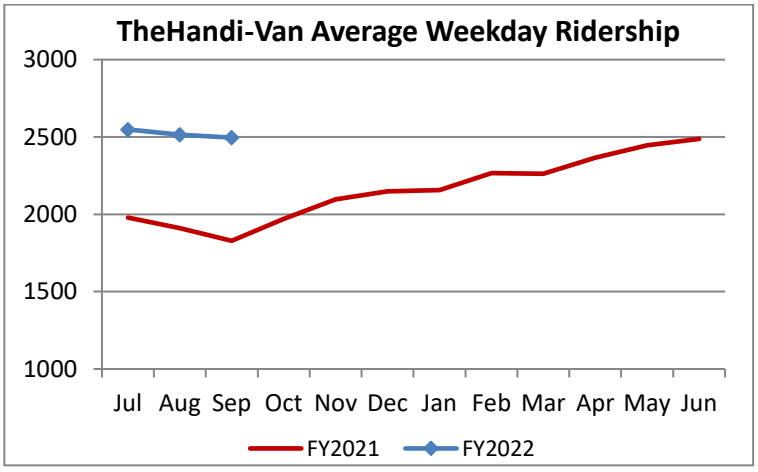
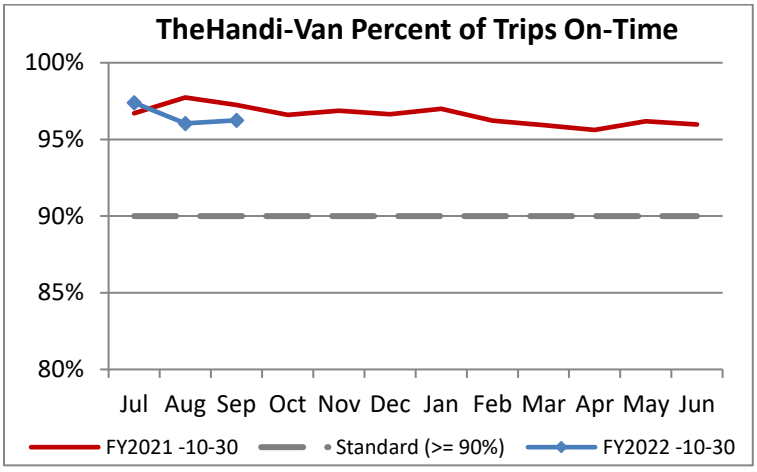
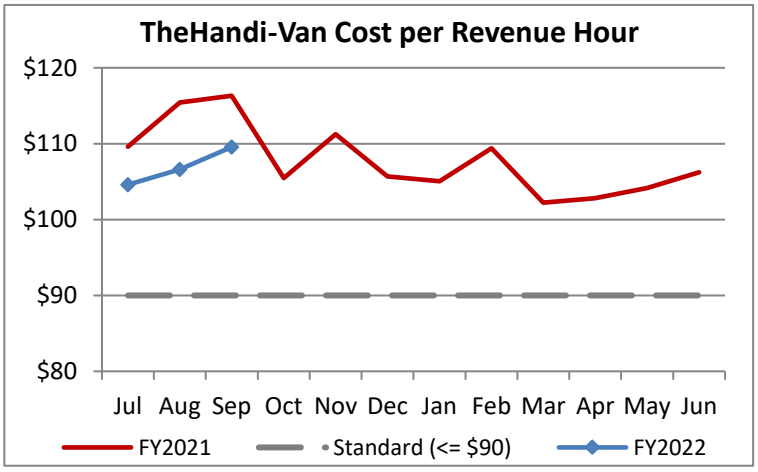
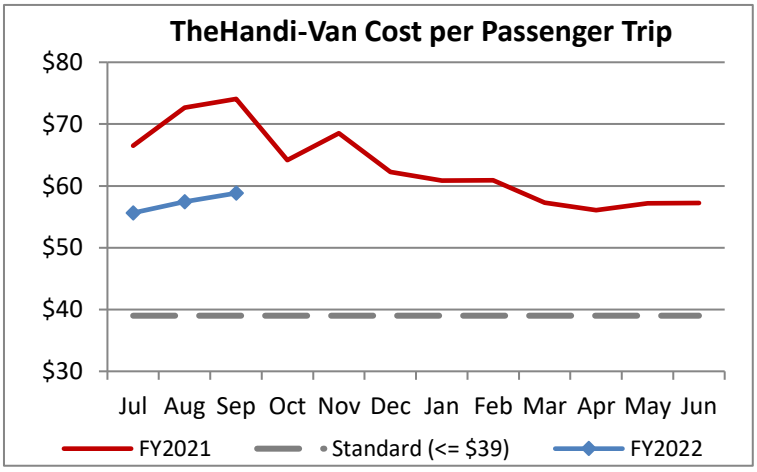
Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending September 2021

Key Performance Indicators (KPI)	Sep 2021	Sep 2020	Sep 2019	% Change FY 21-22	2 Month FY2022	2 Month FY2021	2 Month FY2020	% Change FY 21-22
Total Monthly Ridership	64,423	46,562	102,259	38.36%	198,864	148,338	310,659	34.06%
Average Weekday Ridership	2,496	1,829	4,061	36.48%	2,519	1,906	3,981	32.16%
Unique Riders During the Period	4,348	3,512	6,054	23.80%	4,490	3,626	6,026	23.84%
Cost per Revenue Hour	$109.57	$116.32	$88.17	-5.80%	$106.88	$113.68	$88.00	-5.98%
Cost per Trip	$58.82	$74.07	$39.08	-20.59%	$57.28	$70.91	$39.48	-19.23%
Cost per Revenue Mile	$7.48	$7.86	$5.76	-4.88%	$7.30	$7.78	$5.64	-6.25%
Trips per Revenue Hour	1.86	1.57	2.26	18.61%	1.87	1.60	2.23	16.40%
Farebox Recovery	2.80%	2.31%	4.56%	0.49%	2.93%	2.47%	4.35%	0.47%
Very Early Trips (>30 Minutes)	0.07%	0.12%	0.11%	-0.05%	0.05%	0.09%	0.11%	-0.04%
Very Early Trips & Early Trips (>10 Minutes)	1.52%	1.87%	1.80%	-0.35%	1.43%	1.57%	1.94%	-0.14%
On-Time and Early Trips	97.76%	99.13%	87.49%	-1.37%	97.99%	98.79%	88.57%	-0.80%
Early Departure or On-Time Percentage	96.24%	97.26%	85.69%	-1.02%	96.56%	97.22%	86.63%	-0.66%
On-Time Trips (Within 0-30 Min Window)	78.07%	76.67%	74.87%	1.40%	78.36%	77.88%	75.54%	0.48%
Very Late Trips (>30 Minutes)	0.03%	0.01%	1.02%	0.02%	0.05%	0.02%	0.86%	0.03%
Desired Arrival Time Trip OTP (Within 45 Mins)	65.25%	59.87%	62.88%	5.39%	65.02%	61.79%	63.75%	3.23%
Comparative Trip Length Analysis	84.90%	91.25%	69.36%	-6.35%	84.38%	90.64%	70.42%	-6.27%
Excessive Trip Length	0.19%	0.04%	1.39%	0.15%	0.21%	0.05%	1.30%	0.16%
No Show / Late Cancellation Rate	6.30%	8.91%	7.04%	-2.62%	6.63%	9.09%	6.73%	-2.46%
Advance Cancellation Rate	19.12%	19.99%	21.63%	-0.87%	19.39%	21.32%	22.05%	-1.93%
Missed Trip Rate	0.06%	0.02%	0.43%	0.04%	0.10%	0.03%	0.37%	0.07%
Complaint Rate (Complaints per 1,000 Trips)	1.08	1.55	1.99	-30.64%	1.14	1.33	1.74	-13.92%
Calls Answered Within 5 Minutes	98.33%	99.30%	42.89%	-0.97%	94.58%	98.16%	46.94%	-3.58%
Vehicle Availability	89.73%	93.44%	85.24%	-3.71%	88.66%	92.44%	84.83%	-3.78%









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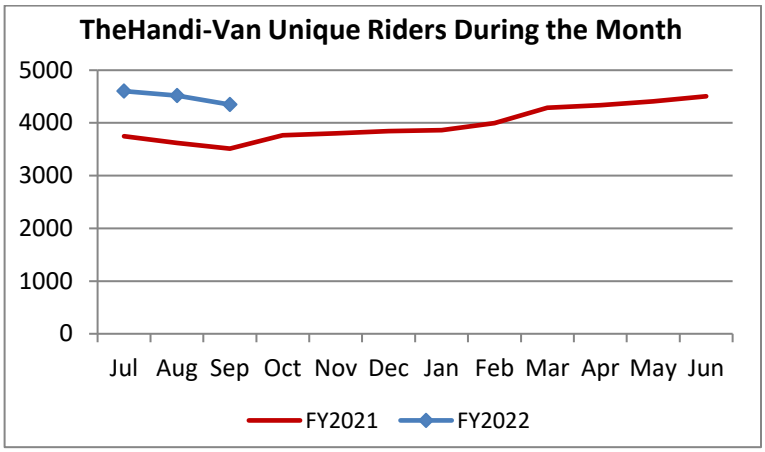

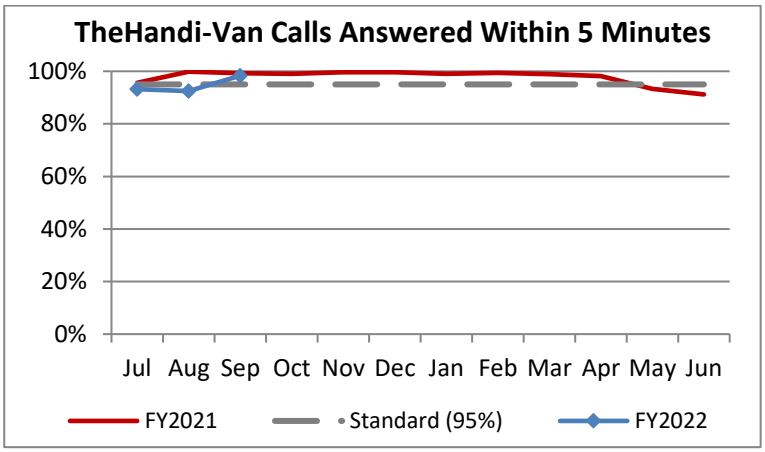

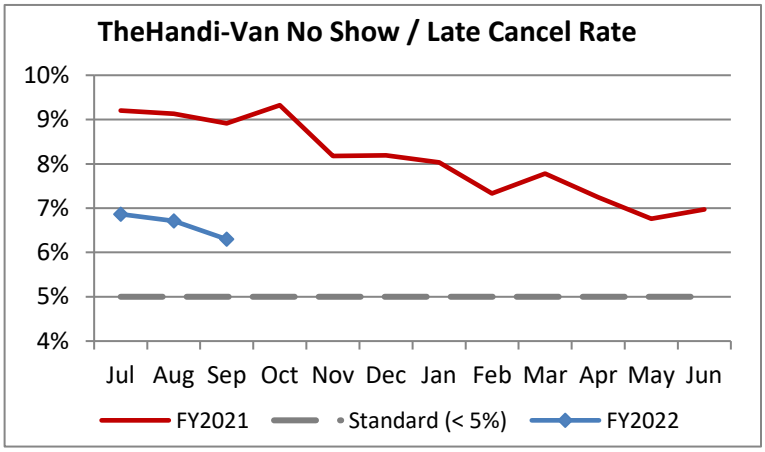

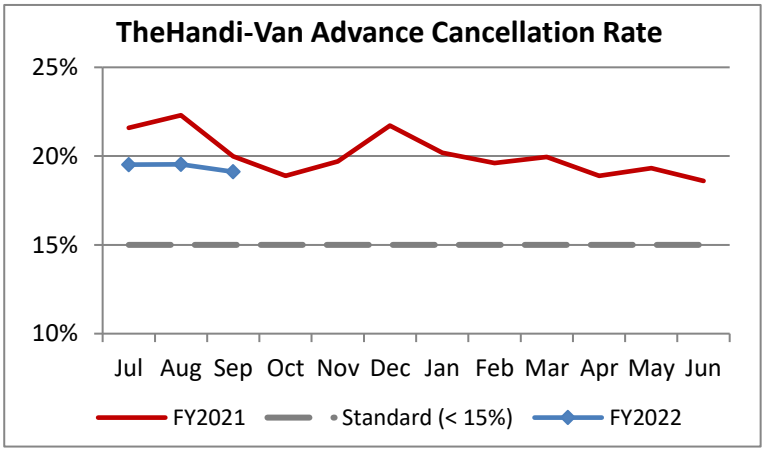

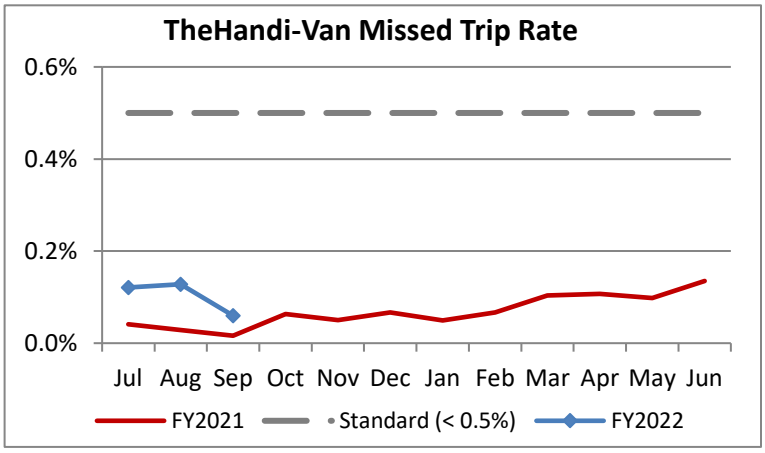

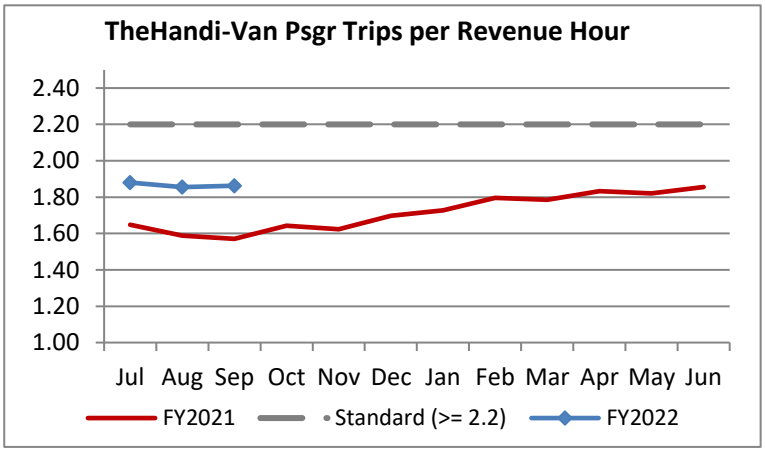

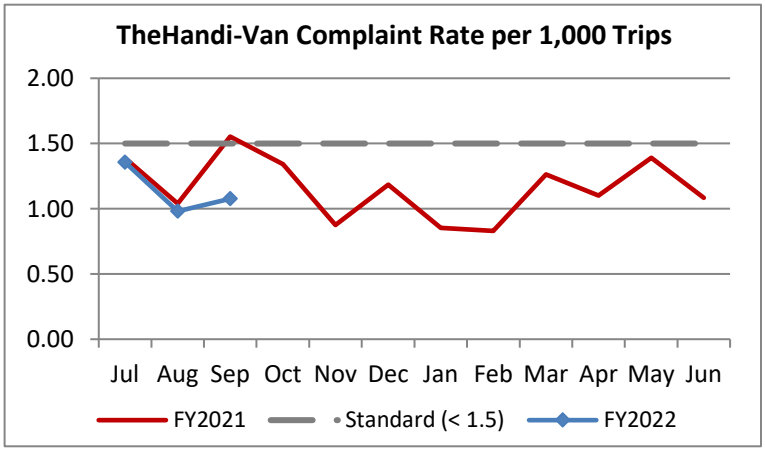

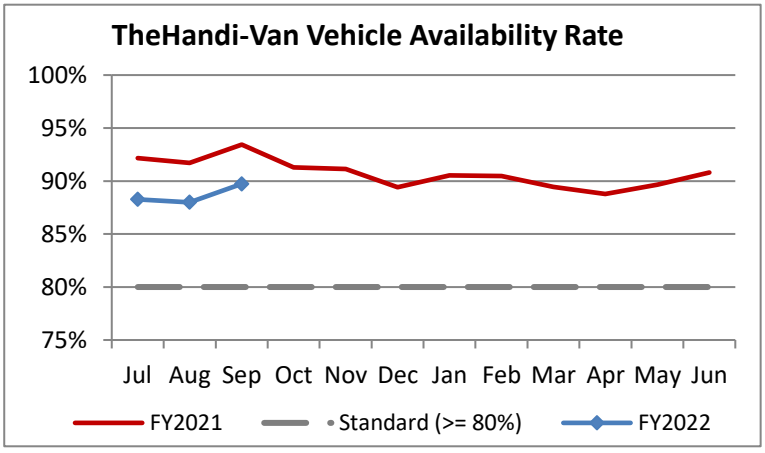
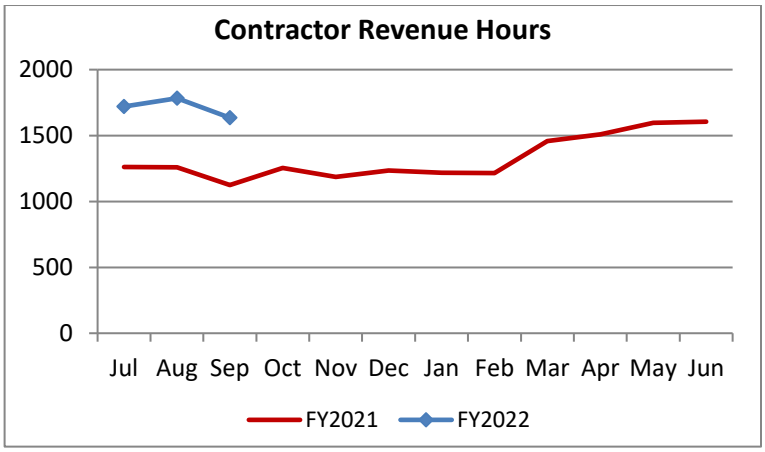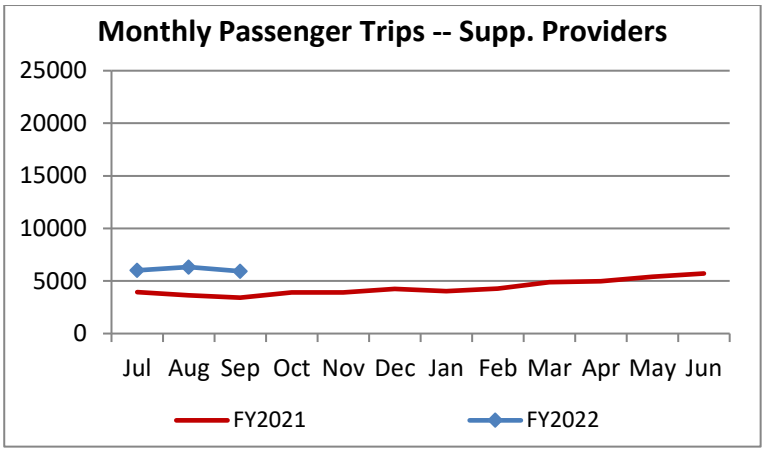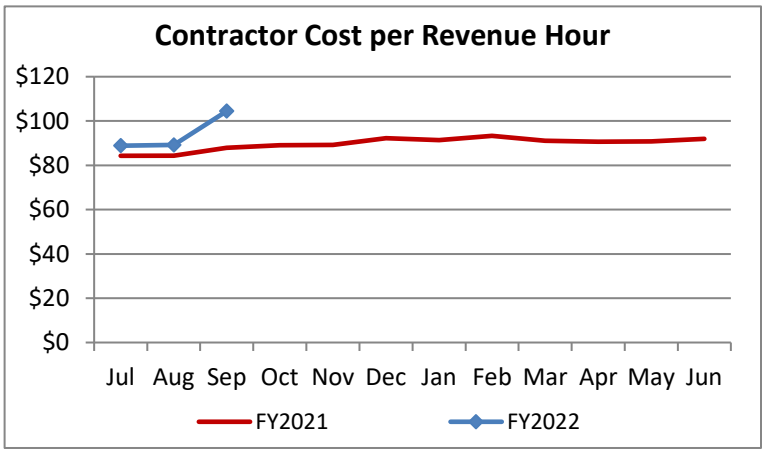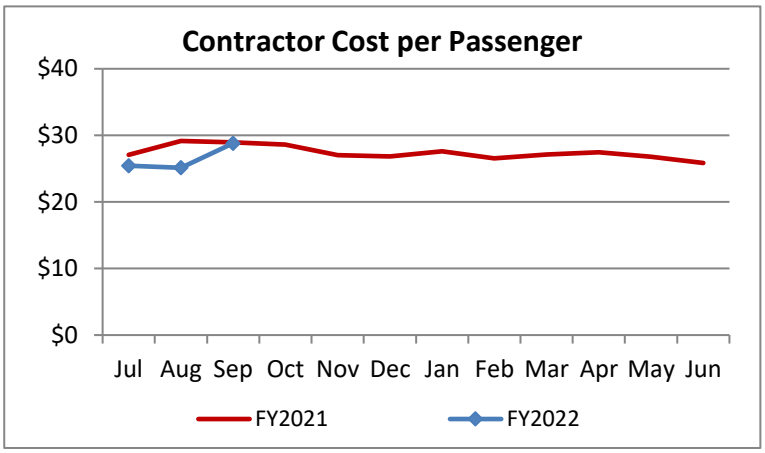
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