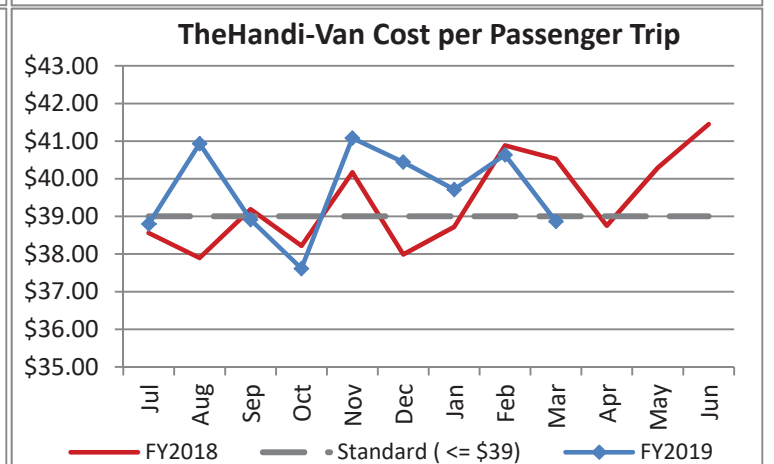
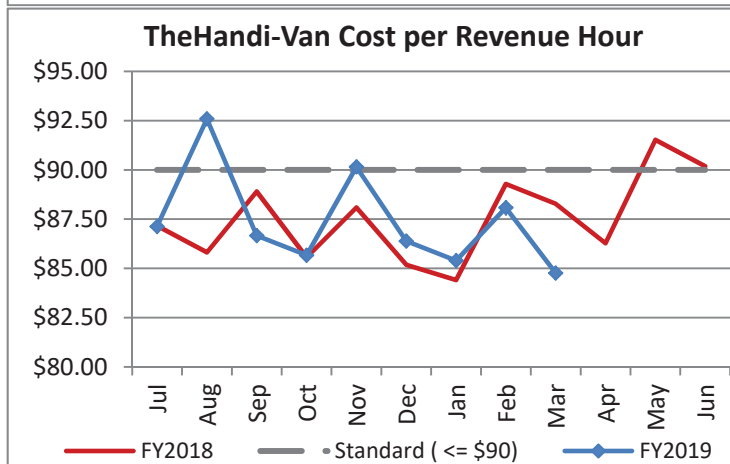
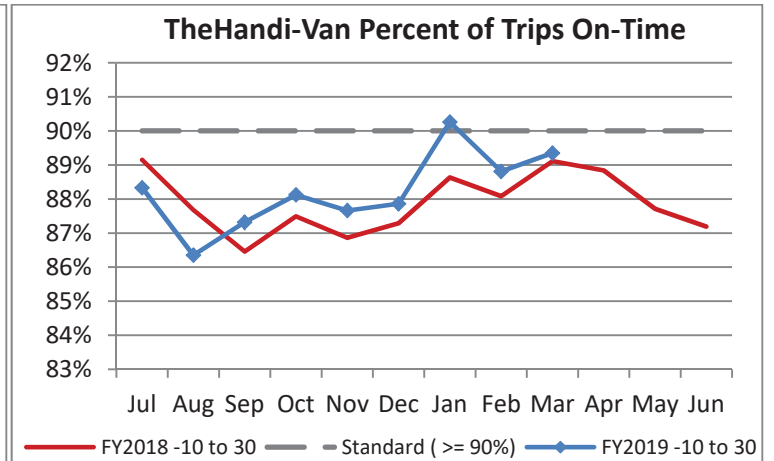
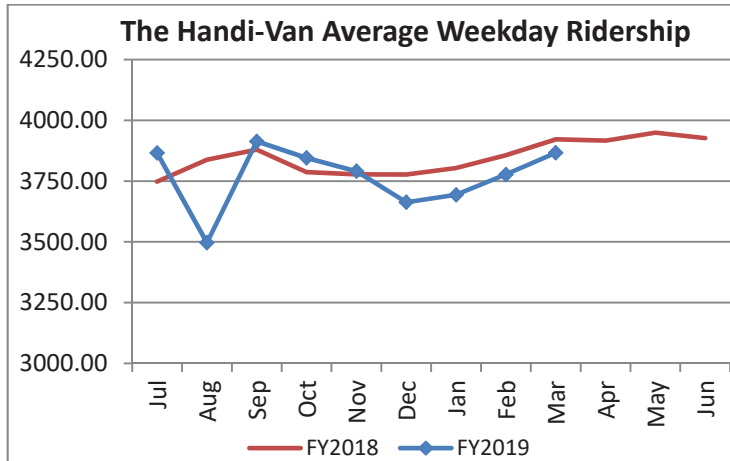


**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending March 2019**

Key Performance Indicators (KPI)	March 2019	March 2018	Percent Change	9 Month FY2019	9 Month FY2018	Percent Change	Goals
Total Monthly Ridership	101,735	100,021	1.71%	891,333	868,497	2.63%	
Average Weekday Ridership	3,866	3,922	-1.41%	3,768	3,821	-1.38%	
Unique Riders During the Period	5,852	5,769	1.44%	5,786	5,658	2.27%	
Cost per Revenue Hour	\$84.76	\$88.27	-3.97%	\$87.42	\$86.96	0.53%	<=\$90
Cost per Trip	\$38.87	\$40.53	-4.09%	\$39.67	\$39.13	1.38%	<=\$39
Cost per Revenue Mile	\$5.68	\$6.04	-5.90%	\$5.88	\$5.84	0.63%	<=\$6.20
Trips per Revenue Hour	2.18	2.18	0.13%	2.20	2.23	-1.05%	>=2.2
Farebox Recovery	4.74%	4.07%	0.67%	4.34%	4.46%	-0.12%	8%
Very Early Trips (>30 Minutes)	0.09%	0.12%	-0.03%	0.12%	0.11%	0.01%	<1%
Very Early Trips & Early Trips (>10 Minutes)	2.20%	2.14%	0.06%	2.18%	1.91%	0.27%	<2%
On-Time and Early Trips	91.56%	91.25%	0.31%	90.41%	89.77%	0.64%	>=90%
Early Departure or On-Time Percentage	89.35%	89.11%	0.24%	88.23%	87.86%	0.37%	>=90%
On-Time Trips (Within 0-30 Min Window)	76.65%	76.40%	0.25%	75.90%	76.29%	-0.40%	
Very Late Trips (>30 Minutes)	0.63%	0.55%	0.08%	0.74%	0.75%	-0.01%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)*	62.28%	59.23%	3.05%	60.99%	58.51%	2.48%	>90%
Comparative Trip Length Analysis	69.33%	68.07%	1.26%	68.88%	65.18%	3.70%	50%
Excessive Trip Length	1.63%	1.72%	-0.09%	1.38%	1.73%	-0.34%	1%
No Show / Late Cancellation Rate	6.94%	6.87%	0.07%	6.94%	7.04%	-0.10%	<5%
Advance Cancellation Rate	22.87%	23.31%	-0.44%	23.45%	22.43%	1.02%	<15%
Missed Trip Rate	0.23%	0.20%	0.03%	0.26%	0.28%	-0.02%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	1.64	1.63	0.38%	1.46	1.29	13.39%	<=1.5
Calls Answered Within 5 Minutes	48.20%	85.13%	-43.38%	50.53%	79.07%	-36.10%	95%
Vehicle Availability	86.23%	93.34%	-7.11%	87.61%	87.55%	0.06%	>=80%

\*Note: As of 3/1/2019, trips that were called 'appointments' will now be known as trips with a 'desired arrival time'.

Trips with a desired arrival time have also been removed from the monthly on-time performance sample and will be measured separately.



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