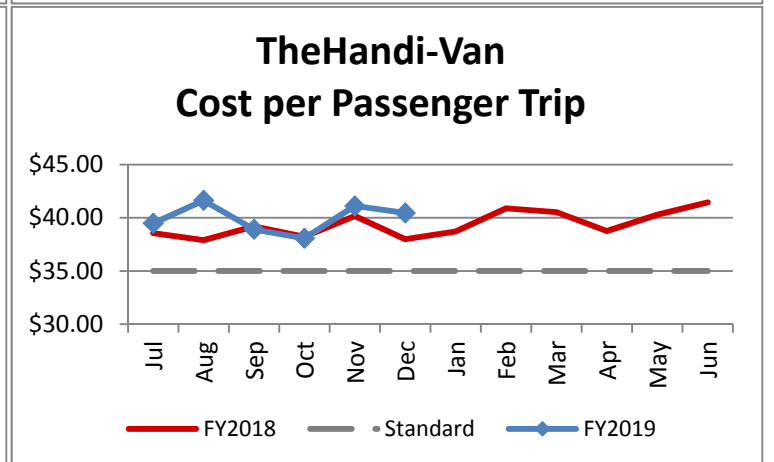
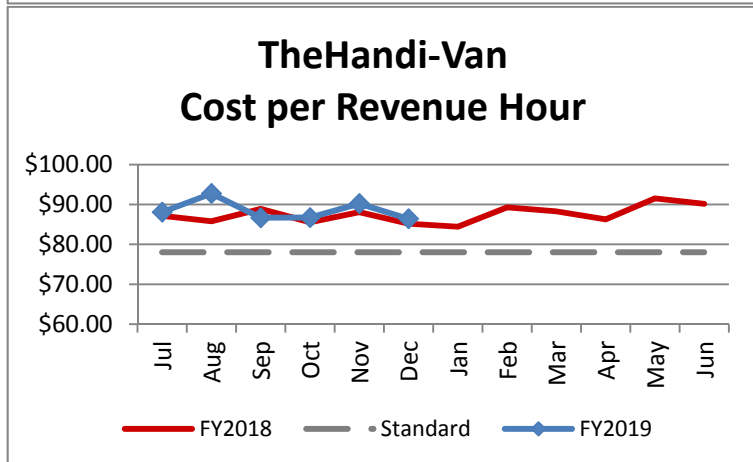
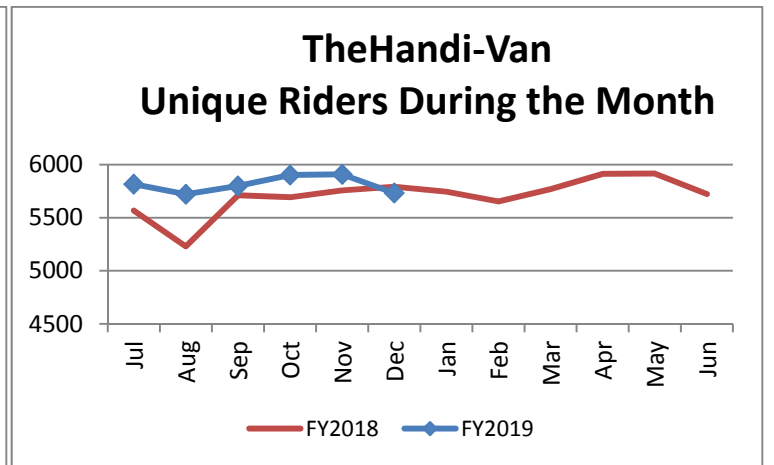
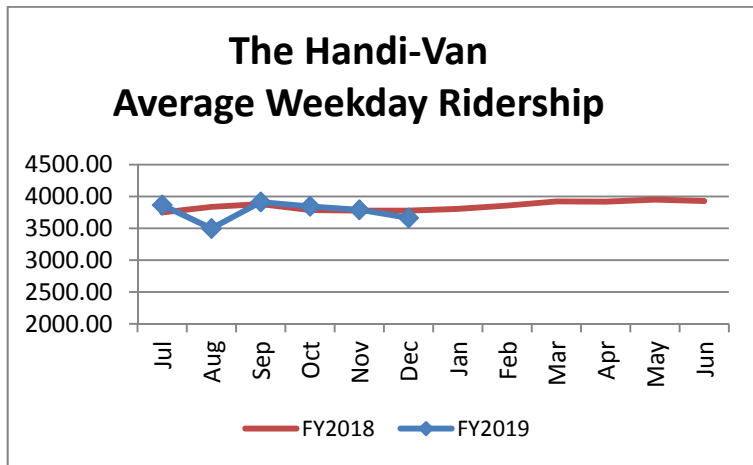


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending December 2018**

Key Performance Indicators (KPI)	December 2018	December 2017	Percent Change	6 Month FY2018	6 Month FY2017	Percent Change	Goals
Total Monthly Ridership	97,503	97,190	0.32%	594,870	582,536	2.12%	
Average Weekday Ridership	3,663	3,776	-3.00%	3,763	3,801	-1.01%	
Unique Riders During the Period	5,732	5,792	-1.04%	5,813	5,625	3.34%	
Cost per Revenue Hour	\$86.40	\$85.18	1.44%	\$88.47	\$86.78	1.94%	<3% incr
Cost per Trip	\$40.45	\$37.99	6.48%	\$39.94	\$38.67	3.29%	<3% incr
Cost per Revenue Mile	\$5.88	\$5.72	2.65%	\$5.92	\$5.76	2.68%	<3% incr
Trips per Revenue Hour	2.14	2.24	-4.74%	2.22	2.24	-1.29%	<2.2
Farebox Recovery	4.48%	4.76%	-0.28%	4.32%	4.54%	-0.23%	8%
Very Early Trips (>30 minutes)	0.12%	0.14%	-0.02%	0.14%	0.11%	0.03%	<1%
On-Time and Early Trips	90.03%	89.16%	0.87%	89.82%	89.40%	0.42%	>90%
Early Departure or On-Time Percentage	87.86%	87.29%	0.57%	87.61%	87.49%	0.12%	>85%
Very Late Trips (>30 minutes)	1.01%	0.85%	0.16%	0.84%	0.83%	0.01%	<1%
On-Time for Appointments (within 45 Mins)	60.16%	59.53%	1.08%	59.85%	58.70%	1.15%	>90%
Comparative Trip Length Analysis	67.41%	66.95%	0.46%	68.47%	64.79%	3.68%	50%
Excessive Trip Length	1.45%	1.50%	-0.05%	1.42%	1.76%	-0.34%	1%
No Show / Late Cancellation Rate	7.29%	7.54%	-0.25%	6.83%	6.97%	-0.14%	<5%
Advance Cancellation Rate	24.46%	24.22%	0.24%	23.53%	21.91%	1.62%	<15%
Missed Trip Rate	0.38%	0.28%	0.10%	0.28%	0.33%	-0.05%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.33	1.20	11.41%	1.42	1.21	17.40%	<1%
Calls Answered Within 5 Minutes	32.92%	86.29%	-53.37%	54.13%	75.46%	-21.33%	95%
Vehicle Availability	86.79%	86.66%	0.13%	88.30%	85.93%	2.38%	>83%



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