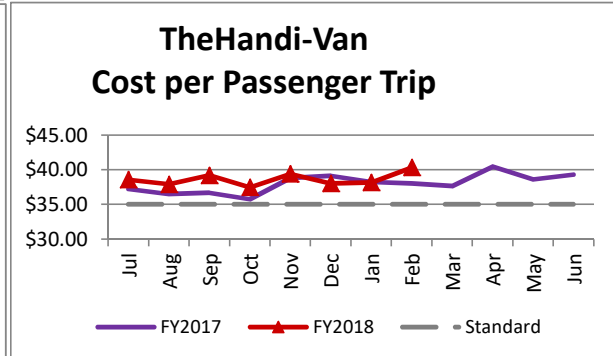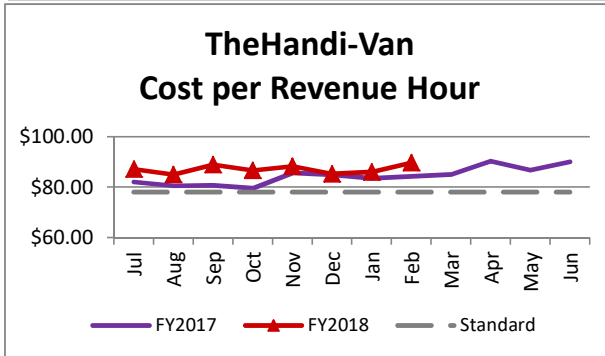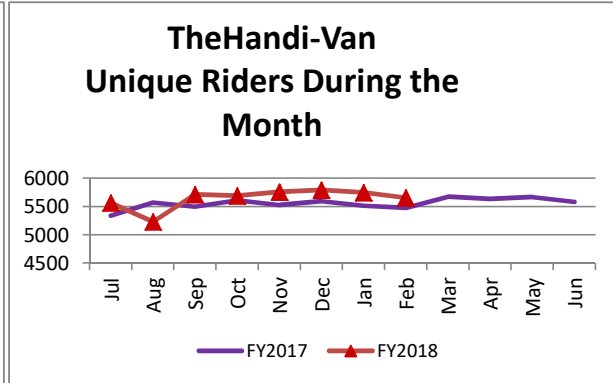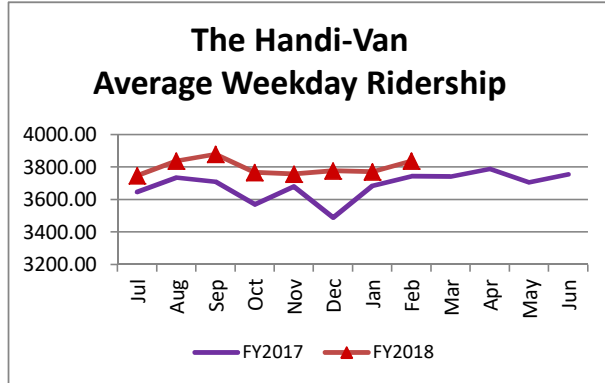**Oahu Transit Services - The Handi-Van**
Monthly Performance Report
For the Month Ending February 2018

Key Performance Indicators (KPI)	February 2018	February 2017	Percent Change	8 Month FY2018	8 Month FY2017	Percent Change	Goals
Total Monthly Ridership	90,953	85,983	5.78%	775,846	732,698	5.89%	
Average Weekday Ridership	3,839	3,743	2.56%	3,797	3,657	3.81%	
Unique Riders During the Period	5,654	5,475	3.27%	5,644	5,515	2.33%	
Cost per Revenue Hour	$89.71	$84.17	6.58%	$87.12	$82.60	5.47%	<3% incr
Cost per Trip	$40.32	$38.03	6.02%	$38.63	$37.53	2.92%	<3% incr
Cost per Revenue Mile	$6.12	$5.65	8.28%	$5.80	$5.49	5.58%	<3% incr
Trips per Revenue Hour	2.23	2.21	0.53%	2.26	2.22	1.73%	<2.2
Farebox Recovery	4.43%	4.61%	-0.18%	4.51%	4.66%	-0.16%	8%
Very Early Trips (>30 minutes)	0.10%	0.10%	0.00%	0.11%	0.14%	-0.03%	<1%
On-Time and Early Trips	89.81%	88.01%	1.80%	89.58%	87.32%	2.26%	>90%
Early Departure or On-Time Percentage	88.08%	85.96%	2.12%	87.71%	85.06%	2.65%	>85%
Very Late Trips (>30 minutes)	0.69%	1.32%	-0.63%	0.77%	1.45%	-0.67%	<1%
On-Time for Appointments (within 45 Mins)*	58.29%	60.31%	-2.02%	58.42%	58.83%	-0.41%	>90%
Comparative Trip Length Analysis	65.42%	65.10%	0.32%	64.94%	65.57%	-0.62%	50%
Excessive Trip Length	1.72%	1.87%	-0.15%	1.72%	1.89%	-0.17%	1%
No Show / Late Cancellation Rate	7.54%	7.30%	0.25%	7.06%	6.66%	0.40%	<5%
Advance Cancellation Rate	23.55%	21.27%	2.28%	22.32%	21.97%	0.36%	<15%
Missed Trip Rate	0.19%	0.35%	-0.16%	0.29%	0.40%	-0.11%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.65	1.46	12.90%	1.25	1.71	-26.95%	<1%
Calls Answered Within 5 Minutes	86.98%	45.31%	41.67%	78.31%	62.65%	15.67%	95%
Vehicle Availability	89.48%	84.46%	5.02%	86.83%	83.99%	2.84%	>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

* Source data was changed from a Trapeze report to an internal EVA report.

TheHandi-Van
Percent of Trips On-Time

FY2017 -10 to 30   •Standard
FY2018 -10 to 30

TheHandi-Van
Calls Answered Within 5 Minutes

FY2017   FY2018   •Standard

TheHandi-Van
No Show / Late Cancel Rate

FY2017   FY2018   Standard

TheHandi-Van
Advance Cancellation Rate

FY2017   FY2018   •Standard

TheHandi-Van
Missed Trip Rate

FY2017   FY2018   •Standard

TheHandi-Van
Psgr Trips per Revenue Hour

FY2017   FY2018   •Standard

TheHandi-Van
Complaint Rate per 1,000 Riders

FY2017   FY2018   •Standard

TheHandi-Van
Vehicle Availability Rate

FY2017   FY2018   •Standard