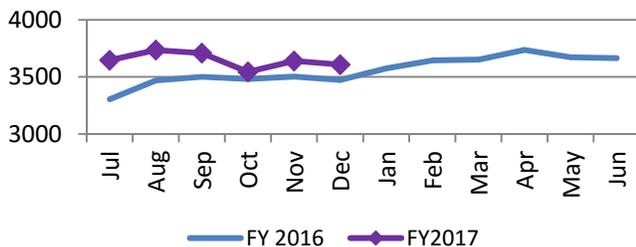


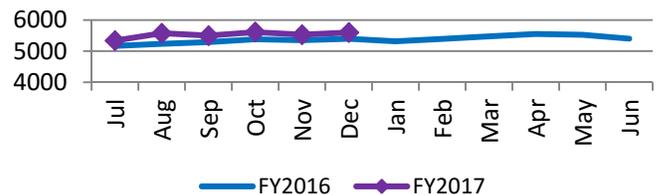
Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending December 2016

Key Performance Indicators (KPI)	December 2016	December 2015	Percent Change	6 Month FY2017	6 Month FY2016	Percent Change	Goals
Total Monthly Ridership	94,031	90,006	4.47%	562,386	528,820	6.35%	
Average Weekday Ridership	3,608	3,473	3.86%	3,647	3,455	5.56%	
Unique Riders During the Period	5,596	5,396	3.71%	5,523	5,300	4.19%	
Cost per Revenue Hour	\$83.37	\$77.66	7.36%	\$81.89	\$79.69	2.76%	>3% incr
Cost per Trip	\$37.27	\$36.03	3.45%	\$36.82	\$36.74	0.21%	>3% incr
Cost per Revenue Mile	\$5.58	\$5.15	8.41%	\$5.42	\$5.26	2.91%	>3% incr
Trips per Revenue Hour	2.24	2.16	3.78%	2.23	2.17	2.73%	>2.2
Farebox Recovery	4.44%	4.32%	0.11%	4.69%	4.10%	0.60%	8%
Very Early Trips (>30 minutes)	0.14%			0.14%			>1%
On-Time and Early Trips	86.38%	87.78%	-1.40%	87.07%	88.37%	-1.30%	>90%
Early Departure or On-Time Percentage	84.30%	83.64%	0.66%	84.74%	84.29%	0.45%	>85%
Very Late Trips (>30 minutes)	1.69%			1.53%			<1%
On-Time for Appointments (within 46 Mins)	83.69%			85.15%			>90%
Percentage of Excessive Length Trips	3.89%			4.06%			<5%
No Show / Late Cancellation Rate	7.08%	6.91%	0.18%	6.50%	7.00%	-0.51%	<5%
Advance Cancellation Rate	23.84%	22.16%	1.67%	21.90%	19.42%	2.48%	<15%
Missed Trip Rate	0.45%	0.58%	-0.13%	0.42%	0.47%	-0.04%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.19	2.88	-58.80%	1.61	2.12	-23.99%	<1%
Calls Answered Within 5 Minutes	66.67%	43.99%	22.68%	67.41%	51.54%	15.87%	95%
Vehicle Availability	82.57%	85.31%	-2.74%	83.85%	84.74%	-0.89%	>83%

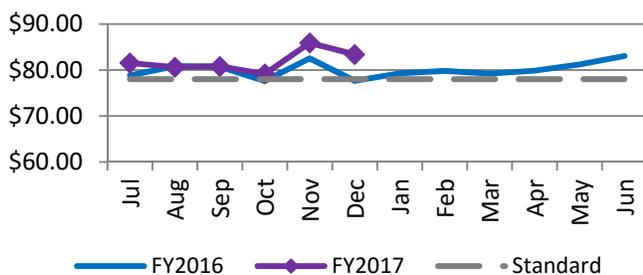
**The Handi-Van
Average Weekday Ridership**



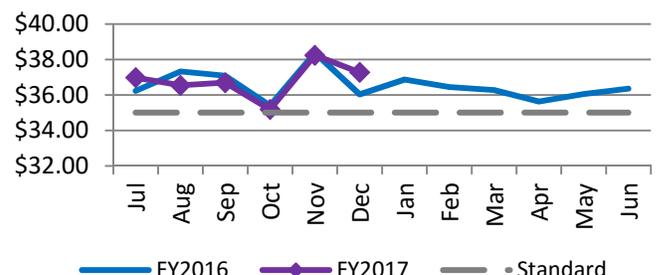
**TheHandi-Van
Unique Riders During the Month**



**TheHandi-Van
Cost per Revenue Hour**



**TheHandi-Van
Cost per Passenger Trip**



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