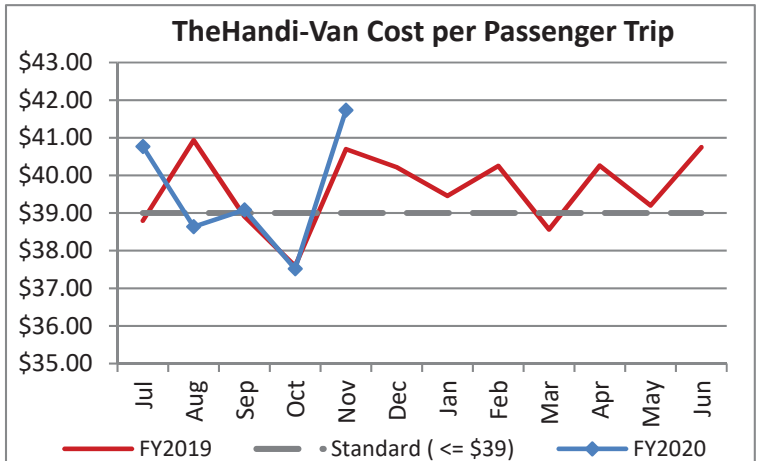
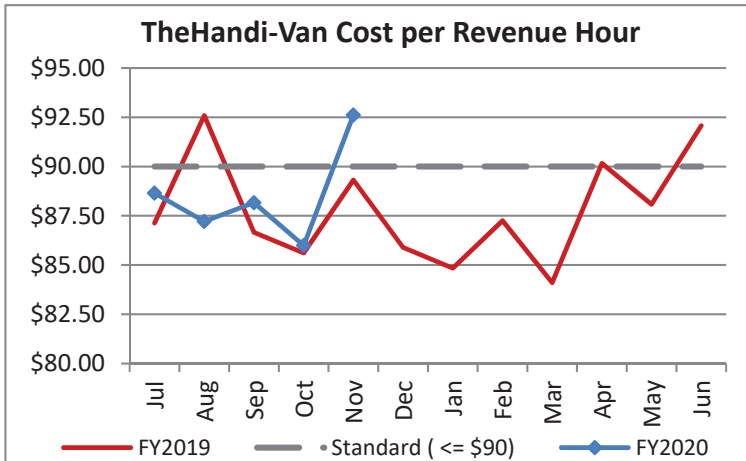
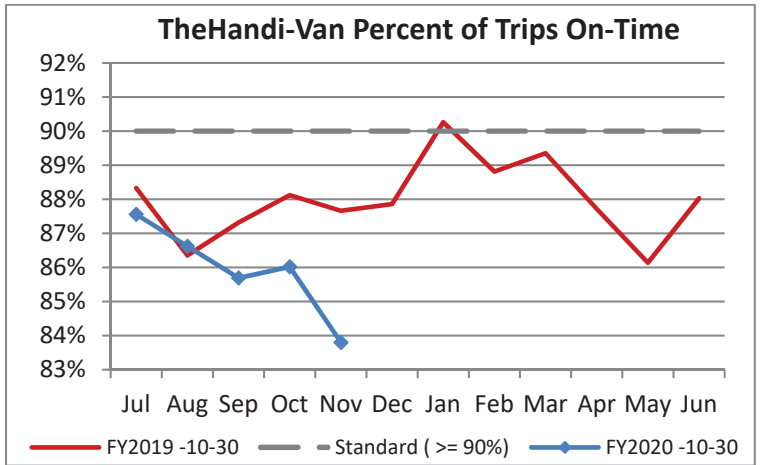
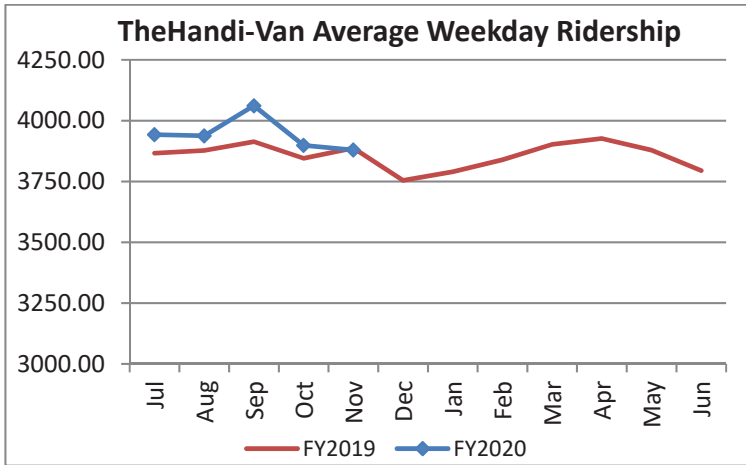


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending November 2019**

Key Performance Indicators (KPI)	November 2019	November 2018	Percent Change	5 Month FY2020	5 Month FY2019	Percent Change	Goals
Total Monthly Ridership	98,184	99,606	-1.43%	518,041	500,745	3.45%	
Average Weekday Ridership	3,879	3,887	-0.20%	3,944	3,878	1.70%	
Unique Riders During the Period	6,118	5,908	3.55%	6,078	5,829	4.27%	
Cost per Revenue Hour	\$92.61	\$89.31	3.69%	\$88.53	\$88.26	0.30%	<=\$90
Cost per Trip	\$41.73	\$40.70	2.54%	\$39.55	\$39.39	0.41%	<=\$39
Cost per Revenue Mile	\$6.06	\$5.98	1.30%	\$5.72	\$5.88	-2.75%	<=\$6.20
Trips per Revenue Hour	2.22	2.19	1.13%	2.24	2.24	-0.07%	>=2.2
Farebox Recovery	5.23%	3.93%	1.30%	5.39%	4.24%	1.16%	8%
Very Early Trips (>30 Minutes)	0.14%	0.13%	0.01%	0.12%	0.14%	-0.02%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.87%	2.21%	-0.34%	1.90%	2.22%	-0.32%	<2%
On-Time and Early Trips	85.67%	89.87%	-4.20%	87.84%	89.78%	-1.94%	>=90%
Early Departure or On-Time Percentage	83.80%	87.66%	-3.86%	85.94%	87.56%	-1.62%	>=90%
On-Time Trips (Within 0-30 Min Window)	72.96%	75.07%	-2.11%	74.91%	75.37%	-0.46%	
Very Late Trips (>30 Minutes)	1.50%	0.92%	0.58%	1.01%	0.81%	0.20%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)	61.28%	59.45%	1.83%	62.77%	59.79%	2.98%	>90%
Comparative Trip Length Analysis	68.70%	68.60%	0.10%	69.81%	69.48%	0.33%	50%
Excessive Trip Length	1.45%	1.32%	0.13%	1.36%	1.31%	0.05%	1%
No Show / Late Cancellation Rate	7.28%	6.69%	0.58%	6.92%	6.74%	0.18%	<5%
Advance Cancellation Rate	24.02%	23.85%	0.17%	22.39%	23.35%	-0.95%	<15%
Missed Trip Rate	0.59%	0.28%	0.31%	0.42%	0.25%	0.17%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	2.11	1.39	51.96%	2.01	1.44	39.98%	<=1.5
Calls Answered Within 5 Minutes	33.23%	47.80%	-14.57%	40.20%	58.37%	-18.17%	95%
Vehicle Availability	84.14%	87.36%	-3.22%	84.48%	88.61%	-4.13%	>=80%



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