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.
Oahu Transit Services - The Handi-Van
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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*
--- | --- | --- | --- | --- | --- | --- | --- | --- | --- | ---
Total Monthly Ridership | 61,627 | 54,477 | 99,944 | 13.12% | 460,236 | 364,442 | 698,192 | 26.29% | 1,197,533 | 1
Average Weekday Ridership | 2,406 | 2,157 | 3,790 | 11.54% | 2,510 | 2,013 | 3,848 | 24.66% | 3,856 | 1
Unique Riders During the Period | 4,365 | 3,865 | 5,736 | 12.94% | 4,498 | 3,736 | 5,802 | 20.40% | 5,810 | 1
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 minutes) | 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% | 1
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% | 1
Advance Cancellation Rate | 23.17% | 20.18% | 23.03% | -0.29% | 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 | -2.52% | 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)"

Average Weekday Ridership
Percent of Trips On-Time
Cost per Revenue Hour
Cost per Passenger Trip

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Unique Riders During the Month

Calls Answered Within 5 Minutes

Combined No Show / Cancel At Door / Late Cancel Rate

Advanced Cancellation Rate

Missed Trip Rate

Passenger Trips Per Revenue Hour

Complaints Per 1,000 Trips

Vehicle Availability Rate
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**Contractor Revenue Hours**

**Contractor Passenger Trips**

**Contractor Cost per Revenue Hour**

**Contractor Cost per Passenger**

**No Show Rate**

**Cancel At Door Rate**

**Late Cancel Rate**