

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

January 2022

- **Ridership**

In-house average weekday ridership for January was 2,182, up by 9.81% from last year. Supplemental providers average weekday ridership was 224, up by 31.79%. Combined in-house and supplemental providers average weekday ridership was 2,406, up by 11.54%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 95,794 boardings, up 26.29% 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 96.10% for January. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 97.38%. On-time performance for trips with a desired arrival time was 67.14% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 94.38% 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 January, Handi-Van operated 51,044 trips including 2,595 trips that were longer than one hour in trip time. The analysis found that 83.82% 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 103 or 0.20% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

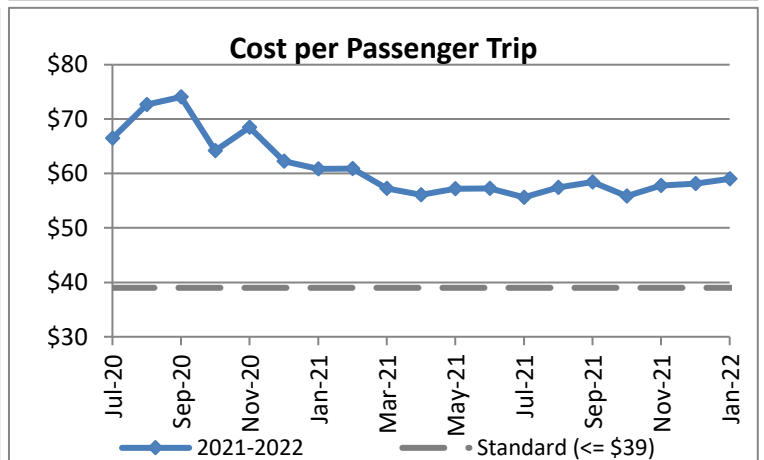
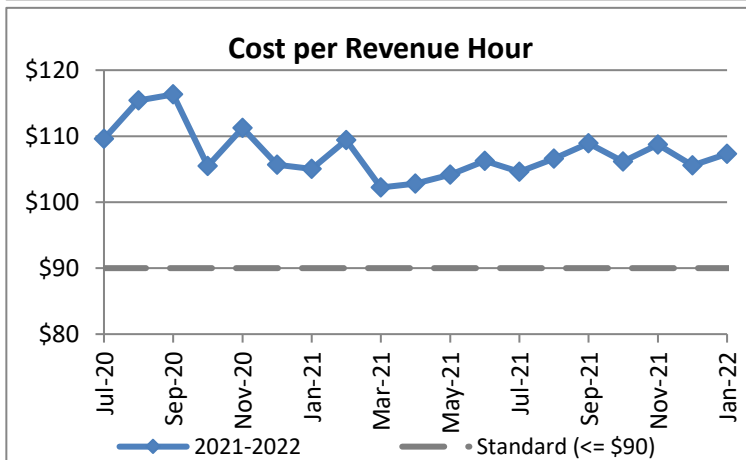
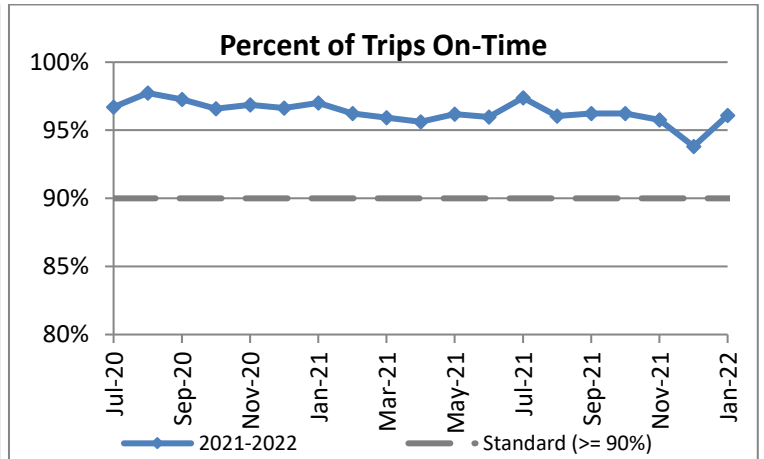
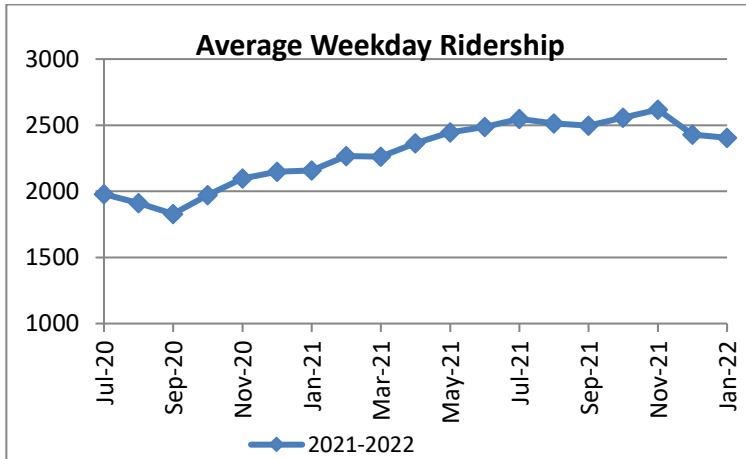
Average vehicle availability was 87.74% for January.

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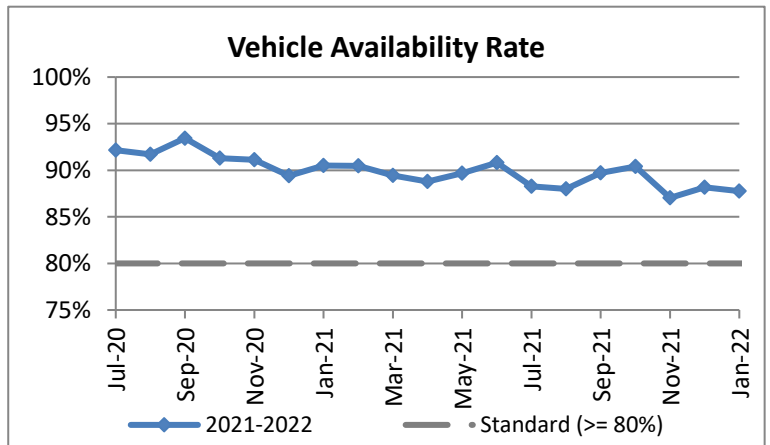
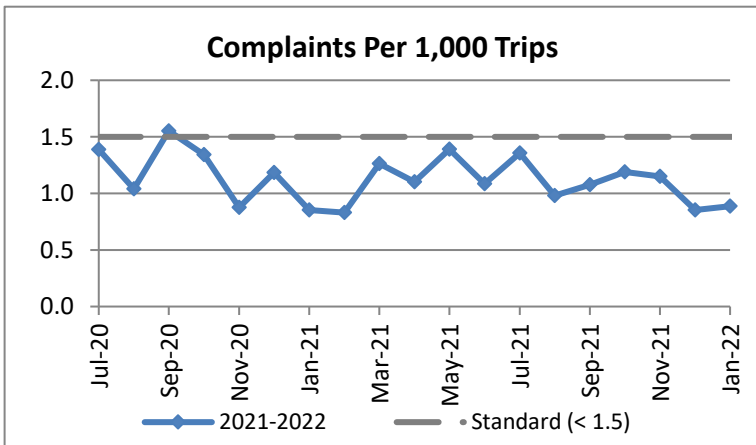
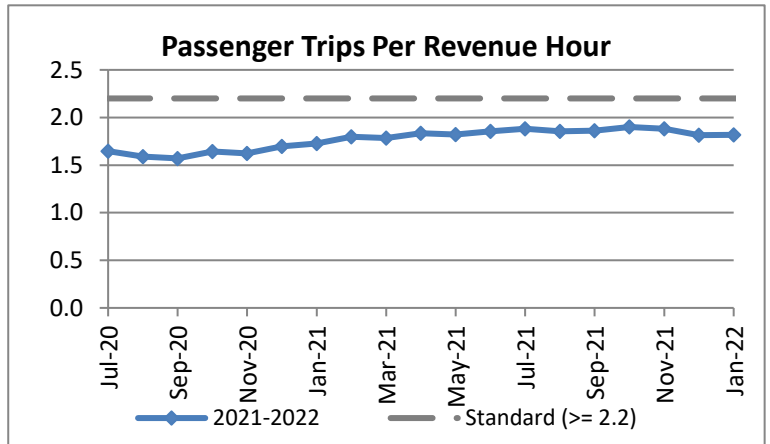
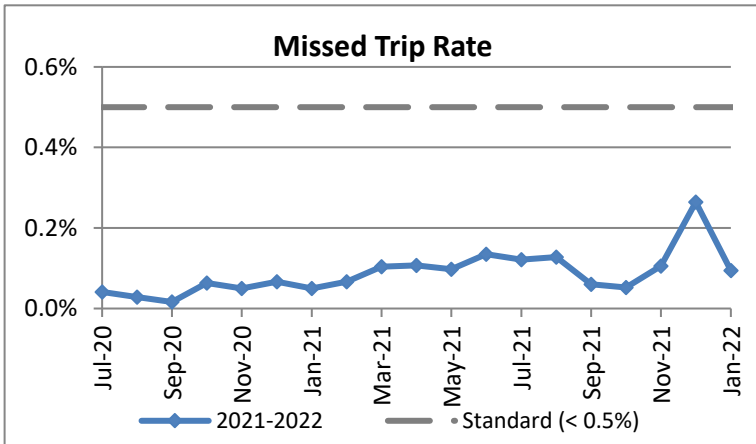
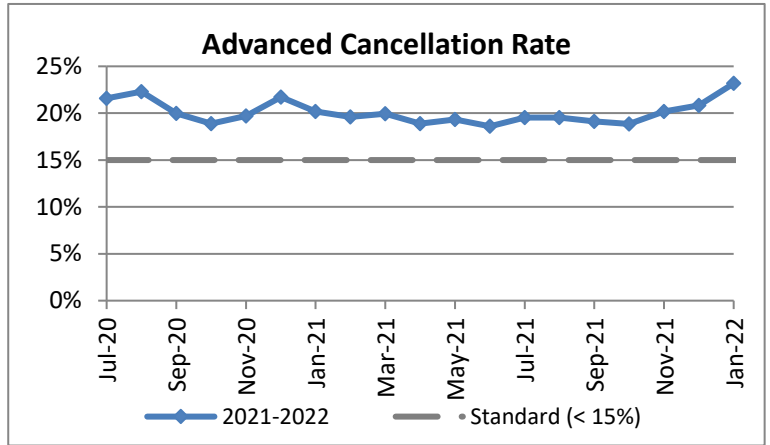
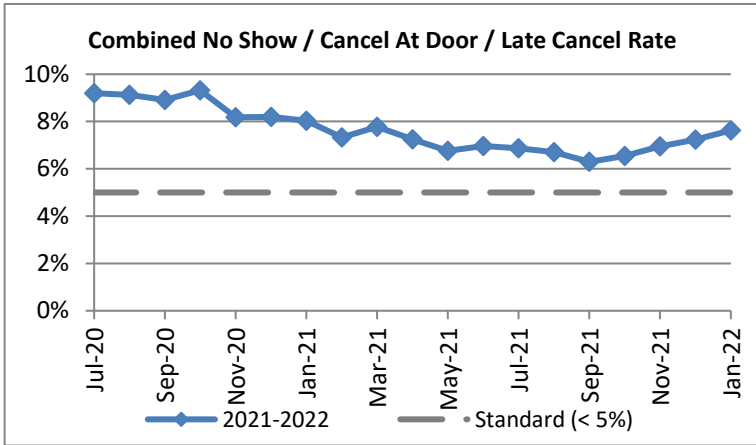
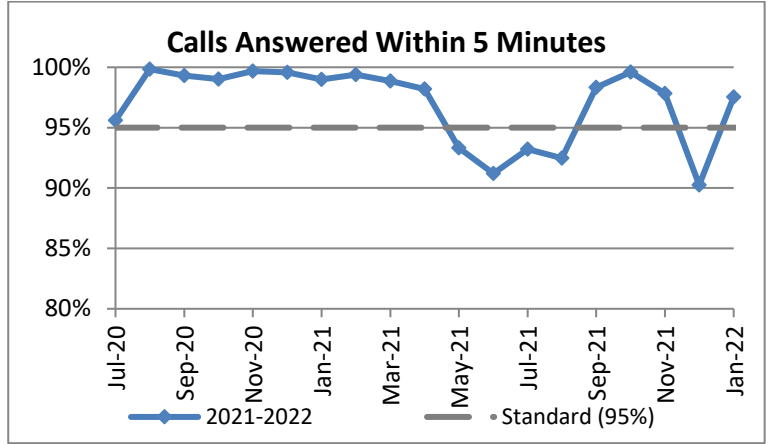
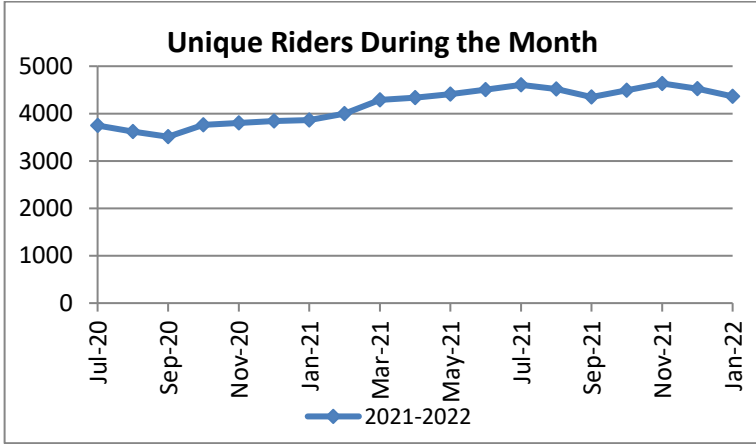
Key Performance Indicators (KPI)	Jan FY2022	Jan FY2021	Jan FY2019 Pre-COVID	% Change FY 21-22	7 Month FY2022	7 Month FY2021	7 Month FY2019 Pre-COVID	% Change FY 21-22	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	61,627	54,477	99,944	13.12%	460,236	364,442	698,192	26.29%	1,197,533	
Average Weekday Ridership	2,406	2,157	3,790	11.54%	2,510	2,013	3,848	24.66%	3,856	
Unique Riders During the Period	4,365	3,865	5,736	12.94%	4,498	3,736	5,802	20.40%	5,810	
Cost per Revenue Hour	\$107.29	\$105.05	\$84.84	2.14%	\$106.82	\$109.71	\$87.38	-2.63%	\$87.76	<= \$90
Cost per Trip	\$59.05	\$60.84	\$39.45	-2.95%	\$57.45	\$66.74	\$39.49	-13.91%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.40	\$7.08	\$5.80	4.51%	\$7.21	\$7.49	\$5.86	-3.66%	\$5.87	<= \$6.20
Trips per Revenue Hour	1.82	1.73	2.15	5.25%	1.86	1.64	2.21	13.10%	2.22	>= 2.2
Farebox Recovery	2.85%	2.87%	4.66%	-0.02%	2.94%	2.54%	4.37%	0.40%	4.30%	8%
Very Early Trips (>30 Minutes)	0.04%	0.10%	0.09%	-0.06%	0.06%	0.09%	0.13%	-0.03%	0.12%	< 1%
Very Early Trips & Early Trips (>10)	1.28%	1.63%	2.07%	-0.35%	1.36%	1.69%	2.19%	-0.33%	2.14%	< 2%
On-Time and Early Trips	97.38%	98.63%	92.33%	-1.26%	97.33%	98.64%	90.19%	-1.31%	90.13%	>= 90%
Early Departure or On-Time Percentage	96.10%	97.00%	90.26%	-0.91%	95.97%	96.96%	88.00%	-0.98%	87.99%	>= 90%
On-Time Trips (Within 0-30 Min Window)	78.00%	78.31%	77.29%	-0.31%	78.36%	77.76%	75.68%	0.61%	75.93%	
Very Late Trips (>30 Minutes)	0.05%	0.04%	0.42%	0.01%	0.08%	0.03%	0.78%	0.05%	0.78%	< 1%
Desired Arrival Time Trip OTP (< 45 Mins)	67.14%	65.78%	62.47%	1.35%	66.15%	63.29%	59.96%	2.85%	60.91%	> 90%
Comparative Trip Length Analysis	83.82%	86.64%	69.45%	-2.82%	82.47%	88.71%	69.13%	-6.24%	68.69%	50%
Excessive Trip Length	0.20%	0.11%	1.27%	0.09%	0.27%	0.08%	1.32%	0.20%	1.40%	1%
No Show / Late Cancellation Rate	7.63%	8.03%	6.87%	-0.40%	6.89%	8.70%	6.84%	-1.81%	6.92%	
Advance Cancellation Rate	23.17%	20.18%	23.03%	2.99%	20.14%	20.63%	23.44%	-0.49%	23.11%	< 15%
Missed Trip Rate	0.09%	0.05%	0.20%	0.04%	0.12%	0.05%	0.26%	0.07%	0.27%	< 0.5%
Complaint Rate (Complaints per 1,000 Trips)	0.89	0.85	1.36	4.18%	1.07	1.17	1.41	-8.25%	1.57	<= 1.5
Calls Answered Within 5 Minutes	97.53%	99.00%	37.12%	-1.47%	95.58%	98.88%	53.74%	-3.30%	50.30%	95%
Vehicle Availability	87.74%	90.52%	86.36%	-2.78%	88.47%	91.38%	88.03%	-2.91%	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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