

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### October 2021

---

- **Ridership**

In-house average weekday ridership for October was 2,322, up by 26.97% from last year. Supplemental providers average weekday ridership was 236, up by 65.87%. Combined in-house and supplemental providers average weekday ridership was 2,558, up by 29.77%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 64,982 boardings, up 32.26% 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 96.22% for October. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 97.57%. On-time performance for trips with a desired arrival time was 68.29% (drop-offs completed within a 45 minute window before the clients' desired arrival time) and 93.67% 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 October, Handi-Van operated 54,643 trips including 3,053 trips that were longer than one hour in trip time. The analysis found that 83.26% 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**

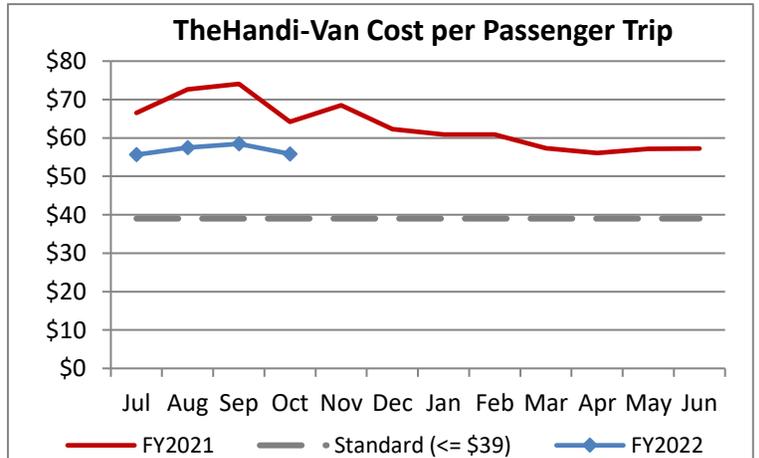
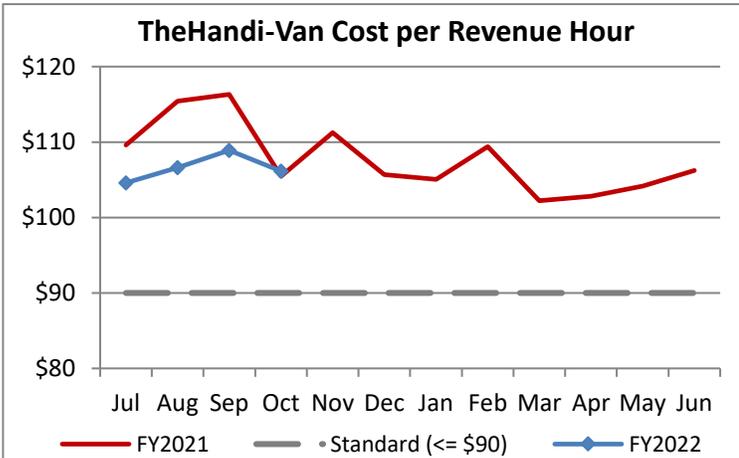
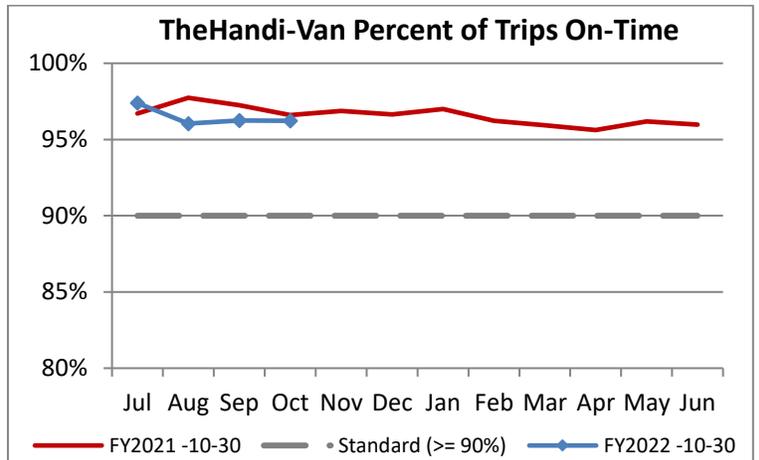
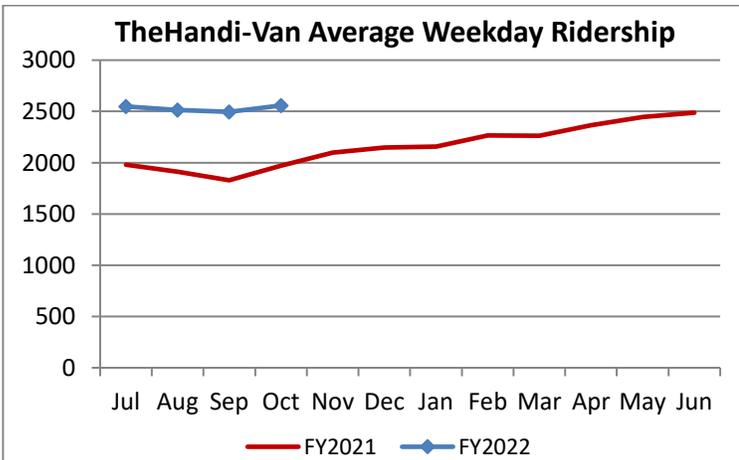
An analysis of excessive trip times was performed on all monthly Handi-Van trips with travel times in excess of one hour. The analysis found that 141 or 0.26% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

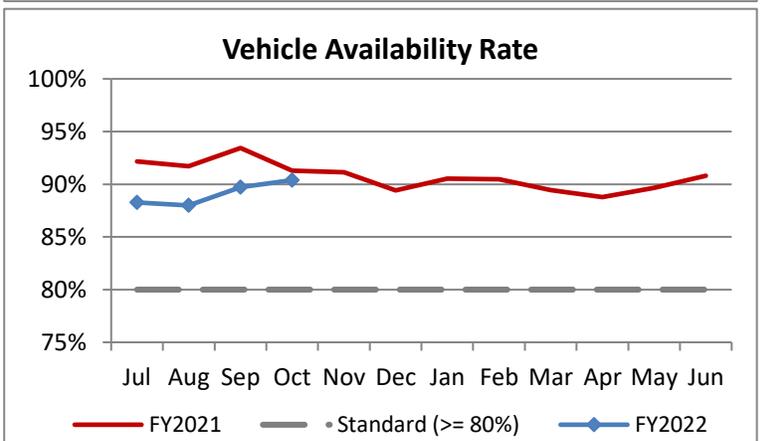
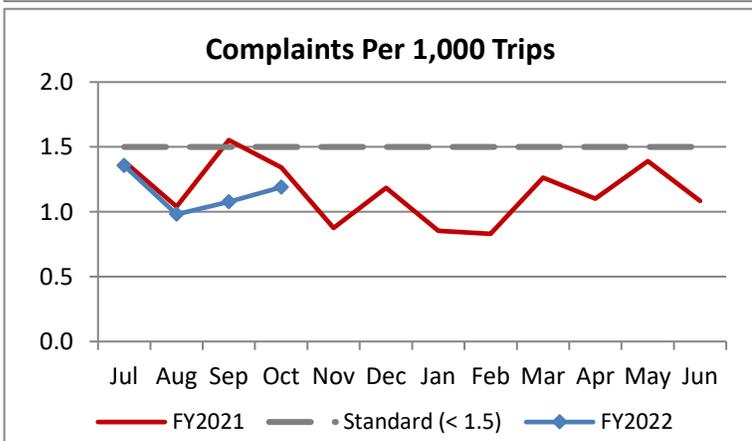
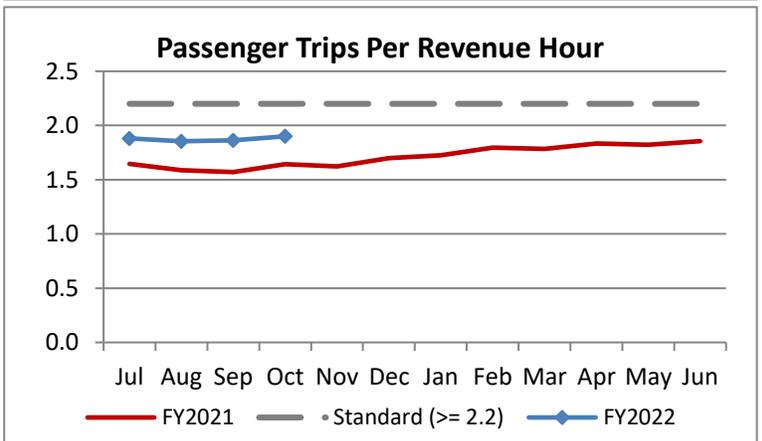
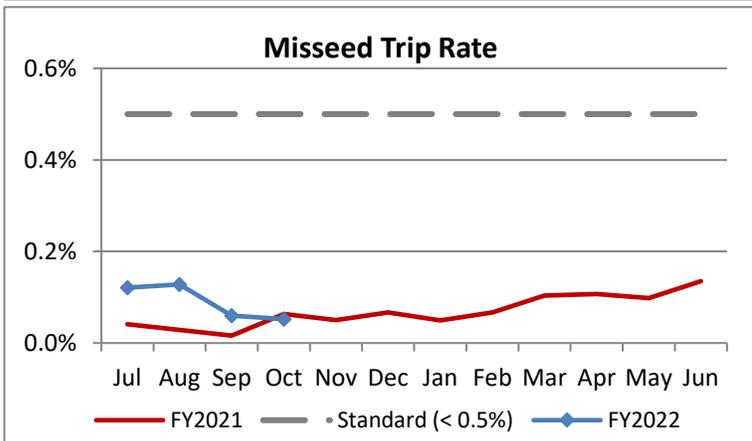
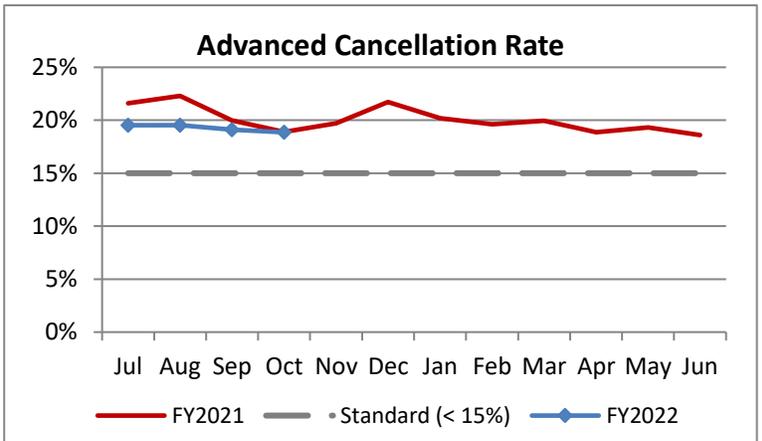
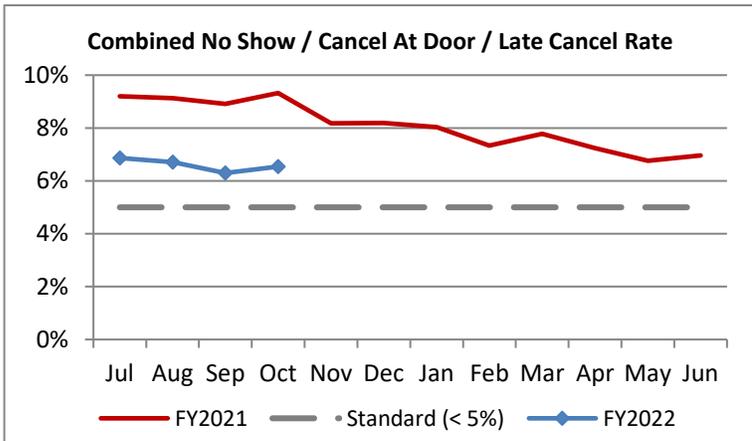
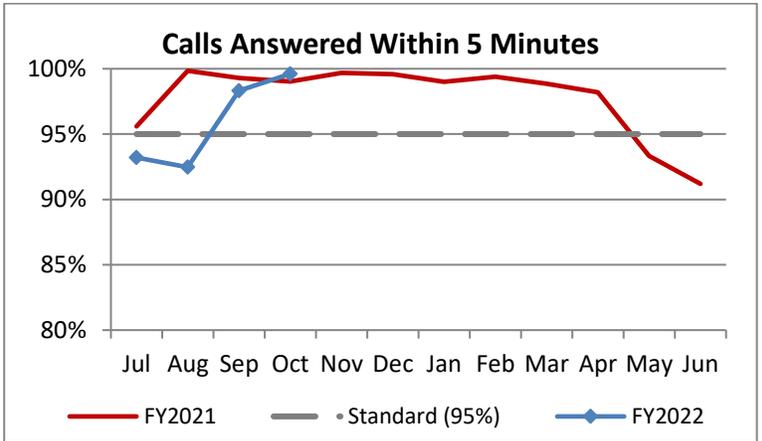
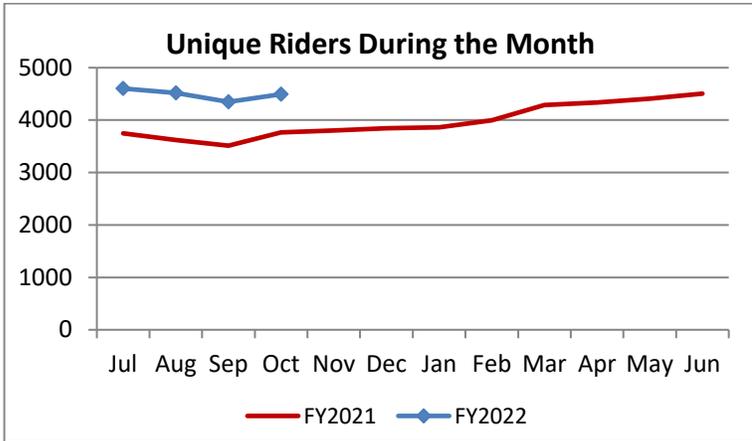
Average vehicle availability was 90.39% for October.

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

Key Performance Indicators (KPI)	Oct 2021	Oct 2020	Oct 2019	% Change FY 21-22	4 Month FY2022	4 Month FY2021	4 Month FY2020	% Change FY 21-22	Goals
Total Monthly Ridership	67,546	53,090	109,198	27.23%	266,410	201,428	419,857	32.26%	
Average Weekday Ridership	2,558	1,971	3,899	29.77%	2,529	1,922	3,960	31.55%	
Unique Riders During the Month	4,492	3,763	6,195	19.37%	4,491	3,660	6,068	22.69%	
Cost per Revenue Hour	\$106.16	\$105.48	\$85.92	0.65%	\$106.54	\$111.56	\$87.47	-4.50%	<= \$90
Cost per Trip	\$55.87	\$64.19	\$37.49	-12.96%	\$56.83	\$69.14	\$38.96	-17.80%	<= \$39
Cost per Revenue Mile	\$6.50	\$7.18	\$5.60	-9.53%	\$7.07	\$7.63	\$5.63	-7.31%	<= \$6.20
Trips per Revenue Hour	1.90	1.64	2.29	15.64%	1.87	1.61	2.25	16.18%	>= 2.2
Farebox Recovery	3.15%	1.77%	4.56%	1.38%	2.99%	2.30%	4.40%	0.69%	8%
Very Early Arrivals (> 30 Minutes)	0.05%	0.13%	0.10%	-0.08%	0.05%	0.10%	0.11%	-0.05%	< 1%
Early Arrivals (> 10 Minutes)	1.35%	2.22%	1.82%	-0.88%	1.41%	1.74%	1.91%	-0.33%	< 2%
On-Time and All Early Arrivals	97.57%	98.81%	87.84%	-1.24%	97.89%	98.80%	88.38%	-0.91%	>= 90%
On-Time & Early Arrivals (Up to 10 Min Early)	96.22%	96.59%	86.02%	-0.37%	96.48%	97.05%	86.48%	-0.58%	>= 90%
On-Time Arrivals (Within 0-30 Min Window)	78.43%	76.24%	75.01%	2.20%	78.38%	77.44%	75.40%	0.93%	
Very Late Arrivals (>30 Minutes)	0.04%	0.05%	0.95%	-0.01%	0.05%	0.03%	0.88%	0.02%	< 1%
On-Time Drop-Offs (Within 45 Mins)	68.29%	64.69%	61.37%	3.60%	65.80%	62.51%	63.15%	3.29%	> 90%
Comparative Trip Length Analysis	83.26%	87.89%	69.08%	-4.62%	84.07%	89.86%	70.07%	-5.78%	50%
Excessive Trip Length	0.26%	0.11%	1.48%	0.15%	0.22%	0.06%	1.35%	0.16%	1%
No Show / Late Cancellation Rate	6.54%	9.32%	7.14%	-2.78%	6.61%	9.15%	6.83%	-2.54%	
Advance Cancellation Rate	18.86%	18.90%	21.83%	-0.04%	19.26%	20.68%	21.99%	-1.42%	< 15%
Missed Trip Rate	0.05%	0.06%	0.41%	-0.01%	0.09%	0.04%	0.38%	0.05%	< 0.5%
Complaints per 1,000 Trips	1.19	1.34	2.72	-11.34%	1.15	1.33	1.99	-13.27%	<= 1.5
Calls Answered Within 5 Minutes	99.61%	99.02%	26.87%	0.59%	95.86%	98.39%	42.06%	-2.53%	95%
Vehicle Availability	90.39%	91.30%	83.74%	-0.91%	89.10%	92.16%	84.56%	-3.06%	>= 80%



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



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

