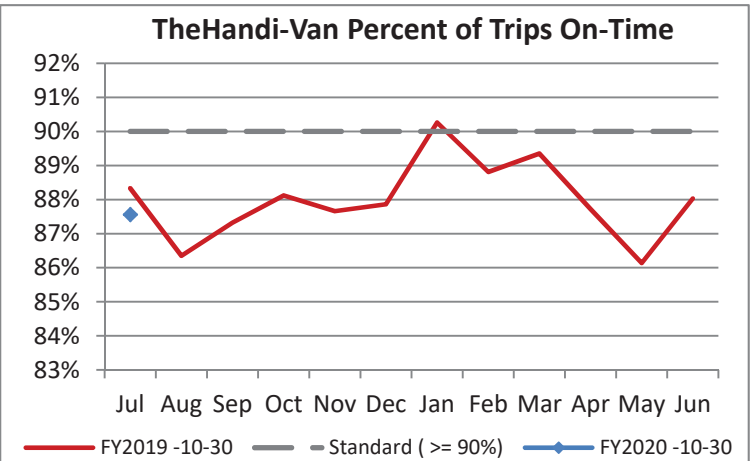
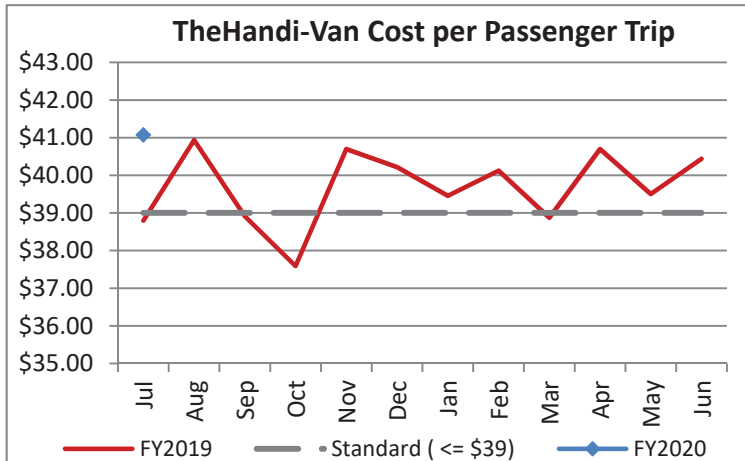
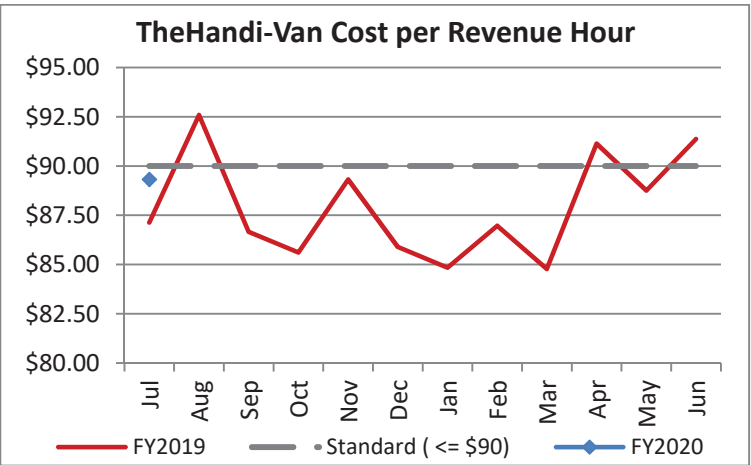
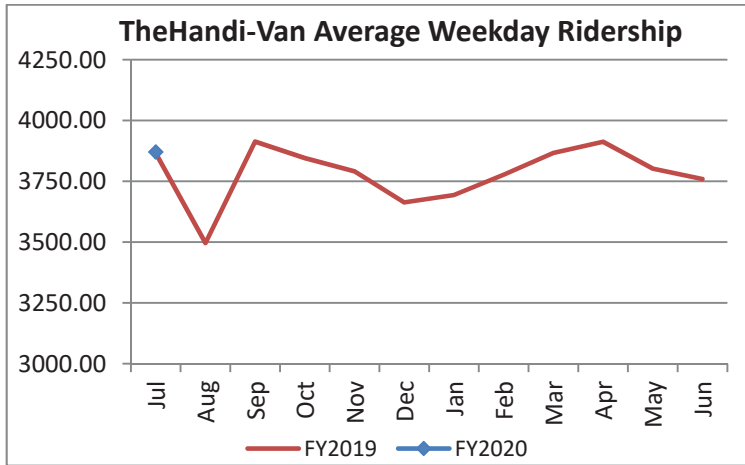


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending July 2019**

Key Performance Indicators (KPI)	July 2019	July 2018	Percent Change	1 Month FY2020	1 Month FY2019	Percent Change	Goals
Total Monthly Ridership	101,431	100,377	1.05%	101,431	100,377	1.05%	
Average Weekday Ridership	3,871	3,866	0.13%	3,871	3,866	0.13%	
Unique Riders During the Period	5,952	5,816	2.34%	5,952	5,816	2.34%	
Cost per Revenue Hour	\$89.32	\$87.13	2.52%	\$89.32	\$87.13	2.52%	<=\$90
Cost per Trip	\$41.07	\$38.80	5.87%	\$41.07	\$38.80	5.87%	<=\$39
Cost per Revenue Mile	\$5.91	\$5.71	3.62%	\$5.91	\$5.71	3.62%	<=\$6.20
Trips per Revenue Hour	2.17	2.25	-3.17%	2.17	2.25	-3.17%	>=2.2
Farebox Recovery	5.15%	3.77%	1.38%	5.15%	3.77%	1.38%	8%
Very Early Trips (>30 Minutes)	0.12%	0.14%	-0.02%	0.12%	0.14%	-0.02%	<1%
Very Early Trips & Early Trips (>10 Minutes)	2.00%	2.27%	-0.27%	2.00%	2.27%	-0.27%	<2%
On-Time and Early Trips	89.55%	90.60%	-1.05%	89.55%	90.60%	-1.05%	>=90%
Early Departure or On-Time Percentage	87.56%	88.33%	-0.77%	87.56%	88.33%	-0.77%	>=90%
On-Time Trips (Within 0-30 Min Window)	76.20%	75.86%	0.34%	76.20%	75.86%	0.34%	
Very Late Trips (>30 Minutes)	0.74%	0.77%	-0.03%	0.74%	0.77%	-0.03%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)	64.75%	60.11%	4.64%	64.75%	60.11%	4.64%	>90%
Comparative Trip Length Analysis	71.27%	73.46%	-2.19%	71.27%	73.46%	-2.19%	50%
Excessive Trip Length	1.16%	1.00%	0.16%	1.16%	1.00%	0.16%	1%
No Show / Late Cancellation Rate	6.82%	6.45%	0.37%	6.82%	6.45%	0.37%	<5%
Advance Cancellation Rate	22.78%	21.94%	0.83%	22.78%	21.94%	0.83%	<15%
Missed Trip Rate	0.35%	0.18%	0.16%	0.35%	0.18%	0.16%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	1.58	1.19	33.62%	1.58	1.19	33.62%	<=1.5
Calls Answered Within 5 Minutes	52.75%	65.04%	-12.29%	52.75%	65.04%	-12.29%	95%
Vehicle Availability	84.94%	89.60%	-4.66%	84.94%	89.60%	-4.66%	>=80%



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