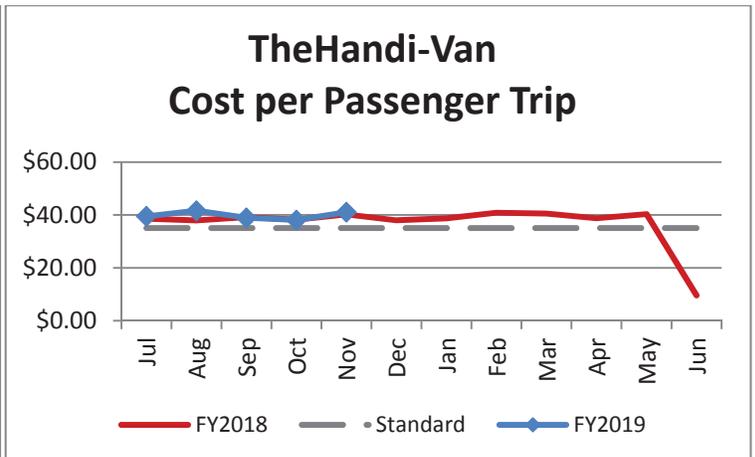
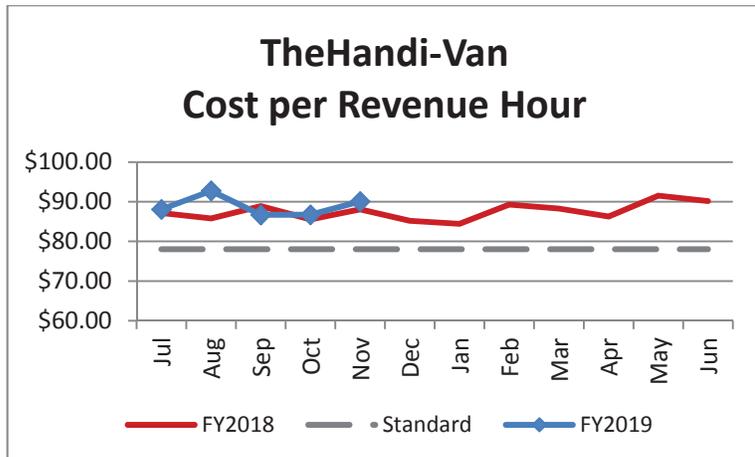
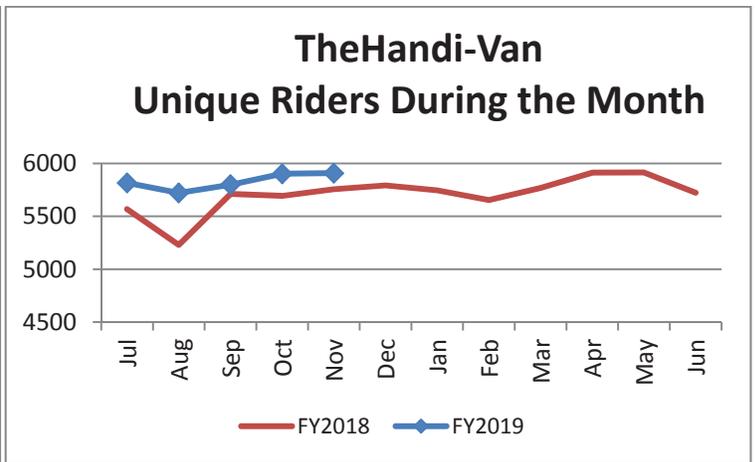
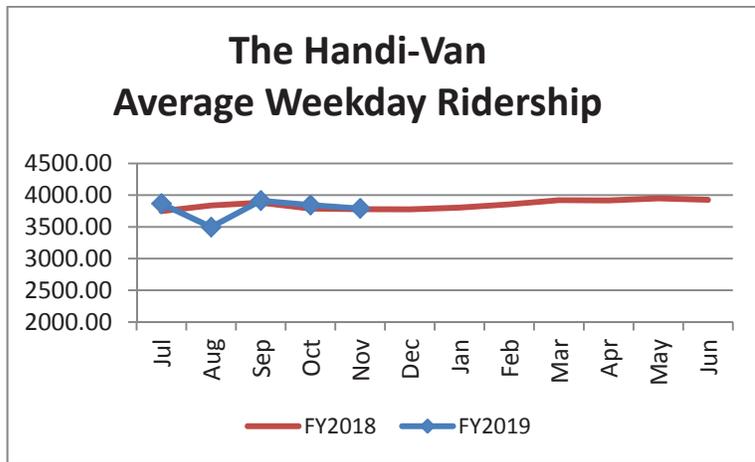


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending November 2018**

Key Performance Indicators (KPI)	November 2018	November 2017	Percent Change	5 Month FY2018	5 Month FY2017	Percent Change	Goals
Total Monthly Ridership	99,606	94,262	5.67%	497,367	485,346	2.48%	
Average Weekday Ridership	3,791	3,777	0.35%	3,782	3,806	-0.62%	
Unique Riders During the Period	5,908	5,757	2.62%	5,829	5,592	4.25%	
Cost per Revenue Hour	\$90.09	\$88.09	2.27%	\$88.86	\$87.10	2.01%	<3% incr
Cost per Trip	\$41.05	\$40.17	2.19%	\$39.83	\$38.81	2.64%	<3% incr
Cost per Revenue Mile	\$6.03	\$5.81	3.81%	\$5.92	\$5.77	2.65%	<3% incr
Trips per Revenue Hour	2.19	2.19	0.08%	2.23	2.24	-0.60%	<2.2
Farebox Recovery	3.93%	4.51%	-0.58%	4.28%	4.50%	-0.21%	8%
Very Early Trips (>30 minutes)	0.13%	0.10%	0.03%	0.14%	0.10%	0.04%	<1%
On-Time and Early Trips	89.87%	88.65%	1.22%	89.78%	89.45%	0.33%	>90%
Early Departure or On-Time Percentage	87.66%	86.86%	0.80%	87.56%	87.53%	0.03%	>85%
Very Late Trips (>30 minutes)	0.92%	0.98%	-0.06%	0.81%	0.82%	-0.01%	<1%
On-Time for Appointments (within 45 Mins)	59.45%	57.19%	2.26%	59.79%	58.53%	1.26%	>90%
Comparative Trip Length Analysis	68.60%	62.93%	5.67%	68.43%	64.79%	3.64%	50%
Excessive Trip Length	1.32%	1.93%	-0.61%	1.42%	1.78%	-0.36%	1%
No Show / Late Cancellation Rate	6.69%	7.39%	-0.69%	6.74%	6.86%	-0.12%	<5%
Advance Cancellation Rate	23.85%	23.83%	0.02%	23.35%	21.45%	1.90%	<15%
Missed Trip Rate	0.28%	0.39%	-0.10%	0.25%	0.33%	-0.08%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.39	1.39	-0.04%	1.44	1.21	18.58%	<1%
Calls Answered Within 5 Minutes	47.80%	81.74%	-33.94%	58.37%	73.29%	-14.92%	95%
Vehicle Availability	87.36%	87.79%	-0.43%	88.61%	85.78%	2.83%	>83%



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