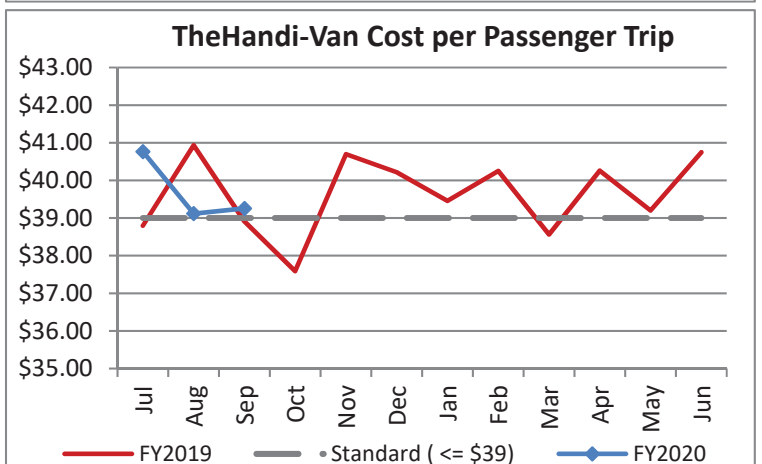
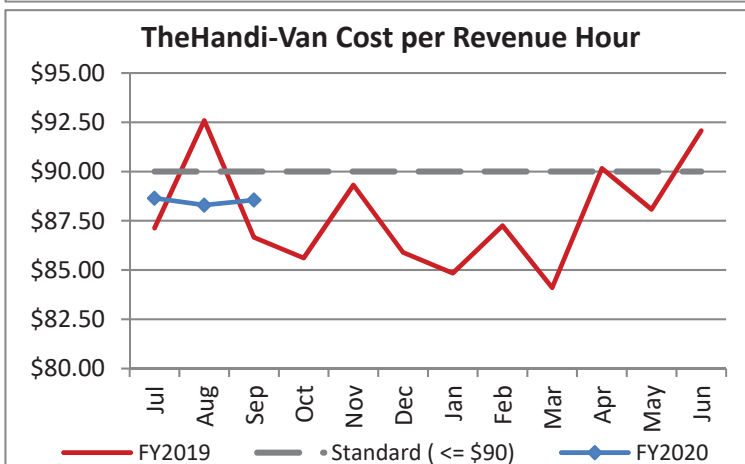
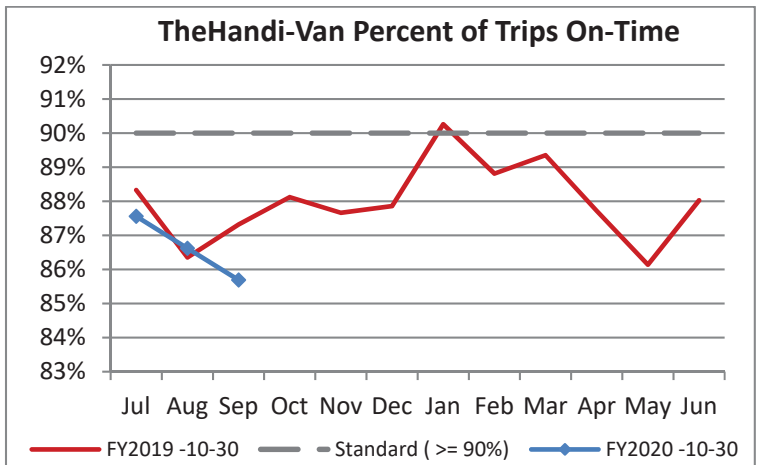
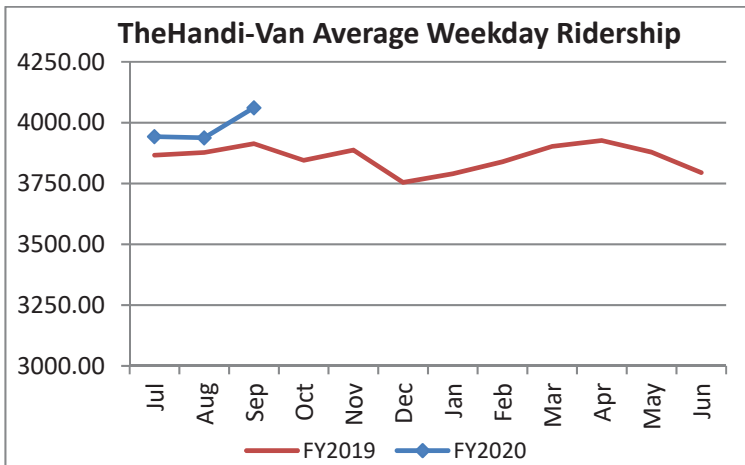


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending September 2019**

Key Performance Indicators (KPI)	September 2019	September 2018	Percent Change	3 Month FY2020	3 Month FY2019	Percent Change	Goals
Total Monthly Ridership	102,259	96,775	5.67%	310,659	294,708	5.41%	
Average Weekday Ridership	4,061	3,914	3.77%	3,981	3,886	2.44%	
Unique Riders During the Period	6,054	5,799	4.40%	6,026	5,779	4.27%	
Cost per Revenue Hour	\$88.55	\$86.66	2.19%	\$88.50	\$88.79	-0.33%	<=\$90
Cost per Trip	\$39.25	\$38.91	0.88%	\$39.71	\$39.55	0.41%	<=\$39
Cost per Revenue Mile	\$5.78	\$5.78	0.02%	\$5.68	\$5.89	-3.65%	<=\$6.20
Trips per Revenue Hour	2.26	2.23	1.30%	2.23	2.24	-0.70%	>=2.2
Farebox Recovery	5.62%	4.20%	1.42%	5.39%	4.18%	1.21%	8%
Very Early Trips (>30 Minutes)	0.11%	0.17%	-0.06%	0.11%	0.14%	-0.03%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.80%	2.12%	-0.32%	1.94%	2.19%	-0.25%	<2%
On-Time and Early Trips	87.49%	89.45%	-1.96%	88.56%	89.53%	-0.97%	>=90%
Early Departure or On-Time Percentage	85.69%	87.32%	-1.63%	86.62%	87.33%	-0.71%	>=90%
On-Time Trips (Within 0-30 Min Window)	74.87%	75.44%	-0.57%	75.53%	75.38%	0.15%	
Very Late Trips (>30 Minutes)	1.02%	0.76%	0.26%	0.86%	0.84%	0.02%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)	62.88%	60.67%	2.21%	63.73%	59.49%	4.24%	>90%
Comparative Trip Length Analysis	69.36%	67.60%	1.76%	70.42%	69.82%	0.60%	50%
Excessive Trip Length	1.39%	1.48%	-0.09%	1.30%	1.32%	-0.02%	1%
No Show / Late Cancellation Rate	7.04%	7.28%	-0.24%	6.73%	6.72%	0.02%	<5%
Advance Cancellation Rate	21.63%	22.97%	-1.34%	22.04%	23.52%	-1.48%	<15%
Missed Trip Rate	0.43%	0.27%	0.16%	0.37%	0.25%	0.12%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	1.99	1.75	13.33%	1.75	1.38	26.68%	<=1.5
Calls Answered Within 5 Minutes	42.89%	58.11%	-15.22%	46.96%	62.93%	-15.97%	95%
Vehicle Availability	85.24%	88.74%	-3.50%	84.83%	89.20%	-4.36%	>=80%



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