

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

June 2022

- **Ridership**

In-house average weekday ridership for June was 2,538, up by 11.81% from last year. Supplemental providers average weekday ridership was 217, down by -0.59%. Combined in-house and supplemental providers average weekday ridership was 2,754, up by 10.72%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 148,408 boardings, up 22.07% 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 95.01% for June. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 96.21%. On-time performance for trips with a desired arrival time was 64.34% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.01% 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 June, Handi-Van operated 59,931 trips including 4,222 trips that were longer than one hour in trip time. The analysis found that 80.63% 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 244 or 0.41% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

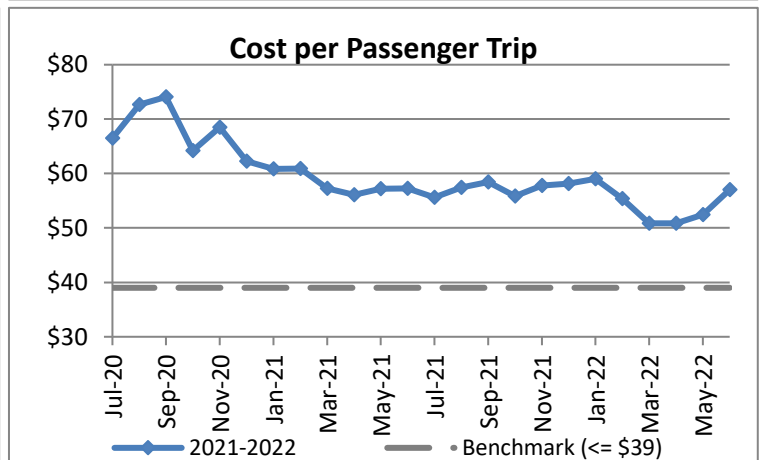
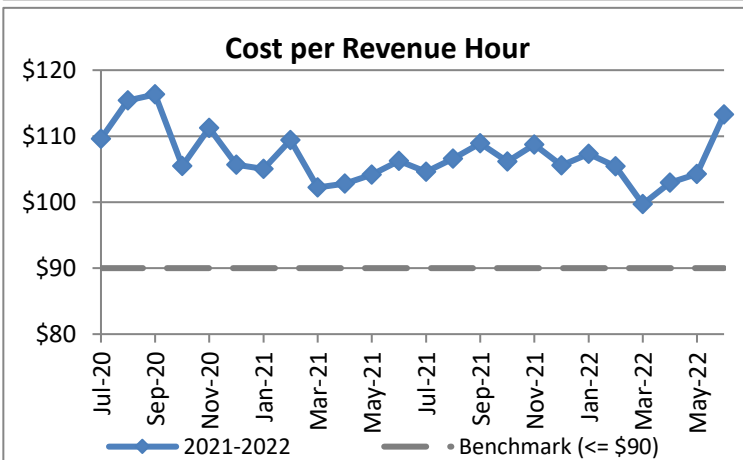
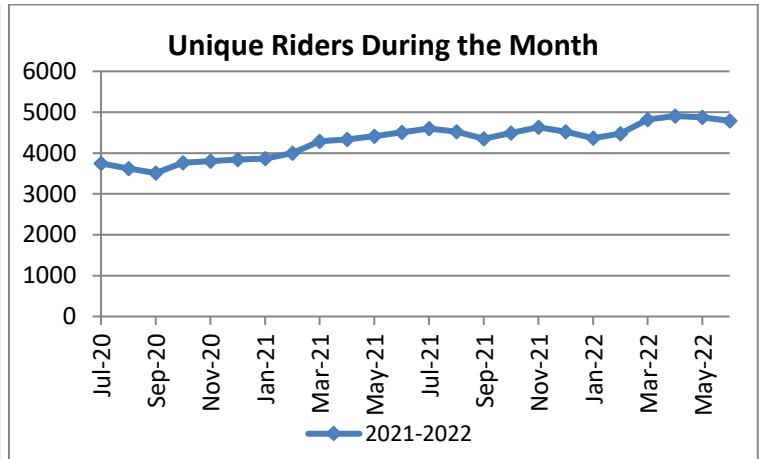
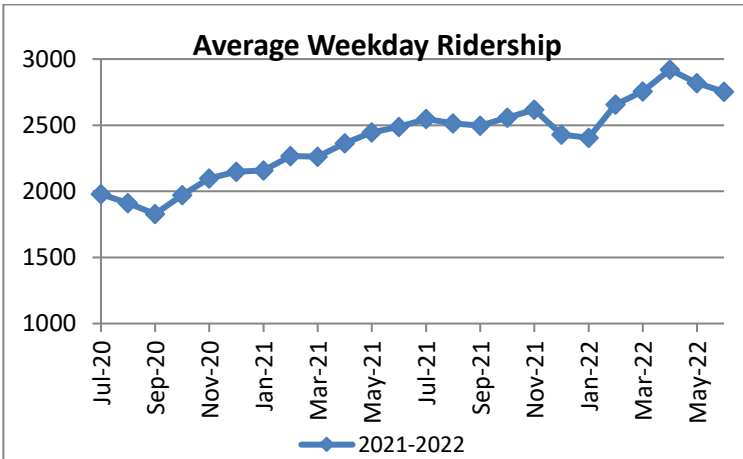
Average vehicle availability was 80.49% for June.

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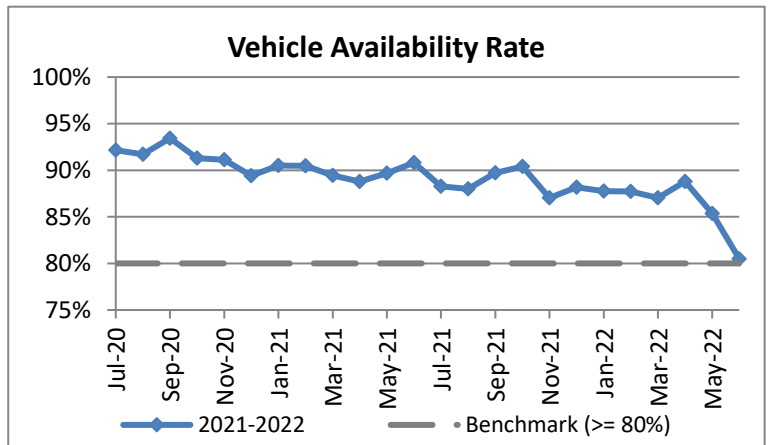
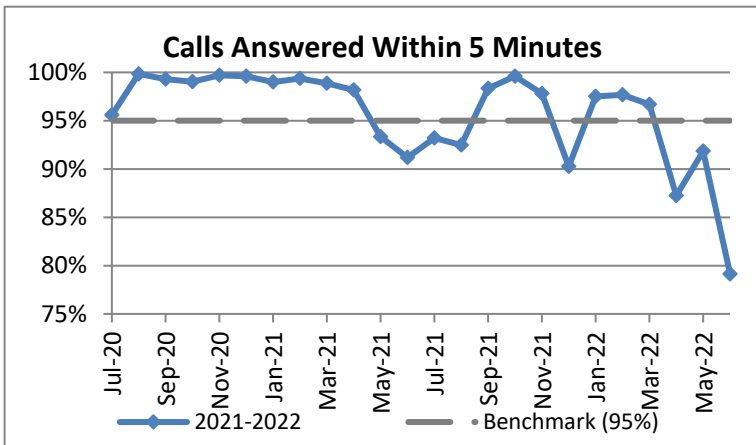
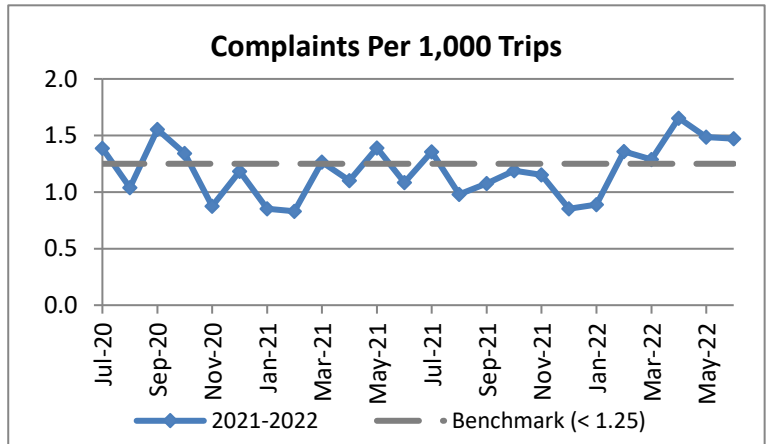
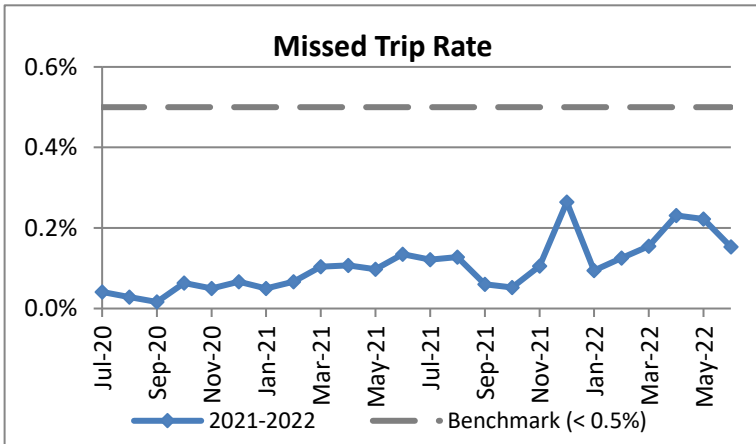
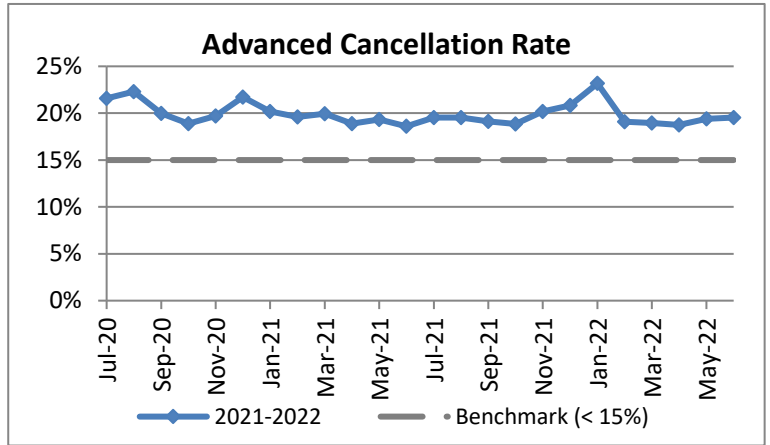
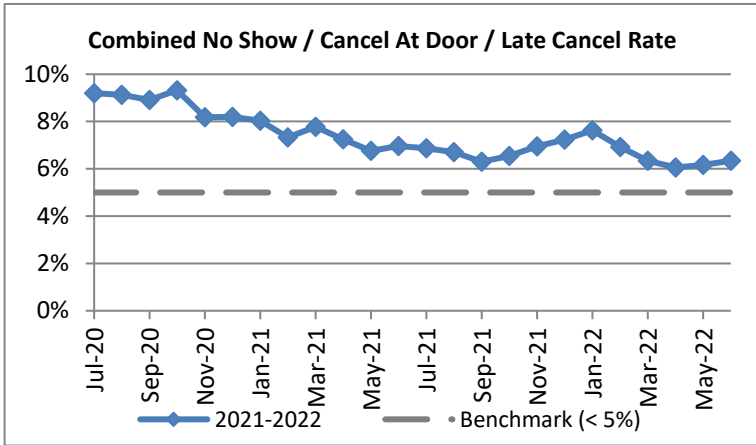
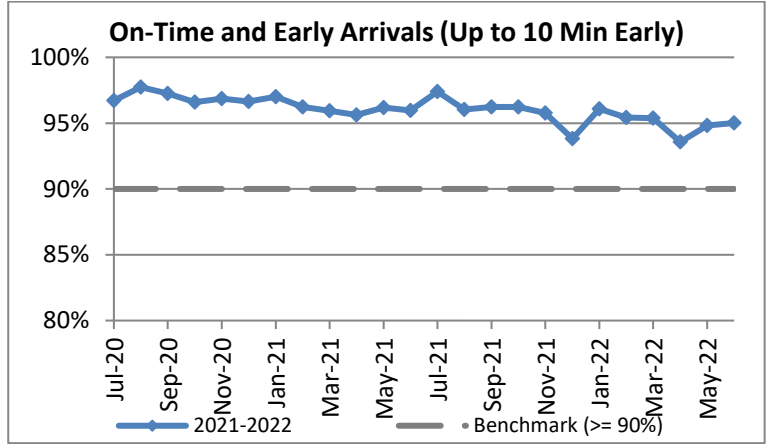
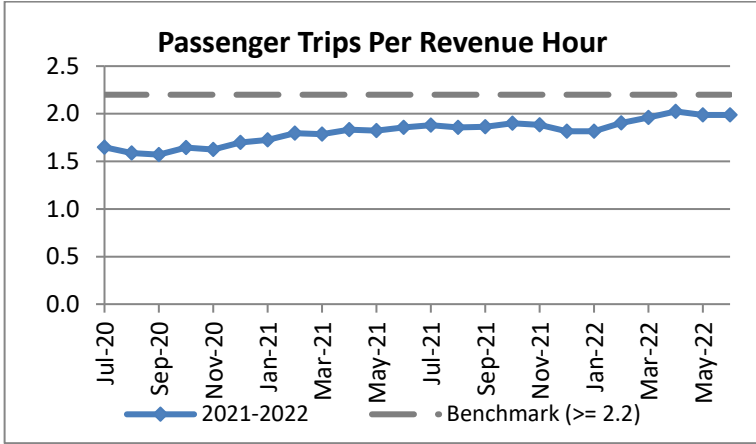
Key Performance Indicators (KPI)	Jun FY2022	Jun FY2021	Jun FY2019 Pre-COVID	% Change FY 21-22	12 Month FY2022	12 Month FY2021	12 Month FY2019 Pre-COVID	% Change FY 21-22	Benchmark ¹
Total Monthly Ridership	72,312	65,675	97,923	10.11%	820,789	672,381	1,197,533	22.07%	
Average Weekday Ridership	2,754	2,488	3,794	10.72%	2,623	2,160	3,856	21.43%	
Unique Riders During the Month	4,790	4,505	5,779	6.33%	4,612	3,974	5,810	16.07%	
Cost per Revenue Hour	\$113.28	\$106.23	\$92.08	6.63%	\$106.06	\$107.60	\$87.76	-1.43%	<= \$90
Cost per Passenger Trip	\$57.04	\$57.24	\$40.75	-0.37%	\$55.59	\$62.57	\$39.61	-11.15%	<= \$39
Cost per Revenue Mile	\$7.70	\$7.17	\$6.10	7.46%	\$7.16	\$7.31	\$5.87	-2.04%	<= \$6.20
Passenger Trips per Revenue Hour	1.99	1.86	2.26	7.02%	1.91	1.72	2.22	10.94%	>= 2.2
Farebox Recovery	3.12%	2.85%	4.18%	0.27%	3.01%	2.70%	4.30%	0.31%	8%
On-Time Arrivals (Within 0-30 Min Window)	79.36%	79.04%	76.41%	0.32%	78.61%	78.06%	75.93%	0.55%	
Early Arrivals (> 10 Minutes)	1.20%	1.32%	2.13%	-0.12%	1.32%	1.59%	2.14%	-0.27%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.05%	0.14%	-0.02%	0.05%	0.08%	0.12%	-0.03%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	95.01%	95.97%	88.03%	-0.97%	95.46%	96.51%	87.99%	-1.05%	>= 90%
On-Time and All Early Arrivals	96.21%	97.30%	90.16%	-1.08%	96.78%	98.10%	90.13%	-1.32%	>= 90%
Very Late Arrivals (>30 Minutes)	0.09%	0.04%	0.64%	0.06%	0.09%	0.03%	0.78%	0.06%	< 1%
On-Time Drop-Offs (Within 45 Mins)	64.34%	62.83%	63.44%	1.51%	65.90%	63.91%	60.91%	1.99%	> 90%
Comparative Trip Length Analysis	80.63%	85.12%	69.89%	-4.50%	81.25%	85.46%	68.69%	-4.21%	50%
Excessive Trip Length	0.41%	0.21%	1.32%	0.20%	0.34%	0.11%	1.40%	0.23%	1%
No Show / Late Cancellation Rate	6.34%	6.97%	6.94%	-0.63%	6.65%	8.02%	6.92%	-1.37%	< 5%
Advance Cancellation Rate	19.55%	18.60%	22.60%	0.95%	19.70%	20.00%	23.11%	-0.30%	< 15%
Missed Trip Rate	0.15%	0.14%	0.26%	0.02%	0.14%	0.07%	0.27%	0.07%	< 0.5%
Complaints per 1,000 Trips	1.47	1.08	1.58	35.70%	1.24	1.16	1.57	7.25%	<= 1.25
Calls Answered Within 5 Minutes	79.14%	91.19%	43.43%	-12.05%	93.38%	97.30%	50.30%	-3.92%	95%
Vehicle Availability	80.49%	90.80%	83.86%	-10.31%	87.39%	90.74%	86.16%	-3.34%	>= 80%

Notes:

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



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