

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### November 2021

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- **Ridership**

In-house average weekday ridership for November was 2,376, up by 22.97% from last year. Supplemental providers average weekday ridership was 242, up by 46.62%. Combined in-house and supplemental providers average weekday ridership was 2,618, up by 24.83%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 79,961 boardings, up 31.56% 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 95.76% for November. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 97.03%. On-time performance for trips with a desired arrival time was 67.57% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 92.62% 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 November, Handi-Van operated 54,201 trips including 3,277 trips that were longer than one hour in trip time. The analysis found that 81.11% 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**

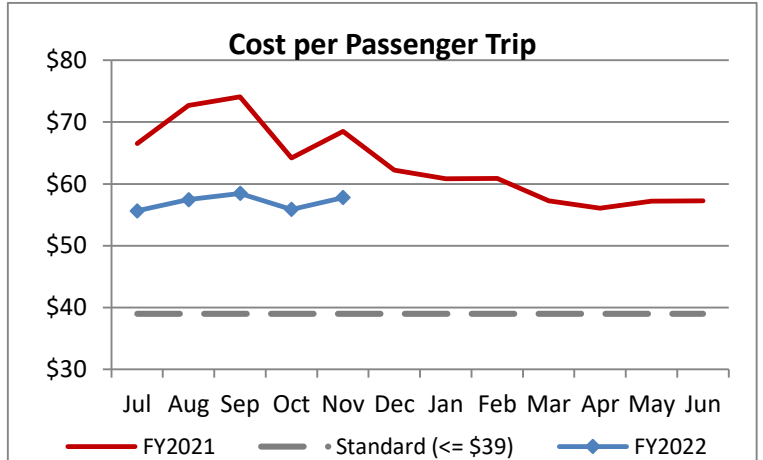
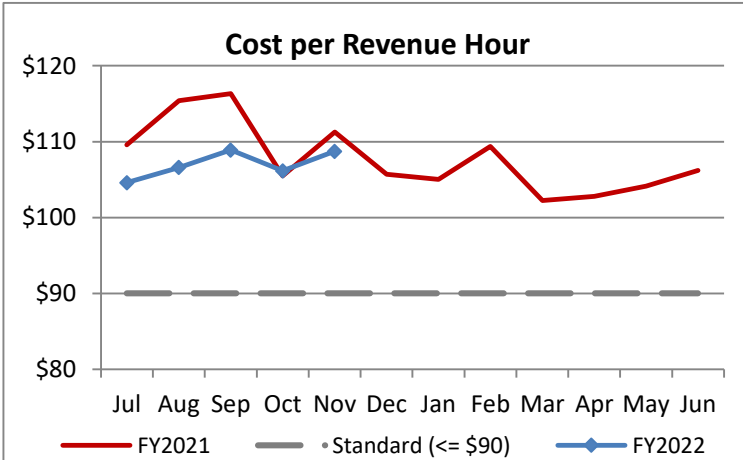
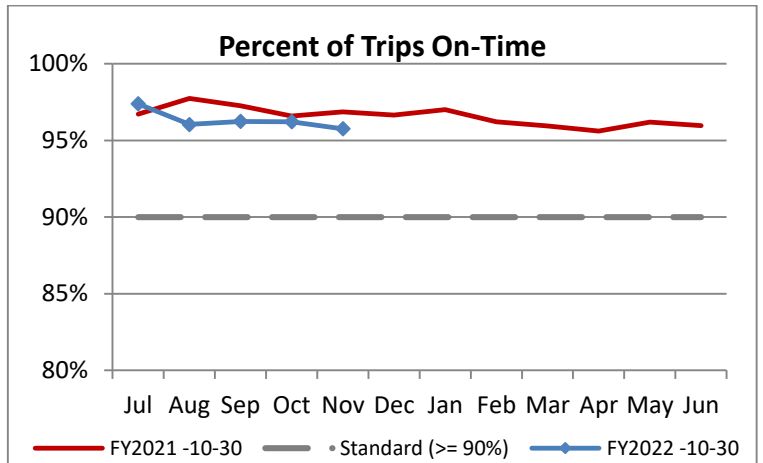
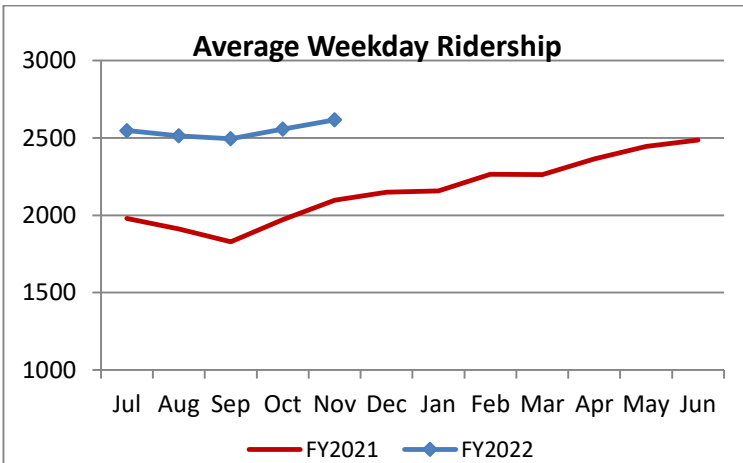
An analysis of excessive trip times was performed on all monthly Handi-Van trips with travel times in excess of one hour. The analysis found that 178 or 0.33% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

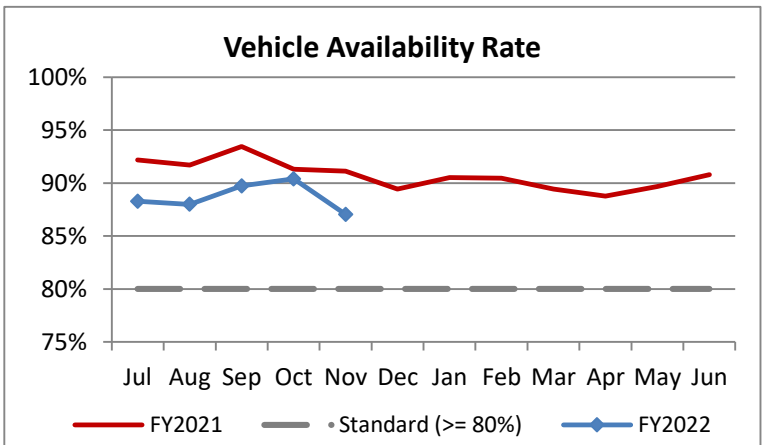
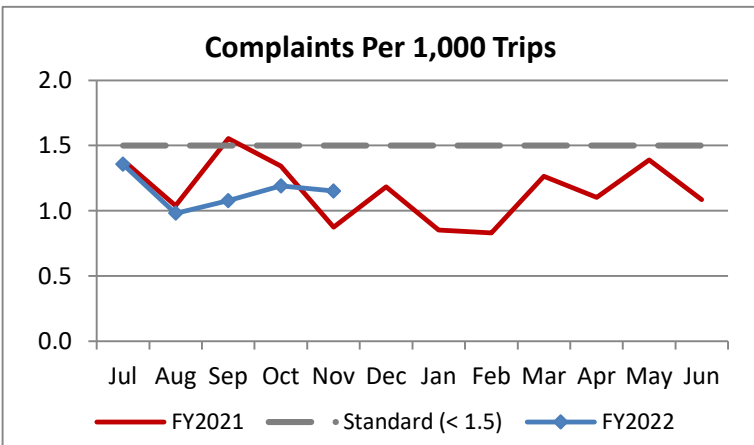
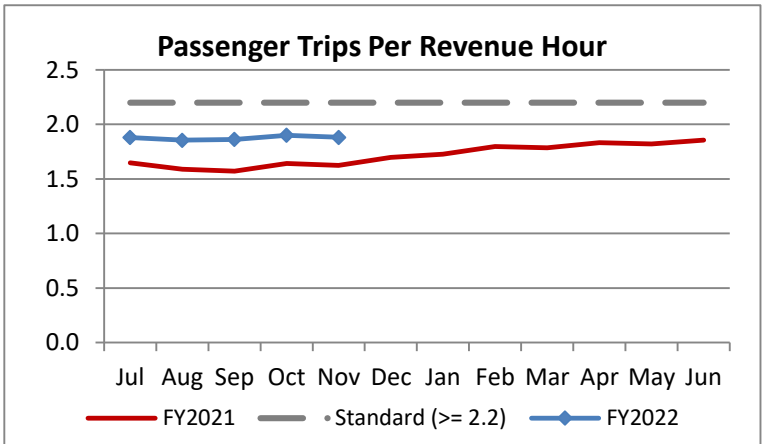
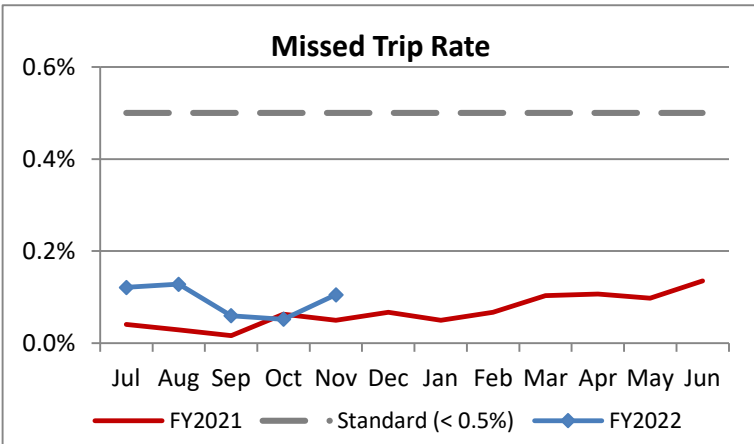
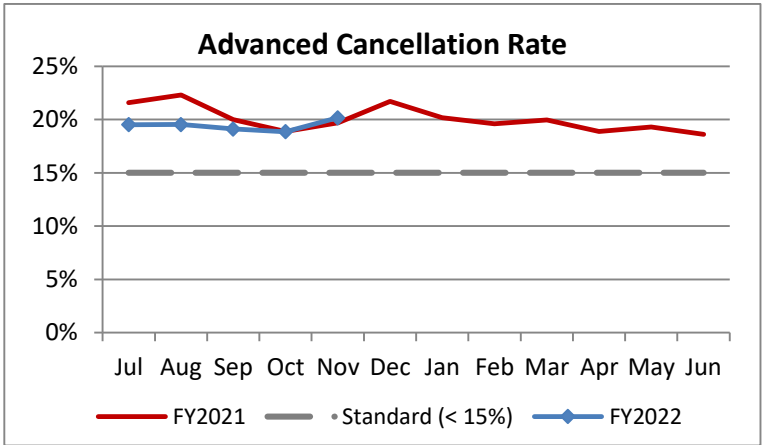
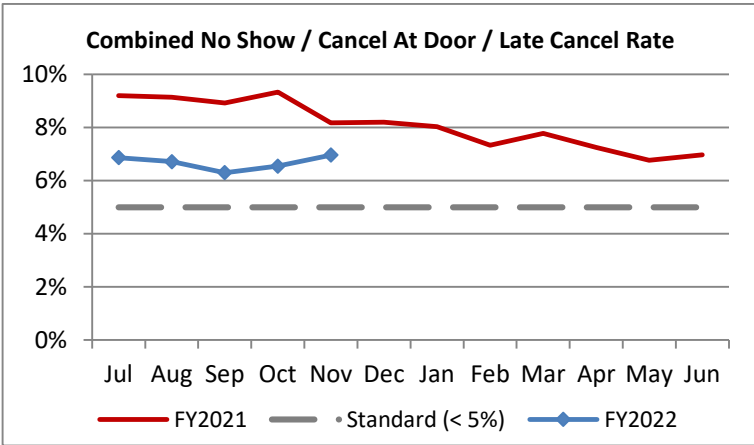
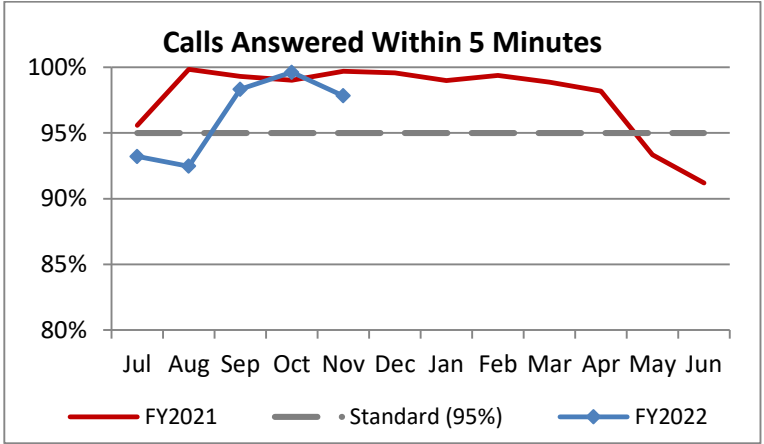
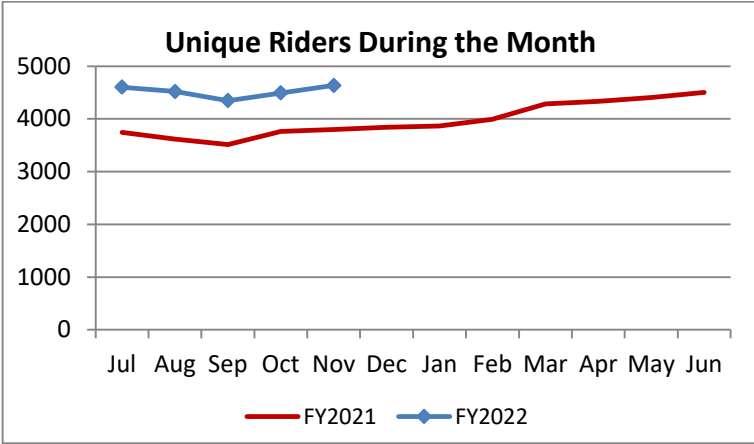
Average vehicle availability was 87.04% for November.

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

Key Performance Indicators (KPI)	Nov 2021	Nov 2020	Nov 2019	% Change FY 21-22	5 Month FY2022	5 Month FY2021	5 Month FY2020	% Change FY 21-22	Goals
Total Monthly Ridership	66,877	51,898	98,184	28.86%	333,287	253,326	518,041	31.56%	
Average Weekday Ridership	2,618	2,097	3,879	24.83%	2,547	1,957	3,944	30.11%	
Unique Riders During the Period	4,636	3,801	6,118	21.97%	4,520	3,688	6,078	22.54%	
Cost per Revenue Hour	\$108.73	\$111.26	\$92.10	-2.27%	\$106.98	\$111.50	\$88.36	-4.05%	<= \$90
Cost per Trip	\$57.79	\$68.50	\$41.50	-15.64%	\$57.03	\$69.01	\$39.44	-17.36%	<= \$39
Cost per Revenue Mile	\$7.49	\$7.63	\$6.02	-1.84%	\$7.15	\$7.63	\$5.70	-6.25%	<= \$6.20
Trips per Revenue Hour	1.88	1.62	2.22	15.84%	1.88	1.62	2.24	16.11%	>= 2.2
Farebox Recovery	2.95%	3.30%	4.35%	-0.35%	2.98%	2.50%	4.39%	0.48%	8%
Very Early Trips (>30 Minutes)	0.05%	0.09%	0.14%	-0.04%	0.05%	0.10%	0.12%	-0.05%	< 1%
Very Early Trips & Early Trips (>10)	1.26%	1.91%	1.87%	-0.65%	1.38%	1.78%	1.90%	-0.40%	< 2%
On-Time and Early Trips	97.03%	98.78%	85.67%	-1.75%	97.71%	98.79%	87.86%	-1.08%	>= 90%
Early Departure or On-Time	95.76%	96.87%	83.80%	-1.10%	96.33%	97.02%	85.96%	-0.68%	>= 90%
On-Time Trips (Within 0-30 Min)	78.55%	77.20%	72.96%	1.35%	78.41%	77.39%	74.94%	1.02%	
Very Late Trips (>30 Minutes)	0.04%	0.02%	1.50%	0.02%	0.04%	0.03%	1.00%	0.02%	< 1%
Desired Arrival Time Trip OTP (Within 45)	67.57%	61.50%	61.28%	6.07%	66.09%	62.31%	62.79%	3.79%	> 90%
Comparative Trip Length Analysis	81.11%	90.09%	68.70%	-8.98%	83.41%	89.91%	69.81%	-6.50%	50%
Excessive Trip Length	0.33%	0.07%	1.45%	0.26%	0.24%	0.06%	1.37%	0.18%	1%
No Show / Late Cancellation Rate	6.96%	8.18%	7.28%	-1.22%	6.68%	8.95%	6.92%	-2.27%	
Advance Cancellation Rate	20.17%	19.70%	24.02%	0.47%	19.44%	20.48%	22.38%	-1.04%	< 15%
Missed Trip Rate	0.11%	0.05%	0.59%	0.06%	0.09%	0.04%	0.42%	0.05%	< 0.5%
Complaint Rate (Complaints per 1,000)	1.15	0.88	2.11	31.48%	1.15	1.24	2.02	-6.79%	<= 1.5
Calls Answered Within 5 Minutes	97.82%	99.68%	33.23%	-1.86%	96.26%	98.67%	40.25%	-2.41%	95%
Vehicle Availability	87.04%	91.13%	84.14%	-4.09%	88.68%	91.95%	84.48%	-3.27%	>= 80%



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