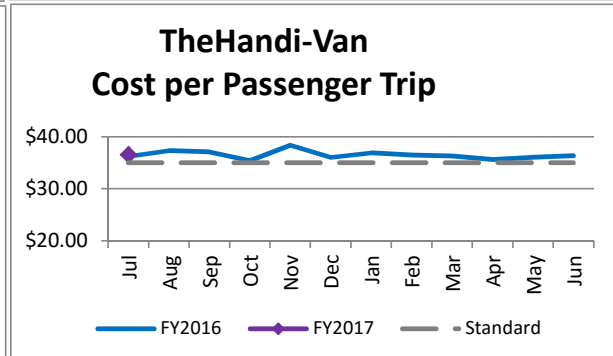
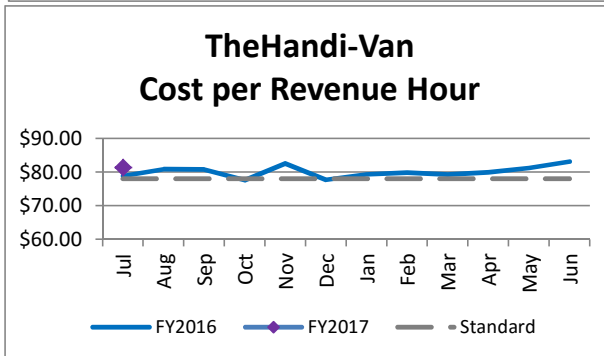
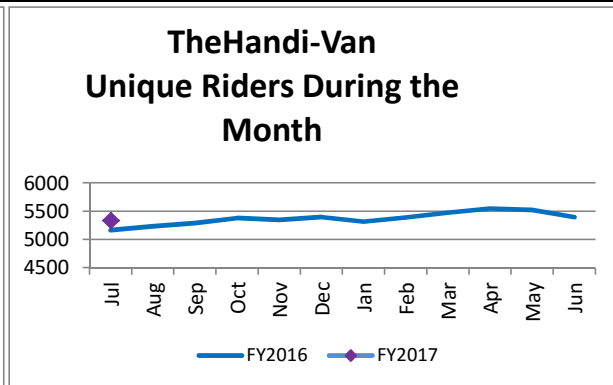
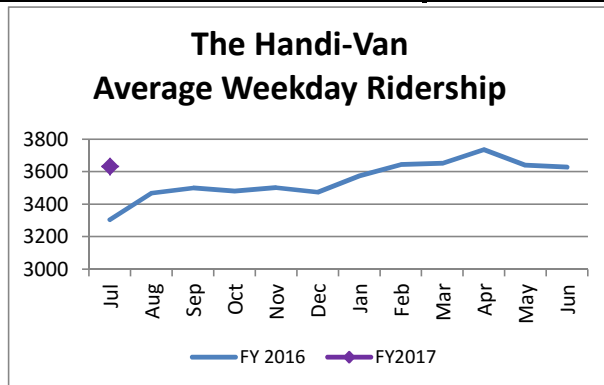


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending July 2016

Key Performance Indicators (KPI)	July 2016	July 2015	Percent Change	1 Month FY2017	1 Month FY2016	Percent Change	Goals
Total Monthly Ridership	91,128	89,332	2.01%	91,128	89,332	2.01%	
Average Weekday Ridership	3,635	3,304	10.01%	3,635	3,304	10.01%	
Unique Riders During the Period	5,336	5,163	3.35%	5,336	5,163	3.35%	
Cost per Revenue Hour	\$81.30	\$78.81	3.15%	\$81.30	\$78.81	3.15%	>3% incr
Cost per Trip	\$36.57	\$36.24	0.91%	\$36.57	\$36.24	0.91%	>3% incr
Cost per Revenue Mile	\$5.29	\$5.08	4.01%	\$5.29	\$5.08	4.01%	>3% incr
Trips per Revenue Hour	2.22	2.17	2.22%	2.22	2.17	2.22%	>2.2
Farebox Recovery	4.36%	3.84%	0.52%	4.36%	3.84%	0.52%	8%
Very Early Trips (>30 minutes)	0.16%			0.16%			>1%
On-Time and Early Trips	87.60%	90.89%	-3.29%	87.60%	90.89%	-3.29%	>90%
Early Departure or On-Time Percentage	85.21%	85.64%	-0.43%	85.21%	85.64%	-0.43%	>85%
Very Late Trips (>30 minutes)	1.41%			1.41%			<1%
On-Time for Appointments (within 45 mins)	87.25%			87.25%			>90%
Percentage of Excessive Length Trips	3.66%			3.66%			<5%
No Show / Late Cancellation Rate	6.55%	6.91%	-0.37%	6.55%	6.91%	-0.37%	<5%
Advance Cancellation Rate	23.02%	18.08%	4.94%	23.02%	18.08%	4.94%	<15%
Missed Trip Rate	0.45%	0.33%	0.12%	0.45%	0.33%	0.12%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.61	1.82	-11.73%	1.61	1.82	-11.73%	<1%
Calls Answered Within 5 Minutes	64.49%	45.05%	19.44%	64.49%	45.05%	19.44%	95%
Vehicle Availability	83.36%	84.59%	-1.23%	83.36%	84.59%	-1.23%	>83%



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