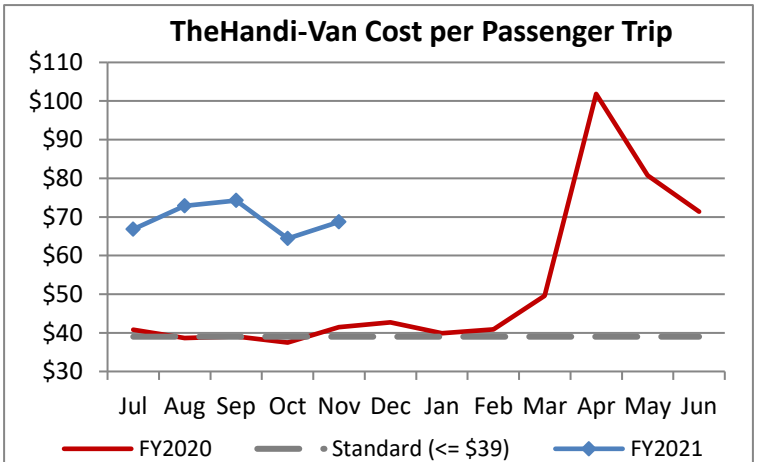
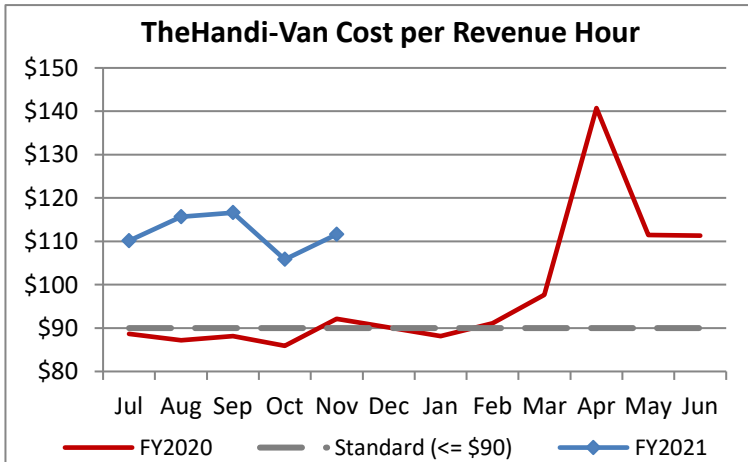
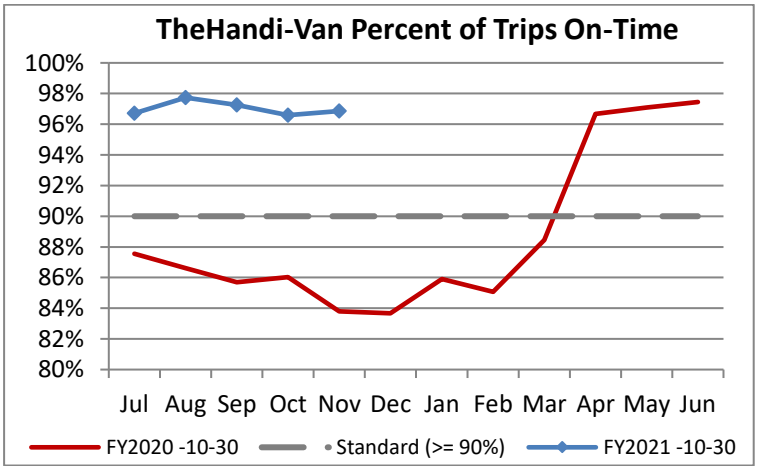
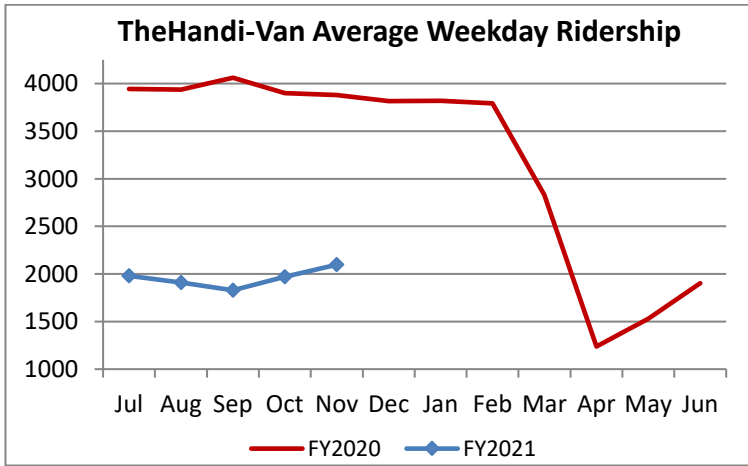


**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending November 2020**

Key Performance Indicators (KPI)	November 2020	November 2019	Percent Change	5 Month FY2021	5 Month FY2020	Percent Change	Goals
Total Monthly Ridership	51,898	98,184	-47.14%	253,320	518,041	-51.10%	
Average Weekday Ridership	2,097	3,879	-45.94%	1,957	3,944	-50.37%	
Unique Riders During the Period	3,801	6,118	-37.87%	3,688	6,078	-39.32%	
Cost per Revenue Hour	\$111.60	\$92.10	21.17%	\$111.86	\$88.36	26.60%	<= \$90
Cost per Trip	\$68.71	\$41.50	65.57%	\$69.23	\$39.44	75.53%	<= \$39
Cost per Revenue Mile	\$7.65	\$6.02	27.03%	\$7.65	\$5.70	34.19%	<= \$6.20
Trips per Revenue Hour	1.62	2.22	-26.81%	1.62	2.24	-27.88%	>= 2.2
Farebox Recovery	3.30%	4.35%	-1.04%	2.50%	4.39%	-1.89%	8%
Very Early Trips (>30 Minutes)	0.09%	0.14%	-0.05%	0.10%	0.12%	-0.02%	< 1%
Very Early Trips & Early Trips (>10 Minutes)	1.91%	1.87%	0.04%	1.78%	1.90%	-0.12%	< 2%
On-Time and Early Trips	98.78%	85.67%	13.11%	98.79%	87.86%	10.93%	>= 90%
Early Departure or On-Time Percentage	96.87%	83.80%	13.07%	97.02%	85.96%	11.05%	>= 90%
On-Time Trips (Within 0-30 Min Window)	77.20%	72.96%	4.24%	77.39%	74.94%	2.46%	
Very Late Trips (>30 Minutes)	0.02%	1.50%	-1.48%	0.03%	1.00%	-0.98%	< 1%
Desired Arrival Time Trip OTP (Within 45 Mins)	61.50%	61.28%	0.22%	62.31%	62.79%	-0.48%	> 90%
Comparative Trip Length Analysis	90.09%	68.70%	21.39%	89.91%	69.81%	20.10%	50%
Excessive Trip Length	0.07%	1.45%	-1.38%	0.06%	1.37%	-1.30%	1%
No Show / Late Cancellation Rate	8.18%	7.28%	0.90%	8.95%	6.92%	2.03%	< 5%
Advance Cancellation Rate	19.70%	24.02%	-4.32%	20.48%	22.38%	-1.89%	< 15%
Missed Trip Rate	0.05%	0.59%	-0.54%	0.04%	0.42%	-0.38%	< 0.5%
Complaint Rate (Complaints per 1,000 Trips)	0.88	2.11	-58.55%	1.24	2.02	-38.68%	<= 1.5
Calls Answered Within 5 Minutes	99.68%	33.23%	66.45%	98.67%	40.25%	58.42%	95%
Vehicle Availability	91.13%	84.14%	6.99%	91.95%	84.48%	7.47%	>= 80%



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