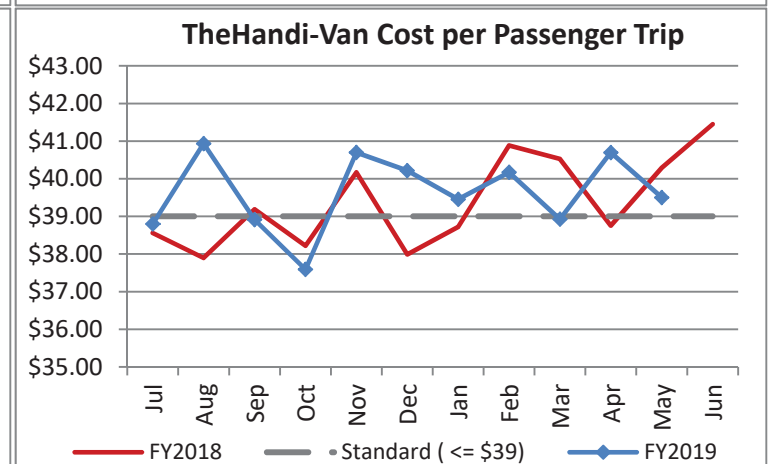
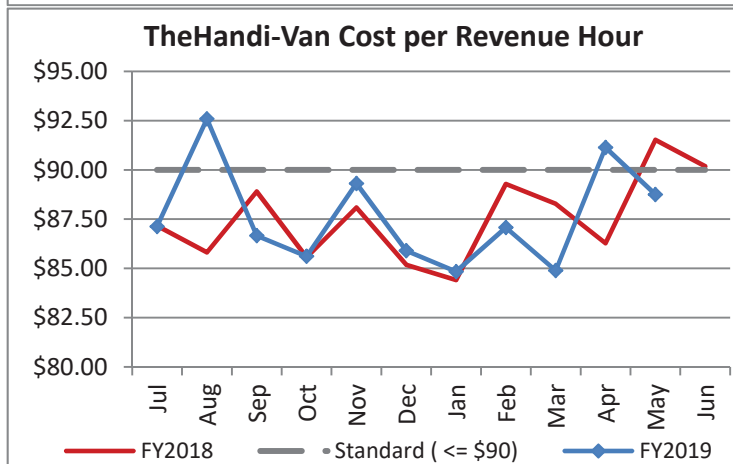
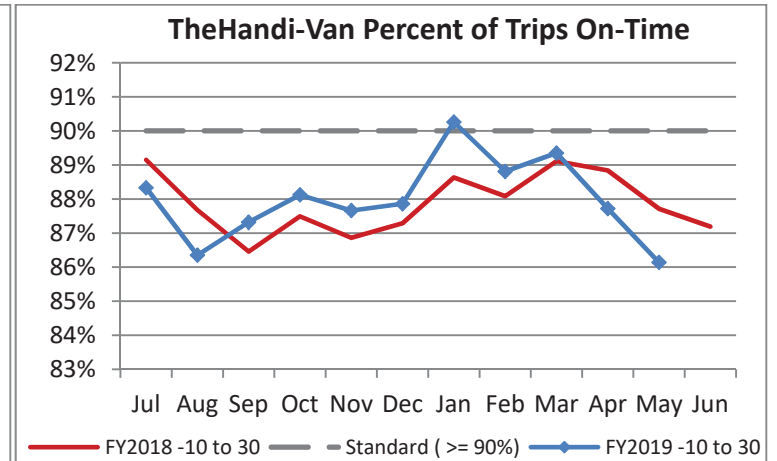
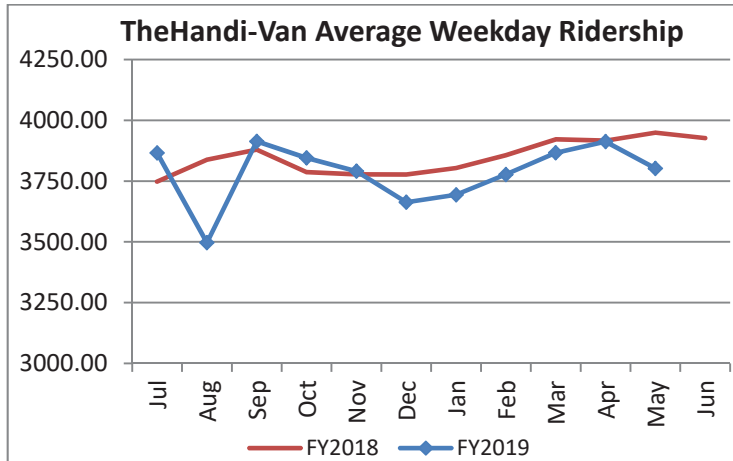


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending May 2019**

Key Performance Indicators (KPI)	May 2019	May 2018	Percent Change	11 Month FY2019	11 Month FY2018	Percent Change	Goals
Total Monthly Ridership	104,730	103,511	1.18%	1,099,610	1,070,511	2.72%	
Average Weekday Ridership	3,802	3,949	-3.72%	3,784	3,841	-1.48%	
Unique Riders During the Period	5,922	5,915	0.12%	5,813	5,704	1.90%	
Cost per Revenue Hour	\$88.75	\$91.52	-3.03%	\$87.63	\$87.31	0.36%	<=\$90
Cost per Trip	\$39.50	\$40.29	-1.96%	\$39.63	\$39.20	1.09%	<=\$39
Cost per Revenue Mile	\$5.93	\$6.15	-3.67%	\$5.86	\$5.87	-0.08%	<=\$6.20
Trips per Revenue Hour	2.25	2.31	-2.91%	2.21	2.24	-1.08%	>=2.2
Farebox Recovery	4.26%	3.93%	0.32%	4.31%	4.45%	-0.14%	8%
Very Early Trips (>30 Minutes)	0.12%	0.09%	0.03%	0.12%	0.11%	0.02%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.98%	1.97%	0.01%	2.14%	1.93%	0.21%	<2%
On-Time and Early Trips	88.12%	89.69%	-1.57%	90.13%	89.87%	0.27%	>=90%
Early Departure or On-Time Percentage	86.14%	87.71%	-1.57%	87.99%	87.94%	0.06%	>=90%
On-Time Trips (Within 0-30 Min Window)	75.45%	76.02%	-0.57%	75.89%	76.28%	-0.39%	
Very Late Trips (>30 Minutes)	1.16%	0.72%	0.44%	0.79%	0.73%	0.06%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)*	60.24%	59.08%	1.16%	61.04%	58.38%	2.66%	>90%
Comparative Trip Length Analysis	67.13%	65.95%	1.18%	68.97%	65.73%	3.23%	50%
Excessive Trip Length	1.71%	1.64%	0.07%	1.38%	1.66%	-0.28%	1%
No Show / Late Cancellation Rate	6.95%	6.54%	0.41%	6.92%	6.94%	-0.01%	<5%
Advance Cancellation Rate	22.65%	21.66%	1.00%	23.18%	22.22%	0.96%	<15%
Missed Trip Rate	0.40%	0.23%	0.17%	0.28%	0.27%	0.01%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	1.95	1.44	34.69%	1.56	1.36	14.74%	<=1.5
Calls Answered Within 5 Minutes	41.59%	68.18%	-39.00%	48.49%	77.56%	-37.48%	95%
Vehicle Availability	81.74%	89.43%	-7.69%	86.37%	87.72%	-1.35%	>=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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