90.26	-4.70%	\$86.93	\$83.07	4.65%	<3% incr
Cost per Trip	\$38.25	\$40.45	-5.45%	\$38.94	\$37.83	2.91%	<3% incr
Cost per Revenue Mile	\$5.79	\$6.01	-3.63%	\$5.84	\$5.56	4.97%	<3% incr
Trips per Revenue Hour	2.25	2.23	0.80%	2.24	2.22	0.50%	<2.2
Farebox Recovery	4.94%	4.10%	0.83%	4.51%	4.61%	-0.10%	8%
Very Early Trips (>30 minutes)	0.10%	0.14%	-0.04%	0.11%	0.14%	-0.03%	<1%
On-Time and Early Trips	90.93%	89.04%	1.89%	89.88%	87.58%	2.30%	>90%
Early Departure or On-Time Percentage	88.84%	86.84%	2.00%	87.96%	85.32%	2.64%	>85%
Very Late Trips (>30 minutes)	0.57%	0.97%	-0.40%	0.73%	1.35%	-0.62%	<1%
On-Time for Appointments (within 45 Mins)*	56.50%	59.18%	-2.68%	58.31%	58.95%	-0.64%	>90%
Comparative Trip Length Analysis	65.29%	62.96%	2.33%	65.29%	65.29%	0.00%	50%
Excessive Trip Length	1.56%	1.91%	-0.35%	1.68%	1.87%	-0.20%	1%
No Show / Late Cancellation Rate	6.47%	6.95%	-0.48%	6.98%	6.72%	0.26%	<5%
Advance Cancellation Rate	20.89%	20.49%	0.39%	22.28%	21.67%	0.61%	<15%
Missed Trip Rate	0.20%	0.35%	-0.15%	0.27%	0.39%	-0.12%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.94	1.33	45.49%	1.35	1.66	-18.24%	<1%
Calls Answered Within 5 Minutes	73.36%	61.45%	11.91%	78.50%	61.34%	17.16%	95%
Vehicle Availability	87.57%	86.15%	1.42%	87.55%	84.36%	3.20%	>83%



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

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