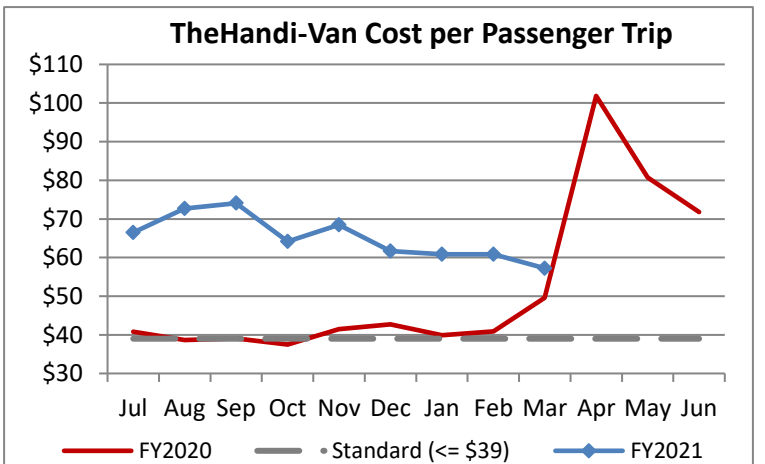
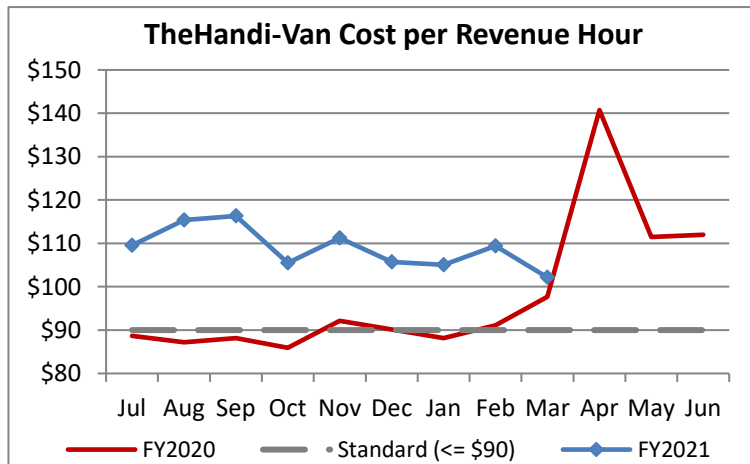
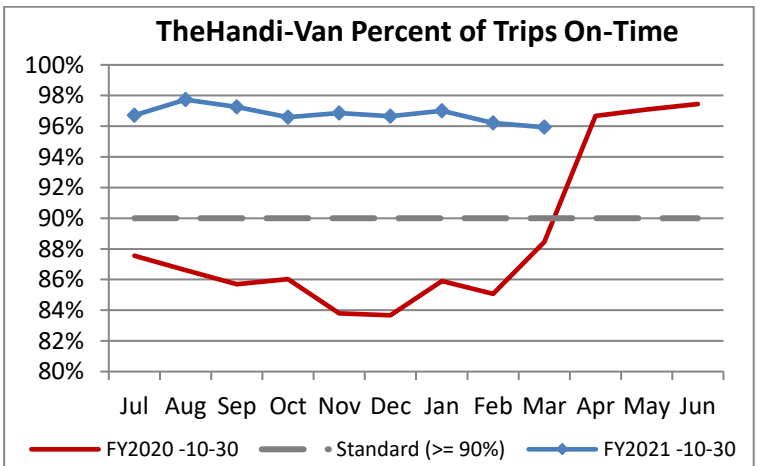
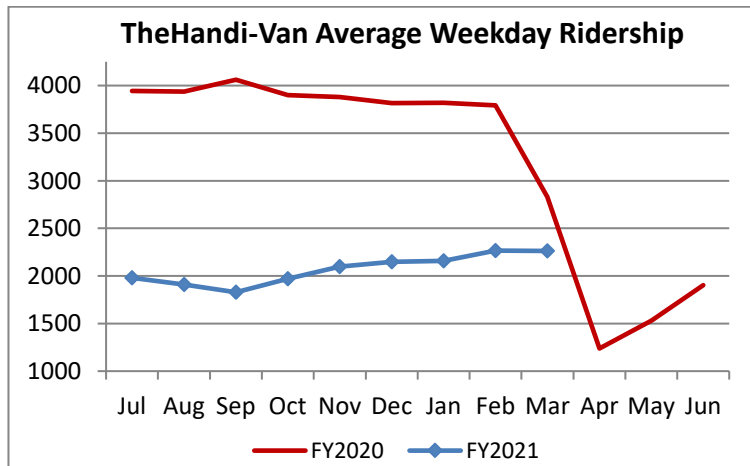


Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending March 2021

Key Performance Indicators (KPI)	March 2021	March 2020	Percent Change	9 Month FY2021	9 Month FY2020	Percent Change	Goals
Total Monthly Ridership	61,857	72,933	-15.19%	480,496	884,567	-45.68%	
Average Weekday Ridership	2,263	2,832	-20.11%	2,069	3,776	-45.20%	
Unique Riders During the Period	4,287	5,517	-22.29%	3,826	6,013	-36.38%	
Cost per Revenue Hour	\$102.14	\$97.65	4.59%	\$108.76	\$89.68	21.28%	<= \$90
Cost per Trip	\$57.24	\$49.55	15.51%	\$64.79	\$40.83	58.68%	<= \$39
Cost per Revenue Mile	\$6.96	\$6.60	5.47%	\$7.41	\$5.86	26.41%	<= \$6.20
Trips per Revenue Hour	1.78	1.97	-9.45%	1.68	2.20	-23.57%	>= 2.2
Farebox Recovery	3.08%	3.96%	-0.88%	2.63%	4.36%	-1.72%	8%
Very Early Trips (>30 Minutes)	0.07%	0.16%	-0.09%	0.08%	0.11%	-0.03%	< 1%
Very Early Trips & Early Trips (>10 Minutes)	1.60%	2.30%	-0.70%	1.67%	1.89%	-0.23%	< 2%
On-Time and Early Trips	97.54%	90.75%	6.79%	98.41%	87.71%	10.70%	>= 90%
Early Departure or On-Time Percentage	95.93%	88.45%	7.49%	96.74%	85.81%	10.93%	>= 90%
On-Time Trips (Within 0-30 Min Window)	78.39%	74.88%	3.51%	77.85%	74.70%	3.15%	
Very Late Trips (>30 Minutes)	0.07%	0.78%	-0.71%	0.03%	1.07%	-1.03%	< 1%
Desired Arrival Time Trip OTP (Within 45 Mins)	65.54%	58.68%	6.86%	63.78%	62.11%	1.68%	> 90%
Comparative Trip Length Analysis	84.60%	69.37%	15.23%	87.72%	69.64%	18.08%	50%
Excessive Trip Length	0.15%	1.24%	-1.08%	0.09%	1.40%	-1.31%	1%
No Show / Late Cancellation Rate	7.78%	9.71%	-1.94%	8.42%	7.61%	0.81%	< 5%
Advance Cancellation Rate	19.95%	34.98%	-15.03%	20.41%	24.14%	-3.74%	< 15%
Missed Trip Rate	0.10%	0.33%	-0.23%	0.06%	0.44%	-0.38%	< 0.5%
Complaint Rate (Complaints per 1,000 Trips)	1.26	1.39	-9.17%	1.14	1.86	-38.60%	<= 1.5
Calls Answered Within 5 Minutes	98.86%	48.34%	50.52%	98.95%	44.57%	54.38%	95%
Vehicle Availability	89.44%	84.24%	5.20%	91.07%	84.27%	6.79%	>= 80%



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