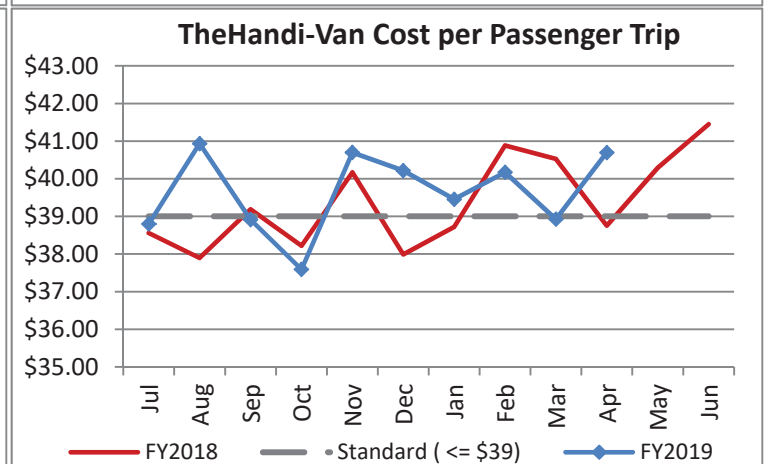
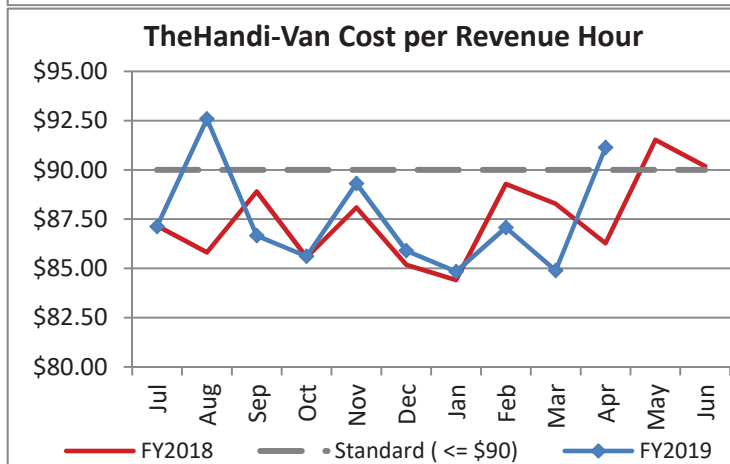
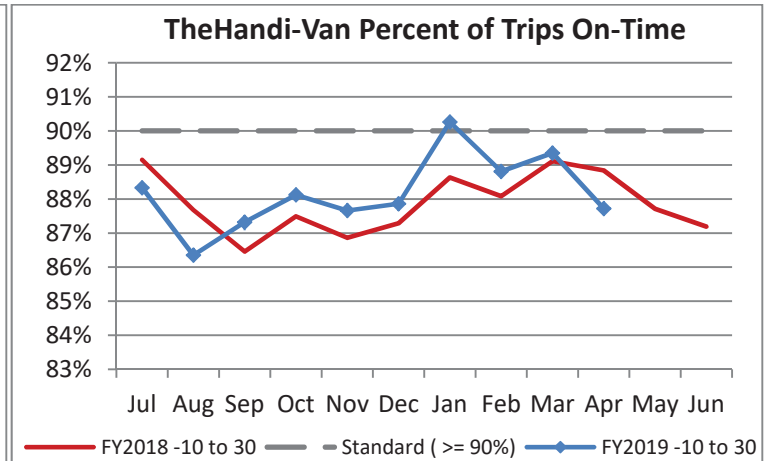
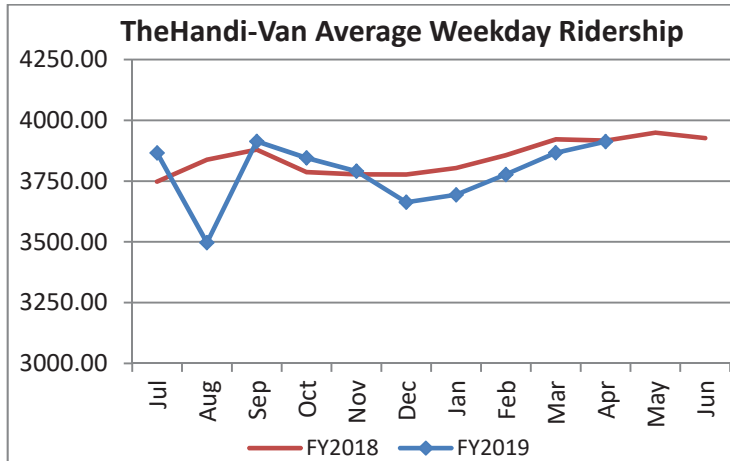


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending April 2019**

Key Performance Indicators (KPI)	April 2019	April 2018	Percent Change	10 Month FY2019	10 Month FY2018	Percent Change	Goals
Total Monthly Ridership	103,547	98,503	5.12%	994,880	967,000	2.88%	
Average Weekday Ridership	3,912	3,916	-0.10%	3,782	3,830	-1.25%	
Unique Riders During the Period	5,945	5,913	0.54%	5,802	5,683	2.09%	
Cost per Revenue Hour	\$91.13	\$86.28	5.63%	\$87.51	\$86.89	0.71%	<=\$90
Cost per Trip	\$40.70	\$38.75	5.02%	\$39.64	\$39.09	1.41%	<=\$39
Cost per Revenue Mile	\$5.85	\$5.81	0.62%	\$5.86	\$5.84	0.30%	<=\$6.20
Trips per Revenue Hour	2.24	2.23	0.58%	2.21	2.23	-0.89%	>=2.2
Farebox Recovery	4.65%	4.94%	-0.29%	4.37%	4.51%	-0.13%	8%
Very Early Trips (>30 Minutes)	0.12%	0.10%	0.02%	0.12%	0.11%	0.01%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.94%	2.09%	-0.15%	2.15%	1.92%	0.23%	<2%
On-Time and Early Trips	89.66%	90.93%	-1.27%	90.33%	89.88%	0.45%	>=90%
Early Departure or On-Time Percentage	87.72%	88.84%	-1.12%	88.18%	87.96%	0.22%	>=90%
On-Time Trips (Within 0-30 Min Window)	76.33%	76.48%	-0.15%	75.94%	76.31%	-0.37%	
Very Late Trips (>30 Minutes)	0.82%	0.57%	0.25%	0.75%	0.73%	0.02%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)*	62.37%	56.50%	5.87%	61.13%	58.31%	2.82%	>90%
Comparative Trip Length Analysis	67.93%	68.11%	-0.18%	68.87%	65.61%	3.26%	50%
Excessive Trip Length	1.34%	1.45%	-0.11%	1.38%	1.71%	-0.33%	1%
No Show / Late Cancellation Rate	6.80%	6.47%	0.33%	6.92%	6.98%	-0.06%	<5%
Advance Cancellation Rate	21.28%	20.89%	0.39%	23.23%	22.28%	0.95%	<15%
Missed Trip Rate	0.28%	0.20%	0.08%	0.26%	0.27%	-0.01%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	2.09	1.94	7.97%	1.53	1.35	12.61%	<=1.5
Calls Answered Within 5 Minutes	37.09%	73.36%	-49.44%	49.18%	78.50%	-37.34%	95%
Vehicle Availability	79.85%	87.57%	-7.72%	86.83%	87.55%	-0.72%	>=80%

*Note: As of 3/1/2019, trips that were called 'appointments' will now be known as trips with a 'desired arrival time'.

Trips with a desired arrival time have also been removed from the monthly on-time performance sample and will be measured separately.



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