• **Ridership**

In-house average weekday ridership for March was 2,508, up by 20.32% from last year. Supplemental providers average weekday ridership was 247, up by 38.63%. Combined in-house and supplemental providers average weekday ridership was 2,755, up by 21.76%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 119,206 boardings, up 24.84% 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 95.39% for March. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 96.77%. On-time performance for trips with a desired arrival time was 68.70% (drop-offs completed within a 45-minute window before the clients’ desired arrival time) and 92.86% 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 March, Handi-Van operated 61,147 trips including 4,211 trips that were longer than one hour in trip time. The analysis found that 81.31% 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 235 or 0.38% of all trips were more than 15 minutes longer than comparable fixed-route trips.

• **Maintenance**

Average vehicle availability was 87.05% for March.
Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending March 2022

--- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | ---
Total Monthly Ridership | 75,122 | 61,857 | 101,735 | 21.44% | 599,168 | 479,962 | 891,333 | 24.84% | 1,197,533 | >= 2.2
Average Weekday Ridership | 2,755 | 2,263 | 3,902 | 21.76% | 2,553 | 2,069 | 3,853 | 23.41% | 3,856 | > 90%
Unique Riders During the Month | 4,818 | 4,287 | 5,852 | 12.39% | 4,531 | 3,826 | 5,786 | 18.42% | 5,810 | <= $90
Cost per Revenue Hour | $99.70 | $102.23 | $84.10 | -2.48% | $105.81 | $108.77 | $86.99 | -2.71% | $87.76 | <= $90
Cost per Passenger Trip | $50.87 | $57.28 | $38.56 | -11.21% | $56.41 | $64.87 | $39.46 | -13.04% | $39.61 | <= $39
Cost per Revenue Mile | $6.48 | $6.96 | $5.64 | -6.93% | $7.13 | $7.41 | $5.85 | -3.85% | $5.87 | <= $6.20
Passenger Trips per Revenue Hour | 1.96 | 1.78 | 2.18 | 9.83% | 1.88 | 1.68 | 2.20 | 11.88% | 2.22 | >= 2.2
Fairbox Recovery | 3.28% | 3.08% | 4.74% | 0.20% | 2.94% | 2.63% | 4.35% | 0.30% | 4.30% | 8%
On-Time Arrivals (Within 0-30 Min Window) | 78.63% | 78.39% | 76.65% | 0.24% | 78.43% | 77.85% | 75.89% | 0.58% | 75.93% | < 2%
Early Arrivals (> 10 Minutes) | 1.38% | 1.60% | 2.20% | -0.22% | 1.36% | 1.67% | 2.18% | -0.30% | 2.14% | < 2%
Very Early Arrivals (> 30 Minutes) | 0.05% | 0.07% | 0.09% | -0.03% | 0.05% | 0.08% | 0.12% | -0.03% | 0.12% | < 1%
On-Time & Early Arrivals (Up to 10 Min Early) | 95.39% | 95.93% | 89.35% | -0.55% | 95.84% | 96.74% | 88.23% | -0.91% | 87.99% | > 90%
On-Time and All Early Arrivals | 96.77% | 97.54% | 91.55% | -0.77% | 97.20% | 98.41% | 90.41% | -1.21% | 90.13% | > 90%
Very Late Arrivals (>30 Minutes) | 0.06% | 0.07% | 0.63% | -0.01% | 0.07% | 0.03% | 0.74% | -0.04% | 0.78% | < 1%
On-Time Drop-Offs (Within 45 Mins) | 68.70% | 65.54% | 62.42% | 3.16% | 66.23% | 63.78% | 60.58% | 2.45% | 60.91% | > 90%
Comparative Trip Length Analysis | 81.31% | 84.60% | 69.33% | -3.29% | 82.33% | 87.72% | 68.86% | -5.39% | 68.69% | 50%
Excessive Trip Length | 0.38% | 0.15% | 1.34% | 0.23% | 0.29% | 0.09% | 1.36% | 0.20% | 1.40% | 1%
No Show / Late Cancellation Rate | 6.34% | 7.78% | 6.94% | -1.44% | 6.82% | 8.43% | 6.93% | -1.60% | 6.92% | < 5%
Advance Cancellation Rate | 18.95% | 19.95% | 22.87% | -1.00% | 19.88% | 20.43% | 23.43% | -0.55% | 23.11% | < 15%
Missed Trip Rate | 0.16% | 0.10% | 0.23% | 0.05% | 0.12% | 0.06% | 0.26% | 0.07% | 0.27% | < 0.5%
Complaints per 1,000 Trips | 1.29 | 1.26 | 1.64 | 1.88% | 1.13 | 1.14 | 1.46 | -1.18% | 1.57 | <= 1.25
Calls Answered Within 5 Minutes | 96.69% | 98.86% | 48.20% | -2.17% | 95.94% | 98.95% | 53.67% | -3.01% | 50.30% | 95%
Vehicle Availability | 87.05% | 89.44% | 86.23% | -2.39% | 88.23% | 91.07% | 87.61% | -2.83% | 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

Unique Riders During the Month

Cost per Revenue Hour

Cost per Passenger Trip

Page 2 of 4
Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending March 2022

Contractor Passenger Trips

Contractor Revenue Hours

Contractor Cost per Revenue Hour

Contractor Cost per Passenger

No Show Rate

Late Cancel Rate

Cancel At Door Rate