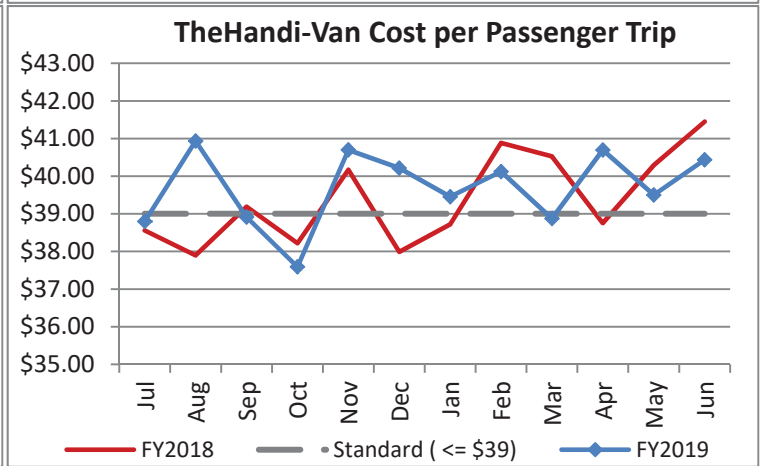
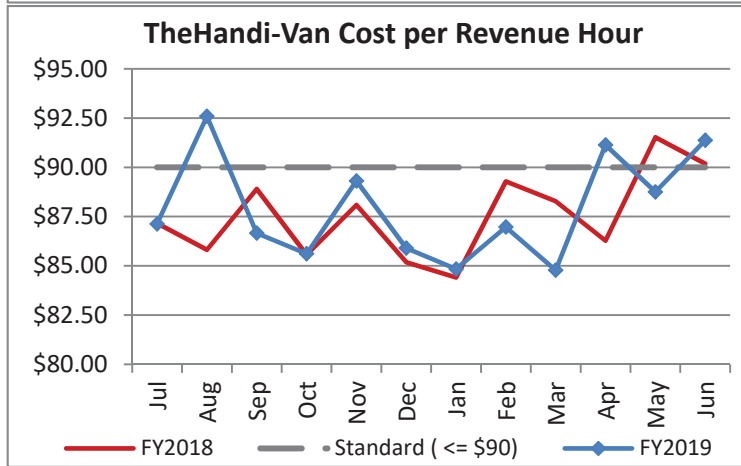
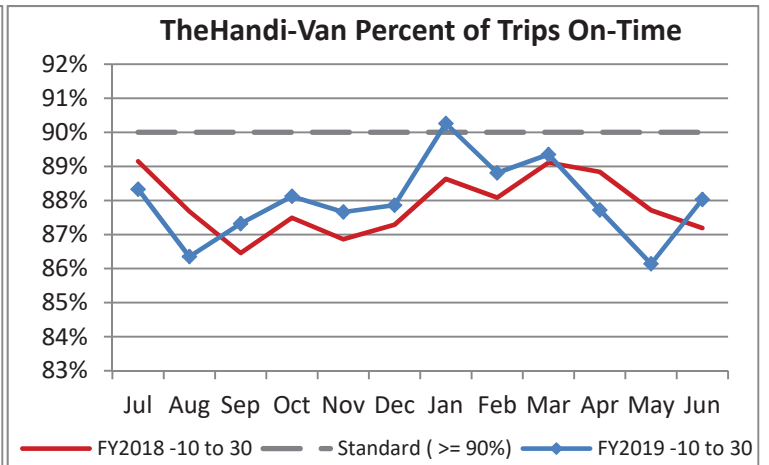
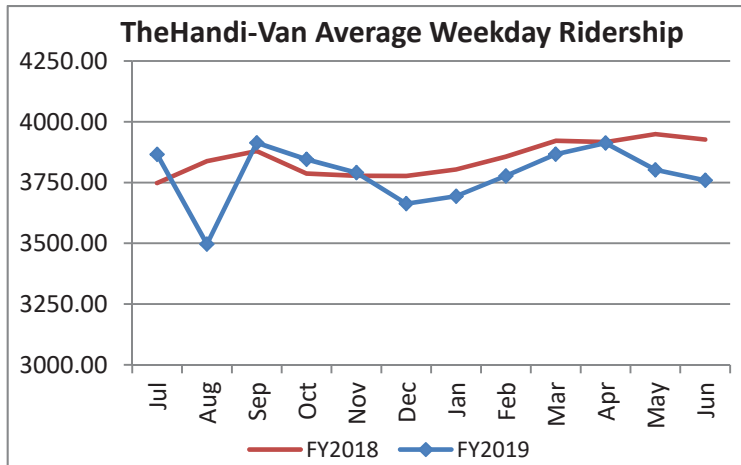


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending June 2019**

Key Performance Indicators (KPI)	Jun 2019	Jun 2018	Percent Change	12 Month FY2019	12 Month FY2018	Percent Change	Goals
Total Monthly Ridership	97,923	95,220	2.84%	1,197,533	1,165,731	2.73%	
Average Weekday Ridership	3,759	3,927	-4.27%	3,782	3,848	-1.72%	
Unique Riders During the Period	5,779	5,723	0.98%	5,810	5,706	1.83%	
Cost per Revenue Hour	\$91.37	\$90.19	1.31%	\$87.92	\$87.55	0.42%	<=\$90
Cost per Trip	\$40.44	\$41.45	-2.44%	\$39.69	\$39.39	0.76%	<=\$39
Cost per Revenue Mile	\$6.06	\$5.87	3.20%	\$5.88	\$5.87	0.17%	<=\$6.20
Trips per Revenue Hour	2.26	2.23	1.37%	2.22	2.24	-0.88%	>=2.2
Farebox Recovery	4.18%	4.57%	-0.38%	4.30%	4.46%	-0.16%	8%
Very Early Trips (>30 Minutes)	0.14%	0.13%	0.01%	0.12%	0.11%	0.02%	<1%
Very Early Trips & Early Trips (>10 Minutes)	2.13%	2.37%	-0.24%	2.14%	1.97%	0.17%	<2%
On-Time and Early Trips	90.16%	89.55%	0.61%	90.13%	89.84%	0.29%	>=90%
Early Departure or On-Time Percentage	88.03%	87.19%	0.84%	88.00%	87.87%	0.12%	>=90%
On-Time Trips (Within 0-30 Min Window)	76.41%	75.15%	1.26%	75.94%	76.19%	-0.25%	
Very Late Trips (>30 Minutes)	0.64%	0.89%	-0.25%	0.78%	0.74%	0.03%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)*	63.44%	58.85%	4.59%	61.24%	58.42%	2.82%	>90%
Comparative Trip Length Analysis	69.89%	72.48%	-2.59%	68.75%	66.18%	2.57%	50%
Excessive Trip Length	1.32%	1.05%	0.27%	1.40%	1.62%	-0.22%	1%
No Show / Late Cancellation Rate	6.94%	6.44%	0.50%	6.93%	6.90%	0.03%	<5%
Advance Cancellation Rate	22.60%	22.03%	0.57%	23.13%	22.21%	0.93%	<15%
Missed Trip Rate	0.26%	0.24%	0.02%	0.27%	0.27%	0.01%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	1.58	1.76	-10.22%	1.57	1.40	12.12%	<=1.5
Calls Answered Within 5 Minutes	43.43%	55.88%	-12.45%	48.07%	75.75%	-36.54%	95%
Vehicle Availability	83.86%	88.20%	-4.34%	86.16%	87.76%	-1.60%	>=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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