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

Key Performance Indicators (KPI) | October 2017 | October 2016 | Percent Change | 4 Month FY2018 | 4 Month FY2017 | Percent Change | Goals
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Total Monthly Ridership | 101,629 | 94,823 | 7.18% | 394,460 | 375,216 | 5.13% | <3% incr
Average Weekday Ridership | 3,767 | 3,570 | 5.51% | 3,788 | 3,665 | 3.36% | <3% incr
Unique Riders During the Period | 5,693 | 5,610 | 1.48% | 5,551 | 5,503 | 0.86% | <2.2
Cost per Revenue Hour | $86.66 | $79.18 | 9.44% | $86.65 | $80.53 | 7.61% | <3% incr
Cost per Trip | $37.48 | $35.57 | 5.36% | $38.14 | $36.45 | 4.64% | <3% incr
Cost per Revenue Mile | $5.64 | $5.18 | 8.92% | $5.72 | $5.29 | 8.10% | <3% incr
Trips per Revenue Hour | 2.31 | 2.22 | 4.22% | 2.28 | 2.21 | 3.14% | <2.2
Farebox Recovery | 4.34% | 5.37% | -1.03% | 4.49% | 4.77% | -0.28% | 8%
Very Early Trips (>30 minutes) | 0.09% | 0.11% | -0.02% | 0.10% | 0.14% | -0.04% | <1%
On-Time and Early Trips | 89.39% | 87.54% | 1.85% | 89.65% | 87.14% | 2.51% | >90%
Early Departure or On-Time Percentage | 87.49% | 85.22% | 2.27% | 87.70% | 84.79% | 2.90% | >85%
Very Late Trips (>30 minutes) | 0.89% | 1.42% | -0.53% | 0.79% | 1.47% | -0.69% | <1%
On-Time for Appointments (within 45 Mins) | 85.80% | 85.69% | 0.11% | 86.67% | 85.47% | 1.20% | >90%
Comparative Trip Length Analysis | 3.87% | 3.87% | 0.00% | 3.90% | 4.13% | -0.22% | <5%
No Show / Late Cancellation Rate | 6.78% | 6.16% | 0.62% | 6.73% | 6.37% | 0.35% | <5%
Advance Cancellation Rate | 19.67% | 19.65% | 0.02% | 20.86% | 21.07% | -0.21% | <15%
Missed Trip Rate | 0.45% | 0.37% | 0.08% | 0.32% | 0.42% | -0.10% | 0%
Complaint Rate (Complaints per 1,000 Trips) | 1.19 | 1.48 | -19.60% | 1.17 | 1.63 | -28.15% | <1%
Calls Answered Within 5 Minutes | 66.59% | 54.32% | 12.27% | 71.18% | 67.71% | 3.47% | 95%
Vehicle Availability | 88.01% | 83.33% | 4.68% | 85.28% | 84.38% | 0.90% | >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