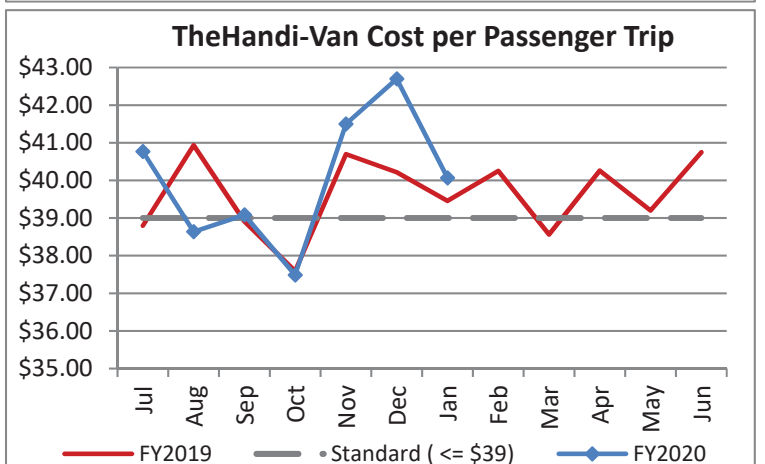
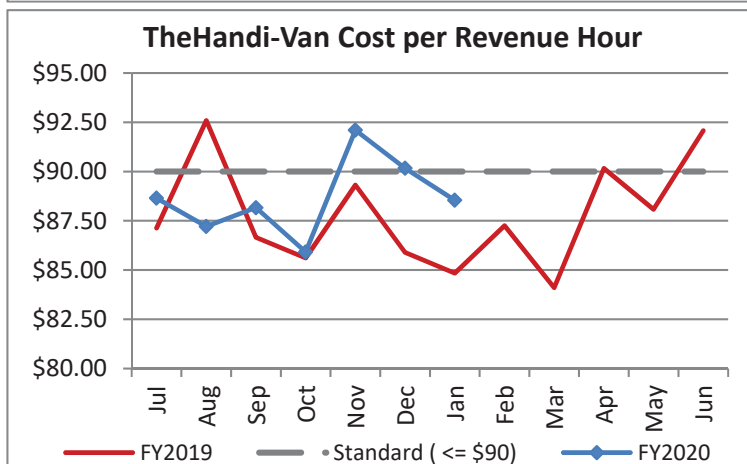
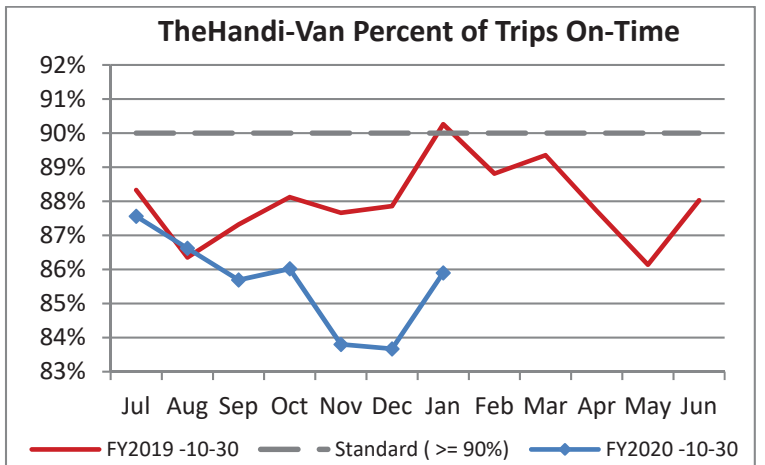
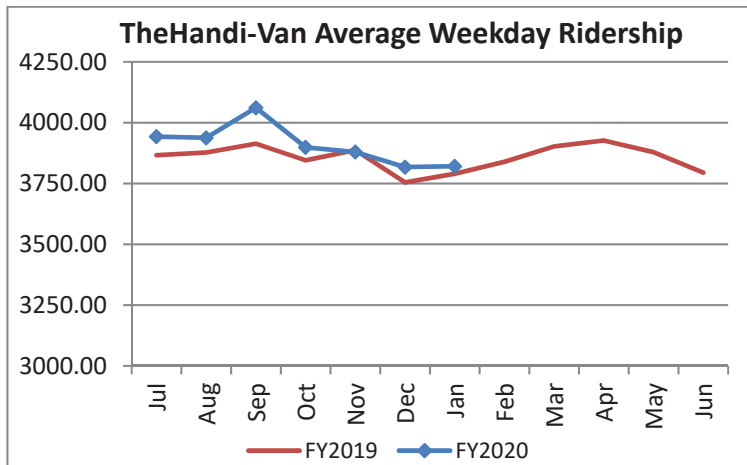


**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending January 2020**

Key Performance Indicators (KPI)	January 2020	January 2019	Percent Change	7 Month FY2020	7 Month FY2019	Percent Change	Goals
Total Monthly Ridership	101,003	99,944	1.06%	715,761	698,192	2.52%	
Average Weekday Ridership	3,821	3,790	0.80%	3,908	3,848	1.57%	
Unique Riders During the Period	6,085	5,736	6.08%	6,083	5,802	4.84%	
Cost per Revenue Hour	\$88.55	\$84.84	4.37%	\$88.68	\$87.43	1.43%	<=\$90
Cost per Trip	\$40.07	\$39.45	1.55%	\$40.03	\$39.51	1.32%	<=\$39
Cost per Revenue Mile	\$5.88	\$5.80	1.35%	\$5.77	\$5.87	-1.59%	<=\$6.20
Trips per Revenue Hour	2.21	2.15	2.78%	2.22	2.21	0.18%	>=2.2
Farebox Recovery	5.55%	4.66%	0.89%	5.40%	4.33%	1.07%	8%
Very Early Trips (>30 Minutes)	0.11%	0.09%	0.02%	0.11%	0.13%	-0.02%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.72%	2.07%	-0.35%	1.87%	2.19%	-0.32%	<2%
On-Time and Early Trips	87.62%	92.34%	-4.72%	87.47%	90.18%	-2.70%	>=90%
Early Departure or On-Time Percentage	85.90%	90.26%	-4.36%	85.61%	87.99%	-2.38%	>=90%
On-Time Trips (Within 0-30 Min Window)	75.12%	77.29%	-2.17%	74.68%	75.67%	-1.00%	
Very Late Trips (>30 Minutes)	0.97%	0.42%	0.55%	1.11%	0.78%	0.32%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)	61.76%	62.61%	-0.85%	62.50%	60.24%	2.26%	>90%
Comparative Trip Length Analysis	69.32%	69.45%	-0.13%	69.82%	69.18%	0.64%	50%
Excessive Trip Length	1.44%	1.27%	0.17%	1.37%	1.33%	0.05%	1%
No Show / Late Cancellation Rate	8.26%	6.87%	1.40%	7.28%	6.84%	0.44%	<5%
Advance Cancellation Rate	24.63%	23.03%	1.60%	23.15%	23.46%	-0.31%	<15%
Missed Trip Rate	0.47%	0.20%	0.27%	0.45%	0.26%	0.19%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	1.47	1.36	8.03%	1.94	1.41	37.45%	<=1.5
Calls Answered Within 5 Minutes	60.87%	30.78%	30.09%	42.56%	50.79%	-8.23%	95%
Vehicle Availability	83.55%	86.36%	-2.81%	84.13%	88.03%	-3.90%	>=80%



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