Oahu Transit Services - The Handi-Van

Monthly Performance Report

For the Month Ending June 2017

Based on Preliminary Financials

Key Performance Indicators (KPI) | June 2017 | June 2016 | Percent Change | FY2017 | FY2016 | Percent Change | Goals
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Total Monthly Ridership | 96,349 | 93,670 | 2.86% | 1,120,401 | 1,079,776 | 3.76% | <3% incr
Average Weekday Ridership | 3,703 | 3,664 | 1.05% | 3,674 | 3,556 | 3.31% | <2%
Unique Riders During the Period | 5,580 | 5,398 | 3.37% | 5,556 | 5,370 | 3.47% | <3% incr
Cost per Revenue Hour | $89.68 | $83.06 | 7.98% | $84.34 | $80.05 | 5.36% | <3% incr
Cost per Trip | $38.71 | $36.36 | 6.45% | $37.85 | $36.51 | 3.66% | <3% incr
Cost per Revenue Mile | $5.84 | $5.35 | 9.32% | $5.59 | $5.25 | 5.36% | <3% incr
Trips per Revenue Hour | 2.32 | 2.25 | 2.86% | 2.24 | 2.19 | 2.31% | <2.2
Farebox Recovery | 4.14% | 4.25% | -0.11% | 4.58% | 4.19% | 0.39% | 8%
Very Early Trips (>30 minutes) | 0.13% | 0.14% | <1% | 0.14% | 0.15% | <1% | <1%
On-Time and Early Trips | 89.67% | 88.57% | 1.10% | 87.97% | 88.51% | -0.53% | >90%
Early Departure or On-Time Percentage | 87.54% | 84.30% | 3.24% | 85.74% | 84.29% | 1.45% | >85%
Very Late Trips (>30 minutes) | 0.75% | 1.26% | <1% | 0.76% | 1.15% | <1% | <1%
On-Time for Appointments (within 45 Mins) | 87.68% | 85.85% | 1.26% | 85.92% | 85.82% | 0.1% | >90%
Percentage of Excessive Length Trips | 3.48% | 4.04% | -0.56% | 3.98% | 4.19% | -0.21% | <5%
No Show / Late Cancellation Rate | 6.78% | 6.27% | 0.51% | 6.57% | 6.26% | 0.31% | <5%
Advance Cancellation Rate | 20.84% | 21.86% | -0.62% | 21.26% | 21.37% | -0.11% | <15%
Missed Trip Rate | 0.27% | 0.40% | -0.13% | 0.38% | 0.45% | -0.07% | 0%
Complaint Rate (Complaints per 1,000 Trips) | 1.40 | 1.61 | -12.51% | 1.64 | 2.24 | -26.62% | <1%
Calls Answered Within 5 Minutes | 48.67% | 69.69% | -21.02% | 61.03% | 53.60% | 7.43% | 95%
Vehicle Availability | 84.26% | 84.26% | 0.00% | 84.42% | 84.97% | -0.55% | >83%

The Handi-Van

Average Weekday Ridership

Unique Riders During the Month

Cost per Revenue Hour

Cost per Passenger Trip