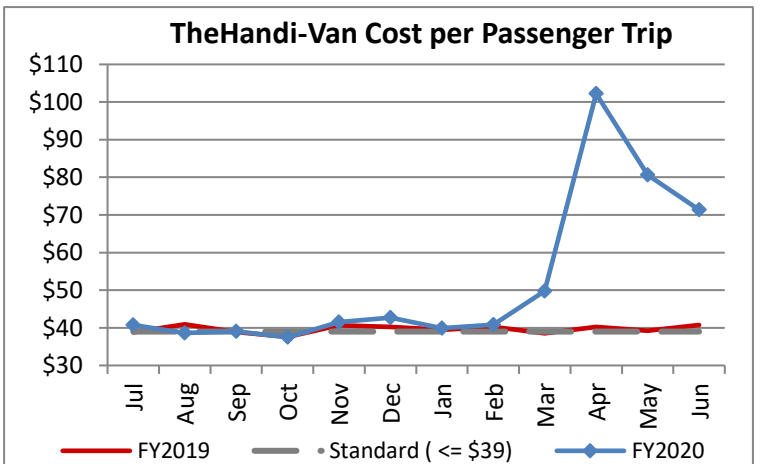
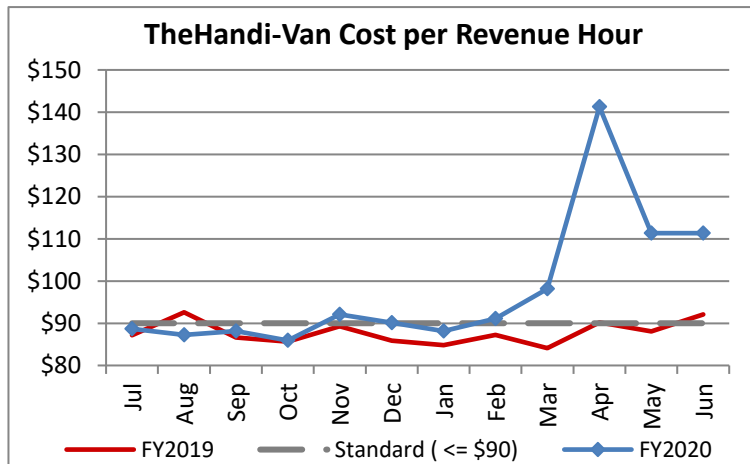
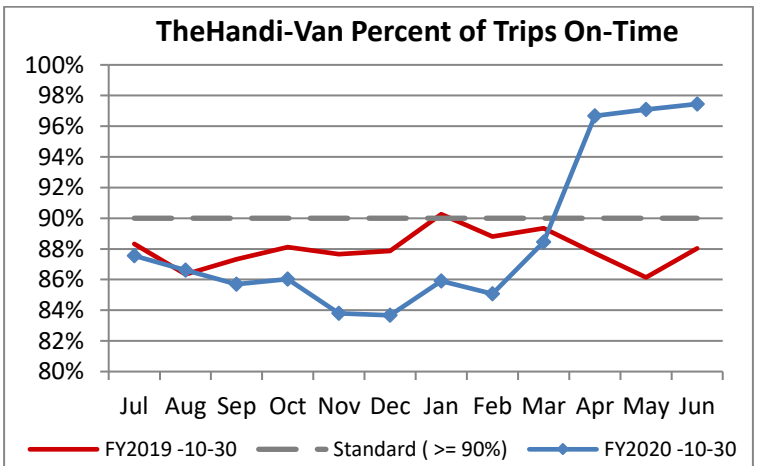
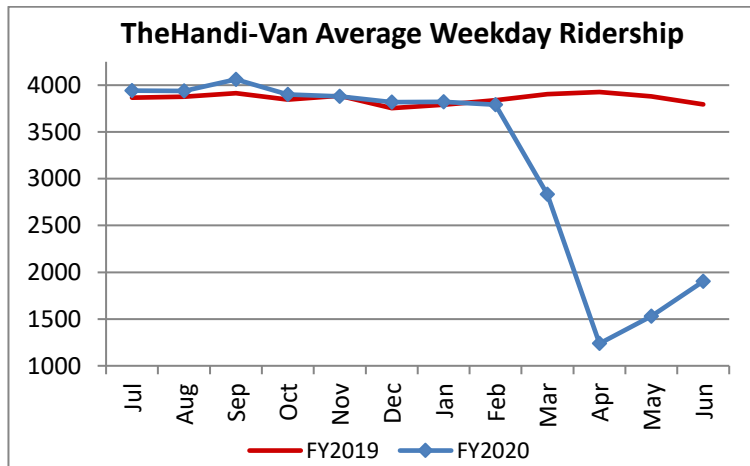


**Oahu Transit Services - The Handi-Van**  
**Monthly Performance Report**  
**For the Month Ending June 2020**

Key Performance Indicators (KPI)	June 2020	June 2019	Percent Change	12 Month FY2020	12 Month FY2019	Percent Change	Goals
Total Monthly Ridership	49,493	97,923	-49.46%	1,005,496	1,197,533	-16.04%	
Average Weekday Ridership	1,901	3,794	-49.89%	3,221	3,856	-16.48%	
Unique Riders During the Period	3,626	5,779	-37.26%	5,264	5,810	-9.40%	
Cost per Revenue Hour	\$111.31	\$92.08	20.89%	\$97.79	\$87.81	11.36%	<=\$90
Cost per Trip	\$71.35	\$40.75	75.09%	\$52.08	\$39.64	31.39%	<=\$39
Cost per Revenue Mile	\$7.64	\$6.10	25.10%	\$6.51	\$5.87	10.90%	<=\$6.20
Trips per Revenue Hour	1.56	2.26	-30.96%	2.00	2.22	-9.57%	>=2.2
Farebox Recovery	2.69%	4.18%	-1.49%	3.80%	4.30%	-0.50%	8%
Very Early Trips (>30 Minutes)	0.06%	0.14%	-0.08%	0.14%	0.12%	0.01%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.21%	2.13%	-0.92%	1.94%	2.14%	-0.20%	<2%
On-Time and Early Trips	98.66%	90.16%	8.50%	90.60%	90.13%	0.47%	>=90%
Early Departure or On-Time Percentage	97.45%	88.03%	9.42%	88.67%	88.00%	0.67%	>=90%
On-Time Trips (Within 0-30 Min Window)	78.40%	76.41%	1.99%	75.37%	75.94%	-0.57%	
Very Late Trips (>30 Minutes)	0.04%	0.64%	-0.60%	0.81%	0.78%	0.03%	<1%
Desired Arrival Time Trip OTP (Within 45 Mins)	62.44%	63.44%	-1.00%	61.59%	61.24%	0.35%	>90%
Comparative Trip Length Analysis	89.71%	69.89%	19.82%	72.95%	68.65%	4.30%	50%
Excessive Trip Length	0.06%	1.32%	-1.26%	1.16%	1.41%	-0.25%	1%
No Show / Late Cancellation Rate	8.62%	6.94%	1.67%	7.93%	6.93%	1.00%	<5%
Advance Cancellation Rate	20.73%	22.60%	-1.88%	24.49%	23.18%	1.31%	<15%
Missed Trip Rate	0.03%	0.26%	-0.22%	0.34%	0.27%	0.06%	<.5%
Complaint Rate (Complaints per 1,000 Trips)	1.02	1.58	-35.63%	1.63	1.57	4.15%	<=1.5
Calls Answered Within 5 Minutes	98.59%	43.43%	55.16%	58.11%	48.07%	10.03%	95%
Vehicle Availability	89.25%	83.86%	5.39%	85.66%	86.16%	-0.50%	>=80%



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