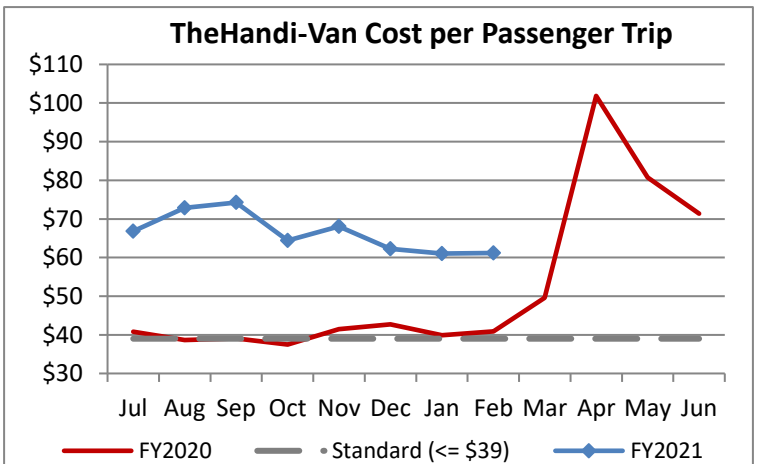
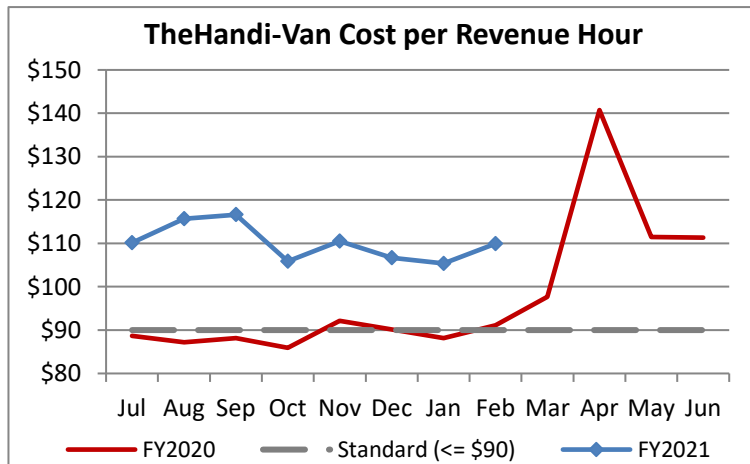
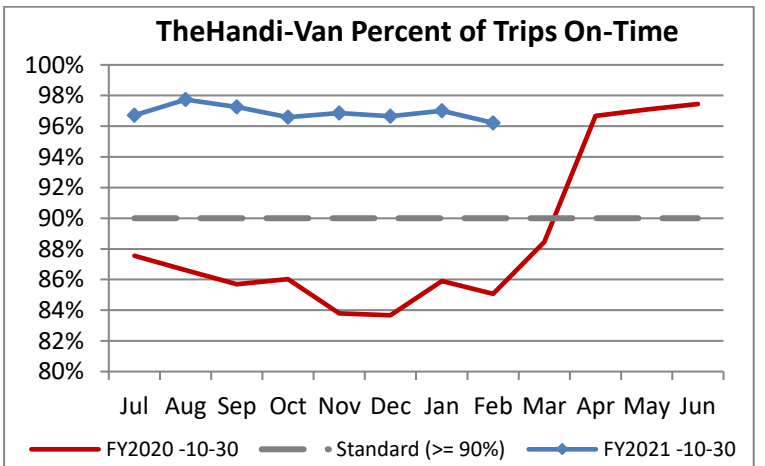
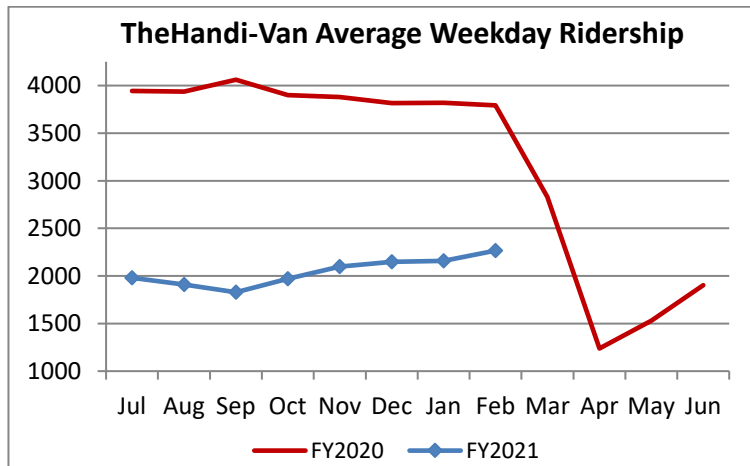


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending February 2021**

Key Performance Indicators (KPI)	February 2021	February 2020	Percent Change	8 Month FY2021	8 Month FY2020	Percent Change	Goals
Total Monthly Ridership	53,663	95,873	-44.03%	418,639	811,634	-48.42%	
Average Weekday Ridership	2,266	3,792	-40.23%	2,045	3,894	-47.48%	
Unique Riders During the Period	3,996	6,026	-33.69%	3,768	6,076	-37.97%	
Cost per Revenue Hour	\$109.92	\$91.09	20.67%	\$109.99	\$88.87	23.77%	<= \$90
Cost per Trip	\$61.18	\$40.85	49.78%	\$66.10	\$40.05	65.05%	<= \$39
Cost per Revenue Mile	\$7.39	\$6.04	22.31%	\$7.49	\$5.79	29.43%	<= \$6.20
Trips per Revenue Hour	1.80	2.23	-19.43%	1.66	2.22	-25.01%	>= 2.2
Farebox Recovery	2.84%	4.38%	-1.54%	2.58%	4.40%	-1.83%	8%
Very Early Trips (>30 Minutes)	0.06%	0.08%	-0.03%	0.09%	0.11%	-0.02%	< 1%
Very Early Trips & Early Trips (>10 Minutes)	1.59%	1.78%	-0.19%	1.67%	1.86%	-0.18%	< 2%
On-Time and Early Trips	97.81%	86.85%	10.97%	98.54%	87.42%	11.11%	>= 90%
Early Departure or On-Time Percentage	96.22%	85.07%	11.16%	96.86%	85.57%	11.29%	>= 90%
On-Time Trips (Within 0-30 Min Window)	77.84%	74.50%	3.35%	77.77%	74.68%	3.09%	
Very Late Trips (>30 Minutes)	0.03%	1.04%	-1.00%	0.03%	1.09%	-1.06%	< 1%
Desired Arrival Time Trip OTP (Within 45 Mins)	65.30%	61.21%	4.09%	63.52%	62.39%	1.13%	> 90%
Comparative Trip Length Analysis	86.70%	68.59%	18.12%	88.37%	69.66%	18.71%	50%
Excessive Trip Length	0.11%	1.74%	-1.63%	0.08%	1.42%	-1.34%	1%
No Show / Late Cancellation Rate	7.33%	8.52%	-1.19%	8.51%	7.42%	1.09%	< 5%
Advance Cancellation Rate	19.61%	23.35%	-3.74%	20.47%	23.15%	-2.68%	< 15%
Missed Trip Rate	0.07%	0.44%	-0.37%	0.05%	0.45%	-0.40%	< 0.5%
Complaint Rate (Complaints per 1,000 Trips)	0.83	1.61	-48.36%	1.13	1.91	-40.92%	<= 1.5
Calls Answered Within 5 Minutes	99.38%	54.19%	45.19%	98.97%	44.20%	54.77%	95%
Vehicle Availability	90.46%	85.34%	5.12%	91.27%	84.28%	6.99%	>= 80%



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