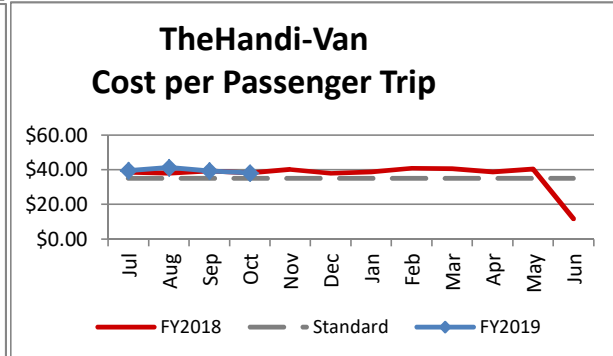
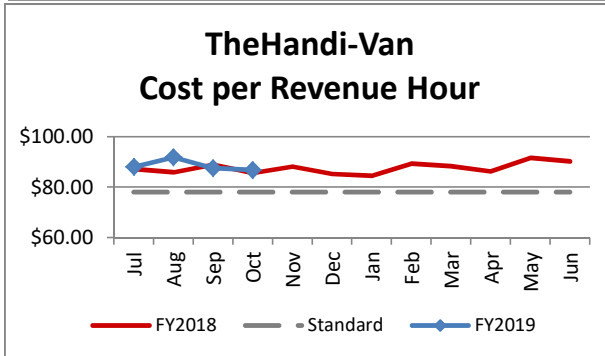
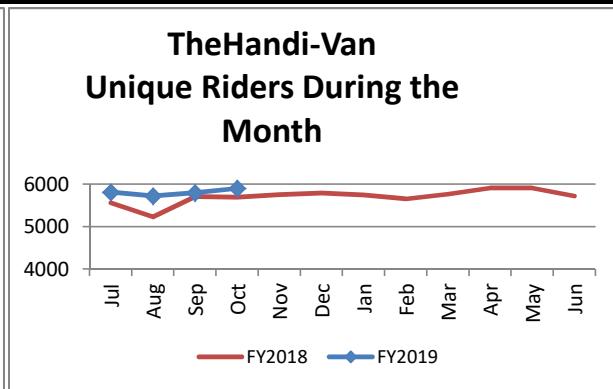
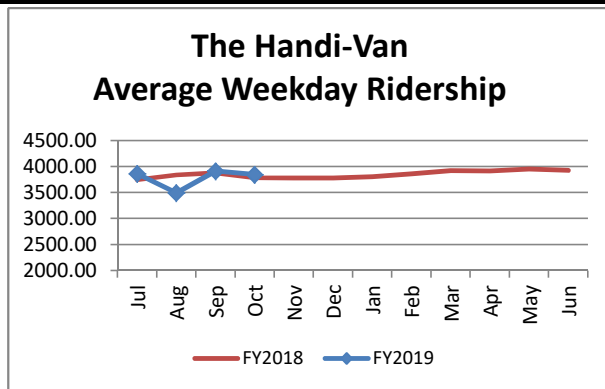


Oahu Transit Services - The Handi-Van  
 Monthly Performance Report  
 For the Month Ending October 2018

Key Performance Indicators (KPI)	October 2018	October 2017	Percent Change	4 Month FY2018	4 Month FY2017	Percent Change	Goals
Total Monthly Ridership	106,431	99,652	6.80%	397,761	391,084	1.71%	
Average Weekday Ridership	3,845	3,787	1.55%	3,780	3,813	-0.86%	
Unique Riders During the Period	5,902	5,693	3.67%	5,810	5,551	4.67%	
Cost per Revenue Hour	\$86.71	\$85.56	1.34%	\$88.52	\$86.86	1.92%	<3% incr
Cost per Trip	\$38.07	\$38.22	-0.38%	\$39.51	\$38.47	2.72%	<3% incr
Cost per Revenue Mile	\$5.83	\$5.68	2.62%	\$5.89	\$5.76	2.33%	<3% incr
Trips per Revenue Hour	2.28	2.24	1.73%	2.24	2.26	-0.76%	<2.2
Farebox Recovery	4.72%	4.34%	0.38%	4.37%	4.49%	-0.12%	8%
Very Early Trips (>30 minutes)	0.14%	0.09%	0.05%	0.14%	0.10%	0.04%	<1%
On-Time and Early Trips	90.43%	89.39%	1.04%	89.75%	89.65%	0.10%	>90%
Early Departure or On-Time Percentage	88.12%	87.49%	0.63%	87.53%	87.70%	-0.17%	>85%
Very Late Trips (>30 minutes)	0.60%	0.89%	-0.29%	0.78%	0.79%	0.00%	<1%
On-Time for Appointments (within 45 Mins)	61.03%	58.11%	2.92%	59.87%	58.51%	1.36%	>90%
Comparative Trip Length Analysis	69.32%	64.61%	4.71%	67.95%	65.11%	2.84%	50%
Excessive Trip Length	1.28%	1.75%	-0.47%	1.47%	1.78%	-0.31%	1%
No Show / Late Cancellation Rate	6.86%	6.78%	0.08%	6.75%	6.73%	0.03%	<5%
Advance Cancellation Rate	22.33%	19.67%	2.66%	23.22%	20.86%	2.36%	<15%
Missed Trip Rate	0.25%	0.45%	-0.20%	0.25%	0.32%	-0.07%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.67	1.19	40.48%	1.45	1.17	24.11%	<1%
Calls Answered Within 5 Minutes	55.24%	66.59%	-11.35%	61.01%	71.18%	-10.17%	95%
Vehicle Availability	88.08%	88.01%	0.07%	88.92%	85.28%	3.64%	>83%



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