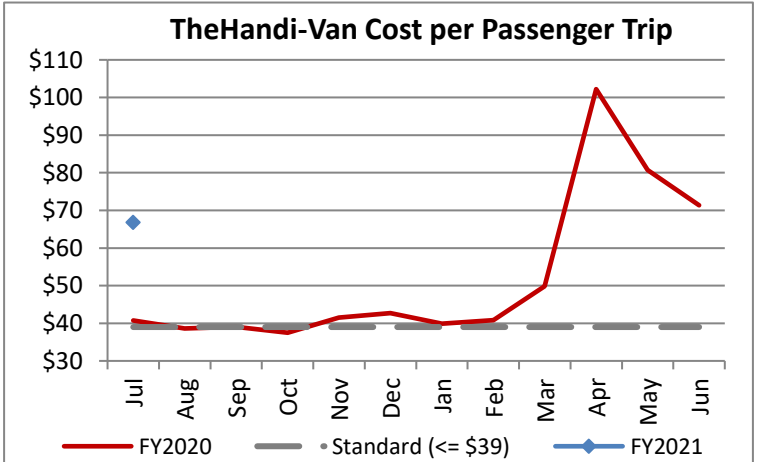
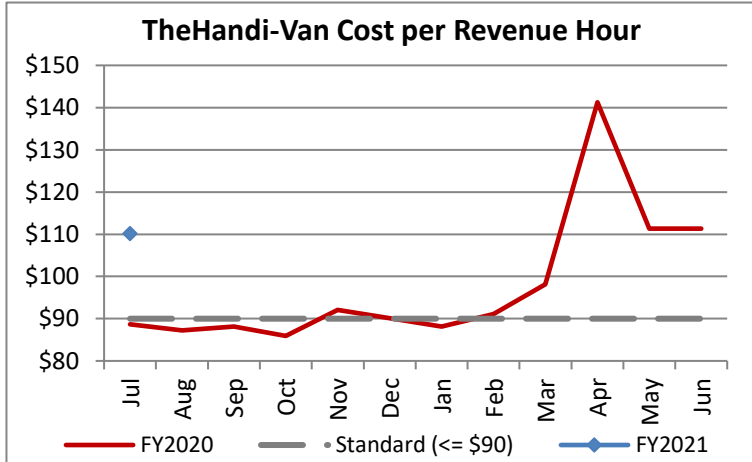
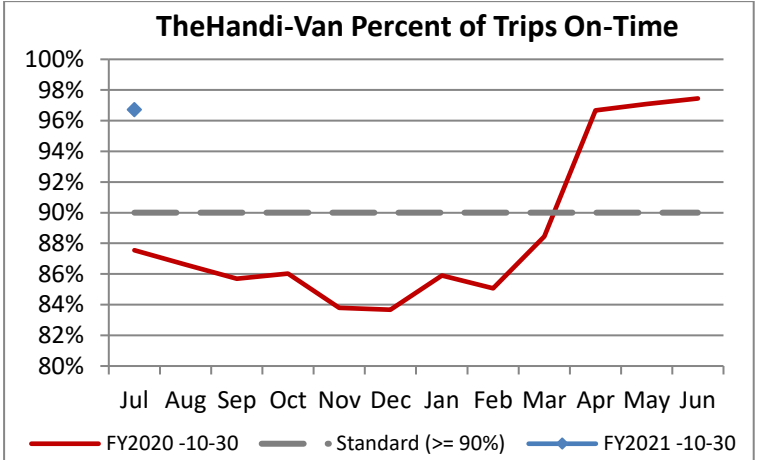
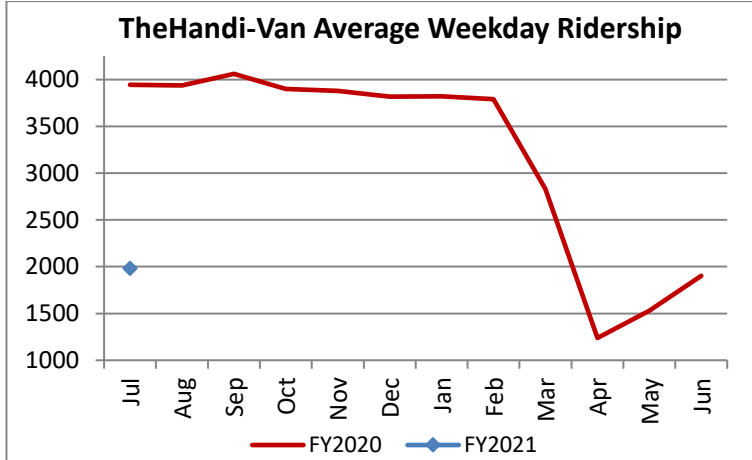


**Oahu Transit Services - The Handi-Van**  
**Monthly Performance Report**  
**For the Month Ending July 2020**

Key Performance Indicators (KPI)	July 2020	July 2019	Percent Change	1 Month FY2021	1 Month FY2020	Percent Change	Goals
Total Monthly Ridership	52,923	101,431	-47.82%	52,923	101,431	-47.82%	
Average Weekday Ridership	1,980	3,943	-49.79%	1,980	3,943	-49.79%	
Unique Riders During the Period	3,747	5,952	-37.05%	3,747	5,952	-37.05%	
Cost per Revenue Hour	\$110.20	\$88.65	24.31%	\$110.20	\$88.65	24.31%	<=\$90
Cost per Trip	\$66.89	\$40.77	64.07%	\$66.89	\$40.77	64.07%	<=\$39
Cost per Revenue Mile	\$7.60	\$5.87	29.49%	\$7.60	\$5.87	29.49%	<=\$6.20
Trips per Revenue Hour	1.65	2.17	-24.23%	1.65	2.17	-24.23%	>=2.2
Farebox Recovery	4.83%	4.14%	0.70%	4.83%	4.14%	0.70%	8%
Very Early Trips (>30 Minutes)	0.07%	0.12%	-0.05%	0.07%	0.12%	-0.05%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.56%	2.00%	-0.44%	1.56%	2.00%	-0.44%	<2%
On-Time and Early Trips	98.27%	89.56%	8.72%	98.27%	89.56%	8.72%	>=90%
Early Departure or On-Time Percentage	96.71%	87.56%	9.15%	96.71%	87.56%	9.15%	>=90%
On-Time Trips (Within 0-30 Min Window)	78.45%	76.20%	2.25%	78.45%	76.20%	2.25%	
Very Late Trips (>30 Minutes)	0.03%	0.74%	-0.71%	0.03%	0.74%	-0.71%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)	61.74%	64.75%	-3.01%	61.74%	64.75%	-3.01%	>90%
Comparative Trip Length Analysis	89.26%	71.27%	18.00%	89.26%	71.27%	18.00%	50%
Excessive Trip Length	0.05%	1.17%	-1.12%	0.05%	1.17%	-1.12%	1%
No Show / Late Cancellation Rate	9.20%	6.82%	2.38%	9.20%	6.82%	2.38%	<5%
Advance Cancellation Rate	21.60%	22.78%	-1.18%	21.60%	22.78%	-1.18%	<15%
Missed Trip Rate	0.04%	0.35%	-0.31%	0.04%	0.35%	-0.31%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	1.39	1.58	-12.33%	1.39	1.58	-12.33%	<=1.5
Calls Answered Within 5 Minutes	95.59%	52.75%	42.84%	95.59%	52.75%	42.84%	95%
Vehicle Availability	92.17%	84.94%	7.23%	92.17%	84.94%	7.23%	>=80%



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