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
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Total Monthly Ridership | 90,953 | 85,983 | 5.78% | 775,846 | 732,698 | 5.89% | <3% incr
Average Weekday Ridership | 3,839 | 3,743 | 2.56% | 3,797 | 3,657 | 3.81% | <3% incr
Unique Riders During the Period | 5,654 | 5,475 | 3.27% | 5,644 | 5,515 | 2.33% | <3% incr
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) | 0.19% | 0.35% | -0.16% | 0.29% | 0.40% | -0.11% | <15%
On-Time for Appointments (within 45 Mins)* | 58.29% | 60.31% | -2.02% | 58.42% | 58.37% | -0.15% | >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% | 0%<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%

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

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The Handi-Van
Average Weekday Ridership

![Graph](image1)

The Handi-Van
Unique Riders During the Month

![Graph](image2)

The Handi-Van
Cost per Revenue Hour

![Graph](image3)

The Handi-Van
Cost per Passenger Trip

![Graph](image4)