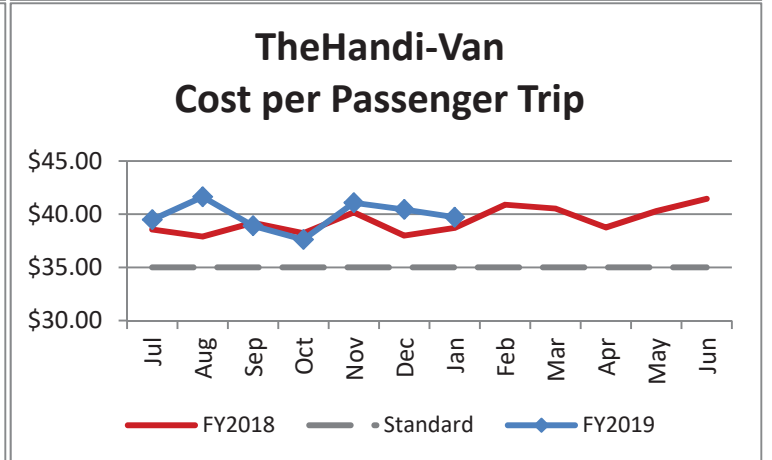
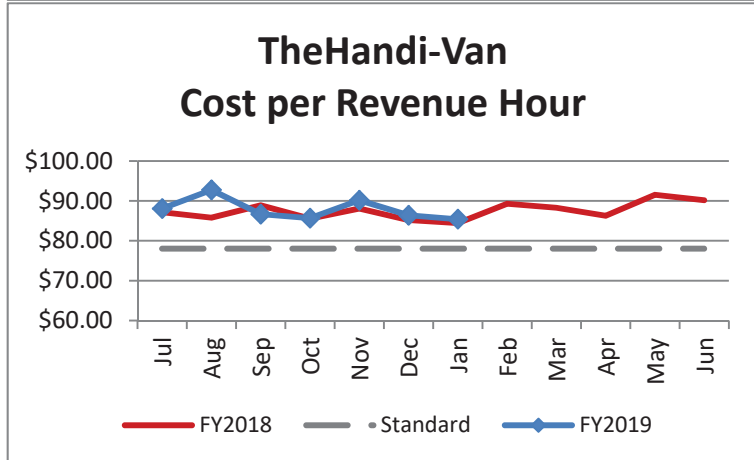
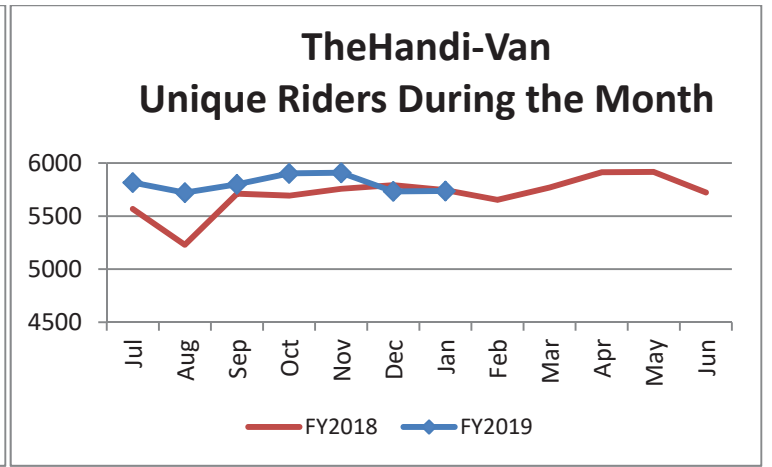
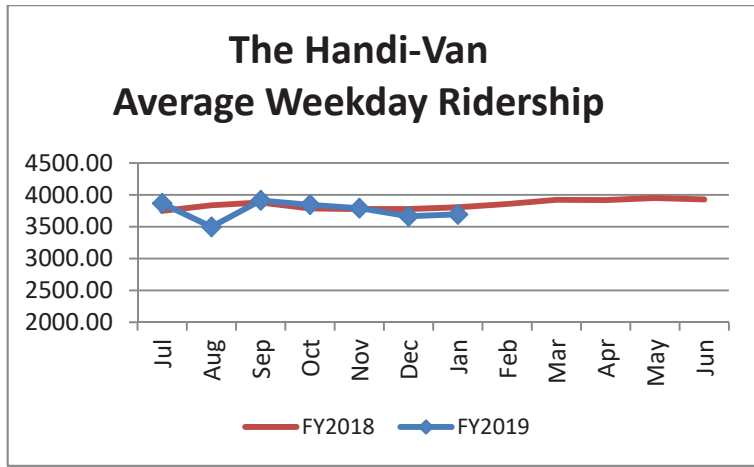


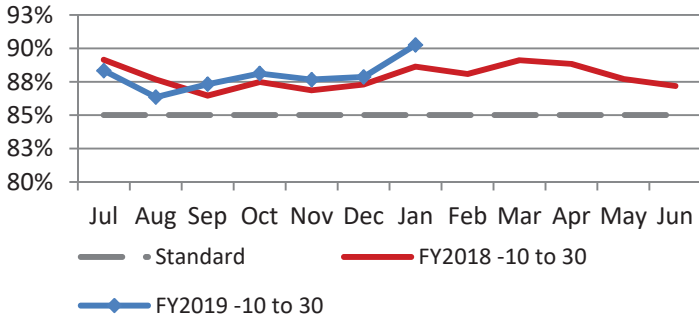
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending January 2019**

Key Performance Indicators (KPI)	January 2019	January 2018	Percent Change	7 Month FY2019	7 Month FY2018	Percent Change	Goals
Total Monthly Ridership	99,944	96,757	3.29%	694,814	679,293	2.28%	
Average Weekday Ridership	3,693	3,804	-2.90%	3,753	3,801	-1.28%	
Unique Riders During the Period	5,736	5,746	-0.17%	5,802	5,642	2.83%	
Cost per Revenue Hour	\$85.40	\$84.41	1.17%	\$87.87	\$86.44	1.65%	<3% incr
Cost per Trip	\$39.71	\$38.72	2.57%	\$39.84	\$38.68	3.01%	<3% incr
Cost per Revenue Mile	\$5.84	\$5.76	1.32%	\$5.89	\$5.76	2.30%	<3% incr
Trips per Revenue Hour	2.15	2.18	-1.37%	2.21	2.24	-1.30%	<2.2
Farebox Recovery	4.66%	4.37%	0.29%	4.36%	4.52%	-0.15%	8%
Very Early Trips (>30 Minutes)	0.09%	0.11%	-0.02%	0.13%	0.11%	0.02%	<1%
Very Early Trips & Early Trips (>10 Minutes)	2.07%	1.81%	0.26%	2.19%	1.90%	0.29%	<2%
On-Time and Early Trips	92.34%	90.44%	1.90%	90.18%	89.55%	0.63%	>90%
Early Departure or On-Time Percentage	90.26%	88.63%	1.63%	87.99%	87.65%	0.33%	>85%
On-Time Trips (Within 0-30 Min Window)	77.29%	76.73%	0.56%	75.67%	76.23%	-0.55%	
Very Late Trips (>30 Minutes)	0.42%	0.53%	-0.11%	0.78%	0.79%	0.00%	<1%
On-Time for Appointments (Within 45 Mins)	62.61%	56.87%	5.74%	60.24%	58.44%	1.81%	>90%
Comparative Trip Length Analysis	69.45%	66.75%	2.70%	68.69%	64.93%	3.76%	50%
Excessive Trip Length	1.27%	1.55%	-0.28%	1.39%	1.74%	-0.35%	1%
No Show / Late Cancellation Rate	6.87%	7.09%	-0.22%	6.84%	6.99%	-0.15%	<5%
Advance Cancellation Rate	23.03%	23.56%	-0.53%	23.46%	22.15%	1.31%	<15%
Missed Trip Rate	0.20%	0.20%	0.00%	0.26%	0.31%	-0.04%	0%
Complaint Rate (Complaints per 1,000 Trips)	1.36	1.06	28.08%	1.41	1.19	18.76%	<1%
Calls Answered Within 5 Minutes	30.78%	86.76%	-64.52%	50.79%	77.07%	-34.10%	95%
Vehicle Availability	86.36%	89.58%	-3.22%	88.03%	86.45%	1.58%	>83%

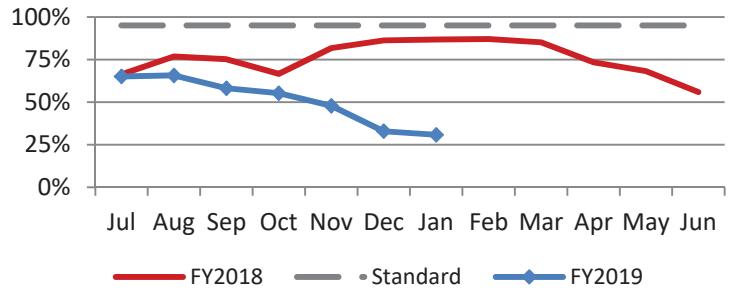


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending January 2019

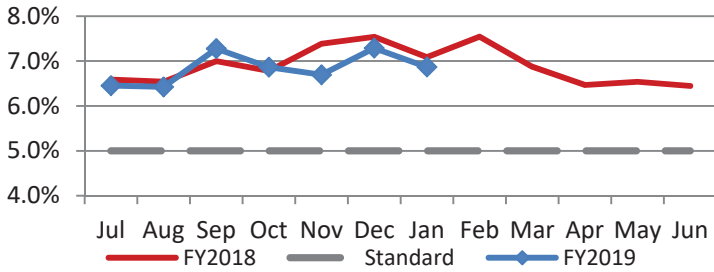
**TheHandi-Van
 Percent of Trips On-Time**



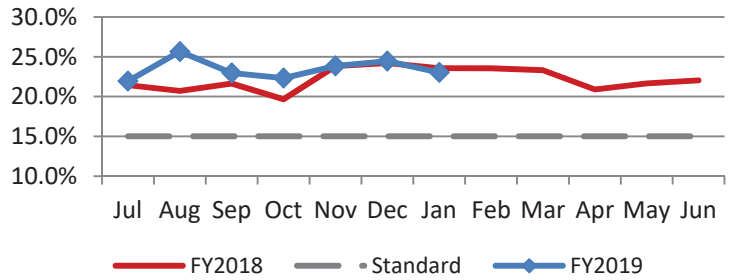
**TheHandi-Van
 Calls Answered Within 5 Minutes**



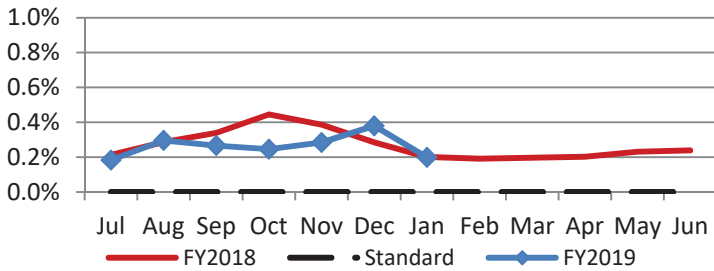
**TheHandi-Van
 No Show / Late Cancel Rate**



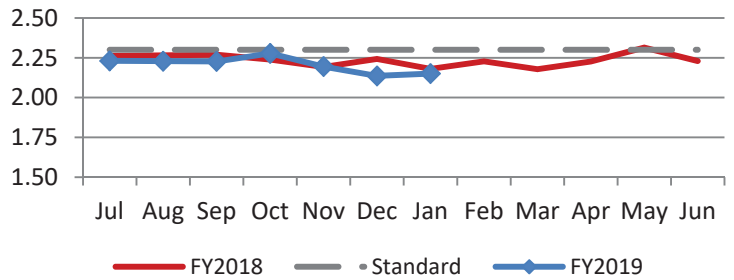
**TheHandi-Van
 Advance Cancellation Rate**



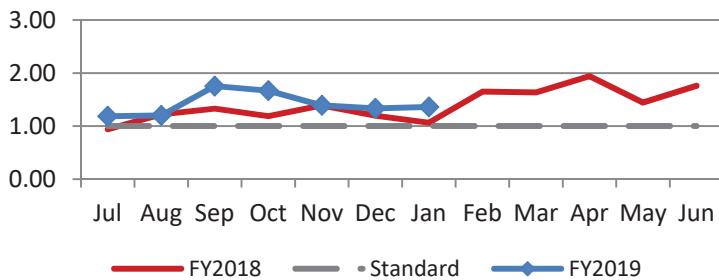
**TheHandi-Van
 Missed Trip Rate**



**TheHandi-Van
 Psgr Trips per Revenue Hour**



**TheHandi-Van
 Complaint Rate per 1,000 Riders**



**TheHandi-Van
 Vehicle Availability Rate**

