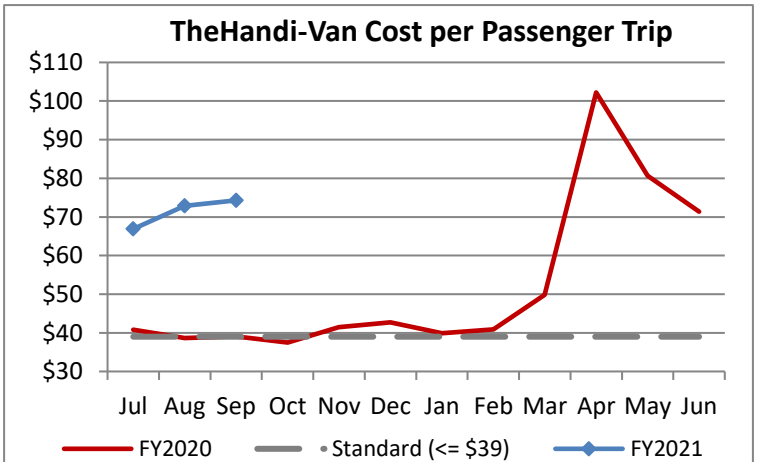
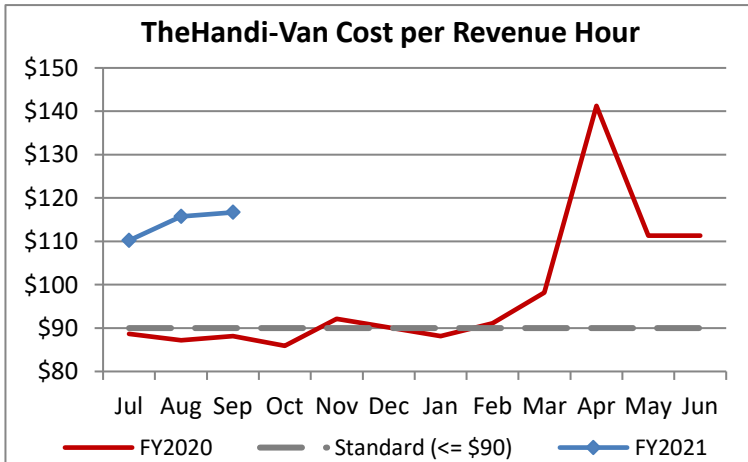
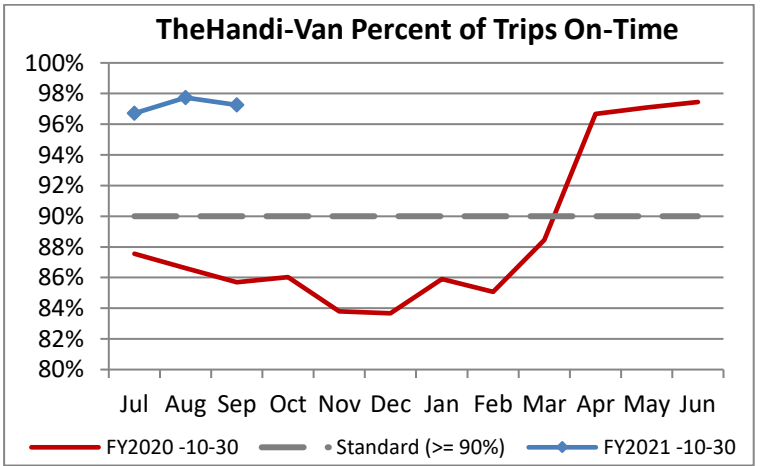
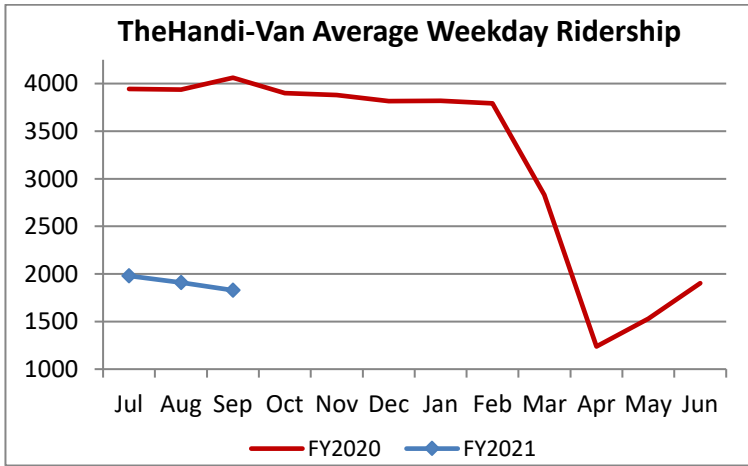


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending September 2020**

Key Performance Indicators (KPI)	September 2020	September 2019	Percent Change	3 Month FY2021	3 Month FY2020	Percent Change	Goals
Total Monthly Ridership	46,562	102,259	-54.47%	148,332	310,659	-52.25%	
Average Weekday Ridership	1,829	4,061	-54.97%	1,906	3,981	-52.11%	
Unique Riders During the Period	3,512	6,054	-41.99%	3,626	6,026	-39.82%	
Cost per Revenue Hour	\$116.68	\$88.17	32.34%	\$114.13	\$88.00	29.68%	<= \$90
Cost per Trip	\$74.29	\$39.08	90.10%	\$71.19	\$39.48	80.33%	<= \$39
Cost per Revenue Mile	\$7.88	\$5.76	36.95%	\$7.81	\$5.64	38.64%	<= \$6.20
Trips per Revenue Hour	1.57	2.26	-30.38%	1.60	2.23	-28.08%	>= 2.2
Farebox Recovery	2.31%	4.56%	-2.25%	2.47%	4.35%	-1.88%	8%
Very Early Trips (>30 Minutes)	0.12%	0.11%	0.01%	0.09%	0.11%	-0.03%	< 1%
Very Early Trips & Early Trips (>10 Minutes)	1.87%	1.80%	0.07%	1.57%	1.94%	-0.37%	< 2%
On-Time and Early Trips	99.13%	87.49%	11.64%	98.79%	88.57%	10.22%	>= 90%
Early Departure or On-Time Percentage	97.26%	85.69%	11.57%	97.22%	86.63%	10.59%	>= 90%
On-Time Trips (Within 0-30 Min Window)	76.67%	74.87%	1.80%	77.88%	75.54%	2.34%	
Very Late Trips (>30 Minutes)	0.01%	1.02%	-1.01%	0.02%	0.86%	-0.84%	< 1%
Desired Arrival Time Trip OTP (Within 45 Mins)	59.87%	62.88%	-3.02%	61.79%	63.75%	-1.96%	> 90%
Comparative Trip Length Analysis	91.25%	69.36%	21.89%	90.64%	70.42%	20.22%	50%
Excessive Trip Length	0.04%	1.39%	-1.35%	0.05%	1.30%	-1.25%	1%
No Show / Late Cancellation Rate	8.91%	7.04%	1.87%	9.09%	6.73%	2.36%	< 5%
Advance Cancellation Rate	19.99%	21.63%	-1.64%	21.32%	22.05%	-0.72%	< 15%
Missed Trip Rate	0.02%	0.43%	-0.41%	0.03%	0.37%	-0.34%	< 0.5%
Complaint Rate (Complaints per 1,000 Trips)	1.55	1.99	-21.89%	1.33	1.74	-24.03%	<= 1.5
Calls Answered Within 5 Minutes	99.30%	42.89%	56.41%	98.16%	46.94%	51.22%	95%
Vehicle Availability	93.44%	85.24%	8.20%	92.44%	84.83%	7.61%	>= 80%



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