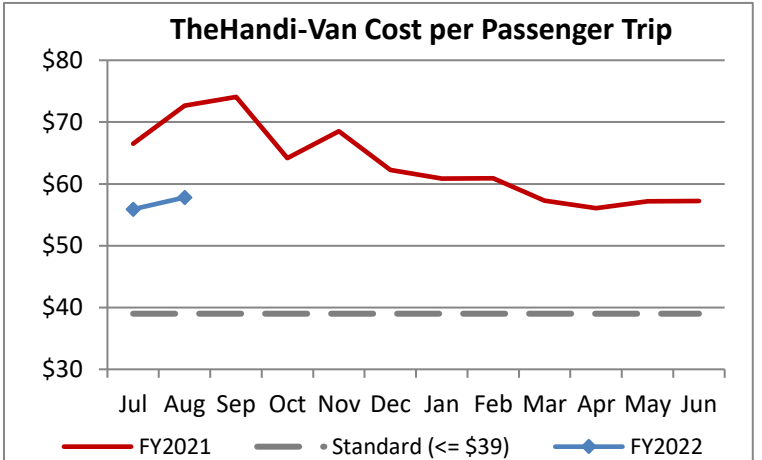
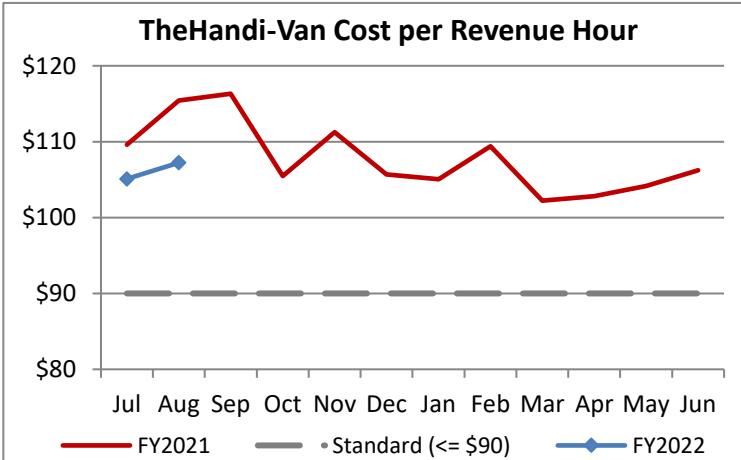
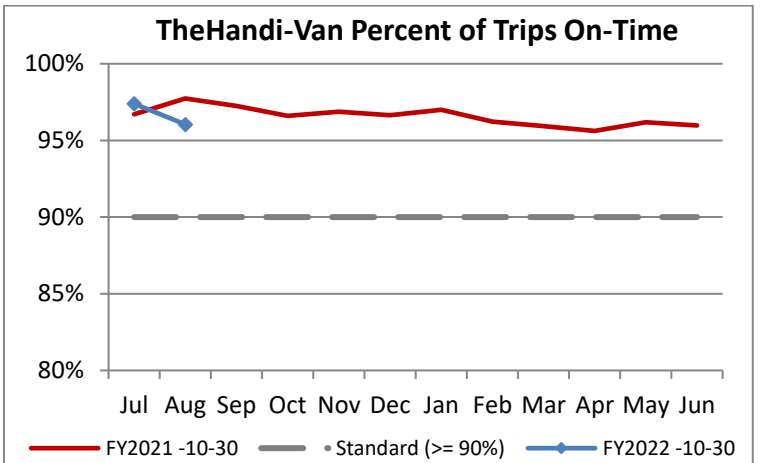
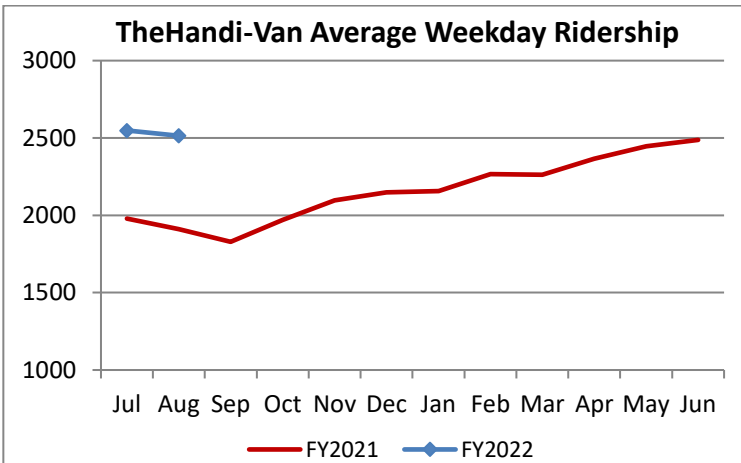
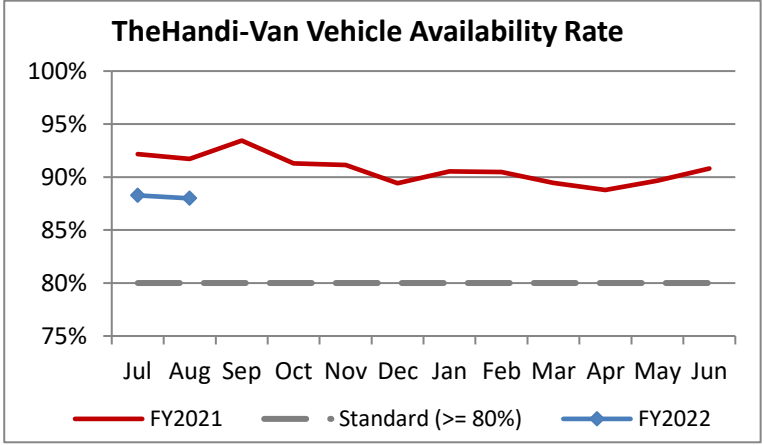
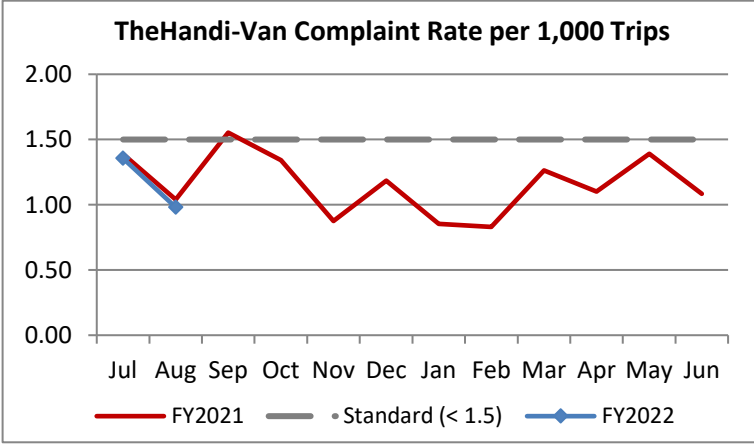
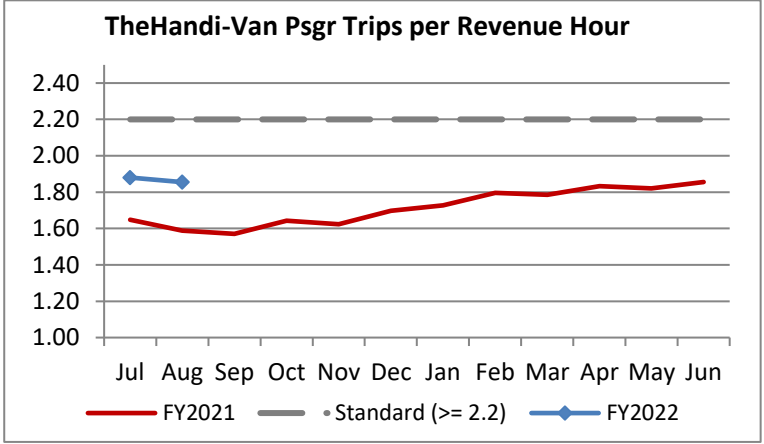
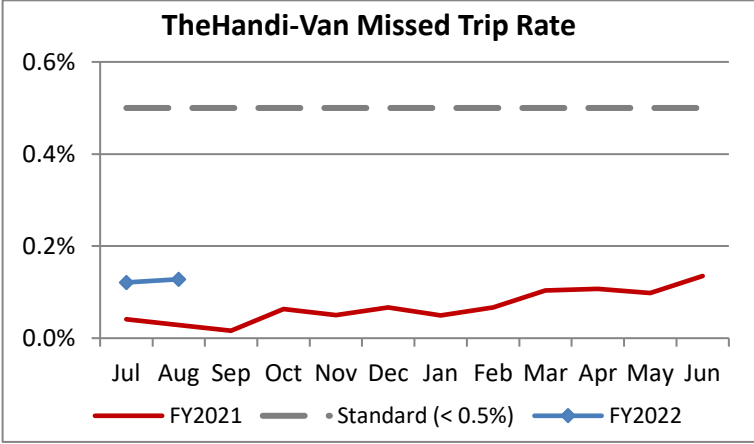
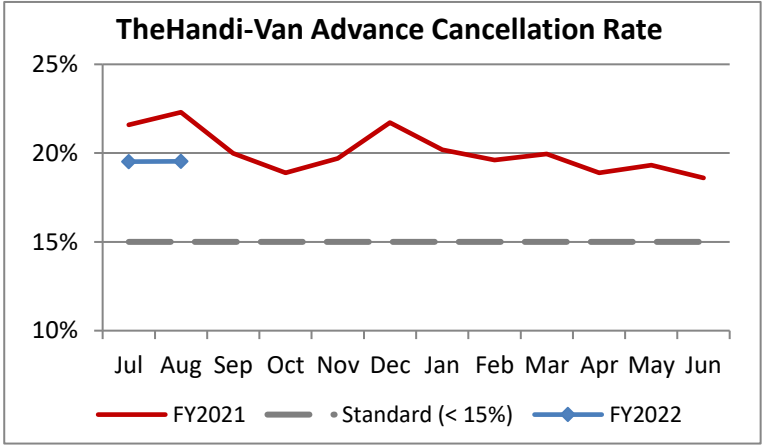
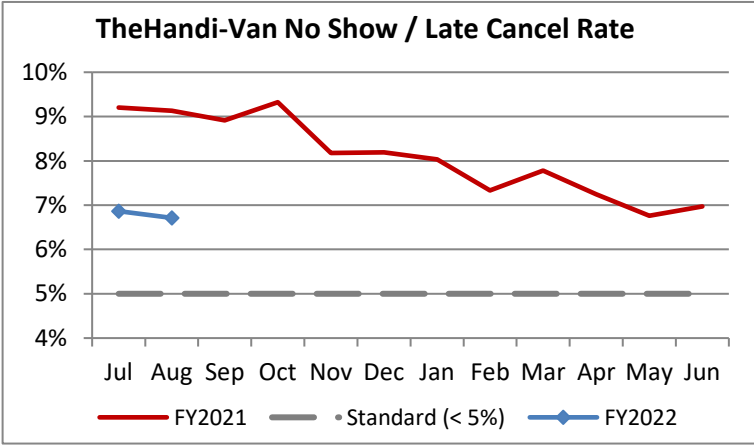
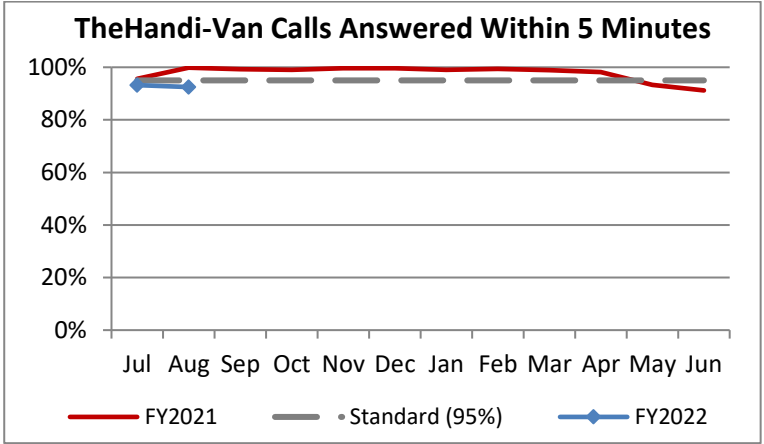
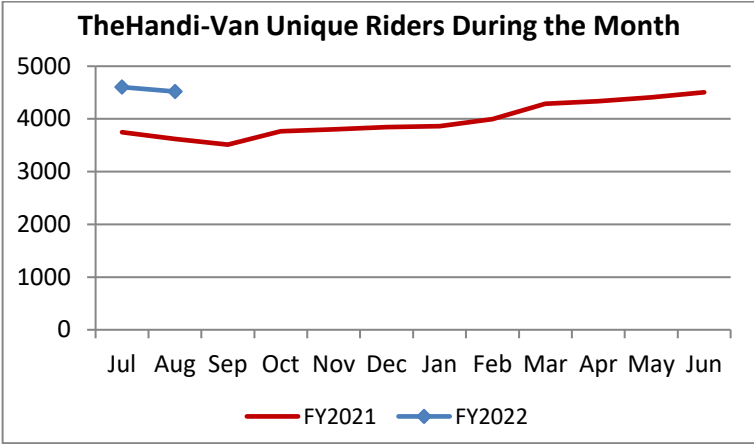


**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending August 2021**

Key Performance Indicators (KPI)	August 2021	August 2020	August 2019	% Change FY 21-22	2 Month FY2022	2 Month FY2021	2 Month FY2020	% Change FY 21-22
Total Monthly Ridership	66,483	48,853	106,969	36.09%	134,441	101,776	208,400	32.09%
Average Weekday Ridership	2,514	1,911	3,938	31.59%	2,531	1,945	3,940	30.13%
Unique Riders During the Period	4,520	3,619	6,071	24.90%	4,562	3,683	6,012	23.85%
Cost per Revenue Hour	\$107.23	\$115.42	\$87.21	-7.10%	\$106.16	\$112.44	\$87.93	-5.59%
Cost per Trip	\$57.81	\$72.67	\$38.64	-20.45%	\$56.84	\$69.47	\$39.67	-18.17%
Cost per Revenue Mile	\$7.37	\$7.94	\$5.31	-7.12%	\$7.25	\$7.75	\$5.58	-6.41%
Trips per Revenue Hour	1.85	1.59	2.26	16.79%	1.87	1.62	2.22	15.38%
Farebox Recovery	2.98%	2.59%	4.35%	0.39%	3.00%	2.54%	4.24%	0.46%
Very Early Trips (>30 Minutes)	0.04%	0.08%	0.11%	-0.04%	0.04%	0.07%	0.11%	-0.03%
Very Early Trips & Early Trips (>10 Minutes)	1.41%	1.28%	2.01%	0.13%	1.39%	1.42%	2.00%	-0.04%
On-Time and Early Trips	97.45%	99.01%	88.63%	-1.56%	98.11%	98.63%	89.09%	-0.52%
Early Departure or On-Time Percentage	96.04%	97.73%	86.62%	-1.69%	96.72%	97.21%	87.09%	-0.48%
On-Time Trips (Within 0-30 Min Window)	78.27%	78.43%	75.52%	-0.16%	78.49%	78.44%	75.86%	0.05%
Very Late Trips (>30 Minutes)	0.05%	0.02%	0.83%	0.04%	0.06%	0.02%	0.79%	0.03%
Desired Arrival Time Trip OTP (Within 45 Mins)	66.03%	63.59%	63.55%	2.44%	64.92%	62.68%	64.15%	2.24%
Comparative Trip Length Analysis	82.41%	91.83%	70.64%	-9.42%	84.13%	90.42%	70.94%	-6.29%
Excessive Trip Length	0.26%	0.05%	1.34%	0.21%	0.22%	0.05%	1.26%	0.17%
No Show / Late Cancellation Rate	6.71%	9.13%	6.34%	-2.42%	6.79%	9.17%	6.58%	-2.38%
Advance Cancellation Rate	19.54%	22.30%	21.72%	-2.76%	19.53%	21.93%	22.25%	-2.41%
Missed Trip Rate	0.13%	0.03%	0.34%	0.10%	0.12%	0.04%	0.35%	0.09%
Complaint Rate (Complaints per 1,000 Trips)	0.98	1.04	1.67	-5.66%	1.17	1.22	1.63	-4.08%
Calls Answered Within 5 Minutes	92.47%	99.84%	45.25%	-7.38%	92.84%	97.65%	49.25%	-4.81%
Vehicle Availability	87.99%	91.71%	84.32%	-3.72%	88.13%	91.94%	84.63%	-3.81%



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