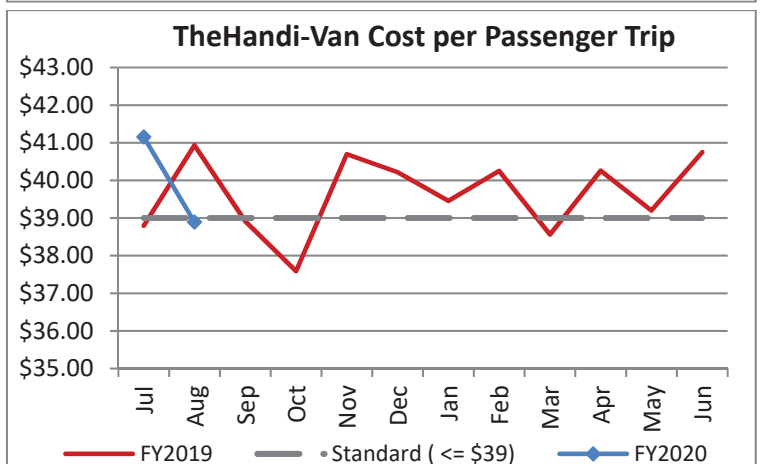
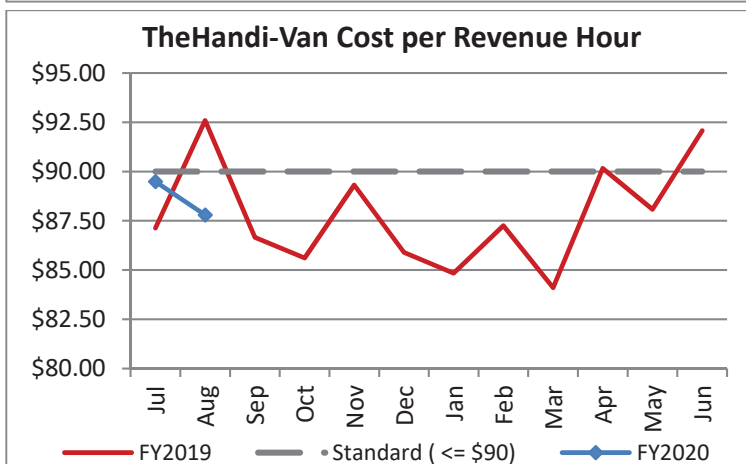
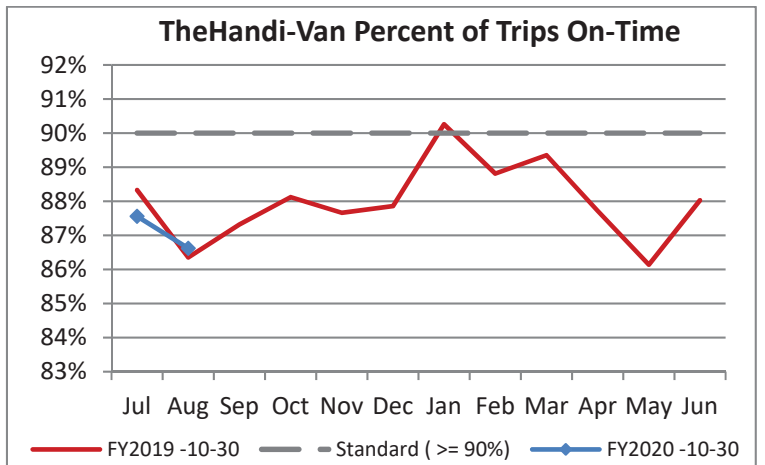
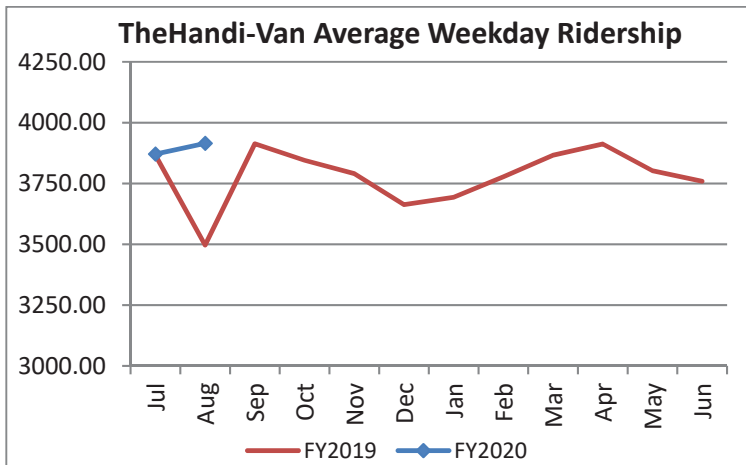


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending August 2019**

Key Performance Indicators (KPI)	Aug 2019	Aug 2018	Percent Change	2 Month FY2020	2 Month FY2019	Percent Change	Goals
Total Monthly Ridership	106,969	97,556	9.65%	208,400	197,933	5.29%	
Average Weekday Ridership	3,915	3,497	11.97%	3,893	3,681	5.75%	
Unique Riders During the Period	6,071	5,721	6.12%	6,012	5,769	4.21%	
Cost per Revenue Hour	\$87.79	\$92.59	-5.18%	\$88.64	\$89.86	-1.36%	<=\$90
Cost per Trip	\$38.89	\$40.93	-4.99%	\$40.02	\$39.87	0.39%	<=\$39
Cost per Revenue Mile	\$5.35	\$6.19	-13.55%	\$5.64	\$5.95	-5.22%	<=\$6.20
Trips per Revenue Hour	2.26	2.26	-0.21%	2.22	2.25	-1.68%	>=2.2
Farebox Recovery	5.39%	4.57%	0.82%	5.27%	4.17%	1.10%	8%
Very Early Trips (>30 Minutes)	0.11%	0.12%	-0.01%	0.12%	0.13%	-0.02%	<1%
Very Early Trips & Early Trips (>10 Minutes)	2.01%	2.18%	-0.17%	2.01%	2.23%	-0.22%	<2%
On-Time and Early Trips	88.64%	88.53%	0.11%	89.10%	89.57%	-0.47%	>=90%
Early Departure or On-Time Percentage	86.62%	86.35%	0.27%	87.09%	87.34%	-0.25%	>=90%
On-Time Trips (Within 0-30 Min Window)	75.52%	74.84%	0.68%	75.86%	75.35%	0.51%	
Very Late Trips (>30 Minutes)	0.83%	1.00%	-0.17%	0.79%	0.89%	-0.10%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)*	63.55%	57.67%	5.88%	64.15%	58.89%	5.26%	>90%
Comparative Trip Length Analysis	70.64%	68.41%	2.23%	70.96%	70.94%	0.02%	50%
Excessive Trip Length	1.34%	1.48%	-0.14%	1.25%	1.24%	0.01%	1%
No Show / Late Cancellation Rate	6.34%	6.42%	-0.09%	6.58%	6.44%	0.14%	<5%
Advance Cancellation Rate	21.72%	25.66%	-3.94%	22.25%	23.80%	-1.55%	<15%
Missed Trip Rate	0.34%	0.30%	0.05%	0.35%	0.24%	0.11%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	1.67	1.20	39.33%	1.63	1.19	36.49%	<=1.5
Calls Answered Within 5 Minutes	45.25%	65.65%	-20.40%	49.00%	65.35%	-16.35%	95%
Vehicle Availability	84.32%	89.25%	-4.93%	84.63%	89.43%	-4.79%	>=80%



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