

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

April 2022

- **Ridership**

In-house average weekday ridership for April was 2,674, up by 22.44% from last year. Supplemental providers average weekday ridership was 247, up by 36.39%. Combined in-house and supplemental providers average weekday ridership was 2,920, up by 23.50%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 131,565 boardings, up 24.23% 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 93.57% for April. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 94.78%. On-time performance for trips with a desired arrival time was 65.59% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 88.42% 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 April, Handi-Van operated 61,557 trips including 4,779 trips that were longer than one hour in trip time. The analysis found that 77.78% 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 289 or 0.47% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

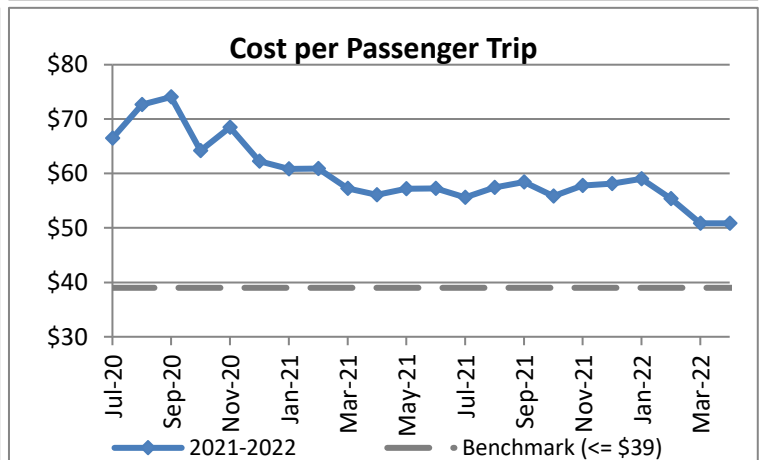
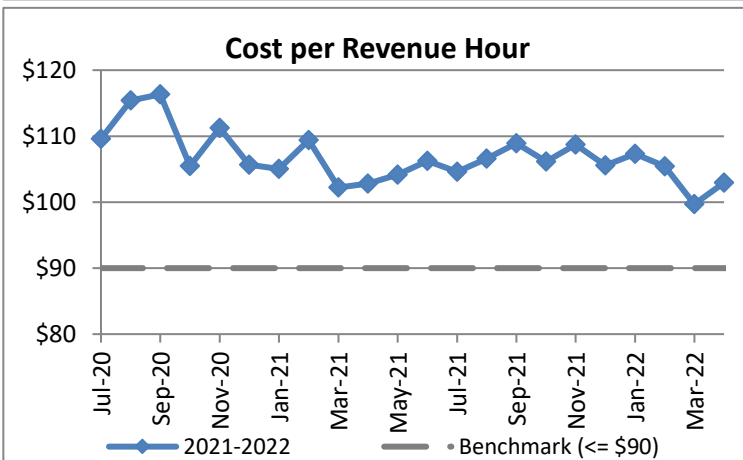
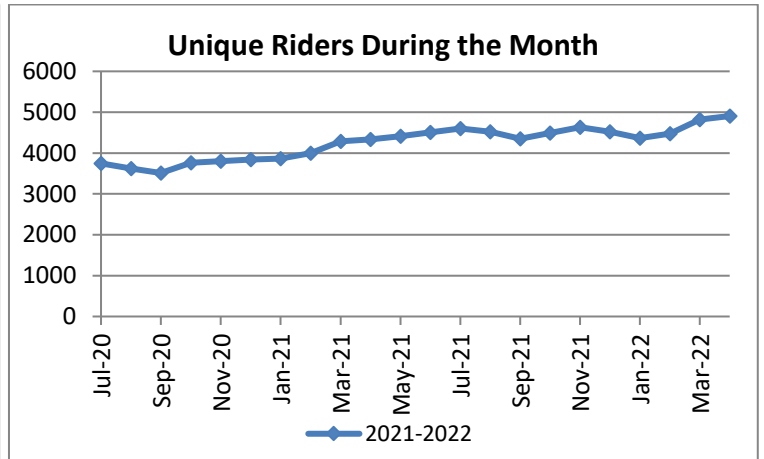
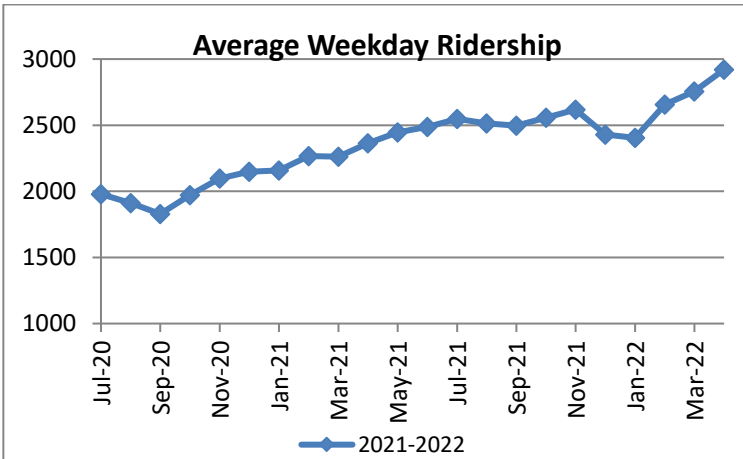
Average vehicle availability was 88.77% for April.

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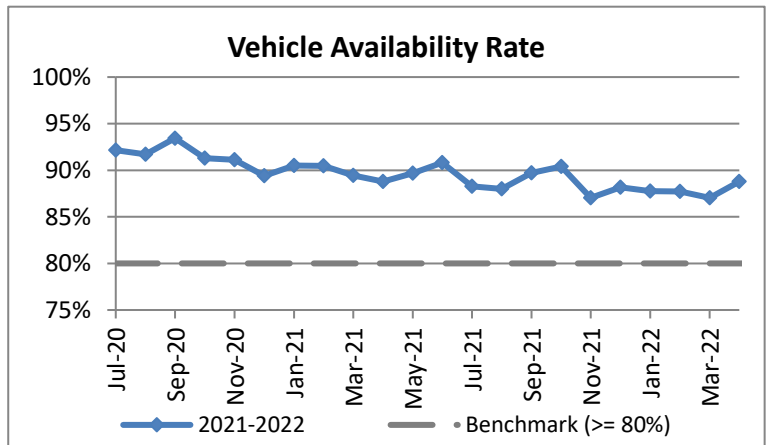
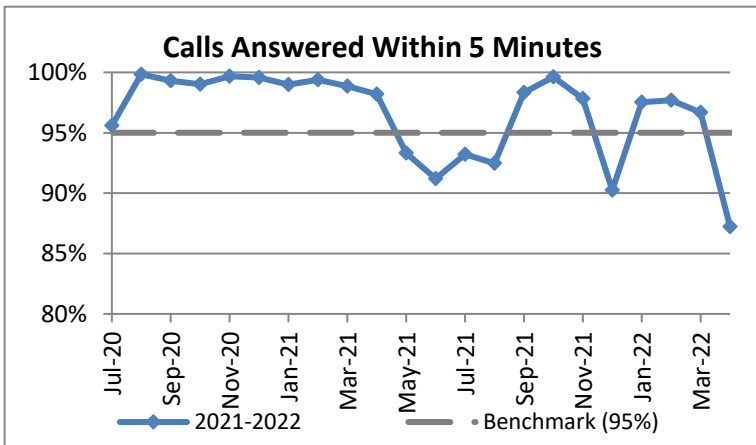
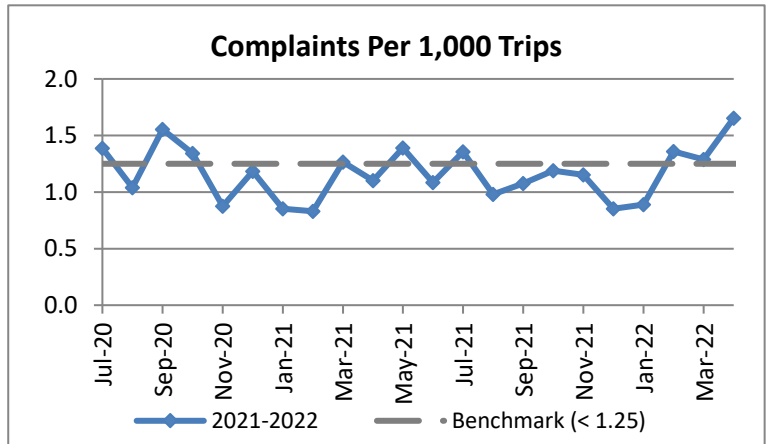
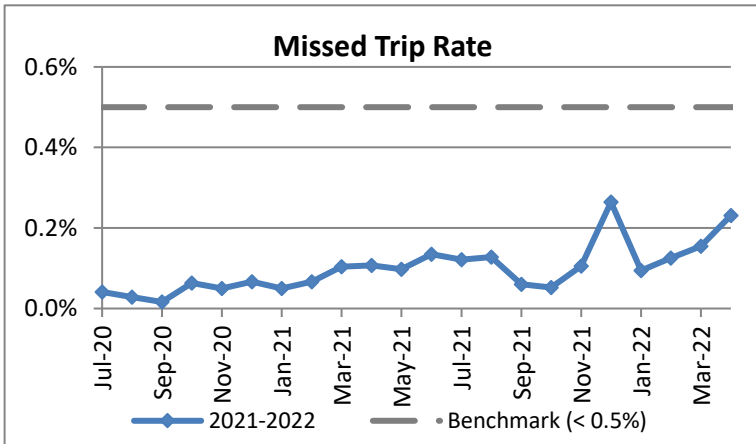
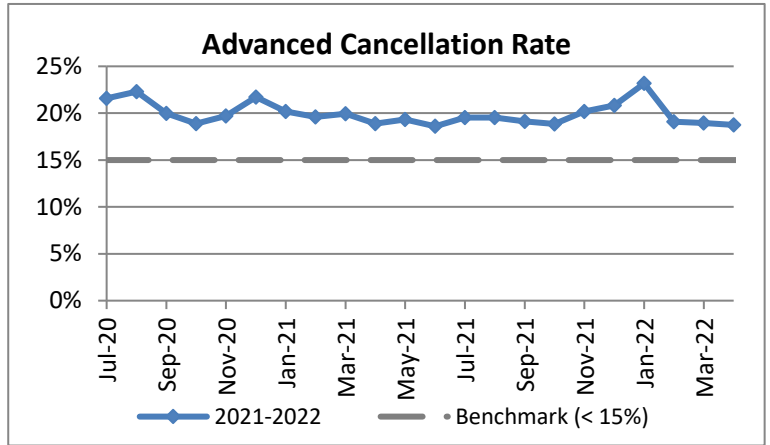
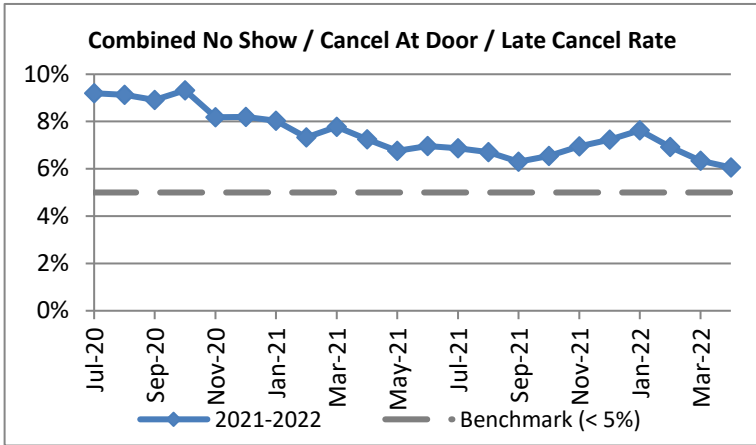
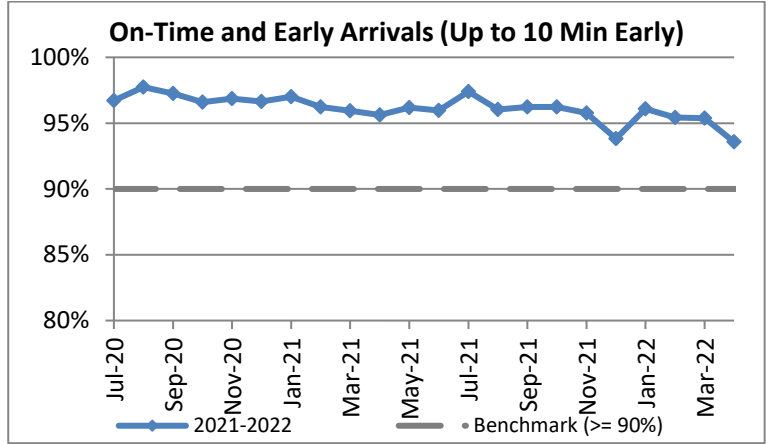
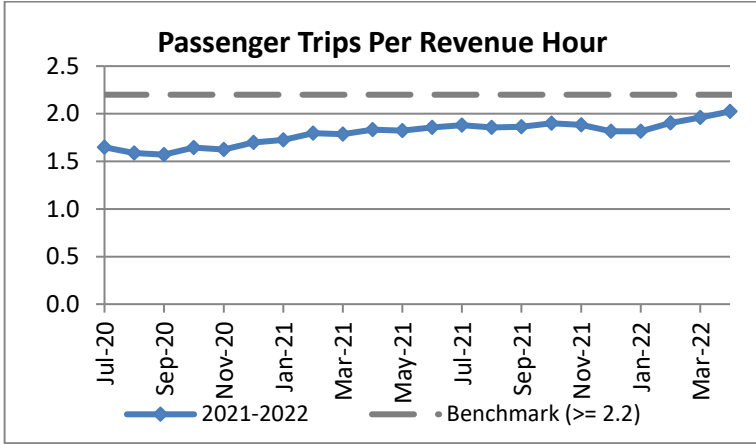
| Key Performance Indicators (KPI) | Apr FY2022 | Apr FY2021 | Apr FY2019 Pre-COVID | % Change FY 21-22 | 10 Month FY2022 | 10 Month FY2021 | 10 Month FY2019 Pre-COVID | % Change FY 21-22 | 12 Month FY2019 Pre-COVID | Benchmark ¹ |
|-----------------------------------------------|------------|------------|----------------------|-------------------|-----------------|-----------------|---------------------------|-------------------|---------------------------|------------------------|
| Total Monthly Ridership | 75,401 | 63,042 | 103,547 | 19.60% | 674,56 | 543,004 | 994,880 | 24.23% | 1,197,533 | |
| Average Weekday Ridership | 2,920 | 2,365 | 3,927 | 23.50% | 2,590 | 2,099 | 3,860 | 23.42% | 3,856 | |
| Unique Riders During the Month | 4,906 | 4,336 | 5,945 | 13.15% | 4,568 | 3,877 | 5,802 | 17.83% | 5,810 | |
| Cost per Revenue Hour | \$102.94 | \$102.81 | \$90.16 | 0.12% | \$105.51 | \$108.13 | \$87.32 | -2.42% | \$87.76 | <= \$90 |
| Cost per Passenger Trip | \$50.85 | \$56.07 | \$40.26 | -9.31% | \$55.78 | \$63.85 | \$39.55 | -12.63% | \$39.61 | <= \$39 |
| Cost per Revenue Mile | \$7.00 | \$6.91 | \$5.79 | 1.37% | \$7.11 | \$7.36 | \$5.84 | -3.31% | \$5.87 | <= \$6.20 |
| Passenger Trips per Revenue Hour | 2.02 | 1.83 | 2.24 | 10.41% | 1.89 | 1.69 | 2.21 | 11.68% | 2.22 | >= 2.2 |
| Farebox Recovery | 3.46% | 2.97% | 4.09% | 0.49% | 2.99% | 2.67% | 4.32% | 0.32% | 4.30% | 8% |
| On-Time Arrivals (Within 0-30 Min Window) | 78.59% | 78.25% | 76.33% | 0.34% | 78.45% | 77.89% | 75.94% | 0.55% | 75.93% | |
| Early Arrivals (> 10 Minutes) | 1.22% | 1.54% | 1.94% | -0.33% | 1.35% | 1.65% | 2.15% | -0.30% | 2.14% | < 2% |
| Very Early Arrivals (> 30 Minutes) | 0.04% | 0.08% | 0.12% | -0.03% | 0.05% | 0.08% | 0.12% | -0.03% | 0.12% | < 1% |
| On-Time & Early Arrivals (Up to 10 Min Early) | 93.57% | 95.62% | 87.72% | -2.05% | 95.58% | 96.62% | 88.18% | -1.03% | 87.99% | >= 90% |
| On-Time and All Early Arrivals | 94.78% | 97.16% | 89.66% | -2.38% | 96.93% | 98.27% | 90.33% | -1.34% | 90.13% | >= 90% |
| Very Late Arrivals (>30 Minutes) | 0.17% | 0.03% | 0.82% | 0.14% | 0.08% | 0.03% | 0.75% | 0.05% | 0.78% | < 1% |
| On-Time Drop-Offs (Within 45 Mins) | 65.59% | 65.10% | 62.37% | 0.48% | 66.17% | 63.94% | 60.76% | 2.23% | 60.91% | > 90% |
| Comparative Trip Length Analysis | 77.78% | 84.95% | 67.93% | -7.17% | 81.66% | 87.26% | 68.75% | -5.60% | 68.69% | 50% |
| Excessive Trip Length | 0.47% | 0.15% | 1.53% | 0.31% | 0.31% | 0.10% | 1.37% | 0.21% | 1.40% | 1% |
| No Show / Late Cancellation Rate | 6.06% | 7.24% | 6.80% | -1.18% | 6.74% | 8.29% | 6.91% | -1.55% | 6.92% | < 5% |
| Advance Cancellation Rate | 18.74% | 18.88% | 21.28% | -0.14% | 19.75% | 20.25% | 23.21% | -0.50% | 23.11% | < 15% |
| Missed Trip Rate | 0.23% | 0.11% | 0.28% | 0.12% | 0.14% | 0.06% | 0.26% | 0.07% | 0.27% | < 0.5% |
| Complaints per 1,000 Trips | 1.65 | 1.10 | 2.09 | 50.06% | 1.19 | 1.14 | 1.53 | 4.39% | 1.57 | <= 1.25 |
| Calls Answered Within 5 Minutes | 87.23% | 98.19% | 37.09% | -10.96% | 94.98% | 98.83% | 51.92% | -3.85% | 50.30% | 95% |
| Vehicle Availability | 88.77% | 88.78% | 79.85% | -0.01% | 88.29% | 90.84% | 86.83% | -2.55% | 86.16% | >= 80% |

Notes:

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



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