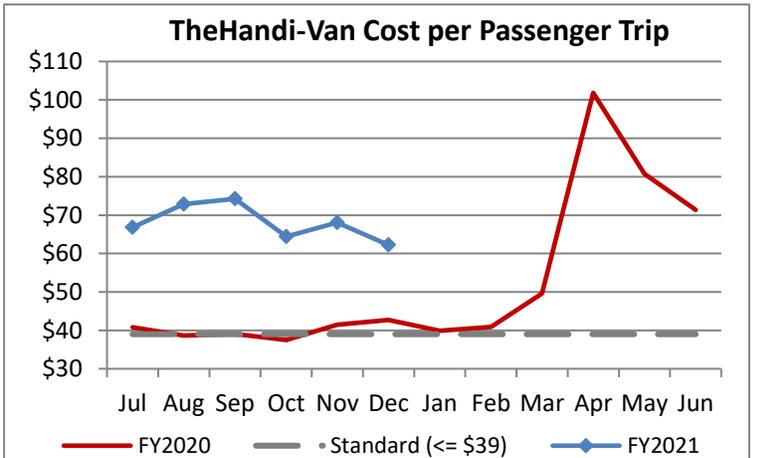
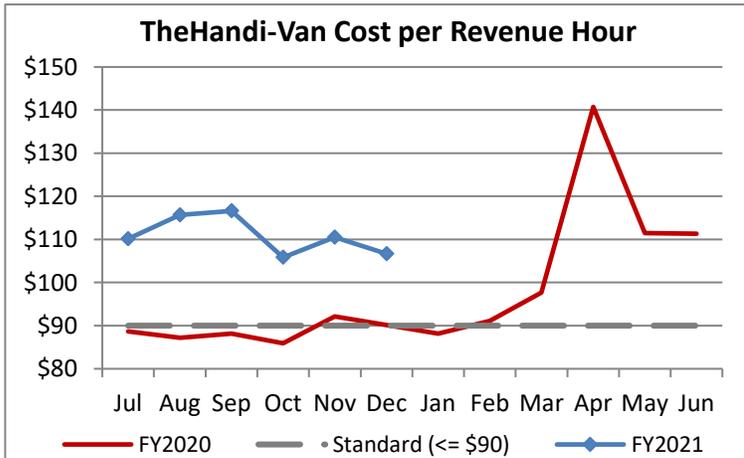
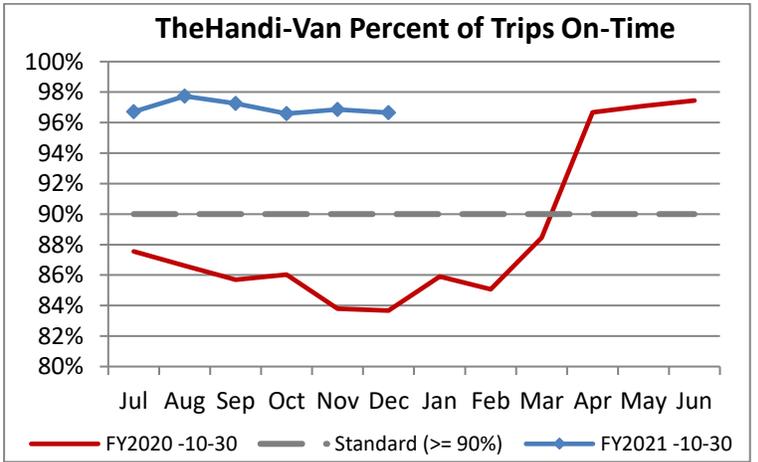
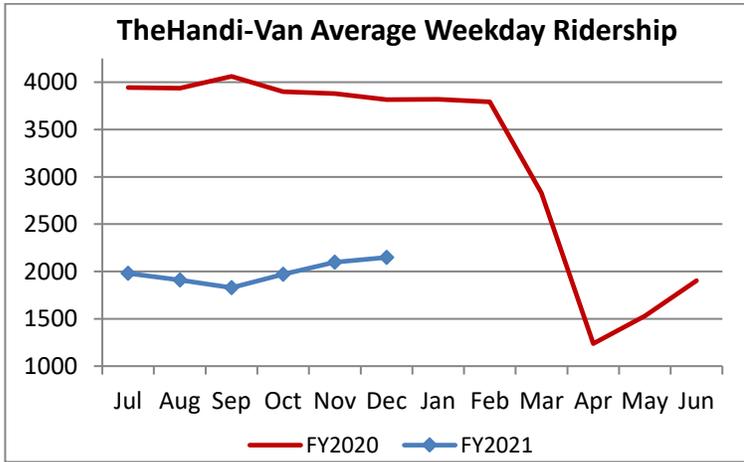


**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending December 2020**

Key Performance Indicators (KPI)	December 2020	December 2019	Percent Change	6 Month FY2021	6 Month FY2020	Percent Change	Goals
Total Monthly Ridership	57,179	96,717	-40.88%	310,499	614,758	-49.49%	
Average Weekday Ridership	2,149	3,817	-43.72%	1,989	3,923	-49.29%	
Unique Riders During the Period	3,844	6,103	-37.01%	3,714	6,082	-38.93%	
Cost per Revenue Hour	\$106.65	\$90.11	18.35%	\$110.77	\$88.65	24.95%	<= \$90
Cost per Trip	\$62.23	\$42.67	45.83%	\$67.83	\$39.95	69.80%	<= \$39
Cost per Revenue Mile	\$7.30	\$5.96	22.61%	\$7.58	\$5.74	31.95%	<= \$6.20
Trips per Revenue Hour	1.71	2.11	-18.84%	1.63	2.22	-26.41%	>= 2.2
Farebox Recovery	2.43%	4.35%	-1.92%	2.49%	4.38%	-1.89%	8%
Very Early Trips (>30 Minutes)	0.05%	0.10%	-0.05%	0.09%	0.11%	-0.03%	< 1%
Very Early Trips & Early Trips (>10 Minutes)	1.35%	1.84%	-0.49%	1.70%	1.89%	-0.19%	< 2%
On-Time and Early Trips	97.99%	85.51%	12.48%	98.65%	87.48%	11.16%	>= 90%
Early Departure or On-Time Percentage	96.64%	83.67%	12.97%	96.95%	85.59%	11.36%	>= 90%
On-Time Trips (Within 0-30 Min Window)	78.84%	73.07%	5.77%	77.66%	74.63%	3.03%	
Very Late Trips (>30 Minutes)	0.03%	1.74%	-1.71%	0.03%	1.12%	-1.09%	< 1%
Desired Arrival Time Trip OTP (Within 45 Mins)	66.19%	61.94%	4.24%	62.92%	62.65%	0.26%	> 90%
Comparative Trip Length Analysis	86.58%	70.35%	16.23%	89.13%	69.90%	19.23%	50%
Excessive Trip Length	0.09%	1.36%	-1.27%	0.07%	1.36%	-1.29%	1%
No Show / Late Cancellation Rate	8.11%	8.10%	0.01%	8.80%	7.11%	1.69%	< 5%
Advance Cancellation Rate	21.50%	25.48%	-3.98%	20.67%	22.88%	-2.21%	< 15%
Missed Trip Rate	0.07%	0.58%	-0.52%	0.05%	0.45%	-0.40%	< 0.5%
Complaint Rate (Complaints per 1,000 Trips)	1.17	2.05	-42.86%	1.22	2.02	-39.44%	<= 1.5
Calls Answered Within 5 Minutes	99.58%	36.04%	63.54%	98.84%	39.51%	59.32%	95%
Vehicle Availability	89.42%	82.95%	6.47%	91.53%	84.22%	7.31%	>= 80%



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