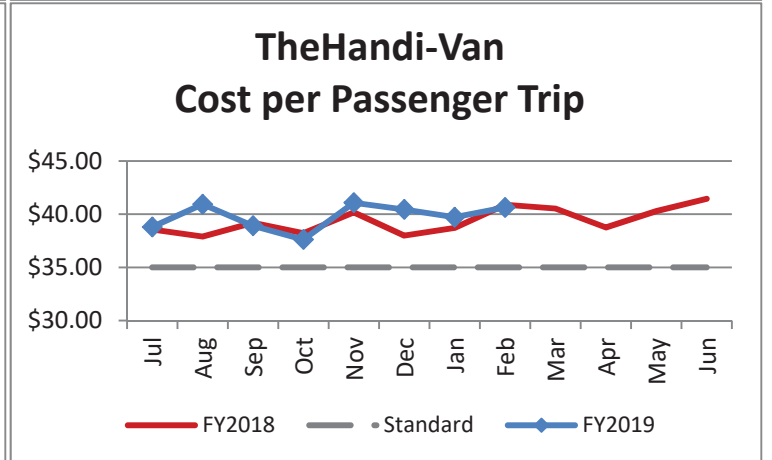
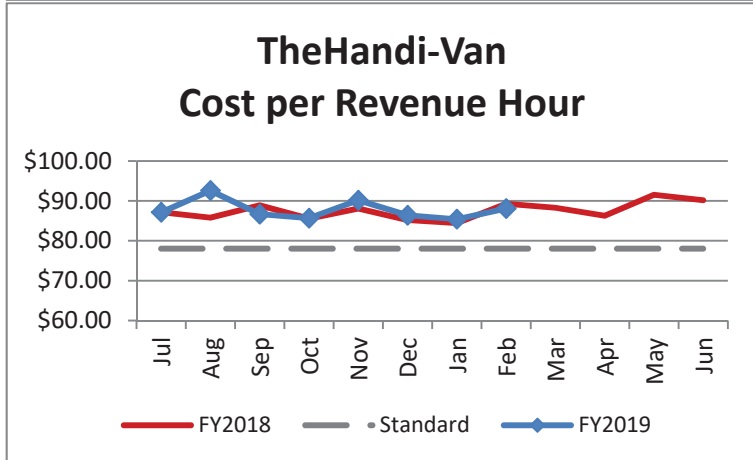
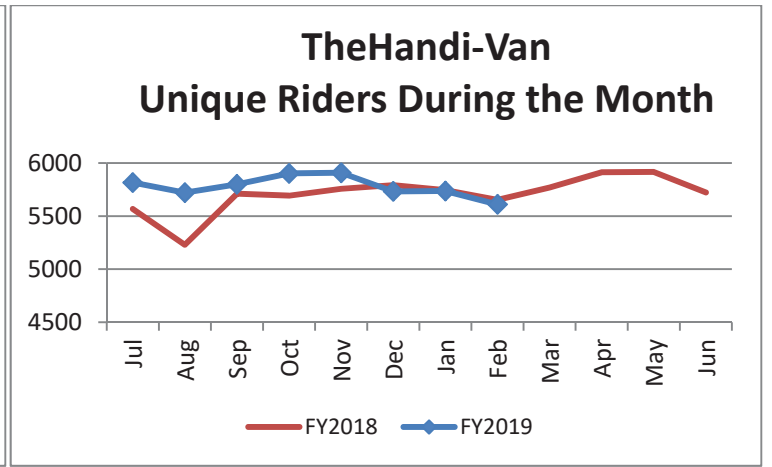
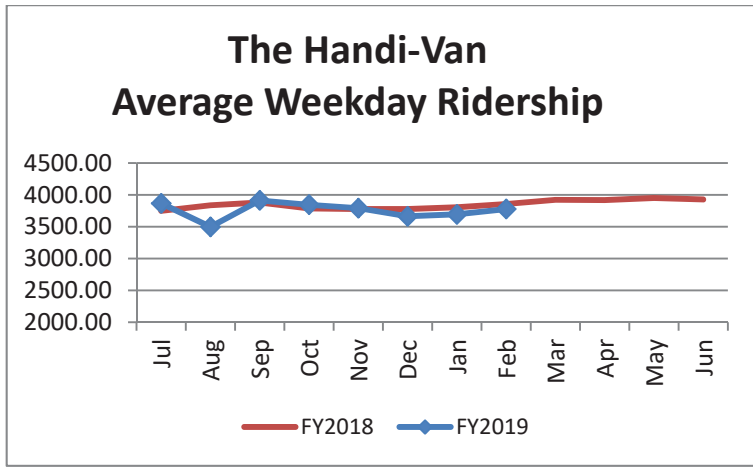


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending February 2019**

Key Performance Indicators (KPI)	February 2019	February 2018	Percent Change	8 Month FY2019	8 Month FY2018	Percent Change	Goals
Total Monthly Ridership	91,406	89,183	2.49%	789,598	768,476	2.75%	
Average Weekday Ridership	3,777	3,857	-2.06%	3,756	3,808	-1.38%	
Unique Riders During the Period	5,610	5,654	-0.78%	5,077	5,644	-10.05%	
Cost per Revenue Hour	\$88.08	\$89.28	-1.35%	\$87.76	\$86.80	1.10%	<3% incr
Cost per Trip	\$40.64	\$40.89	-0.61%	\$39.77	\$38.95	2.09%	<3% incr
Cost per Revenue Mile	\$6.03	\$6.20	-2.66%	\$5.90	\$5.82	1.48%	<3% incr
Trips per Revenue Hour	2.17	2.23	-2.67%	2.21	2.23	-1.20%	<2.2
Farebox Recovery	3.79%	4.43%	-0.64%	4.29%	4.51%	-0.21%	8%
Very Early Trips (>30 Minutes)	0.09%	0.10%	-0.01%	0.13%	0.11%	0.02%	<1%
Very Early Trips & Early Trips (>10 Minutes)	2.06%	1.73%	0.33%	2.17%	1.88%	0.30%	<2%
On-Time and Early Trips	90.86%	89.81%	1.05%	90.26%	89.58%	0.68%	>90%
Early Departure or On-Time Percentage	88.81%	88.08%	0.73%	88.09%	87.71%	0.38%	>85%
On-Time Trips (Within 0-30 Min Window)	76.69%	76.64%	0.05%	75.80%	76.28%	-0.48%	
Very Late Trips (>30 Minutes)	0.58%	0.69%	-0.11%	0.76%	0.77%	-0.02%	<1%
On-Time for Appointments (Within 45 Mins)	64.90%	58.29%	6.61%	60.83%	58.42%	2.41%	>90%
Comparative Trip Length Analysis	66.48%	65.42%	1.06%	68.78%	64.96%	3.82%	50%
Excessive Trip Length	1.63%	1.72%	-0.09%	1.38%	1.73%	-0.34%	1%
No Show / Late Cancellation Rate	7.62%	7.54%	0.07%	6.94%	7.06%	-0.12%	<5%
Advance Cancellation Rate	23.95%	23.55%	0.40%	23.52%	22.32%	1.20%	<15%
Missed Trip Rate	0.27%	0.19%	0.08%	0.27%	0.29%	-0.03%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.63	1.65	-0.85%	1.44	1.25	15.52%	<1%
Calls Answered Within 5 Minutes	51.01%	86.98%	-41.35%	50.82%	78.31%	-35.11%	95%
Vehicle Availability	86.08%	89.48%	-3.40%	87.78%	86.83%	0.96%	>83%



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

