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
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Total Monthly Ridership | 52,923 | 101,431 | -47.82% | 52,923 | 101,431 | -47.82% | <=50%
Average Weekday Ridership | 1,980 | 3,943 | -49.79% | 1,980 | 3,943 | -49.79% | <=20%
Unique Riders During the Period | 3,747 | 5,952 | -37.05% | 3,747 | 5,952 | -37.05% | <=50%
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% | <=15
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% | 95.67% | 2.60% | 98.27% | 95.67% | 2.60% | 90%
Early Departure or On-Time Percentage | 96.71% | 93.75% | 3.00% | 96.71% | 93.75% | 3.00% | >=90%
On-Time Trips (Within 0-30 Min Window) | 78.45% | 75.19% | 2.26% | 78.45% | 75.19% | 2.26% | 60%
Very Late Trips (>30 Minutes) | 0.03% | 0.05% | -0.02% | 0.03% | 0.05% | -0.02% | <1%
Desired Arrival Time Trip OTP (Within 45 Mins) | 61.74% | 59.62% | 2.12% | 61.74% | 59.62% | 2.12% | >90%
Comparative Trip Length Analysis | 89.26% | 87.27% | 1.99% | 89.26% | 87.27% | 1.99% | 50%
Excessive Trip Length | 0.05% | 0.06% | -0.01% | 0.05% | 0.06% | -0.01% | <1%
No Show / Late Cancellation Rate | 9.20% | 8.74% | 0.46% | 9.20% | 8.74% | 0.46% | <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% | 92.75% | 2.84% | 95.59% | 92.75% | 2.84% | >=80%
Vehicle Availability | 92.17% | 89.49% | 2.68% | 92.17% | 89.49% | 2.68% | 95%

The Handi-Van Average Weekday Ridership

The Handi-Van Percent of Trips On-Time

The Handi-Van Cost per Revenue Hour

The Handi-Van Cost per Passenger Trip
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The Handi-Van Unique Riders During the Month

The Handi-Van Calls Answered Within 5 Minutes

The Handi-Van No Show / Late Cancel Rate

The Handi-Van Advance Cancellation Rate

The Handi-Van Missed Trip Rate

The Handi-Van Psgr Trips per Revenue Hour

The Handi-Van Complaint Rate per 1,000 Trips

The Handi-Van Vehicle Availability Rate