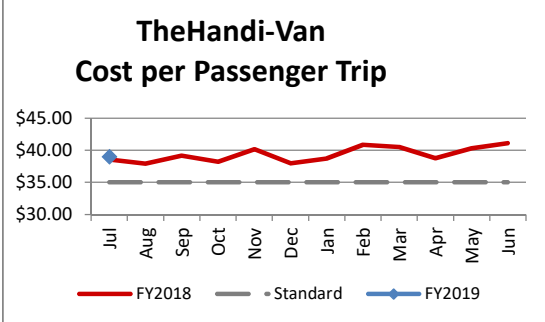
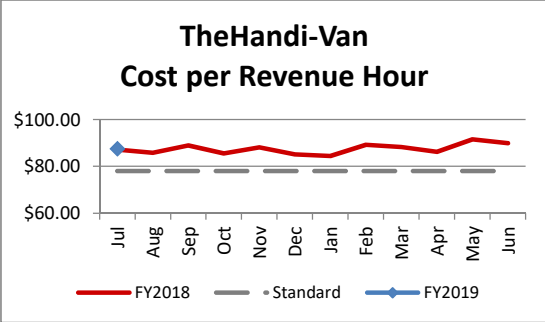
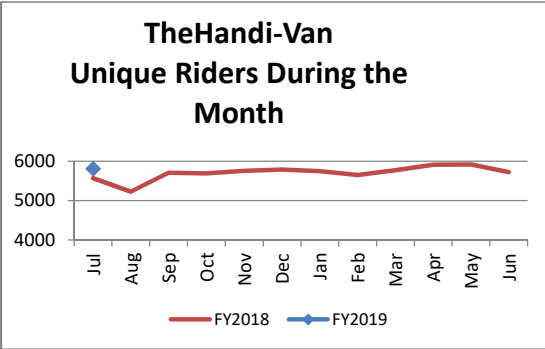
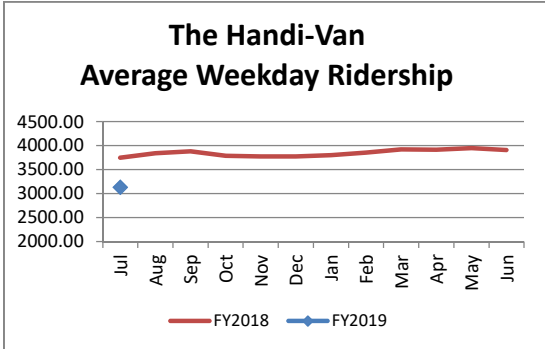


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending July 2018

Key Performance Indicators (KPI)	July 2018	July 2017	Percent Change	1 Month FY2018	1 Month FY2017	Percent Change	Goals
Total Monthly Ridership	100,377	94,068	6.71%	100,377	94,068	6.71%	
Average Weekday Ridership	3,840	3,748	2.46%	3,840	3,748	2.46%	
Unique Riders During the Period	5,816	5,568	4.45%	5,816	5,568	4.45%	
Cost per Revenue Hour	\$87.65	\$87.16	0.57%	\$87.65	\$87.16	0.57%	<3% incr
Cost per Trip	\$39.03	\$38.56	1.23%	\$39.03	\$38.56	1.23%	<3% incr
Cost per Revenue Mile	\$5.74	\$5.75	-0.18%	\$5.74	\$5.75	-0.18%	<3% incr
Trips per Revenue Hour	2.25	2.26	-0.66%	2.25	2.26	-0.66%	<2.2
Farebox Recovery	4.00%	4.43%	-0.43%	4.00%	4.43%	-0.43%	8%
Very Early Trips (>30 minutes)	0.14%	0.08%	0.06%	0.14%	0.08%	0.06%	<1%
On-Time and Early Trips	90.60%	91.12%	-0.52%	90.60%	91.12%	-0.52%	>90%
Early Departure or On-Time Percentage	88.33%	89.15%	-0.82%	88.33%	89.15%	-0.82%	>85%
Very Late Trips (>30 minutes)	0.77%	0.05%	0.72%	0.77%	0.05%	0.72%	<1%
On-Time for Appointments (within 45 Mins)	60.11%	58.58%	1.53%	58.51%	58.90%	-0.39%	>90%
Comparative Trip Length Analysis	73.46%	66.64%	6.82%	66.75%	65.34%	1.41%	50%
Excessive Trip Length	1.00%	1.50%	-0.50%	1.58%	1.83%	-0.25%	1%
No Show / Late Cancellation Rate	6.45%	6.59%	-0.13%	6.45%	6.59%	-0.13%	<5%
Advance Cancellation Rate	21.94%	21.44%	0.51%	21.94%	21.44%	0.51%	<15%
Missed Trip Rate	0.18%	0.21%	-0.03%	0.18%	0.21%	-0.03%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.19	0.94	25.93%	1.19	0.94	25.93%	<1%
Calls Answered Within 5 Minutes	65.04%	66.24%	-1.20%	65.04%	66.24%	-1.20%	95%
Vehicle Availability	89.60%	84.33%	5.27%	89.60%	84.33%	5.27%	>83%



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