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

Key Performance Indicators (KPI) | October 2020 | October 2019 | Percent Change | 4 Month FY2021 | 4 Month FY2020 | Percent Change | Goals
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Total Monthly Ridership | 53,090 | 109,198 | -51.38% | 201,422 | 419,857 | -52.03% | 
Average Weekday Ridership | 1,971 | 3,899 | -49.45% | 1,922 | 3,960 | -51.45% | 
Unique Riders During the Period | 3,763 | 6,195 | -39.26% | 3,660 | 6,068 | -39.68% | 
Cost per Revenue Hour | $105.83 | $85.92 | 23.18% | $111.93 | $87.47 | 27.96% | <= $90
Cost per Trip | $64.40 | $37.49 | 71.80% | $69.37 | $38.96 | 78.05% | <= $39
Cost per Revenue Mile | $7.20 | $5.60 | 28.63% | $7.65 | $5.63 | 35.98% | <= $6.20
Trips per Revenue Hour | 1.64 | 2.29 | -28.30% | 1.61 | 2.25 | -28.13% | >= 2.2
Farebox Recovery | 1.77% | 4.56% | -2.79% | 2.30% | 4.40% | -2.10% | 8%
Very Early Trips (>30 Minutes) | 0.13% | 0.10% | 0.03% | 0.10% | 0.11% | -0.01% | < 1%
Very Early Trips & Early Trips (>10 Minutes) | 2.22% | 1.82% | 0.40% | 1.74% | 1.91% | -0.17% | < 2%
On-Time and Early Trips | 98.81% | 87.84% | 10.97% | 98.80% | 88.38% | 10.41% | >= 90%
Early Departure or On-Time Percentage | 96.59% | 86.02% | 10.57% | 97.05% | 86.48% | 10.58% | >= 90%
On-Time Trips (Within 0-30 Min Window) | 76.24% | 75.01% | 1.23% | 77.44% | 75.40% | 2.04% | 
Very Late Trips (>30 Minutes) | 0.05% | 0.95% | -0.90% | 0.03% | 0.88% | -0.86% | < 1%
Desired Arrival Time Trip OTP (Within 45 Mins) | 64.69% | 61.37% | 3.32% | 62.51% | 63.15% | -0.65% | > 90%
Comparative Trip Length Analysis | 87.89% | 69.08% | 18.81% | 89.86% | 70.07% | 19.79% | 50%
Excessive Trip Length | 0.11% | 1.48% | -1.37% | 0.06% | 1.35% | -1.28% | 1%
No Show / Late Cancellation Rate | 9.32% | 7.14% | 2.19% | 9.15% | 6.83% | 2.32% | < 5%
Advance Cancellation Rate | 18.90% | 21.83% | -2.93% | 20.68% | 21.99% | -1.31% | < 15%
Missed Trip Rate | 0.06% | 0.41% | -0.35% | 0.04% | 0.38% | -0.35% | < 0.5%
Complaint Rate (Complaints per 1,000 Trips) | 1.34 | 2.72 | -50.64% | 1.33 | 1.99 | -33.33% | <= 1.5
Calls Answered Within 5 Minutes | 99.02% | 26.87% | 72.15% | 98.39% | 42.06% | 56.33% | 95%
Vehicle Availability | 91.30% | 83.74% | 7.56% | 92.16% | 84.56% | 7.60% | >= 80%

TheHandi-Van Average Weekday Ridership

TheHandi-Van Percent of Trips On-Time

TheHandi-Van Cost per Revenue Hour

TheHandi-Van Cost per Passenger Trip
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The Handi-Van Unique Riders During the Month

The Handi-Van Calls Answered Within 5 Minutes

The Handi-Van No Show / Late Cancel Rate

The Handi-Van Advance Cancellation Rate

The Handi-Van Missed Trip Rate

The Handi-Van Psgr Trips per Revenue Hour

The Handi-Van Complaint Rate per 1,000 Trips

The Handi-Van Vehicle Availability Rate