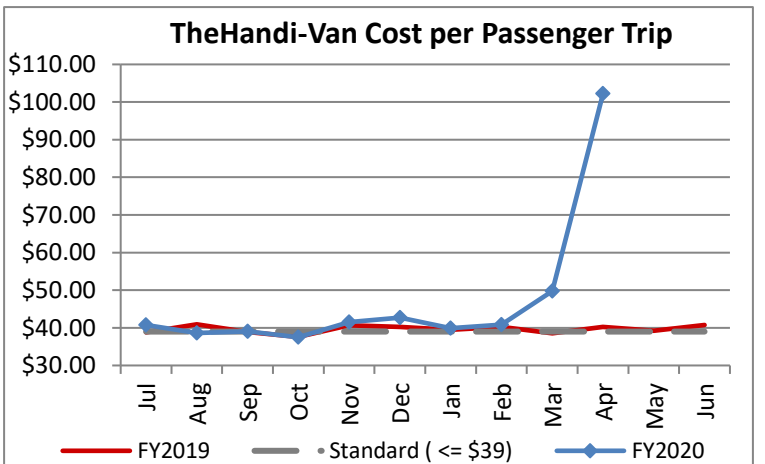
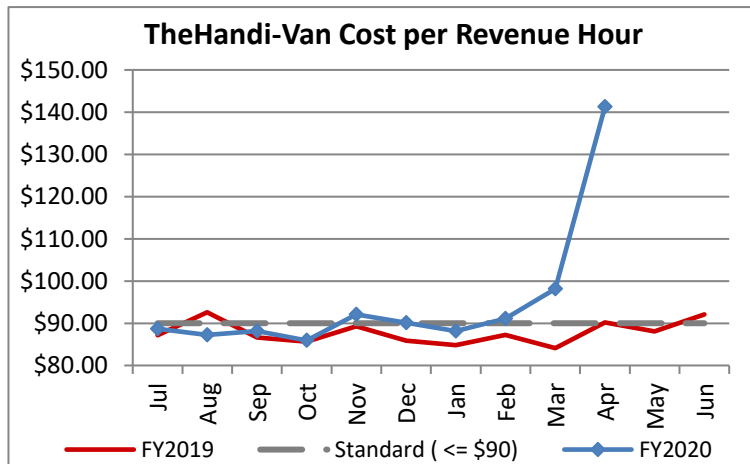
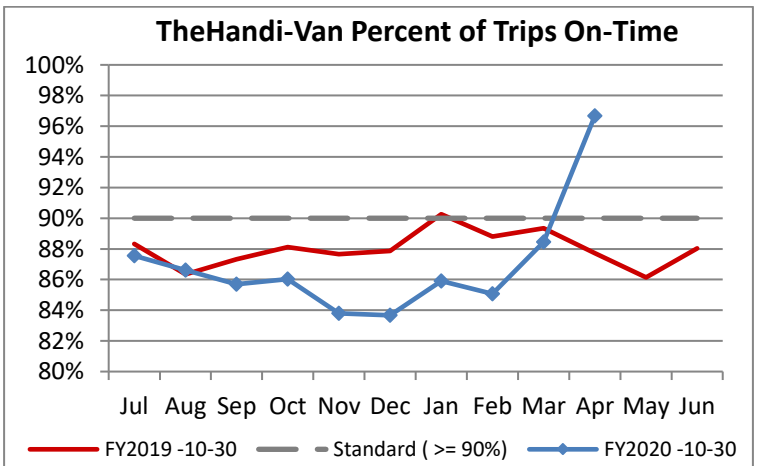
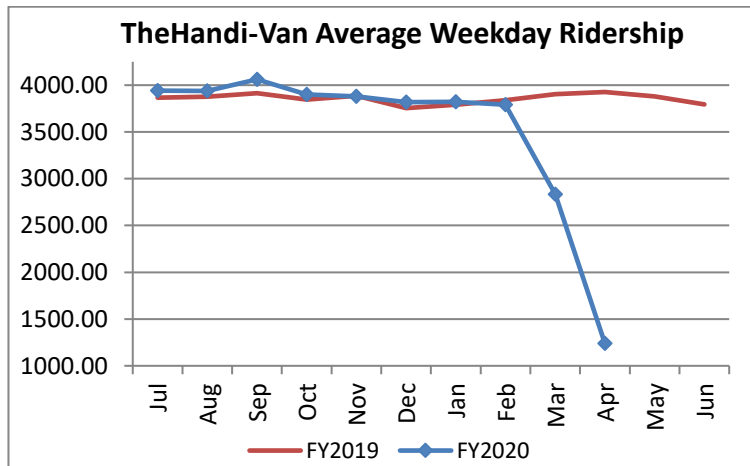


Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending April 2020

Key Performance Indicators (KPI)	April 2020	April 2019	Percent Change	10 Month FY2020	10 Month FY2019	Percent Change	Goals
Total Monthly Ridership	32,070	103,547	-69.03%	916,637	994,880	-7.86%	
Average Weekday Ridership	1,238	3,927	-68.47%	3,522	3,860	-8.76%	
Unique Riders During the Period	2,443	5,945	-58.91%	5,656	5,802	-2.51%	
Cost per Revenue Hour	\$141.25	\$90.16	56.68%	\$95.08	\$87.35	8.84%	<=\$90
Cost per Trip	\$102.21	\$40.26	153.88%	\$47.29	\$39.57	19.51%	<=\$39
Cost per Revenue Mile	\$9.64	\$5.79	66.59%	\$6.27	\$5.85	7.23%	<=\$6.20
Trips per Revenue Hour	1.38	2.24	-38.29%	2.09	2.21	-5.28%	>=2.2
Farebox Recovery	1.92%	4.09%	-2.17%	4.97%	4.29%	0.67%	8%
Very Early Trips (>30 Minutes)	0.32%	0.12%	0.20%	0.14%	0.12%	0.01%	<1%
Very Early Trips & Early Trips (>10 Minutes)	2.67%	1.94%	0.73%	1.98%	2.15%	-0.17%	<2%
On-Time and Early Trips	99.34%	89.66%	9.68%	88.93%	90.33%	-1.41%	>=90%
Early Departure or On-Time Percentage	96.67%	87.72%	8.95%	86.95%	88.18%	-1.23%	>=90%
On-Time Trips (Within 0-30 Min Window)	77.40%	76.33%	1.07%	74.95%	75.94%	-0.99%	
Very Late Trips (>30 Minutes)	0.04%	0.82%	-0.78%	0.96%	0.75%	0.21%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)	59.03%	62.37%	-3.34%	61.65%	61.13%	0.52%	>90%
Comparative Trip Length Analysis	83.06%	67.93%	15.13%	70.97%	68.80%	2.18%	50%
Excessive Trip Length	0.09%	1.53%	-1.44%	1.27%	1.38%	-0.11%	1%
No Show / Late Cancellation Rate	8.90%	6.80%	2.11%	7.81%	6.92%	0.89%	<5%
Advance Cancellation Rate	27.74%	21.28%	6.46%	24.81%	23.23%	1.58%	<15%
Missed Trip Rate	0.04%	0.28%	-0.24%	0.40%	0.26%	0.14%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	1.06	2.09	-49.58%	1.76	1.53	15.67%	<=1.5
Calls Answered Within 5 Minutes	99.05%	37.09%	61.96%	49.95%	49.18%	0.76%	95%
Vehicle Availability	90.07%	79.85%	10.22%	84.85%	86.83%	-1.98%	>=80%



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