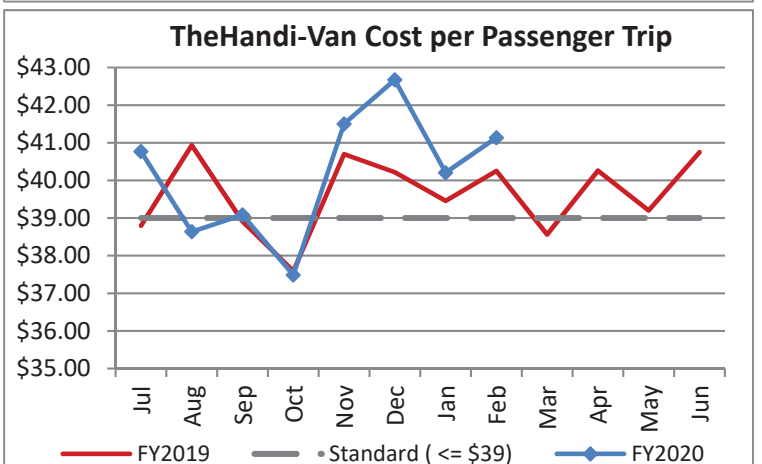
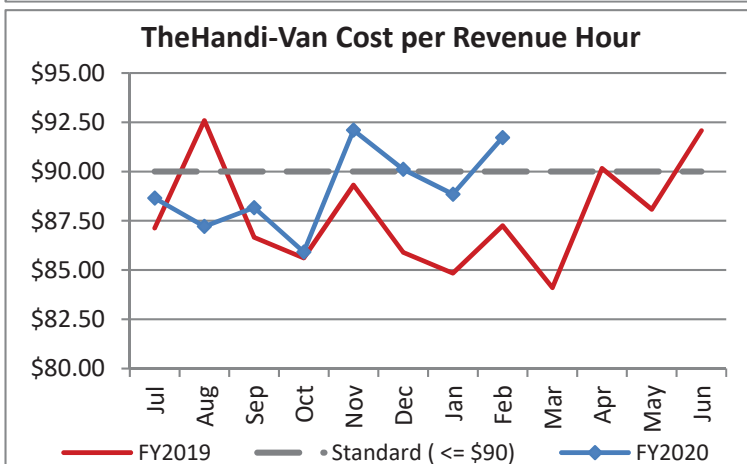
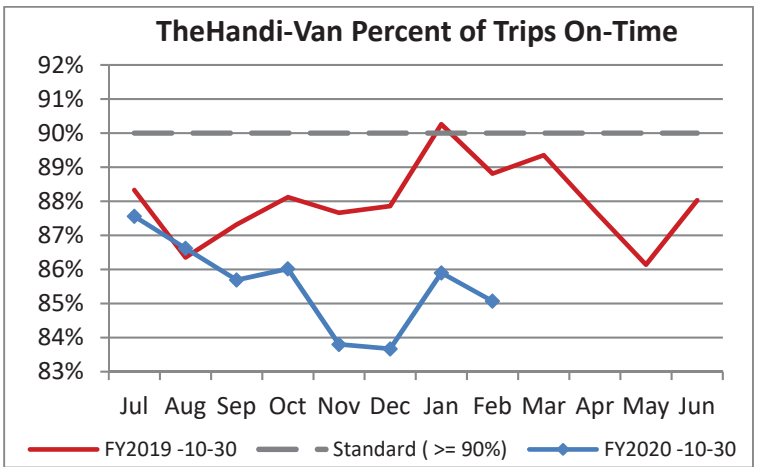
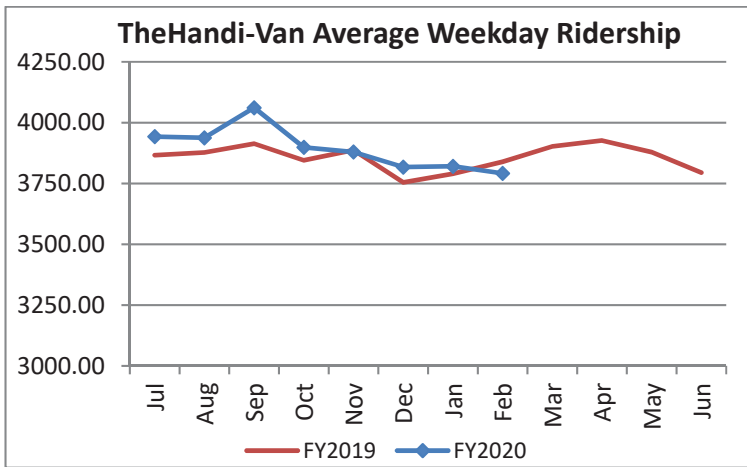


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending February 2020**

Key Performance Indicators (KPI)	February 2020	February 2019	Percent Change	8 Month FY2020	8 Month FY2019	Percent Change	Goals
Total Monthly Ridership	95,873	91,406	4.89%	811,634	789,598	2.79%	
Average Weekday Ridership	3,792	3,840	-1.25%	3,894	3,847	1.22%	
Unique Riders During the Period	6,026	5,610	7.42%	6,076	5,778	5.15%	
Cost per Revenue Hour	\$91.72	\$87.25	5.13%	\$89.09	\$87.41	1.92%	<=\$90
Cost per Trip	\$41.13	\$40.25	2.19%	\$40.19	\$39.61	1.46%	<=\$39
Cost per Revenue Mile	\$6.08	\$5.97	1.80%	\$5.81	\$5.88	-1.12%	<=\$6.20
Trips per Revenue Hour	2.23	2.17	2.88%	2.22	2.21	0.51%	>=2.2
Farebox Recovery	5.24%	3.79%	1.44%	5.38%	4.26%	1.11%	8%
Very Early Trips (>30 Minutes)	0.08%	0.09%	-0.01%	0.11%	0.13%	-0.02%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.78%	2.06%	-0.28%	1.86%	2.17%	-0.32%	<2%
On-Time and Early Trips	86.85%	90.86%	-4.01%	87.40%	90.26%	-2.87%	>=90%
Early Departure or On-Time Percentage	85.07%	88.81%	-3.74%	85.54%	88.09%	-2.55%	>=90%
On-Time Trips (Within 0-30 Min Window)	74.50%	76.69%	-2.19%	74.66%	75.80%	-1.15%	
Very Late Trips (>30 Minutes)	1.04%	0.58%	0.46%	1.10%	0.76%	0.34%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)	61.21%	64.90%	-3.69%	62.34%	60.83%	1.51%	>90%
Comparative Trip Length Analysis	68.59%	66.48%	2.11%	69.66%	68.84%	0.82%	50%
Excessive Trip Length	1.74%	1.63%	0.11%	1.42%	1.36%	0.06%	1%
No Show / Late Cancellation Rate	8.52%	7.62%	0.91%	7.44%	6.94%	0.50%	<5%
Advance Cancellation Rate	23.35%	23.95%	-0.60%	23.18%	23.52%	-0.34%	<15%
Missed Trip Rate	0.44%	0.27%	0.17%	0.45%	0.27%	0.19%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	1.61	1.63	-1.67%	1.90	1.44	31.90%	<=1.5
Calls Answered Within 5 Minutes	54.19%	51.01%	3.18%	44.01%	50.82%	-6.81%	95%
Vehicle Availability	85.34%	86.08%	-0.74%	84.28%	87.78%	-3.51%	>=80%



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