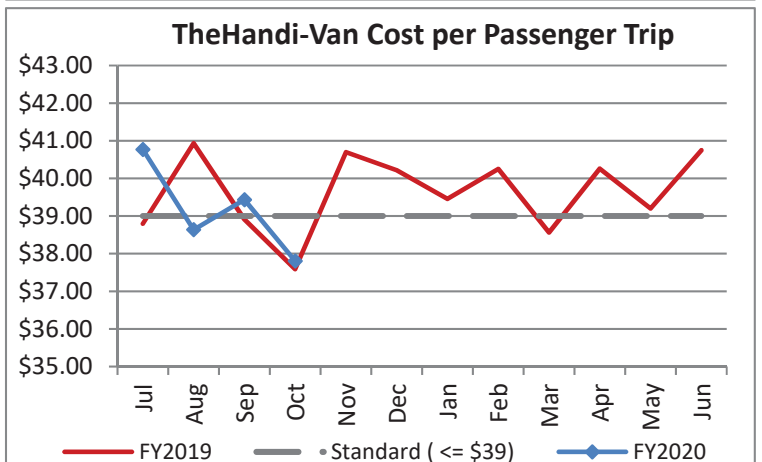
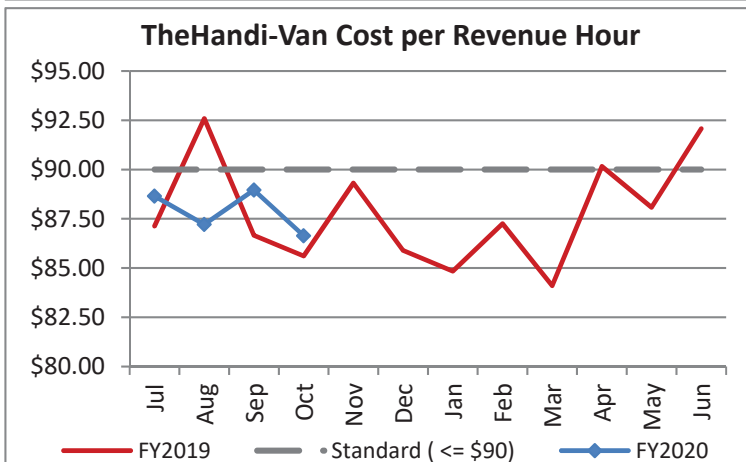
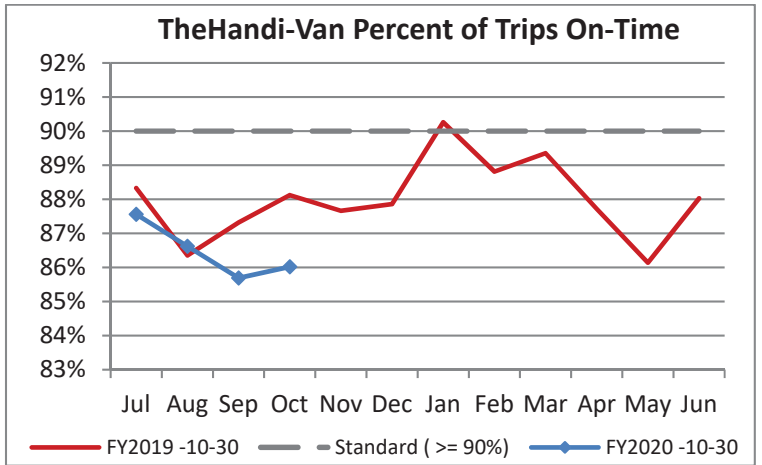
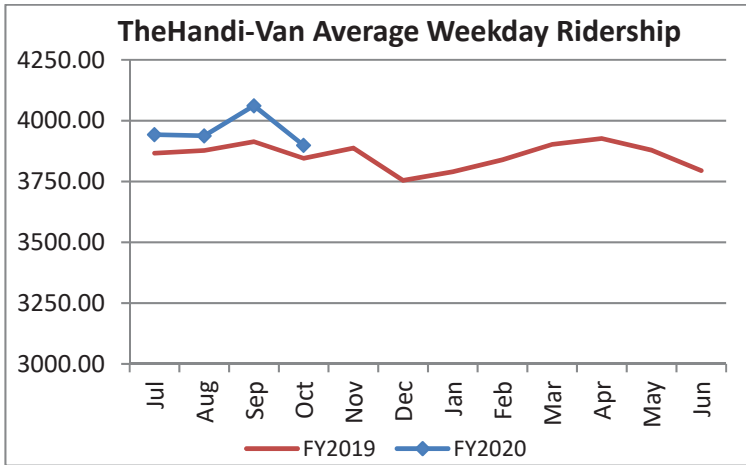


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending October 2019**

Key Performance Indicators (KPI)	October 2019	October 2018	Percent Change	4 Month FY2020	4 Month FY2019	Percent Change	Goals
Total Monthly Ridership	109,198	106,431	2.60%	419,857	401,139	4.67%	
Average Weekday Ridership	3,899	3,845	1.39%	3,960	3,876	2.18%	
Unique Riders During the Period	6,195	5,902	4.96%	6,068	5,810	4.45%	
Cost per Revenue Hour	\$86.64	\$85.61	1.20%	\$87.87	\$88.00	-0.15%	<=\$90
Cost per Trip	\$37.80	\$37.59	0.57%	\$39.16	\$39.06	0.26%	<=\$39
Cost per Revenue Mile	\$5.65	\$5.76	-1.90%	\$5.66	\$5.86	-3.38%	<=\$6.20
Trips per Revenue Hour	2.29	2.28	0.63%	2.24	2.25	-0.36%	>=2.2
Farebox Recovery	5.59%	4.72%	0.87%	5.44%	4.31%	1.12%	8%
Very Early Trips (>30 Minutes)	0.10%	0.14%	-0.04%	0.11%	0.14%	-0.03%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.82%	2.31%	-0.49%	1.91%	2.22%	-0.31%	<2%
On-Time and Early Trips	87.84%	90.43%	-2.59%	88.38%	89.75%	-1.37%	>=90%
Early Departure or On-Time Percentage	86.02%	88.12%	-2.10%	86.47%	87.53%	-1.06%	>=90%
On-Time Trips (Within 0-30 Min Window)	75.01%	75.64%	-0.63%	75.40%	75.45%	-0.05%	
Very Late Trips (>30 Minutes)	0.95%	0.60%	0.35%	0.89%	0.78%	0.10%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)	61.37%	60.00%	1.37%	63.14%	59.87%	3.27%	>90%
Comparative Trip Length Analysis	69.08%	69.32%	-0.24%	70.09%	69.70%	0.39%	50%
Excessive Trip Length	1.48%	1.28%	0.20%	1.34%	1.31%	0.03%	1%
No Show / Late Cancellation Rate	7.14%	6.86%	0.27%	6.83%	6.75%	0.08%	<5%
Advance Cancellation Rate	21.83%	22.33%	-0.50%	21.99%	23.22%	-1.24%	<15%
Missed Trip Rate	0.41%	0.25%	0.17%	0.38%	0.25%	0.14%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	2.72	1.67	62.99%	1.99	1.45	37.11%	<=1.5
Calls Answered Within 5 Minutes	26.87%	55.24%	-28.37%	41.94%	61.01%	-19.07%	95%
Vehicle Availability	83.74%	88.08%	-4.34%	84.56%	88.92%	-4.36%	>=80%



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

