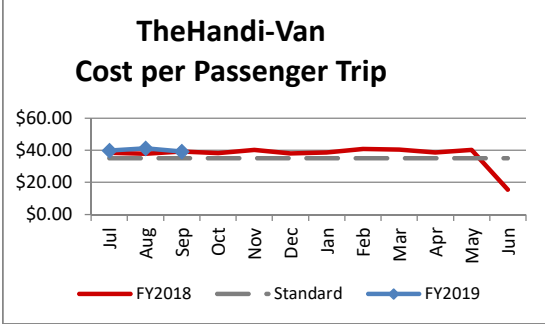
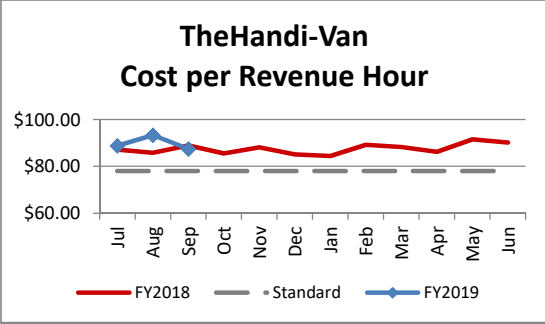
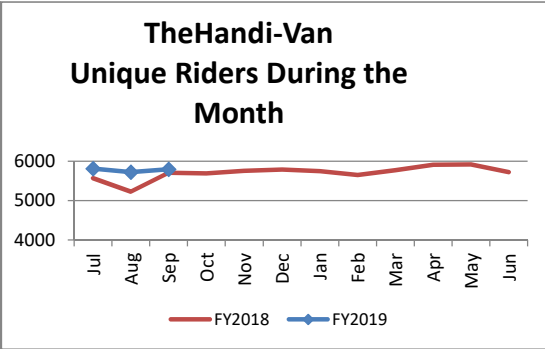
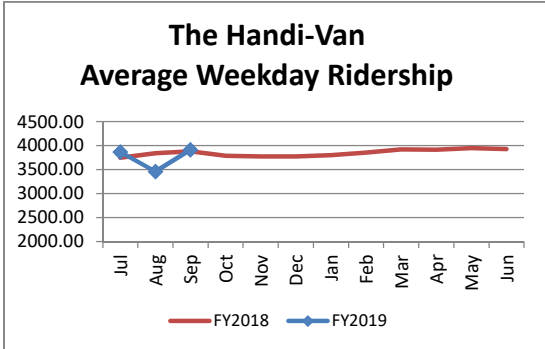


Oahu Transit Services - The Handi-Van  
 Monthly Performance Report  
 For the Month Ending September 2018

Key Performance Indicators (KPI)	September 2018	September 2017	Percent Change	3 Month FY2018	3 Month FY2017	Percent Change	Goals
Total Monthly Ridership	96,775	95,761	1.06%	292,966	291,432	0.53%	
Average Weekday Ridership	3,913	3,879	0.88%	11,238	11,465	-1.98%	
Unique Riders During the Period	5,799	5,711	1.54%	5,779	5,503	5.01%	
Cost per Revenue Hour	\$87.45	\$88.90	-1.63%	\$89.88	\$87.29	2.97%	<3% incr
Cost per Trip	\$39.27	\$39.19	0.20%	\$40.12	\$38.55	4.09%	<3% incr
Cost per Revenue Mile	\$5.83	\$5.88	-0.76%	\$5.95	\$5.79	2.89%	<3% incr
Trips per Revenue Hour	2.23	2.27	-1.82%	2.24	2.26	-1.09%	<2.2
Farebox Recovery	4.20%	4.68%	-0.49%	4.26%	4.55%	-0.29%	8%
Very Early Trips (>30 minutes)	0.17%	0.11%	0.06%	0.14%	0.10%	0.04%	<1%
On-Time and Early Trips	89.45%	88.48%	0.97%	89.53%	89.74%	-0.21%	>90%
Early Departure or On-Time Percentage	87.32%	86.46%	0.86%	87.33%	87.76%	-0.43%	>85%
Very Late Trips (>30 minutes)	0.76%	1.00%	-0.24%	0.84%	0.75%	0.09%	<1%
On-Time for Appointments (within 45 Mins)	60.67%	58.28%	2.39%	59.49%	56.20%	3.29%	>90%
Comparative Trip Length Analysis	67.60%	63.63%	3.97%	67.56%	65.28%	2.29%	50%
Excessive Trip Length	1.48%	1.86%	-0.38%	1.51%	1.79%	-0.28%	1%
No Show / Late Cancellation Rate	7.28%	7.00%	0.28%	6.72%	6.71%	0.01%	<5%
Advance Cancellation Rate	22.97%	21.63%	1.34%	23.52%	21.26%	2.27%	<15%
Missed Trip Rate	0.27%	0.34%	-0.07%	0.25%	0.28%	-0.03%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.75	1.33	32.00%	1.38	1.16	18.54%	<1%
Calls Answered Within 5 Minutes	58.11%	75.16%	-17.05%	62.93%	72.71%	-9.77%	95%
Vehicle Availability	88.74%	83.71%	5.03%	89.20%	84.36%	4.83%	>83%



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