Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending March 2017

Key Performance Indicators (KPI) | March 2017 | March 2016 | Percent Change | FY 2017 | FY 2016 | Percent Change | Goals
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Total Monthly Ridership | 100,142 | 95,571 | 4.78% | 834,856 | 798,486 | 4.55% |
Average Weekday Ridership | 3,695 | 3,652 | 1.20% | 3,653 | 3,511 | 4.04% |
Unique Riders During the Period | 5,673 | 5,472 | 3.67% | 5,533 | 5,331 | 3.79% |
Cost per Revenue Hour | $84.52 | $79.21 | 6.70% | $82.84 | $79.60 | 4.07% | <3% incr
Cost per Trip | $37.16 | $36.28 | 2.43% | $37.40 | $36.67 | 1.97% | <3% incr
Cost per Revenue Mile | $5.62 | $5.18 | 8.46% | $5.50 | $5.23 | 5.14% | <3% incr
Trips per Revenue Hour | 2.27 | 2.18 | 4.17% | 2.23 | 2.17 | 2.87% | <2.2
Farebox Recovery | 4.66% | 3.71% | 0.96% | 4.66% | 4.07% | 0.60% | 8%
Very Early Trips (>30 minutes) | 0.13% | 0.14% | <1%
On-Time and Early Trips | 89.64% | 89.85% | -0.21% | 87.58% | 88.66% | -1.08% | >90%
Early Departure or On-Time Percentage | 87.40% | 85.40% | 2.00% | 85.32% | 84.29% | 1.03% | >85%
Very Late Trips (>30 minutes) | 0.95% | 1.39% | <1%
On-Time for Appointments (within 45 Mins) | 89.04% | 85.49% | >90%
Percentage of Excess Length Trips | 3.94% | 4.06% | <5%
No Show / Late Cancellation Rate | 7.02% | 6.23% | 0.78% | 6.70% | 6.80% | -0.10% | <5%
Advance Cancellation Rate | 20.51% | 21.89% | -1.38% | 21.80% | 20.09% | 1.71% | <15%
Missed Trip Rate | 0.35% | 0.37% | -0.02% | 0.40% | 0.44% | -0.05% | 0%
Complaint Rate (Complaints per 1,000 Trips) | 1.58 | 2.43 | -34.84% | 1.69 | 2.19 | -22.75% | <1%
Calls Answered Within 5 Minutes | 50.89% | 73.67% | -22.78% | 61.35% | 52.46% | 8.89% | 95%
Vehicle Availability | 85.54% | 85.34% | 0.20% | 84.16% | 85.15% | -0.99% | >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