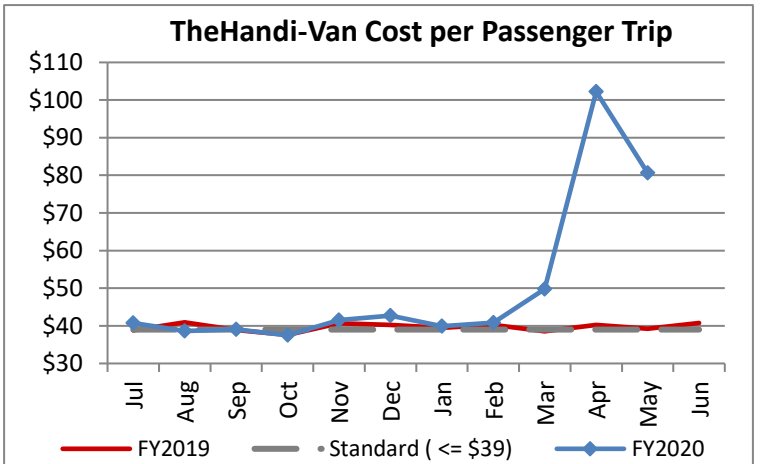
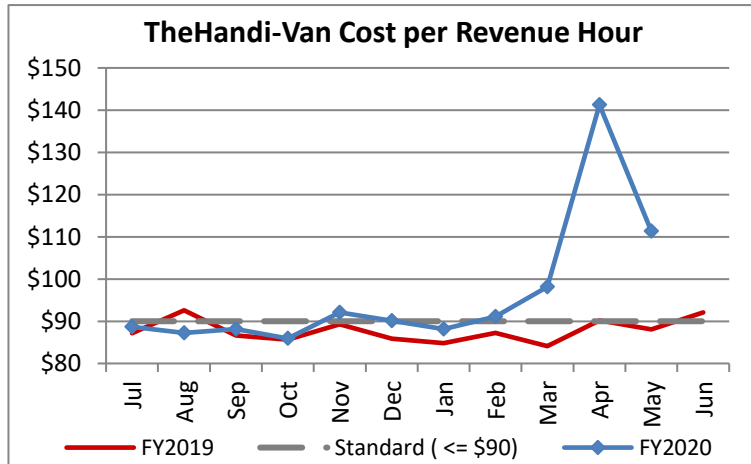
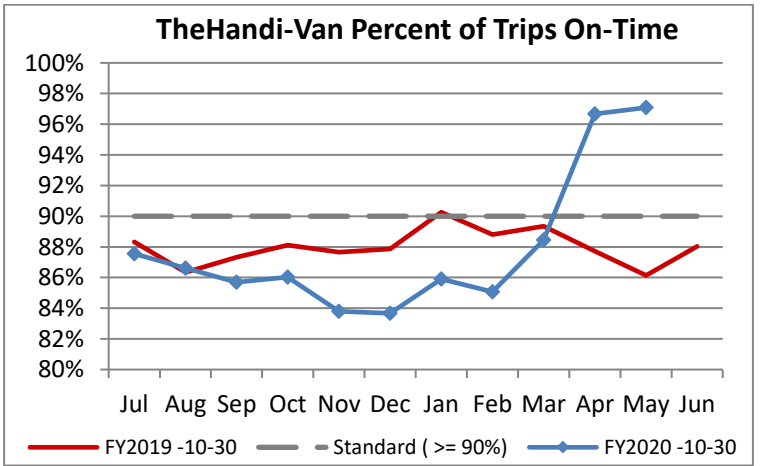
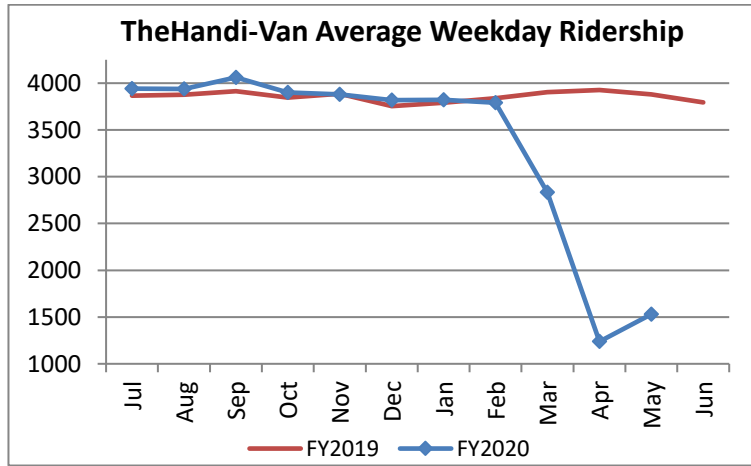


**Oahu Transit Services - The Handi-Van**  
**Monthly Performance Report**  
**For the Month Ending May 2020**

Key Performance Indicators (KPI)	May 2020	May 2019	Percent Change	11 Month FY2020	11 Month FY2019	Percent Change	Goals
Total Monthly Ridership	39,366	104,730	-62.41%	956,003	1,099,610	-13.06%	
Average Weekday Ridership	1,529	3,878	-60.57%	3,341	3,862	-13.49%	
Unique Riders During the Period	2,979	5,922	-49.70%	5,413	5,813	-6.88%	
Cost per Revenue Hour	\$111.32	\$88.08	26.39%	\$96.56	\$87.42	10.45%	<=\$90
Cost per Trip	\$80.67	\$39.20	105.79%	\$50.32	\$39.53	27.29%	<=\$39
Cost per Revenue Mile	\$7.80	\$5.88	32.62%	\$6.41	\$5.85	9.55%	<=\$6.20
Trips per Revenue Hour	1.38	2.25	-38.58%	2.04	2.21	-7.58%	>=2.2
Farebox Recovery	2.04%	4.26%	-2.22%	3.90%	4.31%	-0.41%	8%
Very Early Trips (>30 Minutes)	0.24%	0.12%	0.12%	0.14%	0.12%	0.02%	<1%
Very Early Trips & Early Trips (>10 Minutes)	2.23%	1.98%	0.25%	2.00%	2.14%	-0.13%	<2%
On-Time and Early Trips	99.32%	88.12%	11.20%	89.87%	90.13%	-0.26%	>=90%
Early Departure or On-Time Percentage	97.08%	86.14%	10.94%	87.87%	87.99%	-0.13%	>=90%
On-Time Trips (Within 0-30 Min Window)	76.54%	75.45%	1.09%	75.10%	75.89%	-0.80%	
Very Late Trips (>30 Minutes)	0.03%	1.16%	-1.13%	0.88%	0.79%	0.09%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)	60.21%	60.24%	-0.03%	61.51%	61.04%	0.47%	>90%
Comparative Trip Length Analysis	92.73%	67.13%	25.60%	72.95%	68.65%	4.30%	50%
Excessive Trip Length	0.04%	1.71%	-1.67%	1.16%	1.41%	-0.25%	1%
No Show / Late Cancellation Rate	8.38%	6.95%	1.43%	7.86%	6.92%	0.94%	<5%
Advance Cancellation Rate	21.23%	22.65%	-1.43%	24.49%	23.18%	1.31%	<15%
Missed Trip Rate	0.03%	0.40%	-0.37%	0.37%	0.28%	0.09%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	0.90	1.95	-53.82%	1.69	1.56	7.81%	<=1.5
Calls Answered Within 5 Minutes	99.19%	41.59%	57.60%	54.42%	48.49%	5.93%	95%
Vehicle Availability	90.17%	81.74%	8.43%	85.34%	86.37%	-1.03%	>=80%



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

