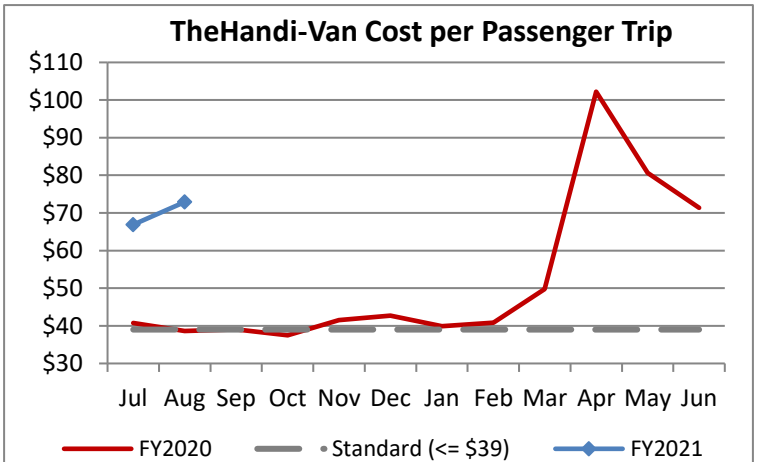
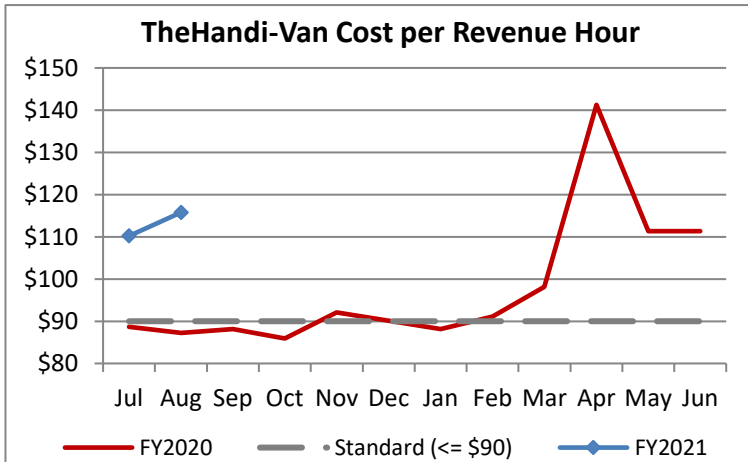
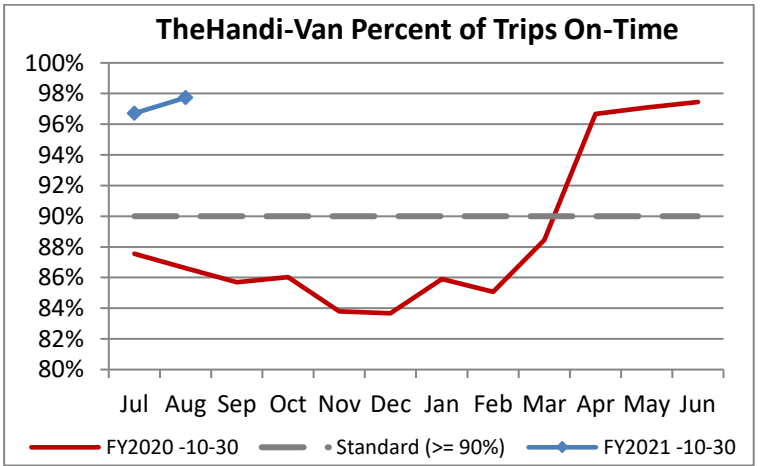
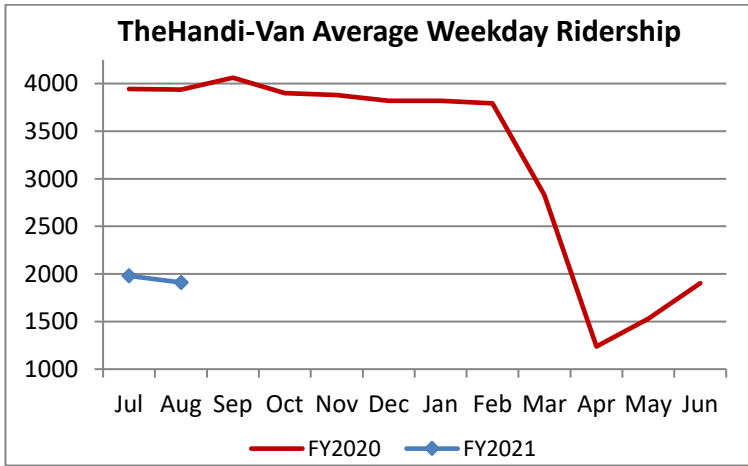


**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending August 2020**

Key Performance Indicators (KPI)	August 2020	August 2019	Percent Change	2 Month FY2021	2 Month FY2020	Percent Change	Goals
Total Monthly Ridership	48,847	106,969	-54.34%	101,770	208,400	-51.17%	
Average Weekday Ridership	1,911	3,938	-51.48%	1,945	3,940	-50.63%	
Unique Riders During the Period	3,619	6,071	-40.39%	3,683	6,012	-38.73%	
Cost per Revenue Hour	\$115.77	\$87.21	32.74%	\$112.92	\$87.93	28.43%	<= \$90
Cost per Trip	\$72.89	\$38.64	88.67%	\$69.77	\$39.67	75.86%	<= \$39
Cost per Revenue Mile	\$7.96	\$5.31	49.84%	\$7.78	\$5.58	39.44%	<= \$6.20
Trips per Revenue Hour	1.59	2.26	-29.64%	1.62	2.22	-26.97%	>= 2.2
Farebox Recovery	2.59%	4.35%	-1.76%	2.54%	4.24%	-1.70%	8%
Very Early Trips (>30 Minutes)	0.08%	0.11%	-0.03%	0.07%	0.11%	-0.04%	< 1%
Very Early Trips & Early Trips (>10 Minutes)	1.28%	2.01%	-0.73%	1.42%	2.00%	-0.58%	< 2%
On-Time and Early Trips	99.01%	88.63%	10.38%	98.63%	89.09%	9.54%	>= 90%
Early Departure or On-Time Percentage	97.73%	86.62%	11.12%	97.21%	87.09%	10.12%	>= 90%
On-Time Trips (Within 0-30 Min Window)	78.43%	75.52%	2.91%	78.44%	75.86%	2.58%	
Very Late Trips (>30 Minutes)	0.02%	0.83%	-0.81%	0.02%	0.79%	-0.76%	< 1%
Desired Arrival Time Trip OTP (Within 45 Mins)	63.59%	63.55%	0.03%	62.68%	64.15%	-1.48%	> 90%
Comparative Trip Length Analysis	91.83%	70.64%	21.19%	90.42%	70.94%	19.48%	50%
Excessive Trip Length	0.05%	1.34%	-1.29%	0.05%	1.26%	-1.20%	1%
No Show / Late Cancellation Rate	9.13%	6.34%	2.80%	9.17%	6.58%	2.59%	< 5%
Advance Cancellation Rate	22.30%	21.72%	0.59%	21.94%	22.25%	-0.31%	< 15%
Missed Trip Rate	0.03%	0.34%	-0.31%	0.04%	0.35%	-0.31%	< 0.5%
Complaint Rate (Complaints per 1,000 Trips)	1.04	1.67	-37.77%	1.22	1.63	-24.97%	<= 1.5
Calls Answered Within 5 Minutes	99.84%	45.25%	54.59%	97.65%	49.25%	48.41%	95%
Vehicle Availability	91.71%	84.32%	7.39%	91.94%	84.63%	7.31%	>= 80%



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

