

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

May 2022

- **Ridership**

In-house average weekday ridership for May was 2,580, up by 15.74% from last year. Supplemental providers average weekday ridership was 240, up by 10.47%. Combined in-house and supplemental providers average weekday ridership was 2,819, up by 15.28%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 141,771 boardings, up 23.37% as compared to the same time period in fiscal year 2021.

- **On-Time Performance**

Handi-Van on-time performance measured from 10 minutes prior to scheduled pickup time to 30 minutes after scheduled pickup time was 94.81% for May. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 96.03%. On-time performance for trips with a desired arrival time was 64.59% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 90.48% for all drop-offs completed before the clients' desired arrival time.

- **Comparative Trip Length Analysis**

An analysis was done to compare Handi-Van trip times with comparable bus trip times. A comparable fixed-route trip time is the scheduled on-vehicle bus time as calculated by Google Transit for the same origin and destination plus 30 minutes to account for walking, waiting, and transferring required on the fixed-route system. During the month of May, Handi-Van operated 61,082 trips including 4,648 trips that were longer than one hour in trip time. The analysis found that 78.96% of the Handi-Van trips longer than an hour were completed in the same time or less than a comparable fixed-route trip.

- **Excessive Trip Times**

An analysis of excessive trip times was performed on all monthly Handi-Van trips with travel times in excess of one hour. The analysis found that 304 or 0.50% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

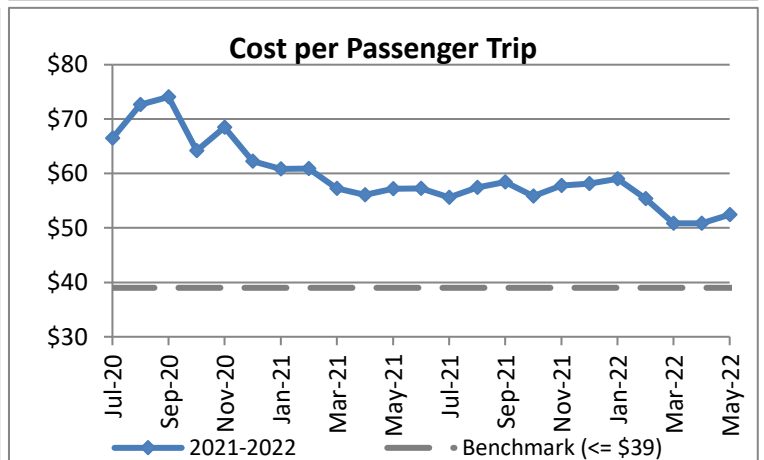
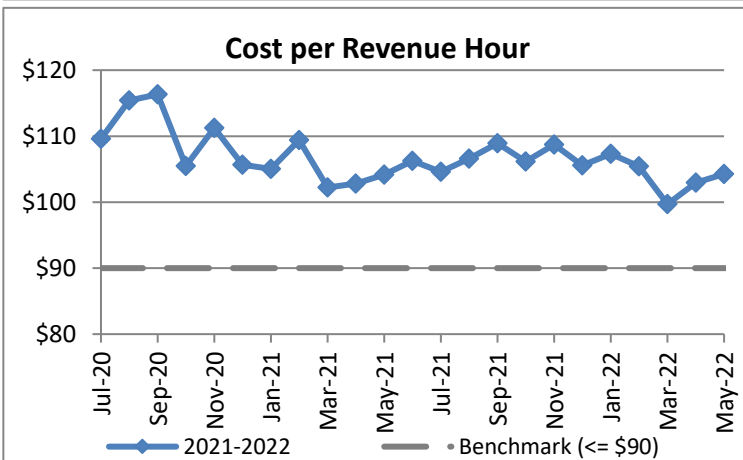
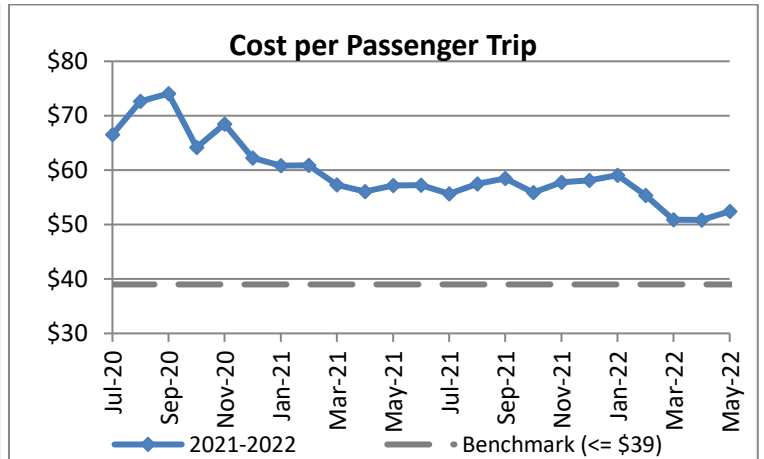
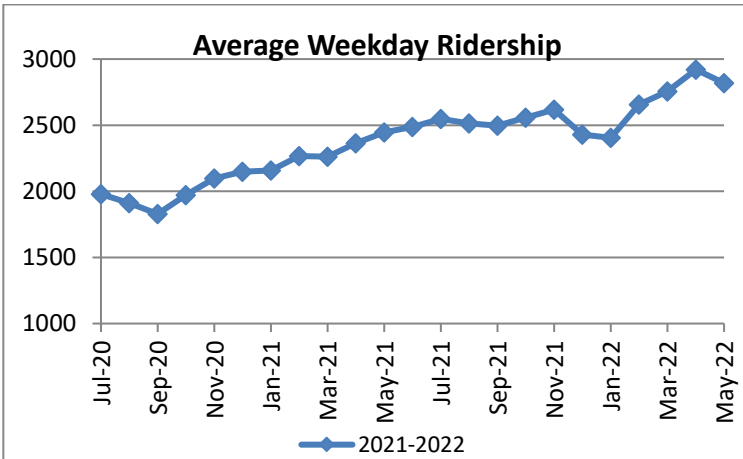
Average vehicle availability was 85.35% for May.

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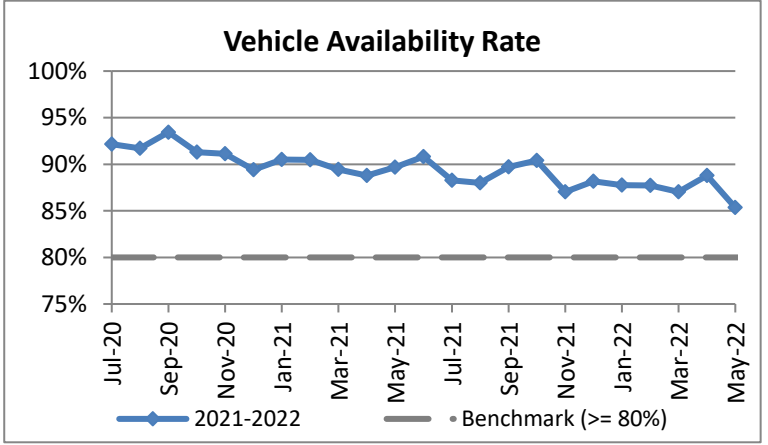
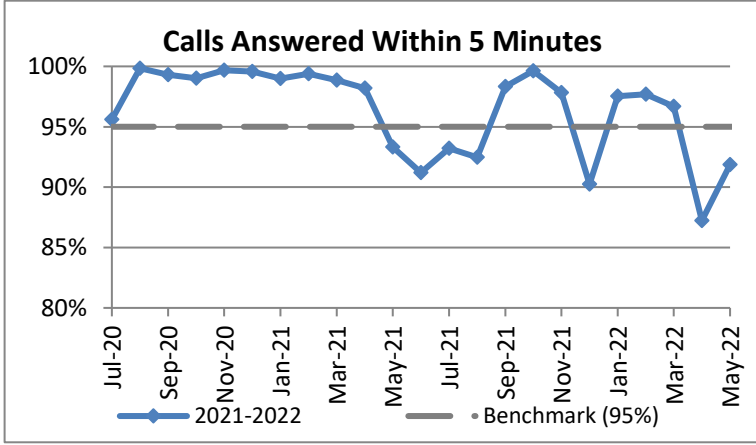
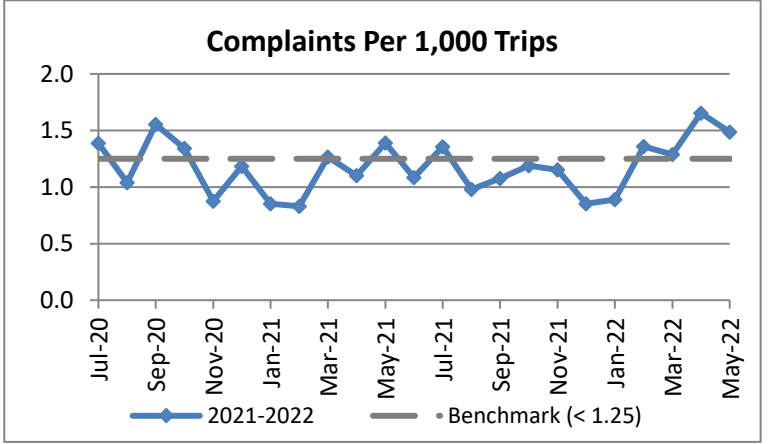
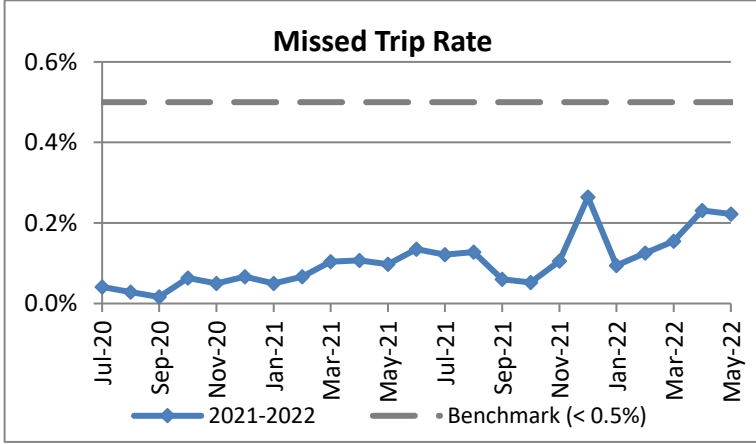
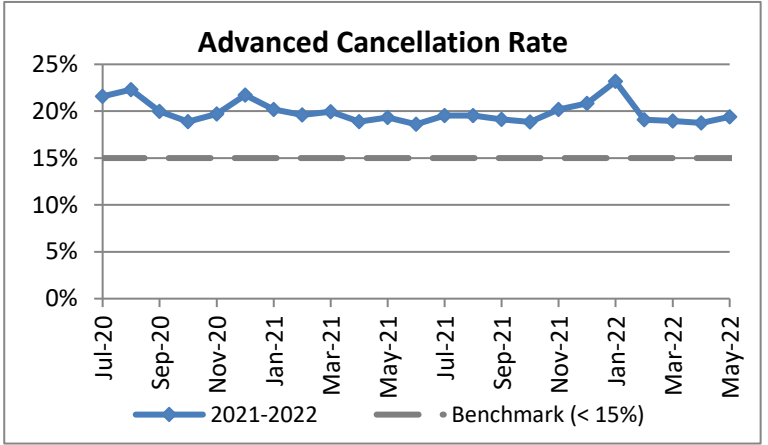
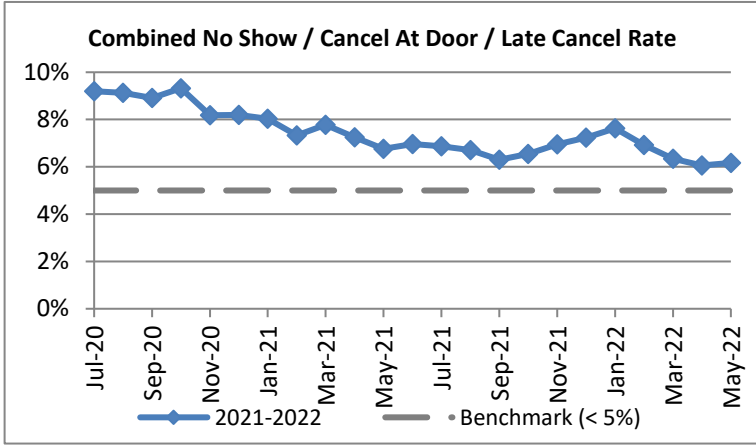
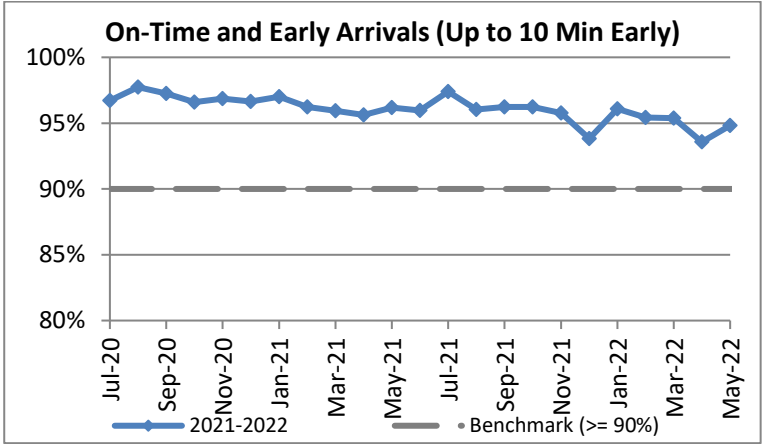
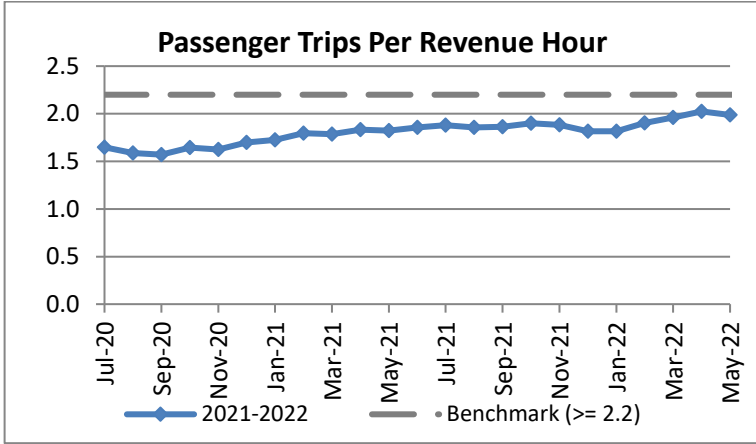
Key Performance Indicators (KPI)	May FY2022	May FY2021	May FY2019 Pre-COVID	% Change FY 21-22	11 Month FY2022	11 Month FY2021	11 Month FY2019 Pre-COVID	% Change FY 21-22	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	73,908	63,702	104,730	16.02%	748,477	606,706	1,099,610	23.37%	1,197,533	
Average Weekday Ridership	2,819	2,446	3,878	15.28%	2,611	2,130	3,862	22.57	3,856	
Unique Riders During the Month	4,873	4,409	5,922	10.52%	4,596	3,925	5,813	17.08%	5,810	
Cost per Revenue Hour	\$104.26	\$104.16	\$88.08	0.10%	\$105.40	\$107.74	\$87.39	-2.17%	\$87.76	<= \$90
Cost per Passenger Trip	\$52.42	\$57.19	\$39.20	-8.34%	\$55.45	\$63.15	\$39.51	-12.18%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.08	\$7.02	\$5.88	0.85%	\$7.11	\$7.32	\$5.85	-2.91%	\$5.87	<=
Passenger Trips per Revenue Hour	1.99	1.82	2.25	9.20%	1.90	1.71	2.21	11.40%	2.22	>= 2.2
Farebox Recovery	3.08%	2.86%	4.26%	0.22%	3.00%	2.69%	4.31%	0.31%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	79.35%	78.54%	75.45%	0.81%	78.54%	77.96%	75.89%	0.58%	75.93%	
Early Arrivals (> 10 Minutes)	1.21%	1.35%	1.98%	-0.13%	1.33%	1.62%	2.14%	-0.29%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.06%	0.12%	-0.03%	0.05%	0.08%	0.12%	-0.03%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	94.81%	96.19%	86.14%	-1.38%	95.50%	96.57%	87.99%	-1.07%	87.99%	>= 90%
On-Time and All Early Arrivals	96.03%	97.54%	88.12%	-1.51%	96.84%	98.19%	90.13%	-1.35%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.18%	0.02%	1.16%	0.16%	0.09%	0.03%	0.79%	0.06%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	64.59%	64.76%	60.24%	-0.16%	66.03%	64.02%	60.71%	2.01%	60.91%	> 90%
Comparative Trip Length Analysis	78.96%	76.06%	67.13%	2.90%	81.32%	85.52%	68.58%	-4.20%	68.69%	50%
Excessive Trip Length	0.50%	0.12%	1.71%	0.37%	0.33%	0.10%	1.40%	0.23%	1.40%	1%
No Show / Late Cancellation Rate	6.16%	6.76%	6.95%	-0.60%	6.68%	8.13%	6.92%	-1.45%	6.92%	< 5%
Advance Cancellation Rate	19.39%	19.32%	22.65%	0.08%	19.72%	20.15%	23.15%	-0.44%	23.11%	< 15%
Missed Trip Rate	0.22%	0.10%	0.40%	0.12%	0.14%	0.07%	0.28%	0.08%	0.27%	< 0.5%
Complaints per 1,000 Trips	1.49	1.39	1.95	7.02%	1.22	1.17	1.57	4.60%	1.57	<= 1.25
Calls Answered Within 5 Minutes	91.85%	93.33%	41.59%	-1.48%	94.67%	98.10%	50.94%	-3.43%	50.30%	95%
Vehicle Availability	85.35%	89.67%	81.74%	-4.32%	88.02%	90.73%	86.37%	-2.71%	86.16%	>= 80%

Notes:

¹ Represents benchmarks based on DTS Analysis "Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)"



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