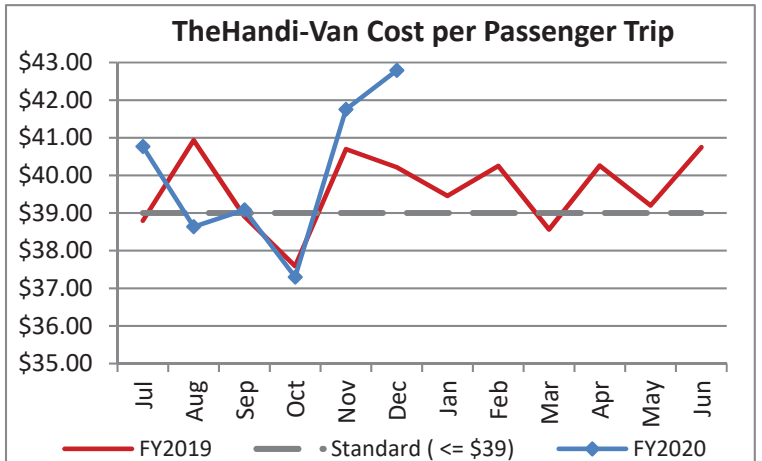
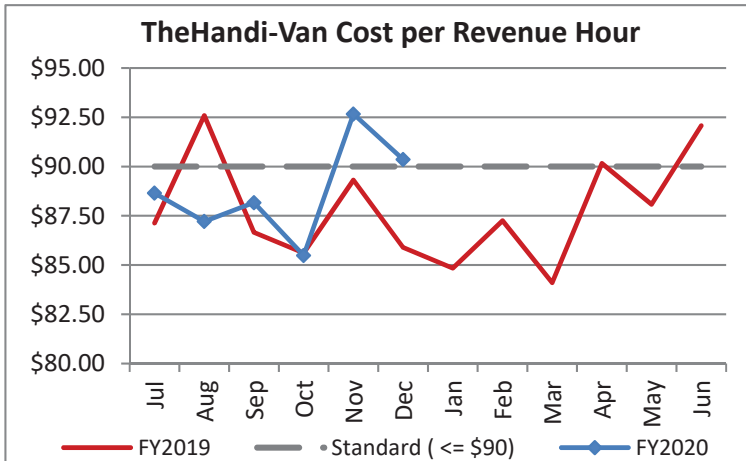
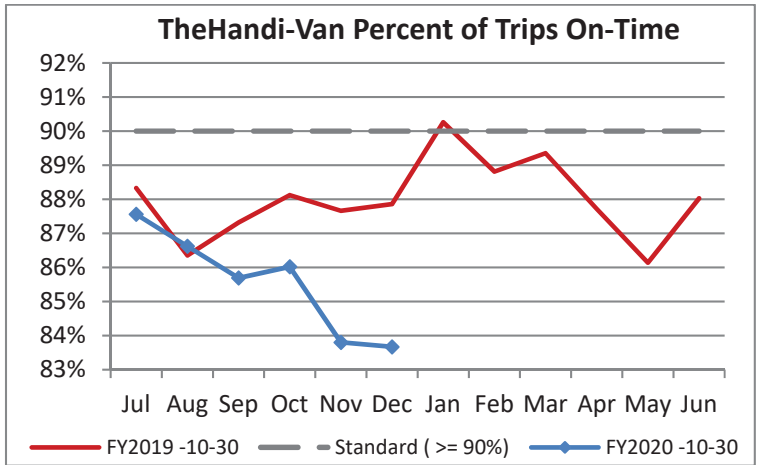
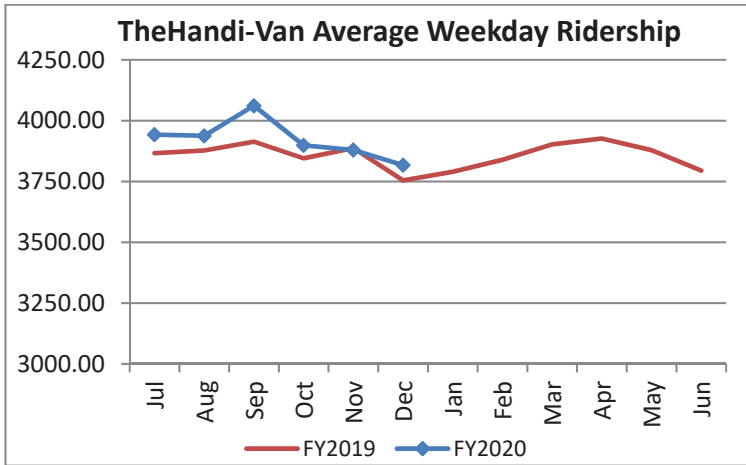


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending December 2019**

Key Performance Indicators (KPI)	December 2019	December 2018	Percent Change	6 Month FY2020	6 Month FY2019	Percent Change	Goals
Total Monthly Ridership	96,717	97,503	-0.81%	614,758	598,248	2.76%	
Average Weekday Ridership	3,817	3,754	1.68%	3,923	3,857	1.70%	
Unique Riders During the Period	6,103	5,732	6.47%	6,082	5,813	4.63%	
Cost per Revenue Hour	\$90.36	\$85.90	5.20%	\$88.76	\$87.87	1.01%	<=\$90
Cost per Trip	\$42.79	\$40.22	6.40%	\$40.05	\$39.52	1.34%	<=\$39
Cost per Revenue Mile	\$5.97	\$5.84	2.24%	\$5.76	\$5.88	-2.01%	<=\$6.20
Trips per Revenue Hour	2.11	2.14	-1.13%	2.22	2.22	-0.24%	>=2.2
Farebox Recovery	5.26%	4.48%	0.78%	5.37%	4.28%	1.10%	8%
Very Early Trips (>30 Minutes)	0.10%	0.12%	-0.02%	0.11%	0.14%	-0.02%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.84%	2.17%	-0.33%	1.89%	2.21%	-0.32%	<2%
On-Time and Early Trips	85.51%	90.03%	-4.52%	87.45%	89.82%	-2.37%	>=90%
Early Departure or On-Time Percentage	83.67%	87.86%	-4.19%	85.56%	87.61%	-2.05%	>=90%
On-Time Trips (Within 0-30 Min Window)	73.07%	75.58%	-2.51%	74.61%	75.41%	-0.80%	
Very Late Trips (>30 Minutes)	1.74%	1.01%	0.73%	1.13%	0.84%	0.29%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)	61.94%	60.16%	1.78%	62.63%	59.85%	2.78%	>90%
Comparative Trip Length Analysis	70.35%	67.41%	2.94%	69.90%	69.13%	0.77%	50%
Excessive Trip Length	1.36%	1.45%	-0.09%	1.36%	1.34%	0.03%	1%
No Show / Late Cancellation Rate	8.10%	7.29%	0.82%	7.12%	6.83%	0.29%	<5%
Advance Cancellation Rate	25.48%	24.46%	1.02%	22.91%	23.53%	-0.62%	<15%
Missed Trip Rate	0.58%	0.38%	0.20%	0.45%	0.28%	0.18%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	2.05	1.33	53.84%	2.02	1.42	42.14%	<=1.5
Calls Answered Within 5 Minutes	36.04%	32.92%	3.12%	39.51%	54.13%	-14.62%	95%
Vehicle Availability	82.95%	86.79%	-3.84%	84.22%	88.30%	-4.08%	>=80%



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