

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

March 2022

- **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**

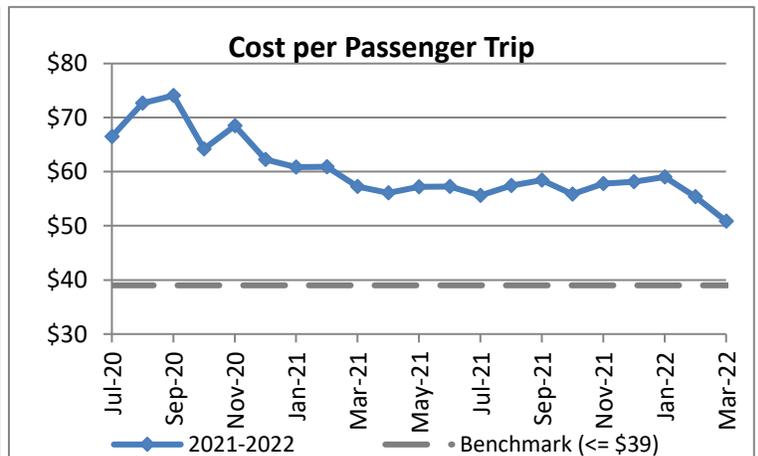
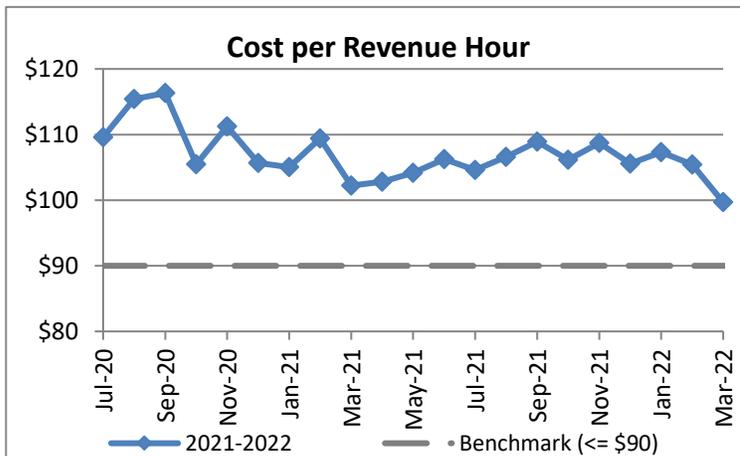
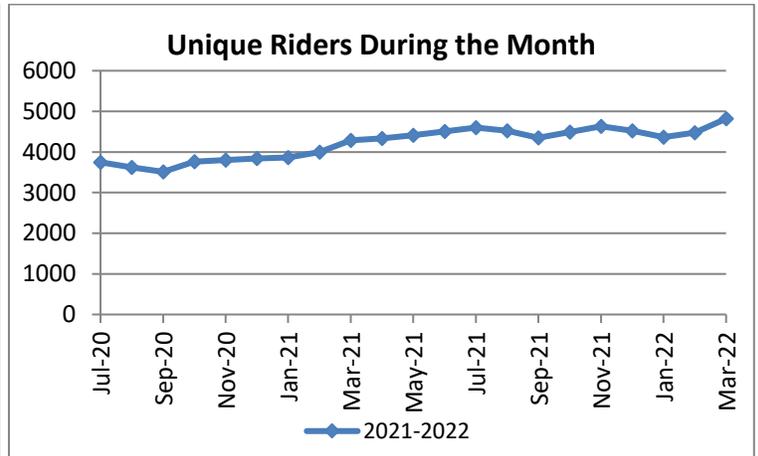
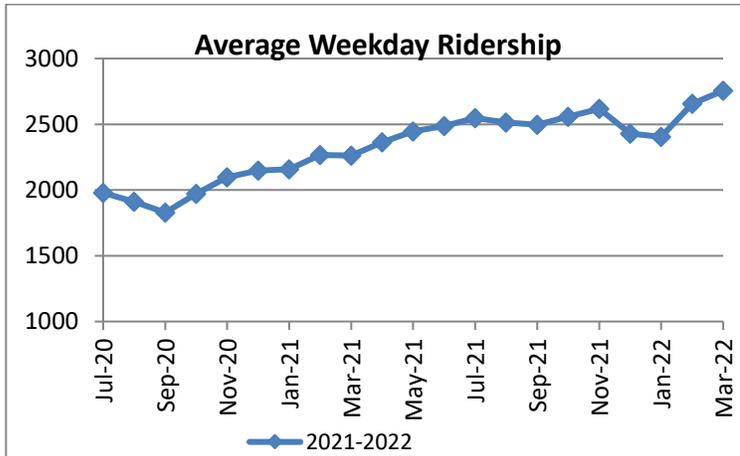
Average vehicle availability was 87.05% for March.

**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending March 2022**

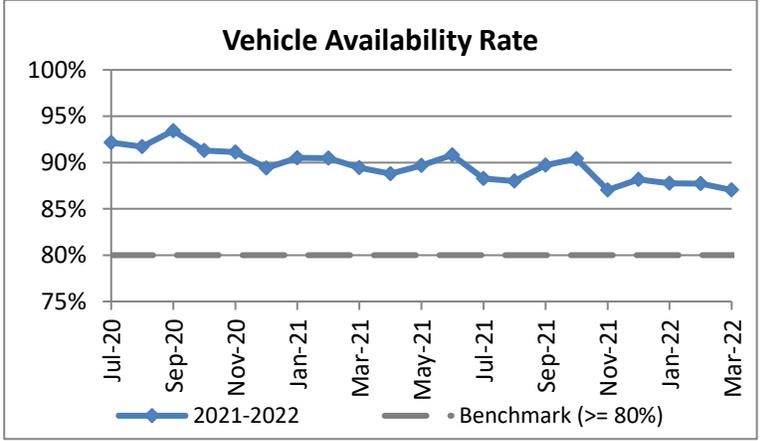
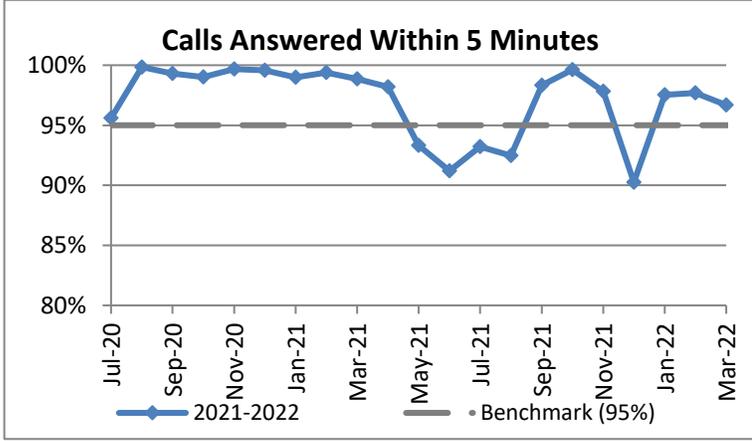
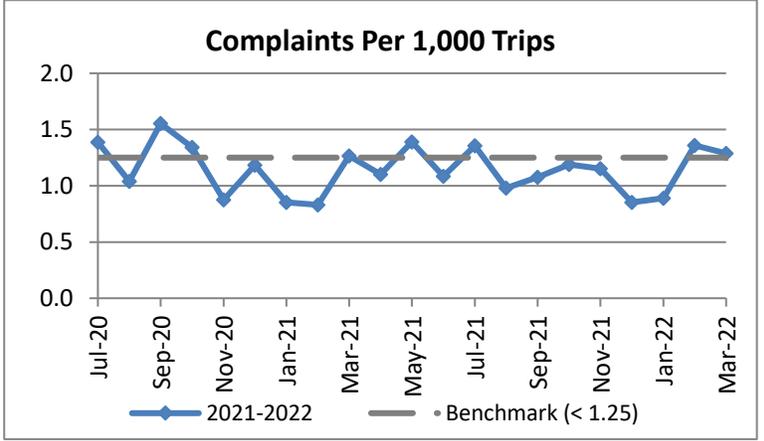
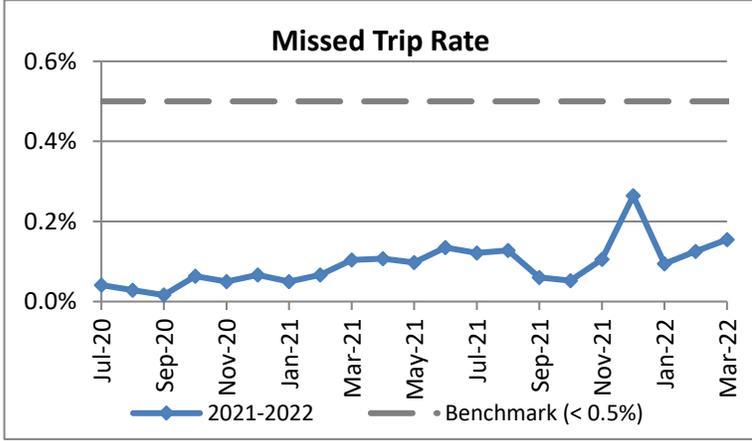
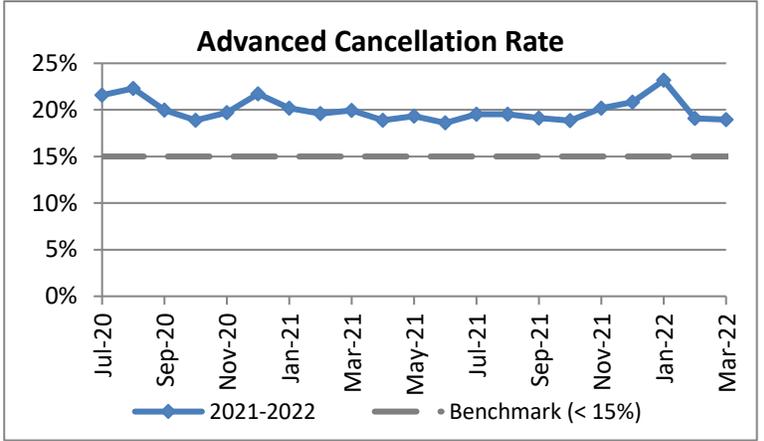
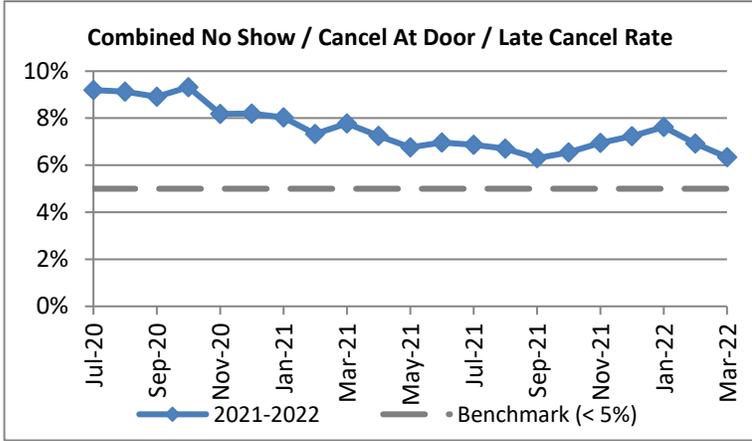
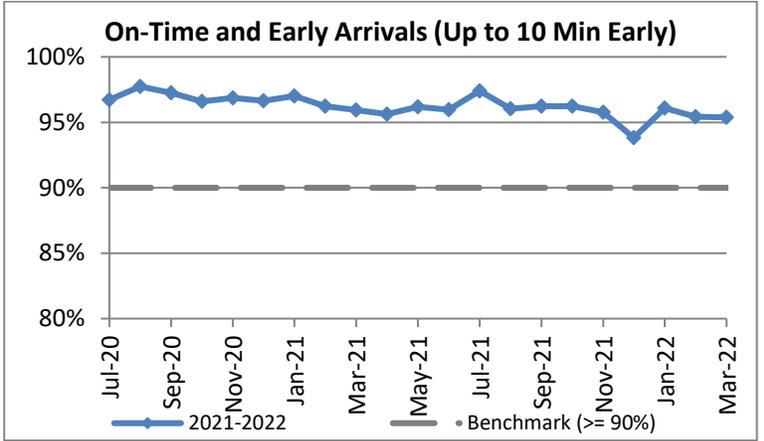
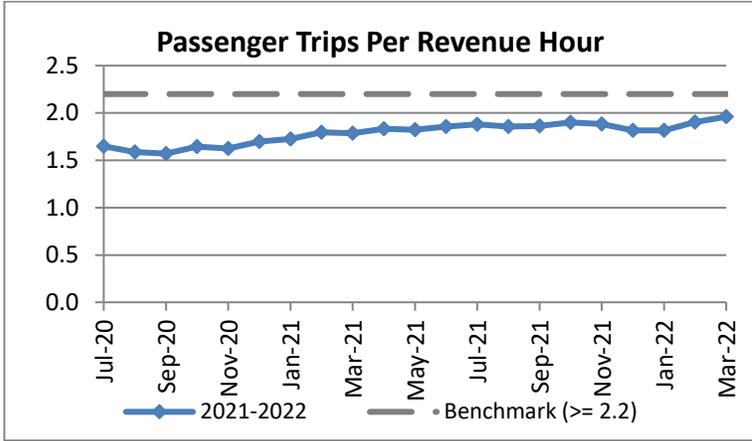
Key Performance Indicators (KPI)	Mar FY2022	Mar FY2021	Mar FY2019 Pre-COVID	% Change FY 21-22	9 Month FY2022	9 Month FY2021	9 Month FY2019 Pre-COVID	% Change FY 21-22	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	75,122	61,857	101,735	21.44%	599,168	479,962	891,333	24.84%	1,197,533	
Average Weekday Ridership	2,755	2,263	3,902	21.76%	2,553	2,069	3,853	23.41%	3,856	
Unique Riders During the Month	4,818	4,287	5,852	12.39%	4,531	3,826	5,786	18.42%	5,810	
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
Farebox 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%	
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)"



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



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

