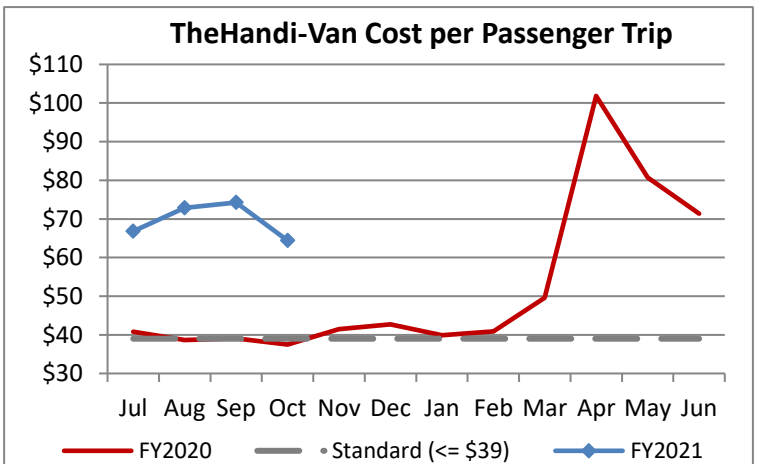
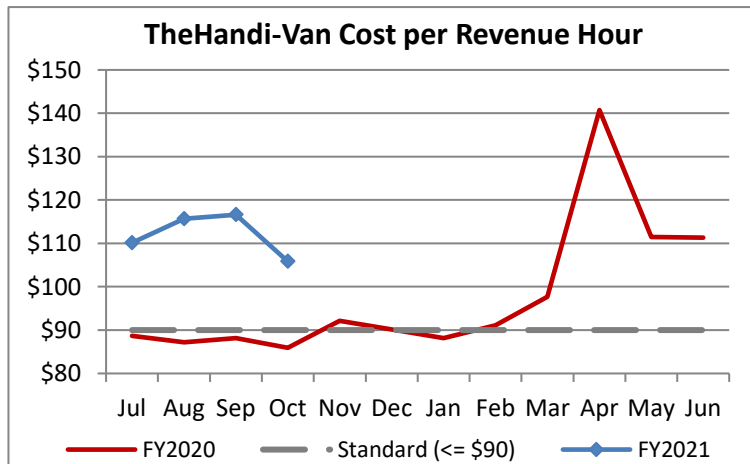
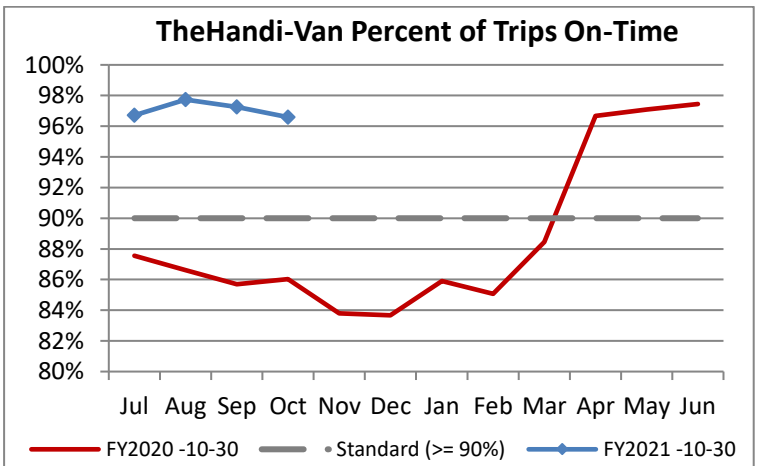
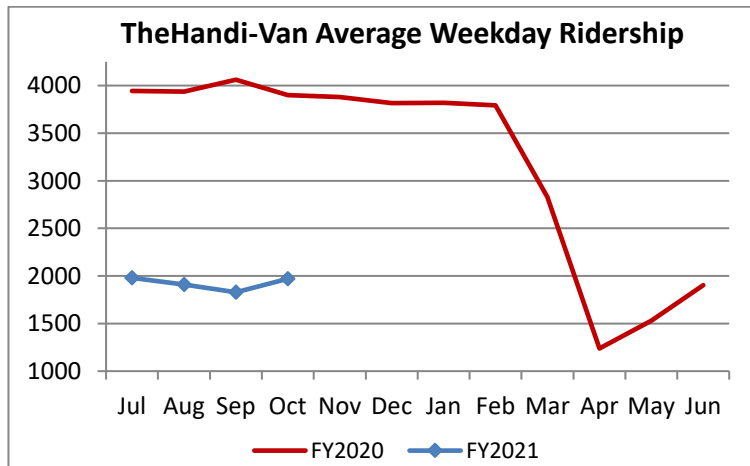


**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending October 2020**

| Key Performance Indicators (KPI)               | October 2020 | October 2019 | Percent Change | 4 Month FY2021 | 4 Month FY2020 | Percent Change | Goals     |
|--|--------------|--------------|----------------|----------------|----------------|----------------|-----------|
| Total Monthly Ridership                        | 53,090       | 109,198      | -51.38%        | 201,422        | 419,857        | -52.03%        |           |
| Average Weekday Ridership                      | 1,971        | 3,899        | -49.45%        | 1,922          | 3,960          | -51.45%        |           |
| Unique Riders During the Period                | 3,763        | 6,195        | -39.26%        | 3,660          | 6,068          | -39.68%        |           |
| Cost per Revenue Hour                          | \$105.83     | \$85.92      | 23.18%         | \$111.93       | \$87.47        | 27.96%         | <= \$90   |
| Cost per Trip                                  | \$64.40      | \$37.49      | 71.80%         | \$69.37        | \$38.96        | 78.05%         | <= \$39   |
| Cost per Revenue Mile                          | \$7.20       | \$5.60       | 28.63%         | \$7.65         | \$5.63         | 35.98%         | <= \$6.20 |
| Trips per Revenue Hour                         | 1.64         | 2.29         | -28.30%        | 1.61           | 2.25           | -28.13%        | >= 2.2    |
| Farebox Recovery                               | 1.77%        | 4.56%        | -2.79%         | 2.30%          | 4.40%          | -2.10%         | 8%        |
| Very Early Trips (>30 Minutes)                 | 0.13%        | 0.10%        | 0.03%          | 0.10%          | 0.11%          | -0.01%         | < 1%      |
| Very Early Trips & Early Trips (>10 Minutes)   | 2.22%        | 1.82%        | 0.40%          | 1.74%          | 1.91%          | -0.17%         | < 2%      |
| On-Time and Early Trips                        | 98.81%       | 87.84%       | 10.97%         | 98.80%         | 88.38%         | 10.41%         | >= 90%    |
| Early Departure or On-Time Percentage          | 96.59%       | 86.02%       | 10.57%         | 97.05%         | 86.48%         | 10.58%         | >= 90%    |
| On-Time Trips (Within 0-30 Min Window)         | 76.24%       | 75.01%       | 1.23%          | 77.44%         | 75.40%         | 2.04%          |           |
| Very Late Trips (>30 Minutes)                  | 0.05%        | 0.95%        | -0.90%         | 0.03%          | 0.88%          | -0.86%         | < 1%      |
| Desired Arrival Time Trip OTP (Within 45 Mins) | 64.69%       | 61.37%       | 3.32%          | 62.51%         | 63.15%         | -0.65%         | > 90%     |
| Comparative Trip Length Analysis               | 87.89%       | 69.08%       | 18.81%         | 89.86%         | 70.07%         | 19.79%         | 50%       |
| Excessive Trip Length                          | 0.11%        | 1.48%        | -1.37%         | 0.06%          | 1.35%          | -1.28%         | 1%        |
| No Show / Late Cancellation Rate               | 9.32%        | 7.14%        | 2.19%          | 9.15%          | 6.83%          | 2.32%          | < 5%      |
| Advance Cancellation Rate                      | 18.90%       | 21.83%       | -2.93%         | 20.68%         | 21.99%         | -1.31%         | < 15%     |
| Missed Trip Rate                               | 0.06%        | 0.41%        | -0.35%         | 0.04%          | 0.38%          | -0.35%         | < 0.5%    |
| Complaint Rate (Complaints per 1,000 Trips)    | 1.34         | 2.72         | -50.64%        | 1.33           | 1.99           | -33.33%        | <= 1.5    |
| Calls Answered Within 5 Minutes                | 99.02%       | 26.87%       | 72.15%         | 98.39%         | 42.06%         | 56.33%         | 95%       |
| Vehicle Availability                           | 91.30%       | 83.74%       | 7.56%          | 92.16%         | 84.56%         | 7.60%          | >= 80%    |



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

