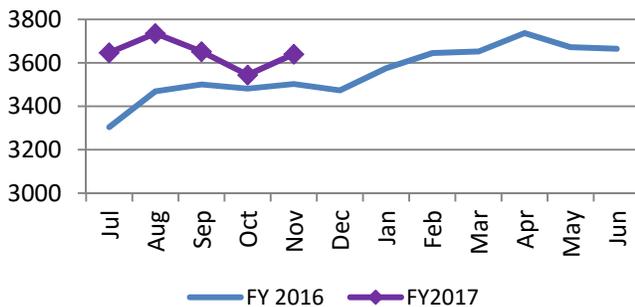


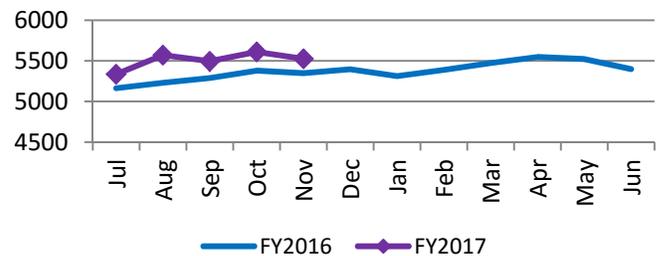
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending November 2016**

Key Performance Indicators (KPI)	November 2016	November 2015	Percent Change	5 Month FY2017	5 Month FY2016	Percent Change	Goals
Total Monthly Ridership	92,087	84,096	9.50%	469,382	438,814	6.97%	
Average Weekday Ridership	3,640	3,503	3.92%	3,644	3,451	5.57%	
Unique Riders During the Period	5,526	5,347	3.35%	5,508	5,281	4.29%	
Cost per Revenue Hour	\$85.89	\$82.53	4.07%	\$81.59	\$80.09	1.87%	>3% incr
Cost per Trip	\$38.24	\$38.38	-0.37%	\$36.65	\$36.89	-0.65%	>3% incr
Cost per Revenue Mile	\$5.74	\$5.46	5.12%	\$5.39	\$5.29	1.95%	>3% incr
Trips per Revenue Hour	2.25	2.15	4.46%	2.23	2.17	2.51%	>2.2
Farebox Recovery	4.64%	3.94%	0.70%	4.74%	4.05%	0.69%	8%
Very Early Trips (>30 minutes)	0.15%			0.14%			>1%
On-Time and Early Trips	87.44%	85.73%	1.71%	87.20%	88.48%	-1.28%	>90%
Early Departure or On-Time Percentage	84.95%	82.29%	2.66%	84.82%	84.29%	0.54%	>85%
Very Late Trips (>30 minutes)	1.59%			1.50%			<1%
On-Time for Appointments (within 45 mins)	85.45%			85.44%			>90%
Percentage of Excessive Length Trips	3.99%			4.10%			<5%
No Show / Late Cancellation Rate	6.62%	7.07%	-0.45%	6.38%	7.02%	-0.64%	<5%
Advance Cancellation Rate	23.29%	22.60%	0.69%	21.51%	18.87%	2.64%	<15%
Missed Trip Rate	0.40%	0.58%	-0.18%	0.42%	0.44%	-0.03%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.98	2.28	-13.27%	1.69	1.97	-13.79%	<1%
Calls Answered Within 5 Minutes	66.96%	50.11%	16.85%	67.56%	53.05%	14.50%	95%
Vehicle Availability	83.00%	85.75%	-2.75%	84.10%	84.63%	-0.52%	>83%

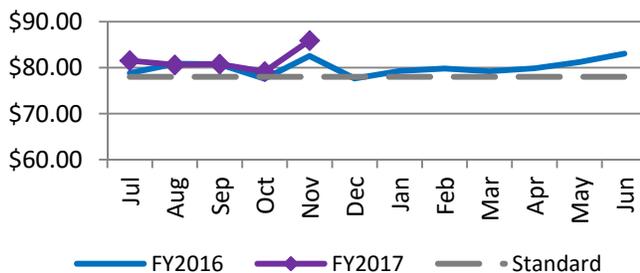
**The Handi-Van
Average Weekday Ridership**



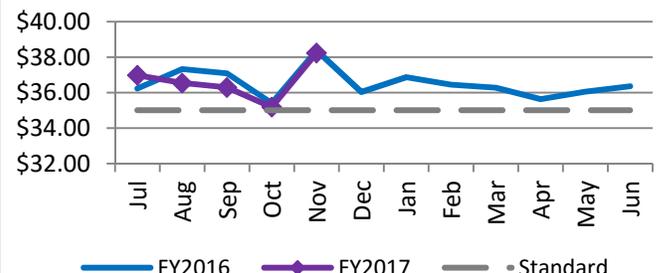
**TheHandi-Van
Unique Riders During the Month**



**TheHandi-Van
Cost per Revenue Hour**



**TheHandi-Van
Cost per Passenger Trip**



Oahu Transit Services - The Handi-Van
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 For the Month Ending November 2016

