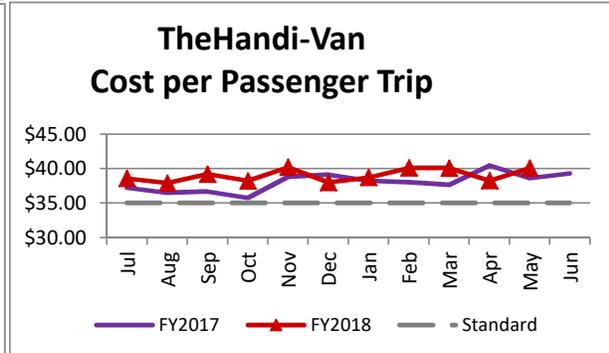
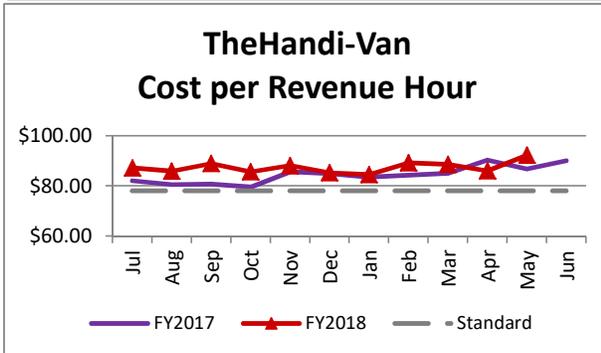
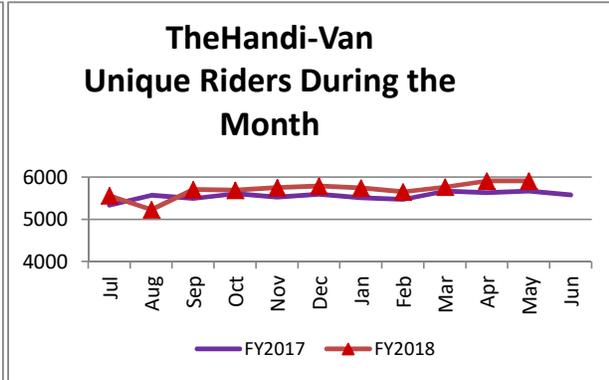
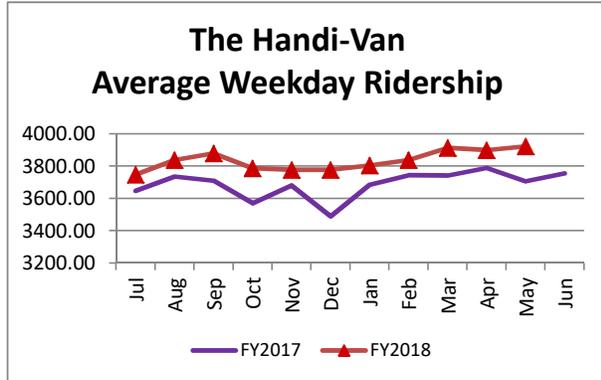


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending May 2018

Key Performance Indicators (KPI)	May 2018	May 2017	Percent Change	11 Month FY2018	11 Month FY2017	Percent Change	Goals
Total Monthly Ridership	105,452	96,952	8.77%	1,077,862	1,020,270	5.64%	
Average Weekday Ridership	3,922	3,706	5.84%	3,835	3,681	4.17%	
Unique Riders During the Period	5,915	5,668	4.36%	5,704	5,554	2.71%	
Cost per Revenue Hour	\$92.22	\$86.69	6.37%	\$87.37	\$83.72	4.35%	<3% incr
Cost per Trip	\$40.07	\$38.63	3.74%	\$39.02	\$37.91	2.94%	<3% incr
Cost per Revenue Mile	\$6.19	\$5.70	8.46%	\$5.87	\$5.57	5.25%	<3% incr
Trips per Revenue Hour	2.30	2.24	2.54%	2.24	2.23	0.69%	<2.2
Farebox Recovery	3.93%	4.79%	-0.86%	4.45%	4.62%	-0.17%	8%
Very Early Trips (>30 minutes)	0.09%	0.11%	-0.02%	0.11%	0.14%	-0.03%	<1%
On-Time and Early Trips	89.69%	88.74%	0.95%	89.87%	87.82%	2.05%	>90%
Early Departure or On-Time Percentage	87.71%	86.61%	1.10%	87.94%	85.57%	2.36%	>85%
Very Late Trips (>30 minutes)	0.72%	0.89%	-0.17%	0.73%	1.31%	-0.58%	<1%
On-Time for Appointments (within 45 Mins)*	59.08%	59.31%	-0.23%	58.38%	58.98%	-0.60%	>90%
Comparative Trip Length Analysis	65.90%	64.48%	1.42%	65.35%	65.21%	0.13%	50%
Excessive Trip Length	1.64%	1.84%	-0.20%	1.67%	1.87%	-0.20%	1%
No Show / Late Cancellation Rate	6.54%	6.64%	-0.10%	6.94%	6.71%	0.23%	<5%
Advance Cancellation Rate	21.66%	21.42%	0.24%	22.22%	21.65%	0.57%	<15%
Missed Trip Rate	0.23%	0.30%	-0.07%	0.27%	0.39%	-0.11%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.44	1.71	-15.49%	1.36	1.63	-16.27%	<1%
Calls Answered Within 5 Minutes	68.18%	70.19%	-2.01%	77.56%	62.15%	15.41%	95%
Vehicle Availability	89.43%	85.20%	4.23%	87.72%	84.43%	3.29%	>83%



* Source data was changed from a Trapeze report to an internal EVA report as of February 2018.

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