

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### December 2021

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- **Ridership**

In-house average weekday ridership for December was 2,227, up by 13.88% from last year. Supplemental providers average weekday ridership was 201, up by 4.18%. Combined in-house and supplemental providers average weekday ridership was 2,428, up by 13.01%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 88,644 boardings, up 28.60% 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 93.82% for December. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 95.14%. On-time performance for trips with a desired arrival time was 65.58% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 80.70% 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 December, Handi-Van operated 47,463 trips including 3,024 trips that were longer than one hour in trip time. The analysis found that 76.85% 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 240 or 0.51% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

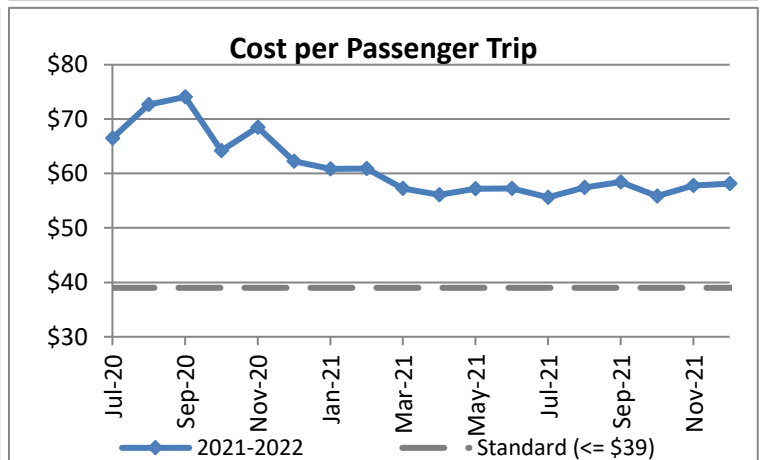
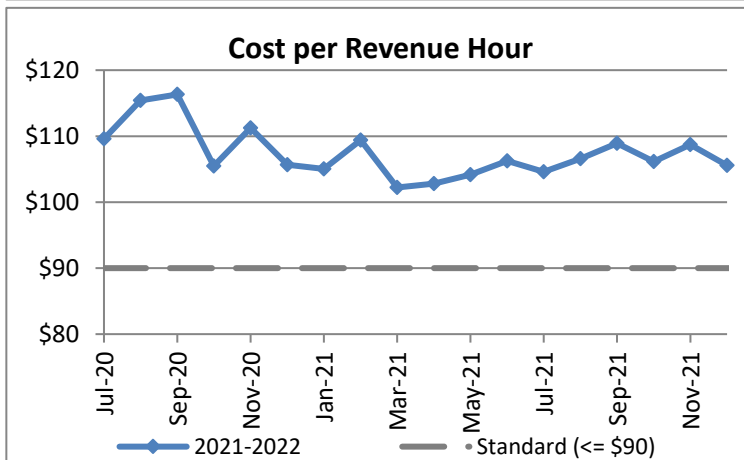
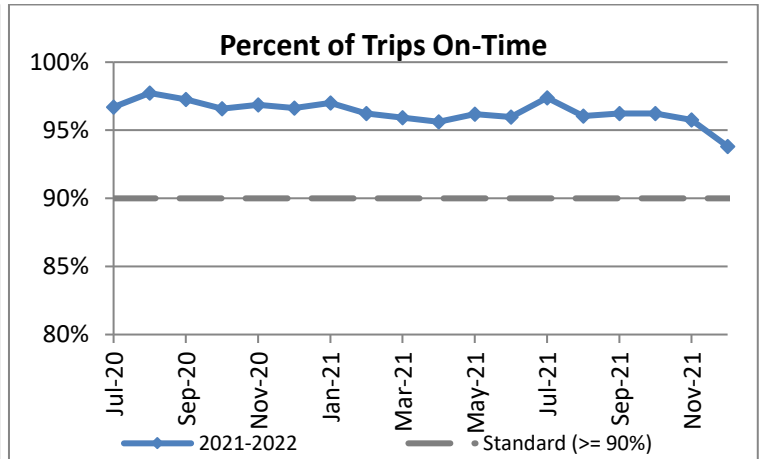
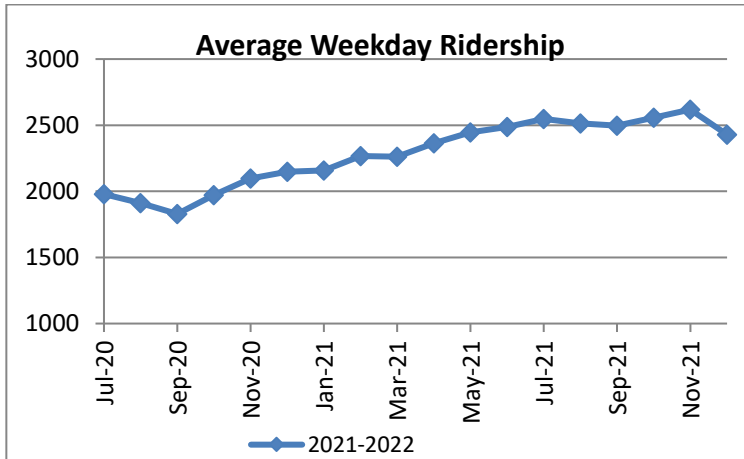
Average vehicle availability was 88.16% for December.

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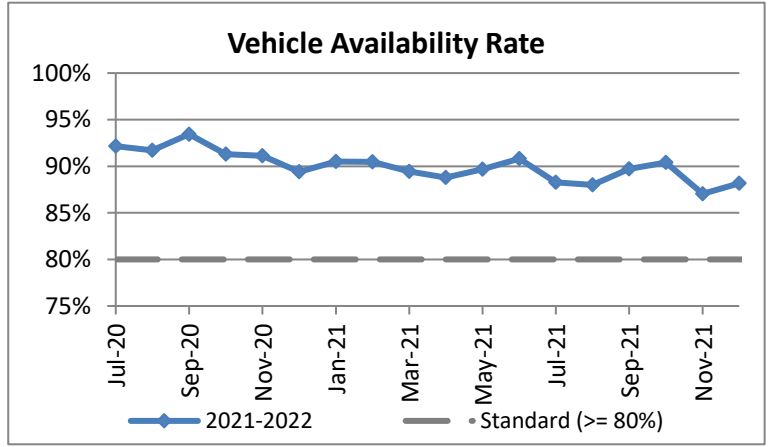
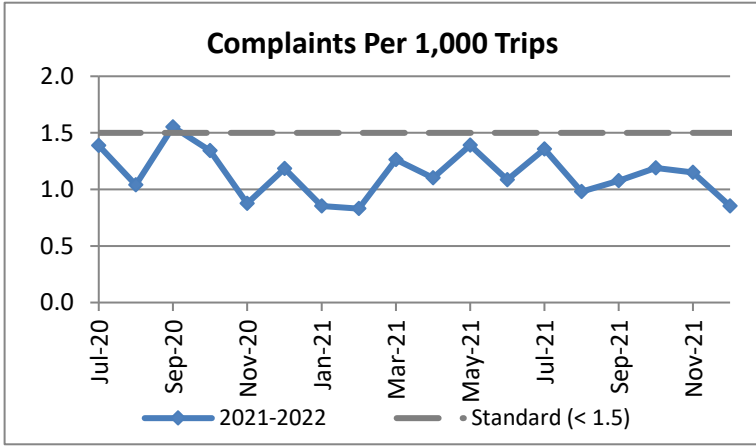
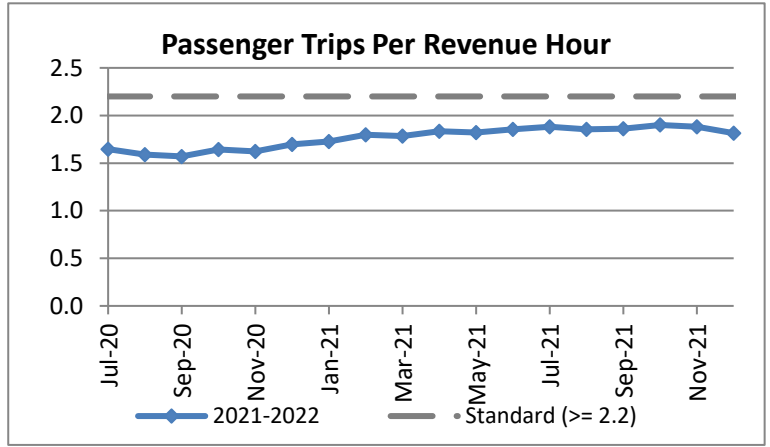
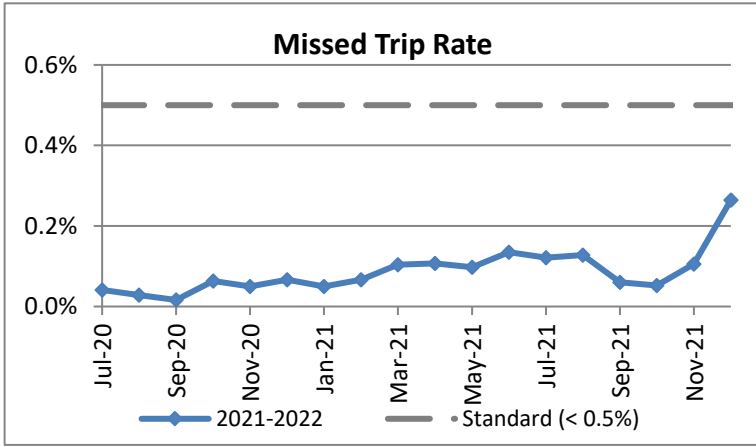
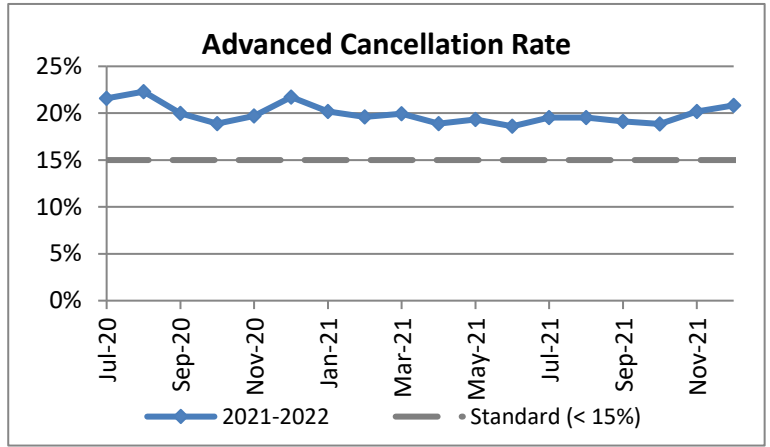
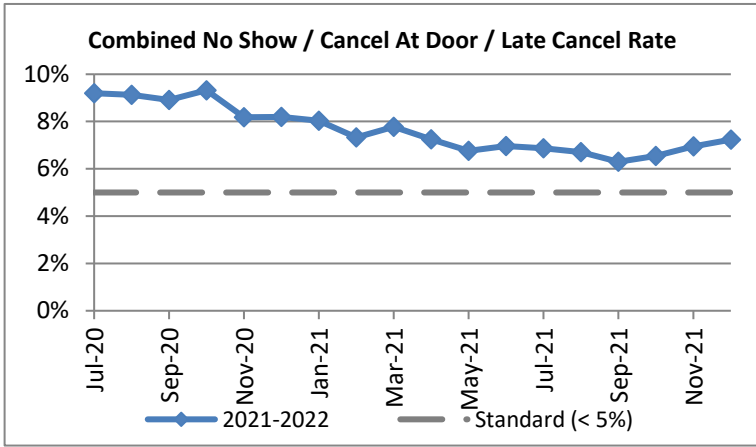
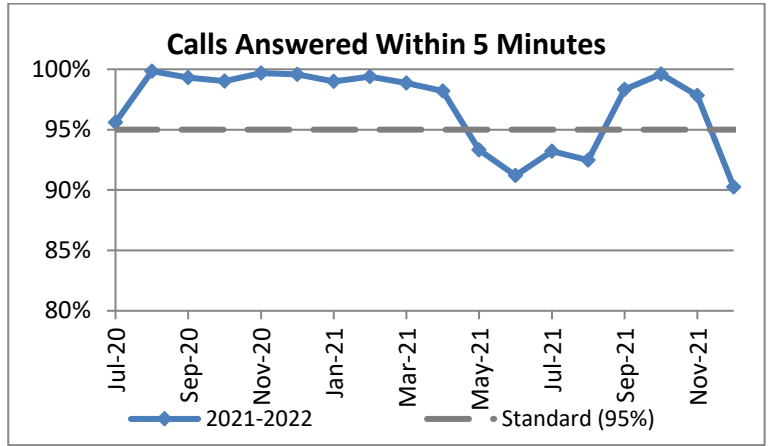
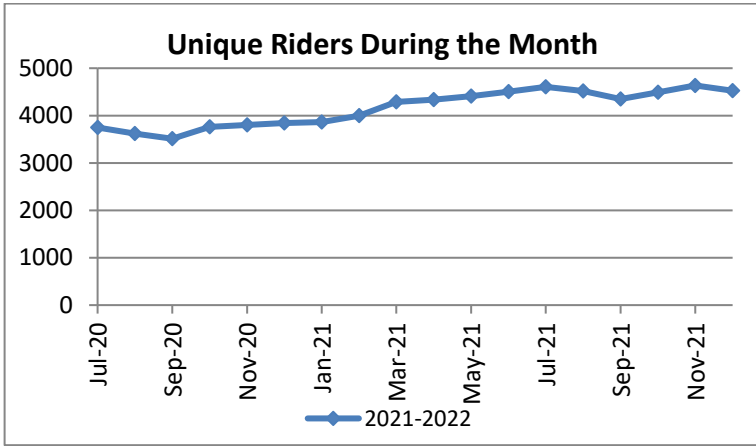
Key Performance Indicators (KPI)	Dec FY2022	Dec FY2021	Dec FY2019 Pre-COVID	% Change FY 21-22	6 Month FY2022	6 Month FY2021	6 Month FY2019 Pre-COVID	% Change FY 21-22	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	65,322	56,639	97,503	15.33%	398,609	309,965	598,248	28.60%	1,197,533	
Average Weekday Ridership	2,428	2,149	3,754	13.01%	2,527	1,989	3,857	27.03%	3,856	
Unique Riders During the Period	4,523	3,844	5,732	17.66%	4,520	3,714	5,813	21.70%	5,810	
Cost per Revenue Hour	\$105.57	\$105.69	\$85.90	-0.11%	\$106.74	\$110.48	\$87.82	-3.38%	\$87.76	<= \$90
Cost per Trip	\$58.13	\$62.25	\$40.22	-6.62%	\$57.21	\$67.77	\$39.50	-15.59%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.37	\$7.24	\$5.84	1.90%	\$7.19	\$7.56	\$5.87	-4.92%	\$5.87	<= \$6.20
Trips per Revenue Hour	1.82	1.70	2.14	6.96%	1.87	1.63	2.22	14.46%	2.22	>= 2.2
Farebox Recovery	2.86%	2.43%	4.48%	0.43%	2.96%	2.49%	4.32%	0.47%	4.30%	8%
Very Early Trips (>30 Minutes)	0.11%	0.05%	0.12%	0.06%	0.06%	0.09%	0.14%	-0.03%	0.12%	< 1%
Very Early Trips & Early Trips (>10)	1.32%	1.35%	2.17%	-0.03%	1.37%	1.70%	2.21%	-0.33%	2.14%	< 2%
On-Time and Early Trips	95.14%	97.99%	90.03%	-2.86%	97.32%	98.65%	89.83%	-1.32%	90.13%	>= 90%
Early Departure or On-Time Percentage	93.82%	96.64%	87.86%	-2.82%	95.95%	96.95%	87.62%	-0.99%	87.99%	>= 90%
On-Time Trips (Within 0-30 Min Window)	78.51%	78.84%	75.58%	-0.33%	78.42%	77.66%	75.41%	0.77%	75.93%	
Very Late Trips (>30 Minutes)	0.29%	0.03%	1.01%	0.26%	0.08%	0.03%	0.84%	0.05%	0.78%	< 1%
Desired Arrival Time Trip OTP (< 45 Mins)	65.58%	66.19%	60.00%	-0.61%	66.04%	62.92%	59.52%	3.12%	60.91%	> 90%
Comparative Trip Length Analysis	76.85%	86.58%	67.41%	-9.72%	82.28%	89.13%	69.07%	-6.85%	68.69%	50%
Excessive Trip Length	0.51%	0.09%	1.45%	0.41%	0.28%	0.07%	1.33%	0.21%	1.40%	1%
No Show / Late Cancellation Rate	7.23%	8.19%	7.29%	-0.96%	6.77%	8.81%	6.83%	-2.04%	6.92%	
Advance Cancellation Rate	20.85%	21.72%	24.46%	-0.87%	19.67%	20.71%	23.51%	-1.03%	23.11%	< 15%
Missed Trip Rate	0.26%	0.07%	0.38%	0.20%	0.12%	0.05%	0.27%	0.08%	0.27%	< 0.5%
Complaint Rate (Complaints per 1,000 Trips)	0.85	1.18	1.33	-27.92%	1.10	1.23	1.42	-10.08%	1.57	<= 1.5
Calls Answered Within 5 Minutes	90.25%	99.58%	32.92%	-9.33%	95.27%	98.84%	56.77%	-3.57%	50.30%	95%
Vehicle Availability	88.16%	89.42%	86.79%	-1.26%	88.60%	91.53%	88.30%	-2.93%	86.16%	>= 80%

Notes:

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



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