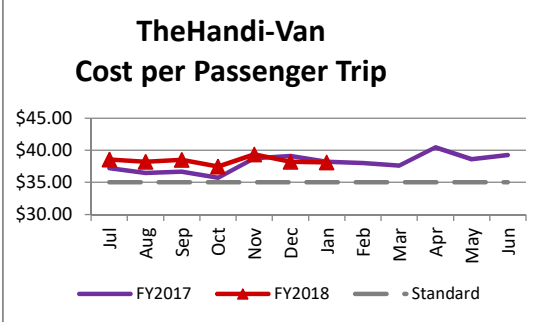
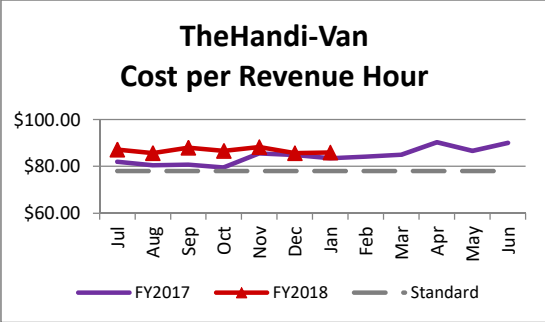
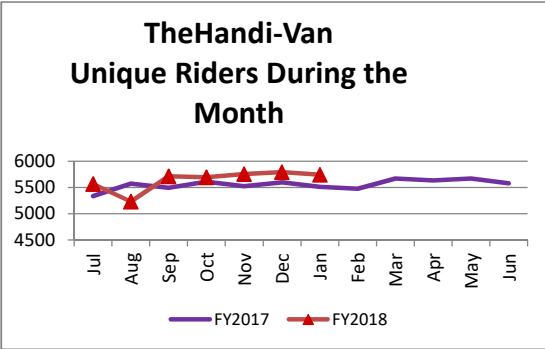
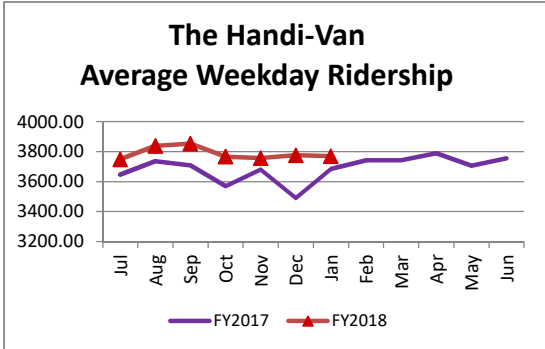


Oahu Transit Services - The Handi-Van  
 Monthly Performance Report  
 For the Month Ending January 2018

Key Performance Indicators (KPI)	January 2018	January 2017	Percent Change	7 Month FY2018	7 Month FY2017	Percent Change	Goals
Total Monthly Ridership	98,547	90,896	8.42%	686,505	646,715	6.15%	
Average Weekday Ridership	3,770	3,685	2.30%	3,787	3,645	3.89%	
Unique Riders During the Period	5,746	5,512	4.25%	5,642	5,521	2.20%	
Cost per Revenue Hour	\$85.95	\$83.46	2.99%	\$86.77	\$82.37	5.34%	<3% incr
Cost per Trip	\$38.14	\$38.24	-0.26%	\$38.36	\$37.46	2.41%	<3% incr
Cost per Revenue Mile	\$5.75	\$5.55	3.57%	\$5.75	\$5.47	5.23%	<3% incr
Trips per Revenue Hour	2.25	2.18	3.26%	2.27	2.22	1.99%	<2.2
Farebox Recovery	4.37%	4.53%	-0.16%	4.52%	4.67%	-0.15%	8%
Very Early Trips (>30 minutes)	0.11%	0.15%	-0.04%	0.11%	0.14%	-0.04%	<1%
On-Time and Early Trips	90.44%	88.19%	2.25%	89.55%	87.20%	2.35%	>90%
Early Departure or On-Time Percentage	88.63%	86.07%	2.56%	87.65%	84.82%	2.83%	>85%
Very Late Trips (>30 minutes)	0.53%	1.09%	-0.56%	0.79%	1.47%	-0.68%	<1%
On-Time for Appointments (within 45 Mins)	85.62%	85.40%	0.22%	85.86%	85.20%	0.66%	>90%
Comparative Trip Length Analysis	66.75%	65.01%	1.74%	64.88%	65.63%	-0.76%	50%
Excessive Trip Length	1.55%	1.77%	-0.22%	1.72%	1.89%	-0.17%	1%
No Show / Late Cancellation Rate	7.09%	6.97%	0.11%	6.99%	6.56%	0.42%	<5%
Advance Cancellation Rate	23.56%	23.06%	0.50%	22.15%	22.07%	0.08%	<15%
Missed Trip Rate	0.20%	0.35%	-0.15%	0.31%	0.41%	-0.10%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.06	1.60	-33.49%	1.19	1.74	-31.72%	<1%
Calls Answered Within 5 Minutes	86.76%	51.40%	35.36%	77.07%	65.12%	11.95%	95%
Vehicle Availability	89.58%	84.33%	5.25%	86.45%	83.92%	2.53%	>83%



0.14%

1.26%

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