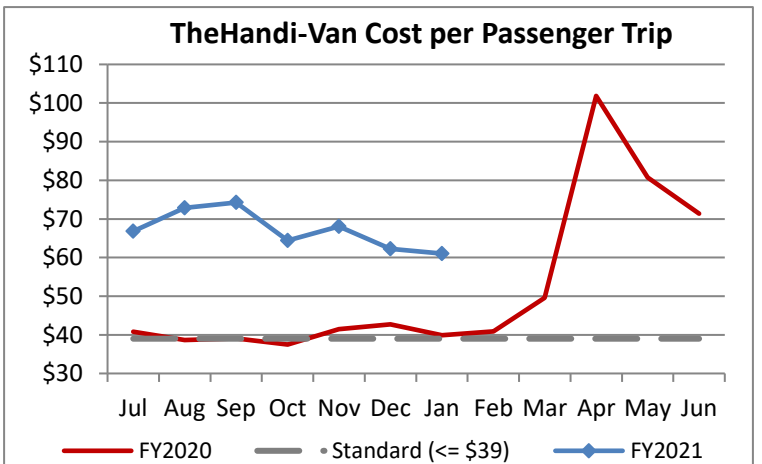
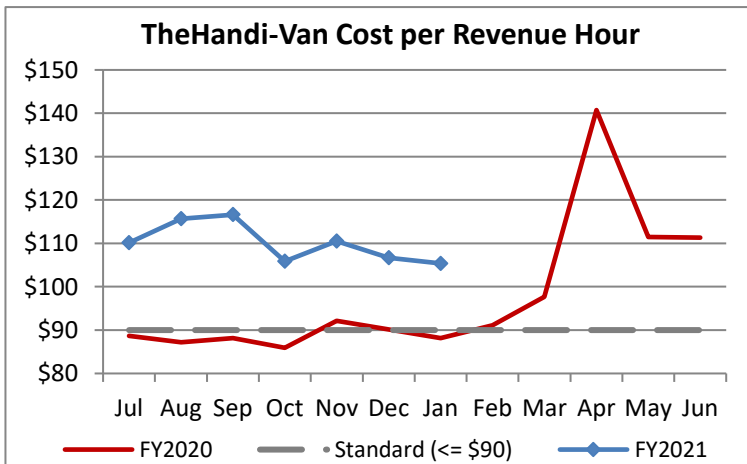
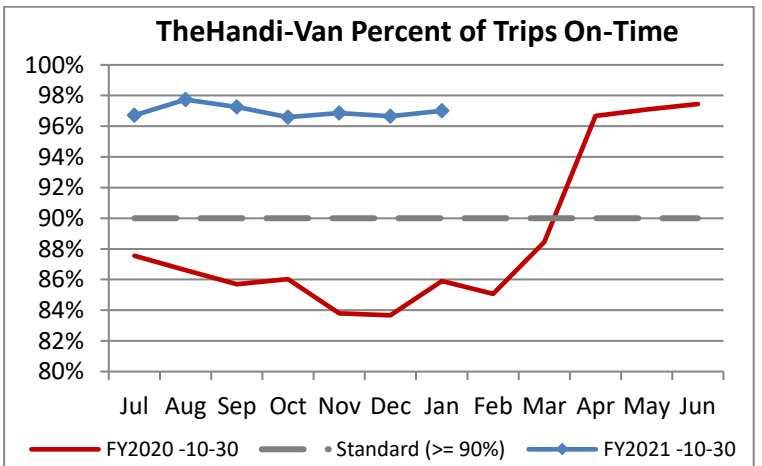
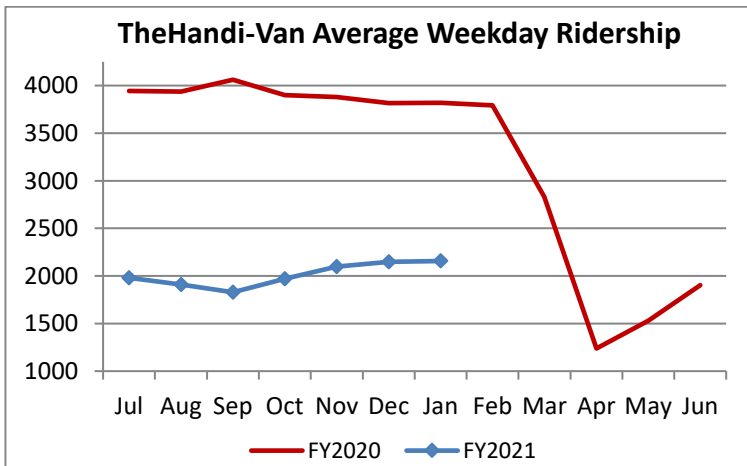


**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending January 2021**

Key Performance Indicators (KPI)	January 2021	January 2020	Percent Change	7 Month FY2021	7 Month FY2020	Percent Change	Goals
Total Monthly Ridership	54,477	101,003	-46.06%	364,976	715,761	-49.01%	
Average Weekday Ridership	2,157	3,821	-43.55%	2,013	3,908	-48.49%	
Unique Riders During the Period	3,865	6,085	-36.48%	3,736	6,083	-38.58%	
Cost per Revenue Hour	\$105.38	\$88.12	19.58%	\$110.00	\$88.57	24.19%	<= \$90
Cost per Trip	\$61.04	\$39.87	53.07%	\$66.82	\$39.94	67.30%	<= \$39
Cost per Revenue Mile	\$7.10	\$5.85	21.36%	\$7.51	\$5.76	30.42%	<= \$6.20
Trips per Revenue Hour	1.73	2.21	-21.88%	1.65	2.22	-25.77%	>= 2.2
Farebox Recovery	2.87%	4.55%	-1.67%	2.54%	4.41%	-1.86%	8%
Very Early Trips (>30 Minutes)	0.10%	0.11%	-0.01%	0.09%	0.11%	-0.02%	< 1%
Very Early Trips & Early Trips (>10 Minutes)	1.63%	1.71%	-0.09%	1.69%	1.87%	-0.18%	< 2%
On-Time and Early Trips	98.63%	87.62%	11.02%	98.64%	87.50%	11.14%	>= 90%
Early Departure or On-Time Percentage	97.00%	85.90%	11.10%	96.96%	85.64%	11.32%	>= 90%
On-Time Trips (Within 0-30 Min Window)	78.31%	75.12%	3.18%	77.76%	74.70%	3.05%	
Very Late Trips (>30 Minutes)	0.04%	0.97%	-0.93%	0.03%	1.10%	-1.07%	< 1%
Desired Arrival Time Trip OTP (Within 45 Mins)	65.78%	61.76%	4.03%	63.29%	62.53%	0.76%	> 90%
Comparative Trip Length Analysis	86.64%	69.32%	17.32%	88.71%	69.81%	18.90%	50%
Excessive Trip Length	0.11%	1.44%	-1.33%	0.08%	1.38%	-1.30%	1%
No Show / Late Cancellation Rate	8.03%	8.26%	-0.23%	8.68%	7.27%	1.41%	< 5%
Advance Cancellation Rate	20.18%	24.63%	-4.44%	20.60%	23.12%	-2.52%	< 15%
Missed Trip Rate	0.05%	0.47%	-0.42%	0.05%	0.45%	-0.41%	< 0.5%
Complaint Rate (Complaints per 1,000 Trips)	0.85	1.47	-42.01%	1.17	1.94	-39.89%	<= 1.5
Calls Answered Within 5 Minutes	No Data Available						
Vehicle Availability	90.52%	83.55%	6.97%	91.38%	84.13%	7.26%	>= 80%



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