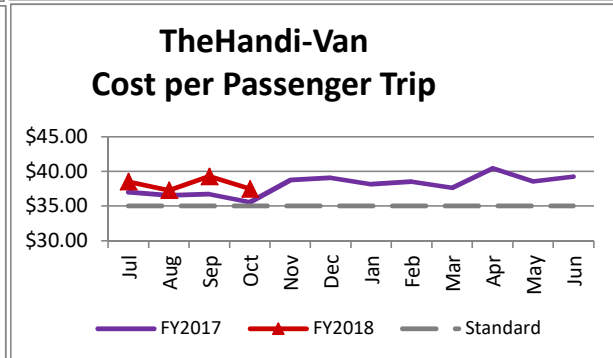
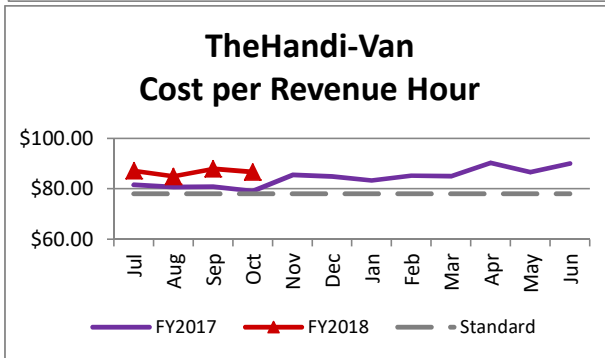
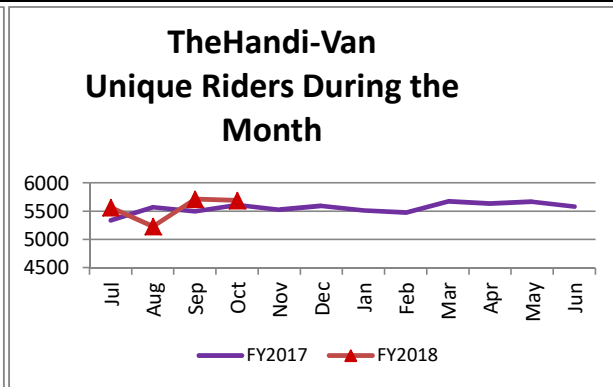
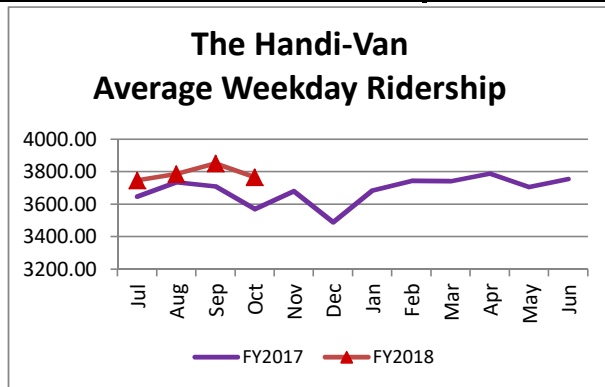


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending October 2017

Key Performance Indicators (KPI)	October 2017	October 2016	Percent Change	4 Month FY2018	4 Month FY2017	Percent Change	Goals
Total Monthly Ridership	101,629	94,823	7.18%	394,460	375,216	5.13%	
Average Weekday Ridership	3,767	3,570	5.51%	3,788	3,665	3.36%	
Unique Riders During the Period	5,693	5,610	1.48%	5,551	5,503	0.86%	
Cost per Revenue Hour	\$86.66	\$79.18	9.44%	\$86.65	\$80.53	7.61%	<3% incr
Cost per Trip	\$37.48	\$35.57	5.36%	\$38.14	\$36.45	4.64%	<3% incr
Cost per Revenue Mile	\$5.64	\$5.18	8.92%	\$5.72	\$5.29	8.10%	<3% incr
Trips per Revenue Hour	2.31	2.22	4.22%	2.28	2.21	3.14%	<2.2
Farebox Recovery	4.34%	5.37%	-1.03%	4.49%	4.77%	-0.28%	8%
Very Early Trips (>30 minutes)	0.09%	0.11%	-0.02%	0.10%	0.14%	-0.04%	<1%
On-Time and Early Trips	89.39%	87.54%	1.85%	89.65%	87.14%	2.51%	>90%
Early Departure or On-Time Percentage	87.49%	85.22%	2.27%	87.70%	84.79%	2.90%	>85%
Very Late Trips (>30 minutes)	0.89%	1.42%	-0.53%	0.79%	1.47%	-0.69%	<1%
On-Time for Appointments (within 45 Mins)	85.80%	85.69%	0.11%	86.67%	85.47%	1.20%	>90%
Comparative Trip Length Analysis	3.87%	3.87%	0.00%	3.90%	4.13%	-0.22%	<5%
No Show / Late Cancellation Rate	6.78%	6.16%	0.62%	6.73%	6.37%	0.35%	<5%
Advance Cancellation Rate	19.67%	19.65%	0.02%	20.86%	21.07%	-0.21%	<15%
Missed Trip Rate	0.45%	0.37%	0.08%	0.32%	0.42%	-0.10%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.19	1.48	-19.60%	1.17	1.63	-28.15%	<1%
Calls Answered Within 5 Minutes	66.59%	54.32%	12.27%	71.18%	67.71%	3.47%	95%
Vehicle Availability	88.01%	83.33%	4.68%	85.28%	84.38%	0.90%	>83%



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