Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending September 2015

Key Performance Indicators (KPI) | September 2015 | September 2014 | Percent Change | 3 Month FY2016 | 3 Month FY2015 | Percent Change |
---|---|---|---|---|---|---|
Total Monthly Ridership | 88,456 | 86,403 | 2.38% | 268,555 | 254,189 | 5.65% |
Average Weekday Ridership | 3,471 | 3,453 | 0.54% | 3,398 | 3,378 | 0.59% |
Unique Riders During the Period | 5,288 | 5,290 | -0.04% | 5,227 | 5,187 | 0.78% |
Cost per Revenue Hour | $80.69 | $82.87 | -2.63% | $79.91 | $83.90 | -4.76% |
Cost per Trip | $36.65 | $32.93 | 11.27% | $36.26 | $33.82 | 7.23% |
Cost per Revenue Mile | $5.34 | $5.68 | -6.03% | $5.23 | $5.77 | -9.36% |
Trips per Revenue Hour | 2.20 | 2.52 | -12.50% | 2.19 | 2.49 | -12.02% |
Average Trip Length (In-House Lift Van) | 9.79 | 8.55 | 14.55% | 9.67 | 8.55 | 15.51% |
Average Trip Length (Supp. Providers) | 5.72 | 5.37 | 6.48% | 5.83 | 5.36 | 8.88% |
Percent of Trips On Time | 83.71% | 78.10% | 5.61% | 85.04% | 80.53% | 4.51% |
No Show / Late Cancellation Rate | 7.36% | 6.53% | 0.83% | 7.16% | 6.67% | 0.49% |
Advance Cancellation Rate | 18.25% | 17.95% | 0.30% | 17.83% | 17.99% | -0.17% |
Missed Trip Rate | 0.47% | 0.70% | -0.23% | 0.37% | 0.56% | -0.19% |
Complaint Rate (Complaints per 1,000 Trips) | 2.03 | 1.38 | 47.62% | 1.81 | 1.22 | 48.27% |
Calls Answered Within 5 Minutes | 59.77% | 81.70% | -21.93% | 76.17% | 89.99% | -13.82% |
Vehicle Availability | 85.40% | 78.41% | 6.99% | 83.90% | 74.61% | 9.29% |

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
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**The Handi-Van Percent of Trips On-Time**

**The Handi-Van Calls Answered Within 5 Minutes**

**The Handi-Van No Show / Late Cancel Rate**

**The Handi-Van Advance Cancellation Rate**

**The Handi-Van Missed Trip Rate**

**The Handi-Van Psgr Trips per Revenue Hour**

**The Handi-Van Complaint Rate per 1,000 Riders**

**The Handi-Van Vehicle Availability Rate**