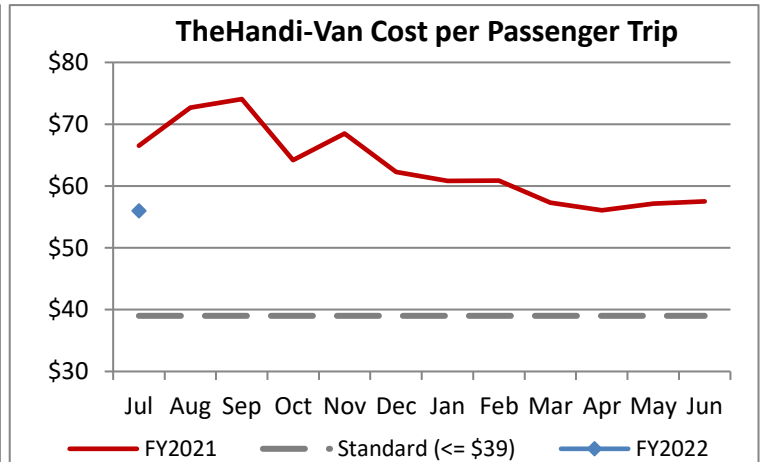
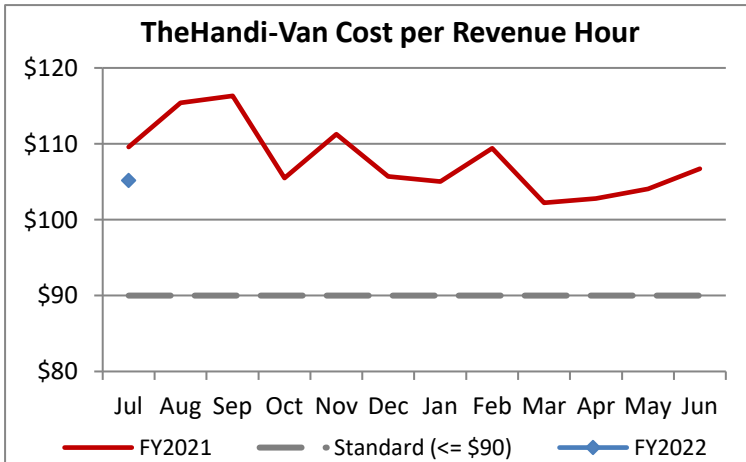
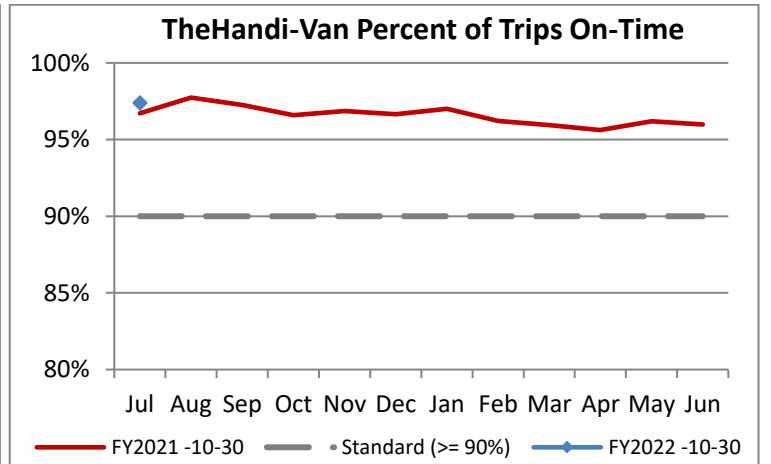
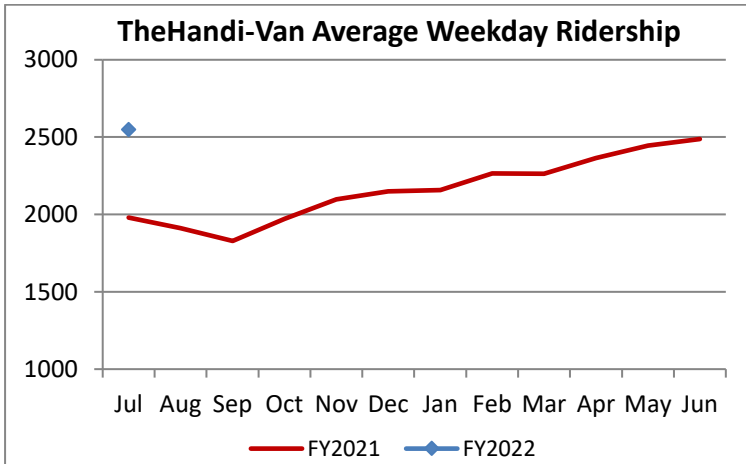
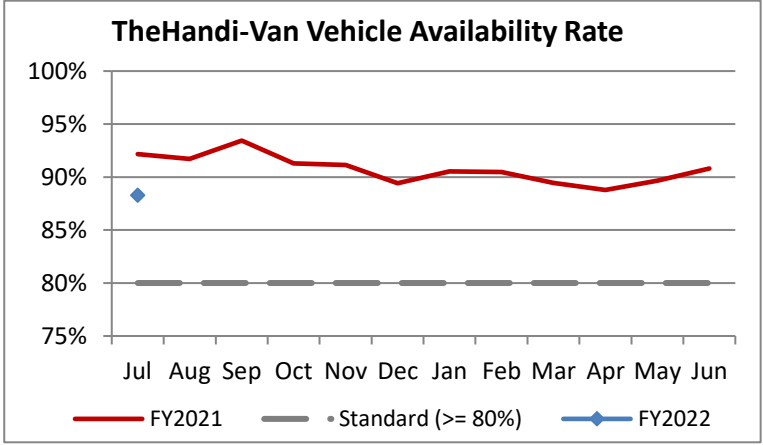
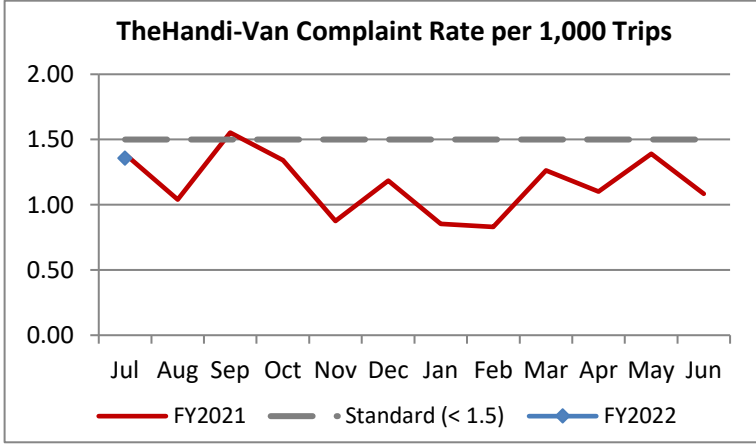
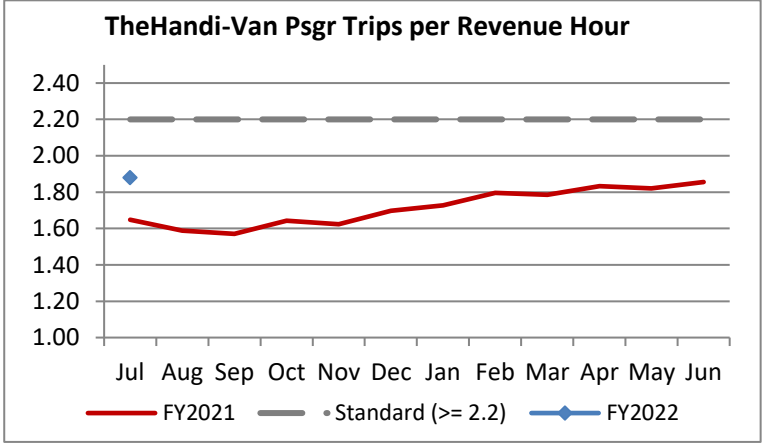
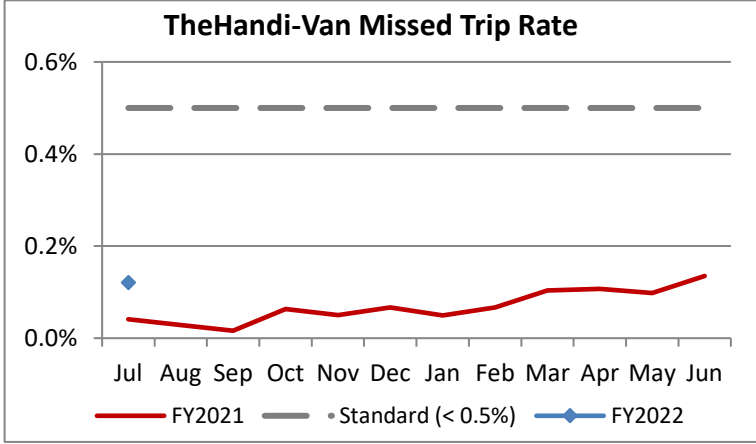
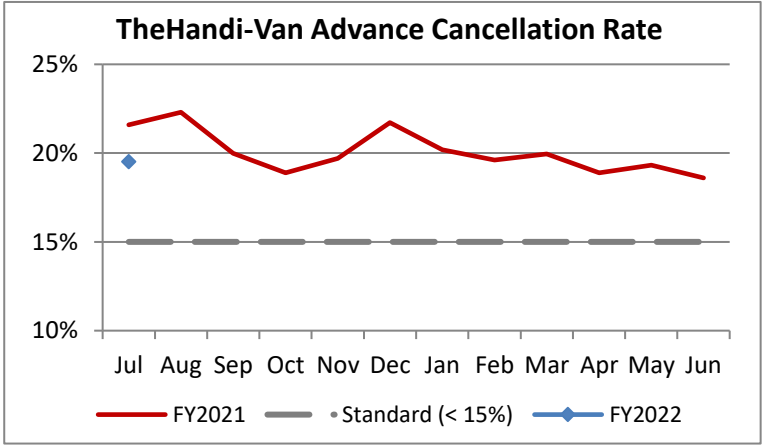
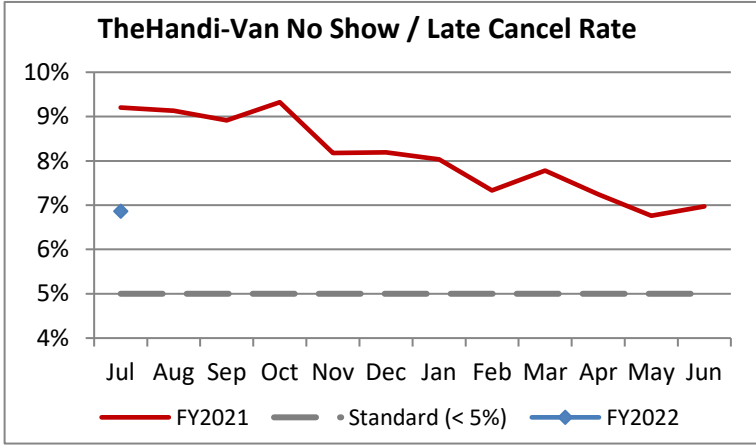
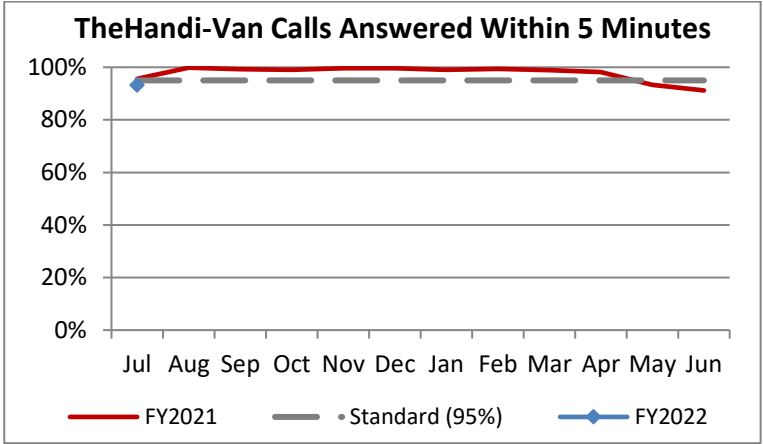
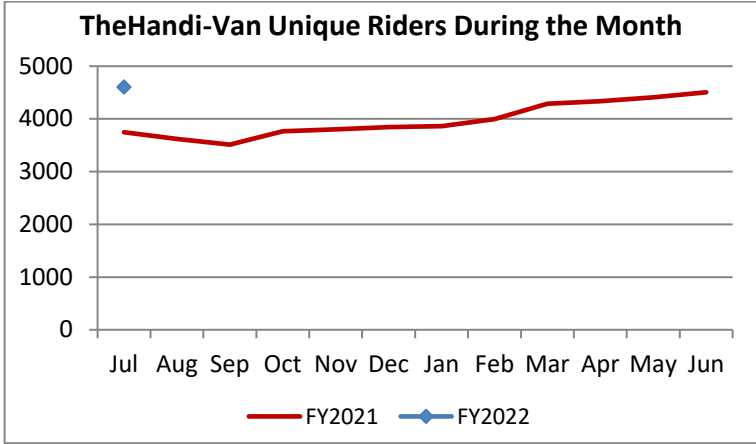


Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending July 2021

Key Performance Indicators (KPI)	July 2021	July 2020	July 2019	% Change FY 21-22	1 Month FY2022	1 Month FY2021	Percent Change	Goals
Total Monthly Ridership	67,958	52,923	101,431	28.41%	67,958	52,923	28.41%	
Average Weekday Ridership	2,549	1,980	3,943	28.73%	2,549	1,980	28.73%	
Unique Clients Booking Trips During the	4,603	3,747	5,952	22.84%	4,603	3,747	22.84%	
Cost per Revenue Hour	\$105.17	\$109.59	\$88.65	-4.03%	\$105.17	\$109.59	-4.03%	<=\$90
Cost per Trip	\$55.94	\$66.51	\$40.77	-5.90%	\$55.94	\$66.51	-15.90%	<=\$39
Cost per Revenue Mile	\$7.13	\$7.56	\$5.87	-5.67%	\$7.13	\$7.56	-5.67%	<=\$6.20
Trips per Revenue Hour	1.88	1.65	2.17	14.11%	1.88	1.65	14.11%	>=2.2
Farebox Recovery	3.02%	2.49%	4.14%	0.53%	3.02%	2.49%	0.53%	8%
Very Early Trips (>30 Minutes)	0.03%	0.07%	0.12%	-0.03%	0.03%	0.07%	-0.03%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.36%	1.56%	2.00%	-0.20%	1.36%	1.56%	-0.20%	<2%
On-Time and Early Trips	98.76%	98.27%	89.56%	0.48%	98.76%	98.27%	0.48%	>=90%
Early Departure or On-Time Percentage	97.39%	96.71%	87.56%	0.68%	97.39%	96.71%	0.68%	>=90%
On-Time Trips (Within 0-30 Min Window)	78.71%	78.45%	76.20%	0.27%	78.71%	78.45%	0.27%	
Very Late Trips (>30 Minutes)	0.06%	0.03%	0.74%	0.03%	0.06%	0.03%	0.03%	<1%
Desired Arrival Time Trip OTP (Within 45	63.93%	61.74%	64.75%	2.19%	63.93%	61.74%	2.19%	>90%
Comparative Trip Length Analysis	85.97%	89.26%	71.27%	-3.29%	85.97%	89.26%	-3.29%	50%
Excessive Trip Length	0.18%	0.05%	1.17%	0.13%	0.18%	0.05%	0.13%	1%
No Show / Late Cancellation Rate	6.86%	9.20%	6.82%	-2.34%	6.86%	9.20%	-2.34%	<5%
Advance Cancellation Rate	19.52%	21.60%	22.78%	-2.08%	19.52%	21.60%	-2.08%	<15%
Missed Trip Rate	0.12%	0.04%	0.35%	0.08%	0.12%	0.04%	0.08%	<0.5%
Complaint Rate (Complaints per 1,000	1.36	1.39	1.58	-2.32%	1.36	1.39	-2.32%	<=1.5
Calls Answered Within 5 Minutes	93.21%	95.59%	52.75%	-2.38%	93.21%	95.59%	-2.38%	95%
Vehicle Availability	88.27%	92.17%	84.94%	-3.90%	88.27%	92.17%	-3.90%	>=80%



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