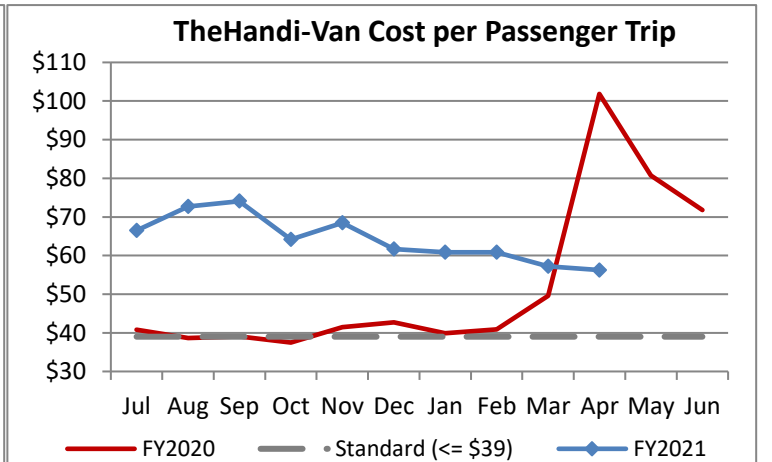
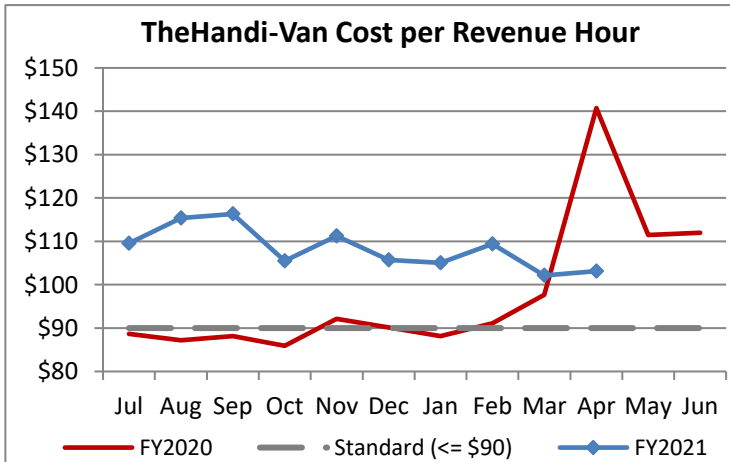
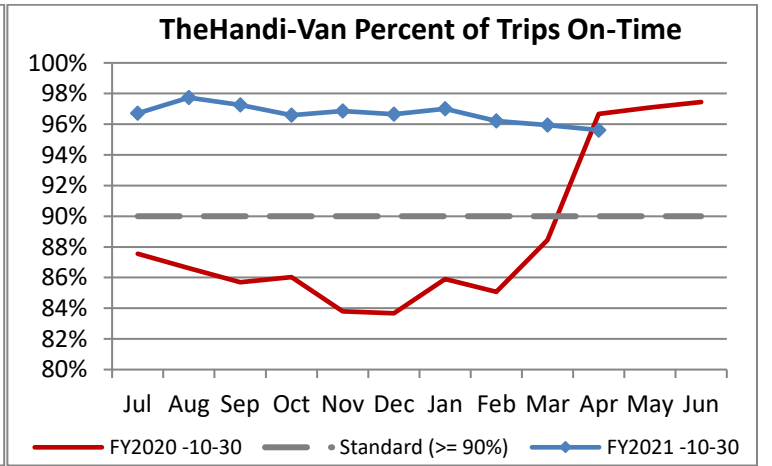
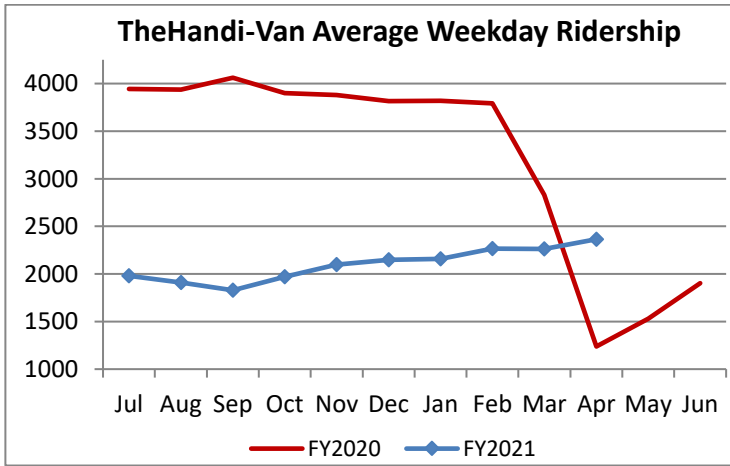


**Oahu Transit Services - The Handi-Van**  
**Monthly Performance Report**  
**For the Month Ending April 2021**

Key Performance Indicators (KPI)	April 2021	April 2020	April 2019	% Change FY 20-21	10 Month FY2021	10 Month FY2020	Percent Change	Goals
Total Monthly Ridership	63,042	32,070	103,547	96.58%	543,538	916,637	-40.70%	
Average Weekday Ridership	2,365	1,238	3,927	90.99%	2,099	3,522	-40.42%	
Unique Riders During the Period	4,336	2,443	5,945	77.49%	3,877	5,656	-31.46%	
Cost per Revenue Hour	\$103.13	\$140.74	\$90.16	-26.72%	\$108.15	\$92.46	16.98%	<= \$90
Cost per Trip	\$56.25	\$101.84	\$40.26	-44.77%	\$63.80	\$42.96	48.49%	<= \$39
Cost per Revenue Mile	\$6.93	\$9.60	\$5.79	-27.85%	\$7.36	\$6.06	21.46%	<= \$6.20
Trips per Revenue Hour	1.83	1.38	2.24	32.67%	1.70	2.15	-21.22%	>= 2.2
Farebox Recovery	2.97%	1.67%	4.09%	1.30%	2.67%	4.12%	-1.46%	8%
Very Early Trips (>30 Minutes)	0.08%	0.32%	0.12%	-0.25%	0.08%	0.12%	-0.04%	< 1%
Very Early Trips & Early Trips (>10 Minutes)	1.54%	2.67%	1.94%	-1.13%	1.65%	1.92%	-0.27%	< 2%
On-Time and Early Trips	97.16%	99.35%	89.66%	-2.19%	98.27%	88.17%	10.09%	>= 90%
Early Departure or On-Time Percentage	95.62%	96.67%	87.72%	-1.05%	96.62%	86.25%	10.37%	>= 90%
On-Time Trips (Within 0-30 Min Window)	78.25%	77.40%	76.33%	0.85%	77.89%	74.80%	3.09%	
Very Late Trips (>30 Minutes)	0.03%	0.04%	0.82%	-0.01%	0.03%	1.03%	-0.99%	< 1%
Desired Arrival Time Trip OTP (Within 45	65.10%	59.03%	62.37%	6.08%	63.94%	61.99%	1.94%	> 90%
Comparative Trip Length Analysis	84.95%	83.06%	67.93%	1.89%	87.26%	69.67%	17.59%	50%
Excessive Trip Length	0.15%	0.09%	1.53%	0.06%	0.10%	1.35%	-1.25%	1%
No Show / Late Cancellation Rate	7.24%	8.90%	6.80%	-1.66%	8.28%	7.66%	0.62%	< 5%
Advance Cancellation Rate	18.88%	27.74%	21.28%	-8.86%	20.23%	24.29%	-4.06%	< 15%
Missed Trip Rate	0.11%	0.04%	0.28%	0.07%	0.06%	0.42%	-0.36%	< 0.5%
Complaint Rate (Complaints per 1,000	1.10	1.06	2.09	4.35%	1.14	1.83	-37.78%	<= 1.5
Calls Answered Within 5 Minutes	98.19%	99.05%	37.09%	-0.86%	98.83%	47.01%	51.82%	95%
Vehicle Availability	88.78%	90.07%	79.85%	-1.29%	90.84%	84.85%	5.98%	>= 80%



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