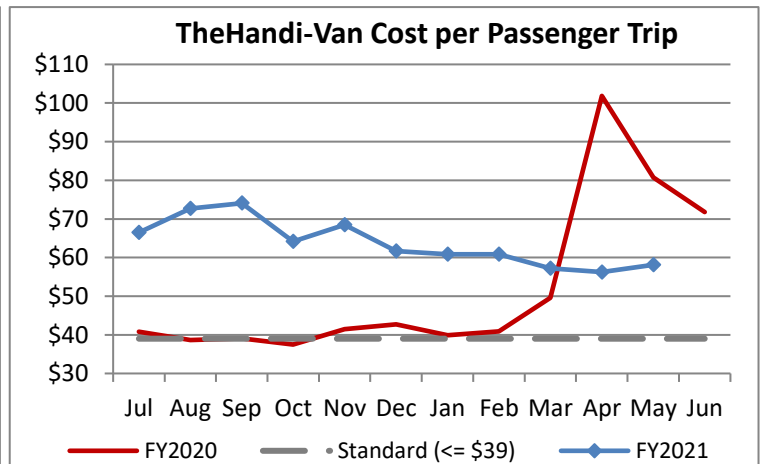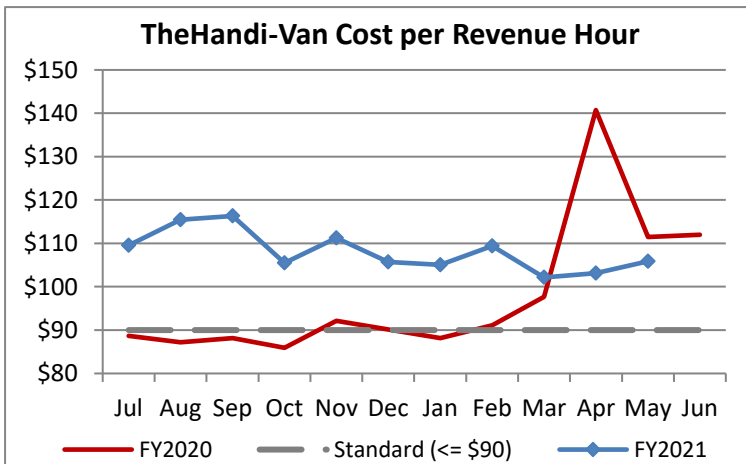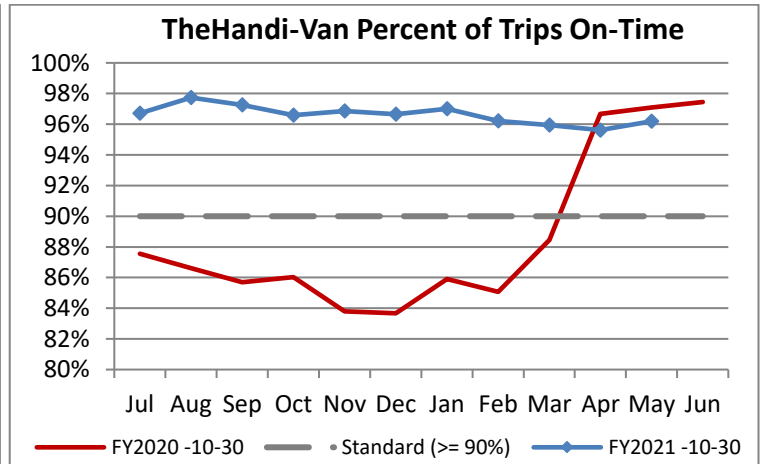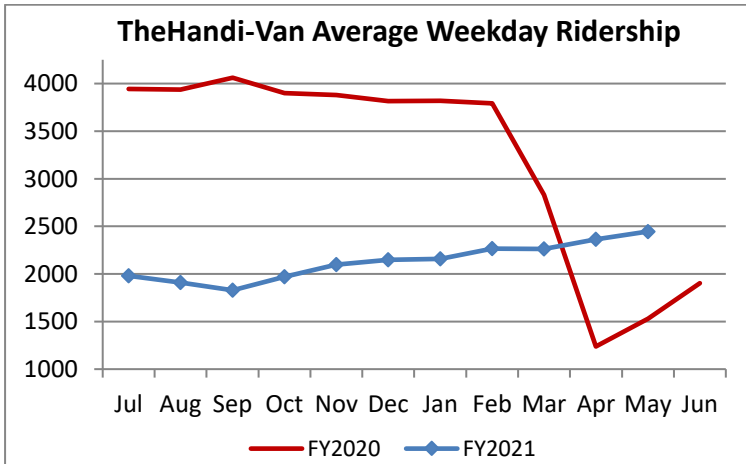**Oahu Transit Services - The Handi-Van**
Monthly Performance Report
For the Month Ending May 2021

Key Performance Indicators (KPI)	May 2021	May 2020	May 2019	% Change FY 20-21	11 Month FY2021	11 Month FY2020	Percent Change	Goals
Total Monthly Ridership	63,702	39,366	104,730	61.82%	607,240	956,003	-36.48%	
Average Weekday Ridership	2,446	1,529	3,878	59.93%	2,130	3,341	-36.24%	
Unique Riders During the Period	4,409	2,979	5,922	48.00%	3,925	5,413	-27.48%	
Cost per Revenue Hour	$105.84	$111.45	$88.08	-5.04%	$107.93	$93.65	15.24%	<=$90
Cost per Trip	$58.12	$80.77	$39.20	-8.04%	$63.20	$44.52	41.96%	<=$39
Cost per Revenue Mile	$7.13	$7.81	$5.88	-8.68%	$7.34	$6.16	19.06%	<=$6.20
Trips per Revenue Hour	1.82	1.38	2.25	31.97%	1.71	2.10	-18.82%	>=2.2
Farebox Recovery	2.83%	2.04%	4.26%	0.79%	2.68%	3.97%	-1.28%	8%
Very Early Trips (>30 Minutes)	0.06%	0.24%	0.12%	-0.18%	0.08%	0.13%	-0.05%	<1%
Very Early Trips & Early Trips (>10 Minutes)	1.35%	2.23%	1.98%	-0.89%	1.62%	1.94%	-0.32%	<2%
On-Time and Early Trips	97.54%	99.32%	88.12%	-1.78%	98.19%	88.69%	9.50%	>=90%
Early Departure or On-Time Percentage	96.19%	97.09%	86.14%	-0.89%	96.57%	86.75%	9.82%	>=90%
On-Time Trips (Within 0-30 Min Window)	78.54%	76.54%	75.45%	2.00%	77.96%	74.88%	3.08%	
Very Late Trips (>30 Minutes)	0.02%	0.03%	1.16%	-0.01%	0.03%	0.98%	-0.95%	<1%
Desired Arrival Time Trip OTP (Within 45	64.76%	60.21%	60.24%	4.54%	64.02%	61.92%	2.10%	>90%
Comparative Trip Length Analysis	76.06%	92.73%	67.13%	-6.68%	85.52%	69.78%	15.74%	50%
Excessive Trip Length	0.12%	0.04%	1.71%	0.08%	0.10%	1.29%	-1.19%	1%
No Show / Late Cancellation Rate	6.76%	8.38%	6.95%	-1.62%	8.12%	7.70%	0.43%	<5%
Advance Cancellation Rate	19.32%	21.23%	22.65%	-1.91%	20.13%	24.14%	-4.01%	<15%
Missed Trip Rate	0.10%	0.03%	0.40%	0.07%	0.07%	0.41%	-0.34%	<0.5%
Complaint Rate (Complaints per 1,000	1.39	0.90	1.95	54.69%	1.16	1.79	-34.78%	<=1.5
Calls Answered Within 5 Minutes	93.33%	99.19%	41.59%	-5.86%	98.10%	49.78%	48.32%	95%
Vehicle Availability	89.67%	90.17%	81.74%	-0.50%	90.73%	85.34%	5.39%	>=80%

TheHandi-Van Average Weekday Ridership

TheHandi-Van Percent of Trips On-Time

TheHandi-Van Cost per Revenue Hour

TheHandi-Van Cost per Passenger Trip

TheHandi-Van Unique Riders During the Month

TheHandi-Van Calls Answered Within 5 Minutes

TheHandi-Van No Show / Late Cancel Rate

TheHandi-Van Advance Cancellation Rate

TheHandi-Van Missed Trip Rate

TheHandi-Van Psgr Trips per Revenue Hour

TheHandi-Van Complaint Rate per 1,000 Trips

TheHandi-Van Vehicle Availability Rate