

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

June 2021

- **Ridership**

In-house average weekday ridership for June was 2,270, up by 27.83% from last year. Supplemental providers average weekday ridership was 218, up by 73.02%. Combined in-house and supplemental providers average weekday ridership was 2,488, up by 30.83%.

Fiscal year-to-date in-house and supplemental provider total ridership is down by 332,581 boardings, down -33.08% as compared to the same time period in fiscal year 2020.

- **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 95.97% for June. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 97.30%. On-time performance for trips with a desired arrival time was 62.83% (drop-offs completed within a 45 minute window before the clients' desired arrival time) and 94.17% 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 53,022 trips including 2,534 trips that were longer than one hour in trip time. The analysis found that 85.12% 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**

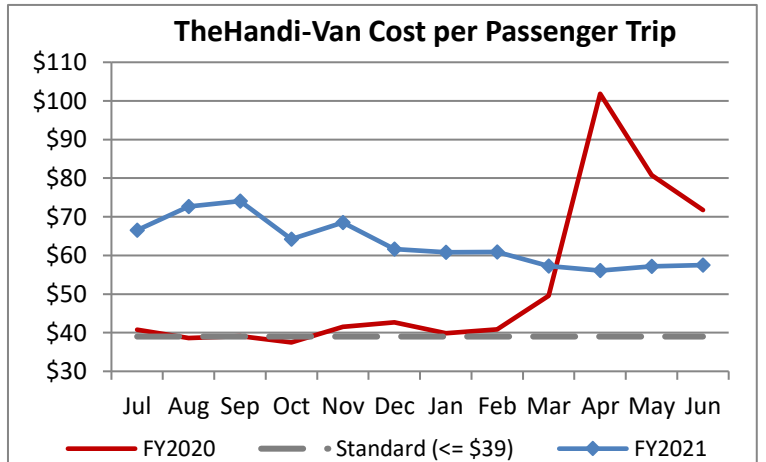
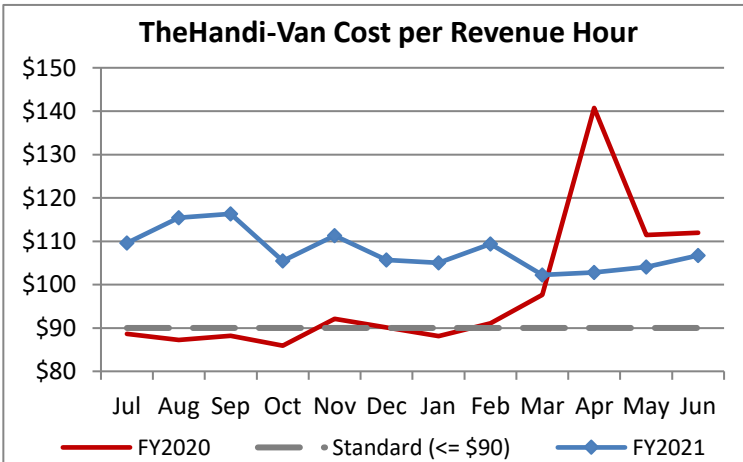
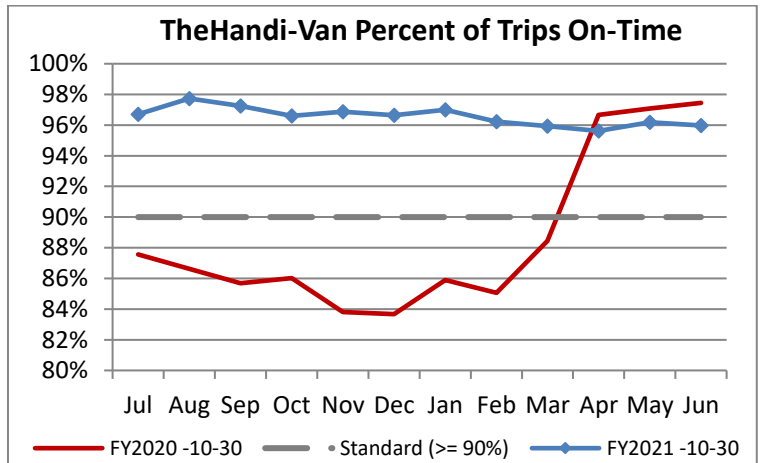
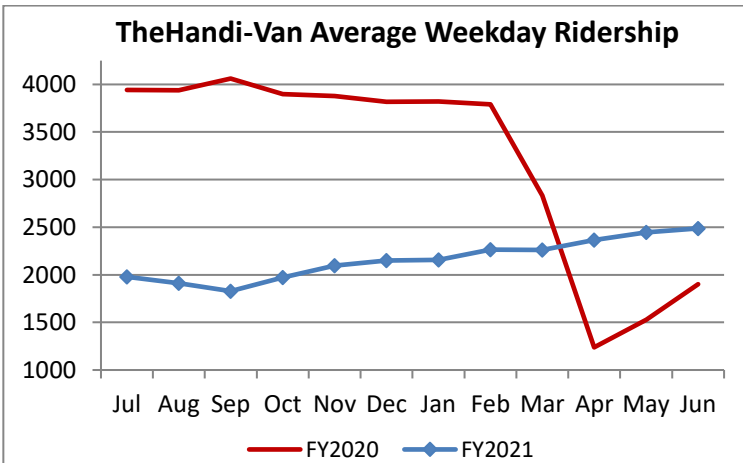
An analysis of excessive trip times was performed on all monthly Handi-Van trips with travel times in excess of one hour. The analysis found that 110 or 0.21% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

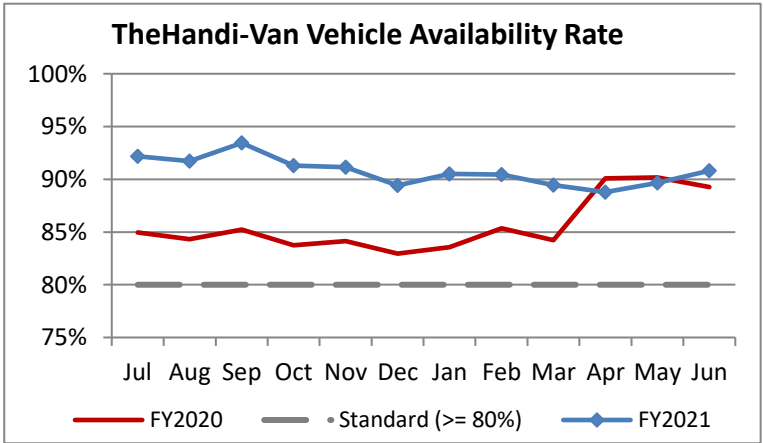
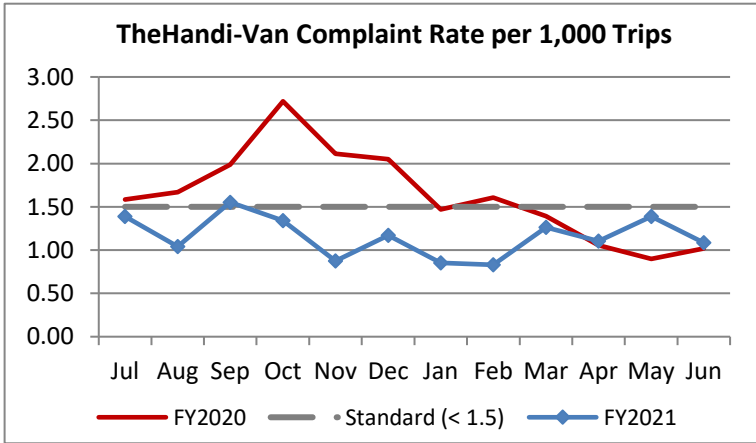
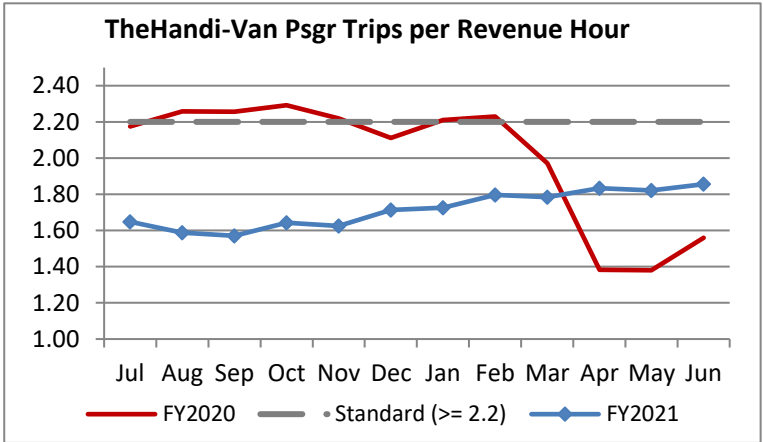
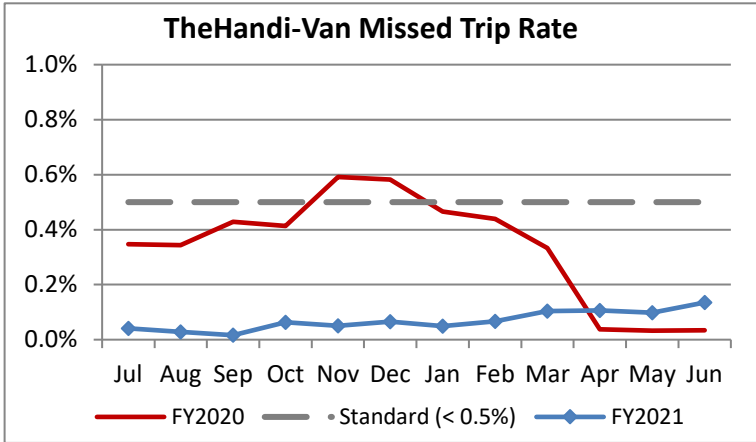
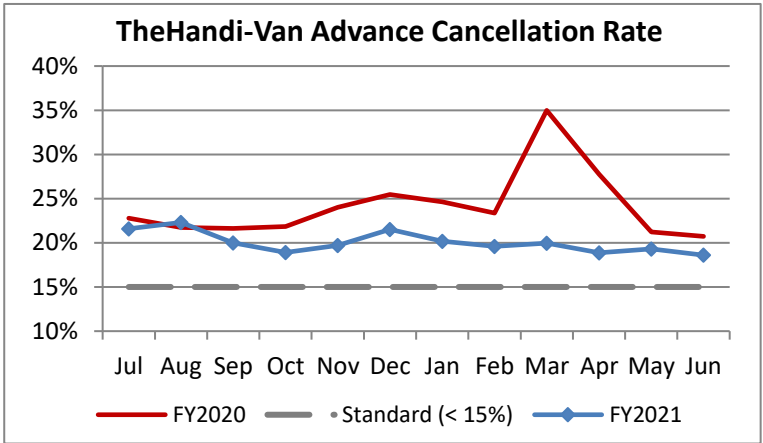
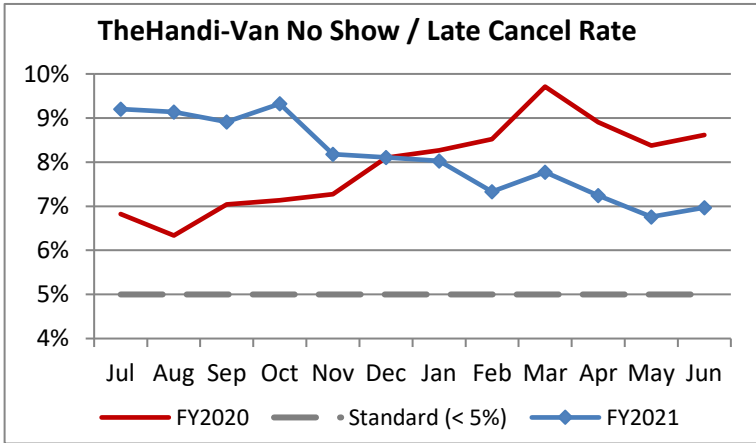
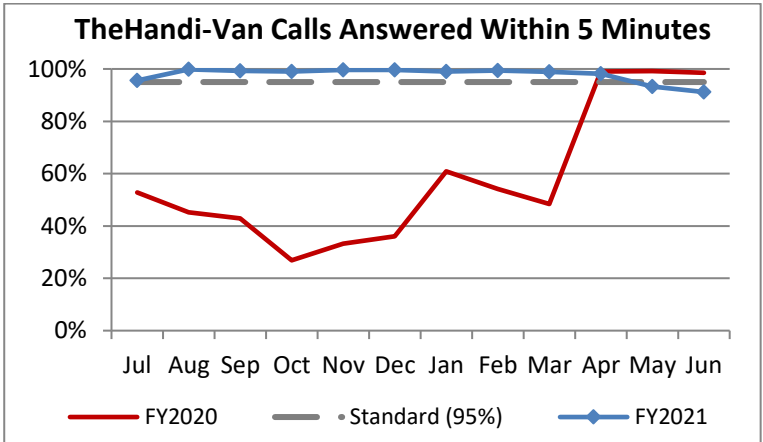
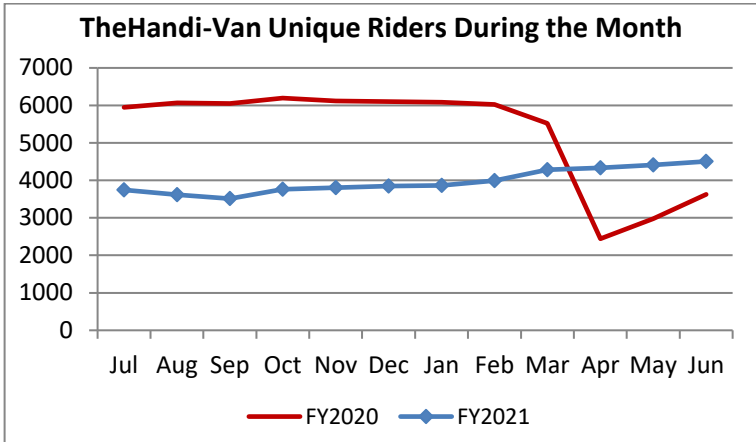
Average vehicle availability was 90.80% for June.

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

Key Performance Indicators (KPI)	June 2021	June 2020	June 2019	% Change FY 20-21	12 Month FY2021	12 Month FY2020	12 Month FY2019	% Change FY 20-21
Total Monthly Ridership	65,675	49,493	97,923	32.70%	672,915	1,005,496	1,197,533	-33.08%
Average Weekday Ridership	2,488	1,901	3,794	30.83%	2,160	3,221	3,856	-32.94%
Unique Riders During the Period	4,505	3,626	5,779	24.24%	3,974	5,264	5,810	-24.51%
Cost per Revenue Hour	\$106.72	\$111.98	\$92.08	-4.70%	\$107.64	\$94.85	\$87.76	13.49%
Cost per Trip	\$57.51	\$71.78	\$40.75	-19.88%	\$62.54	\$45.86	\$39.61	36.37%
Cost per Revenue Mile	\$7.20	\$7.68	\$6.10	-6.23%	\$7.31	\$6.26	\$5.87	16.86%
Trips per Revenue Hour	1.86	1.56	2.26	18.95%	1.72	2.07	2.22	-16.78%
Farebox Recovery	2.85%	2.69%	4.18%	0.16%	2.70%	3.87%	4.30%	-1.17%
Very Early Trips (>30 Minutes)	0.05%	0.06%	0.14%	-0.01%	0.08%	0.12%	0.12%	-0.05%
Very Early Trips & Early Trips (>10 Minutes)	1.32%	1.21%	2.13%	0.11%	1.59%	1.90%	2.14%	-0.31%
On-Time and Early Trips	97.30%	98.66%	90.16%	-1.36%	98.10%	89.24%	90.13%	8.86%
Early Departure or On-Time Percentage	95.97%	97.45%	88.03%	-1.47%	96.51%	87.34%	87.99%	9.17%
On-Time Trips (Within 0-30 Min Window)	79.04%	78.40%	76.41%	0.63%	78.06%	75.08%	75.93%	2.99%
Very Late Trips (>30 Minutes)	0.04%	0.04%	0.64%	0.00%	0.03%	0.93%	0.78%	-0.89%
Desired Arrival Time Trip OTP (Within 45 Mins)	62.83%	62.44%	63.44%	0.39%	63.91%	61.95%	60.91%	1.96%
Comparative Trip Length Analysis	85.12%	89.71%	69.89%	-4.59%	85.46%	70.01%	68.69%	15.45%
Excessive Trip Length	0.21%	0.06%	1.32%	0.14%	0.11%	1.22%	1.40%	-1.11%
No Show / Late Cancellation Rate	6.97%	8.62%	6.94%	-1.65%	8.01%	7.75%	6.92%	0.26%
Advance Cancellation Rate	18.60%	20.73%	22.60%	-2.12%	19.99%	23.95%	23.11%	-3.96%
Missed Trip Rate	0.14%	0.03%	0.26%	0.10%	0.07%	0.38%	0.27%	-0.31%
Complaint Rate (Complaints per 1,000 Trips)	1.08	1.02	1.58	6.54%	1.16	1.74	1.57	-33.62%
Calls Answered Within 5 Minutes	91.19%	98.59%	43.43%	-7.40%	97.30%	52.89%	50.30%	44.41%
Vehicle Availability	90.80%	89.25%	83.86%	1.55%	90.74%	85.66%	86.16%	5.07%



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