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

Key Performance Indicators (KPI) | November 2018 | November 2017 | % Change | 5 Month FY2018 | 5 Month FY2017 | % Change | Goals
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Total Monthly Ridership | 99,606 | 94,262 | 5.67% | 497,367 | 485,346 | 2.48% | 2% incr
Average Weekday Ridership | 3,791 | 3,777 | 0.35% | 3,782 | 3,806 | -0.62% | <3% incr
Unique Riders During the Period | 5,908 | 5,757 | 2.62% | 5,829 | 5,592 | 4.25% | <3% incr
Cost per Revenue Hour | $90.09 | $88.09 | 2.27% | $88.86 | $87.10 | 2.01% | <3% incr
Cost per Trip | $41.05 | $40.17 | 2.19% | $39.83 | $38.81 | 2.64% | <3% incr
Cost per Revenue Mile | $6.03 | $5.81 | 3.81% | $5.92 | $5.77 | 2.65% | <3% incr
Trips per Revenue Hour | 2.19 | 2.19 | 0.08% | 2.23 | 2.24 | -0.60% | <2.2
Farebox Recovery | 3.93% | 4.51% | -15.67% | 4.28% | 4.50% | -5.1% | 8%
Very Early Trips (>30 minutes) | 0.13% | 0.10% | 0.03% | 0.14% | 0.10% | 0.04% | <1%
On-Time and Early Trips | 89.87% | 88.65% | 1.22% | 89.78% | 89.45% | 0.33% | >90%
Early Departure or On-Time Percentage | 87.66% | 86.86% | 0.80% | 87.56% | 87.53% | 0.03% | >85%
Very Late Trips (>30 minutes) | 0.92% | 0.98% | -0.06% | 0.81% | 0.82% | -0.01% | <1%
On-Time for Appointments (within 45 Mins) | 59.45% | 57.19% | 2.26% | 59.79% | 58.53% | 1.26% | >90%
Comparative Trip Length Analysis | 68.60% | 62.93% | 5.67% | 68.43% | 64.79% | 3.64% | 50%
Excessive Trip Length | 1.32% | 1.93% | -42.83% | 1.42% | 1.78% | -33.6% | 1%
No Show / Late Cancellation Rate | 6.69% | 7.39% | -9.59% | 6.74% | 6.86% | -1.77% | <5%
Advance Cancellation Rate | 23.85% | 23.83% | 0.02% | 23.35% | 21.45% | 8.9% | <15%
Missed Trip Rate | 0.28% | 0.39% | -35.92% | 0.25% | 0.33% | -5.45% | <3%
Complaint Rate (Complaints per 1,000 Trips) | 1.39 | 1.39 | -0.04% | 1.44 | 1.21 | 18.58% | <1%
Calls Answered Within 5 Minutes | 47.80% | 81.74% | -43.94% | 58.37% | 73.29% | -14.92% | 95%
Vehicle Availability | 87.36% | 87.79% | -0.43% | 88.61% | 85.78% | 2.83% | >83%

The Handi-Van
Average Weekday Ridership

The Handi-Van
Unique Riders During the Month

The Handi-Van
Cost per Revenue Hour

The Handi-Van
Cost per Passenger Trip