

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### August 2022

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- **Ridership**

In-house average weekday ridership for August was 2,695, up by 18.54% from last year. Supplemental providers average weekday ridership was 217, down by -9.94%. Combined in-house and supplemental providers average weekday ridership was 2,912, up by 15.81%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 18,160 boardings, up 13.51% as compared to the same time period in fiscal year 2022.

- **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 93.10% for August. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 94.24%. On-time performance for trips with a desired arrival time was 66.97% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 87.77% 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 August, Handi-Van operated 66,573 trips including 5,683 trips that were longer than one hour in trip time. The analysis found that 75.44% 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 480 or 0.72% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 79.75% for August, down by -8.24% from last year.

- **Call Center Performance**

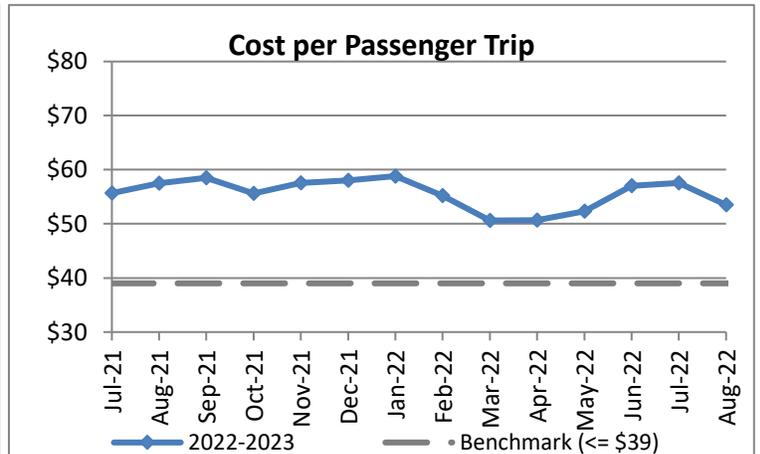
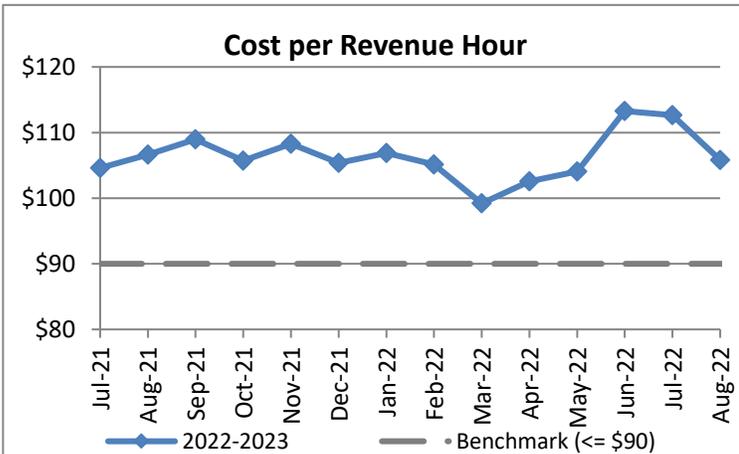
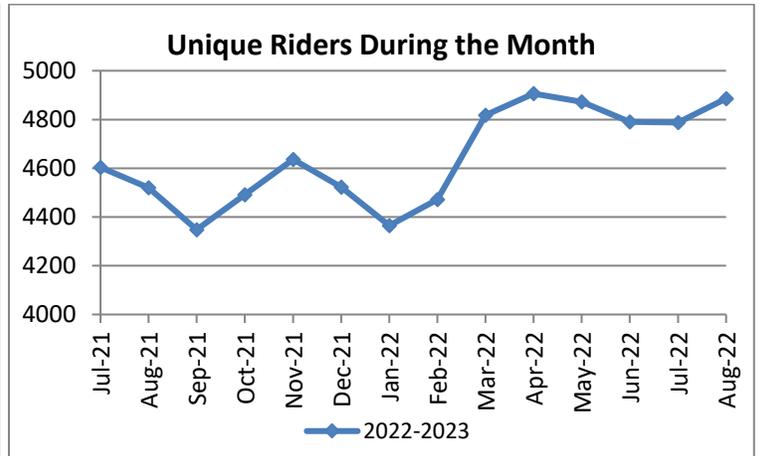
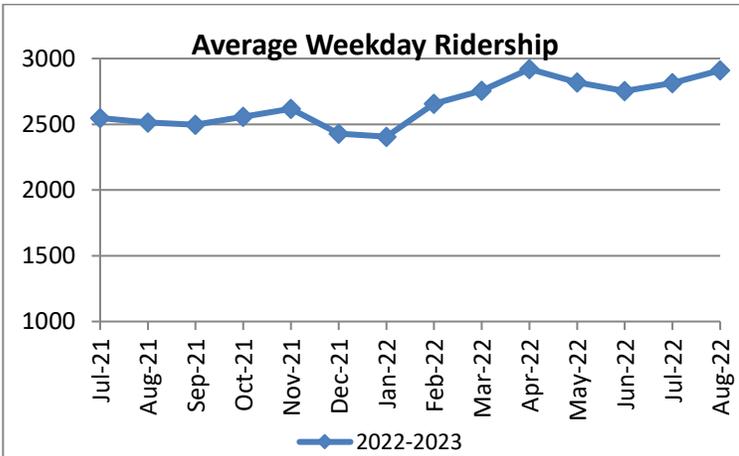
Over the month of August, reservationists answered 32,784 calls. Of those calls, 51.89% were answered within 5 minutes.

**Oahu Transit Services - The Handi-Van  
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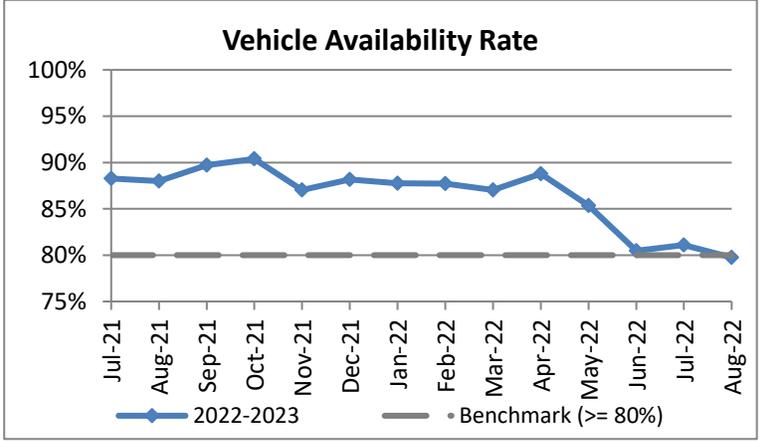
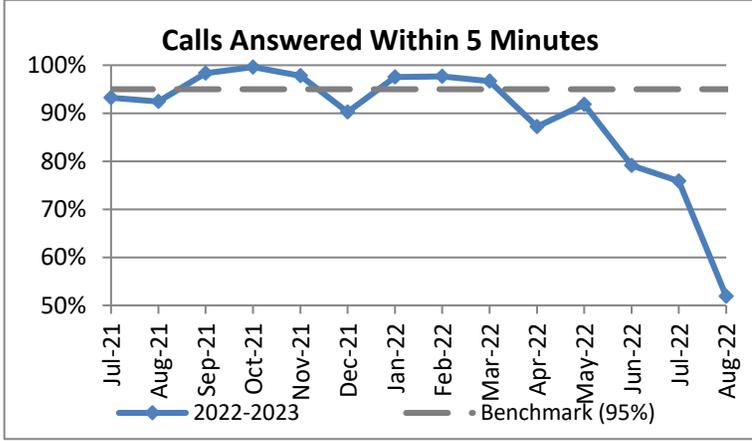
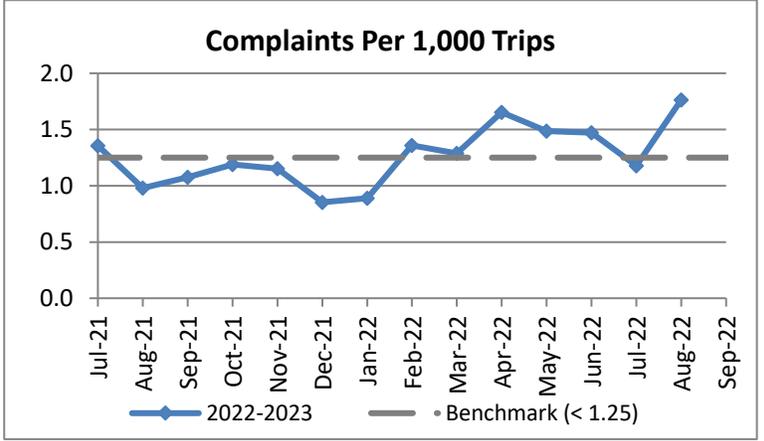
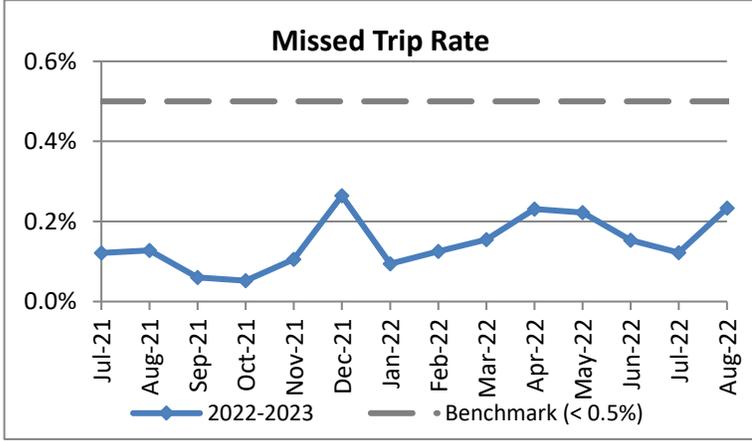
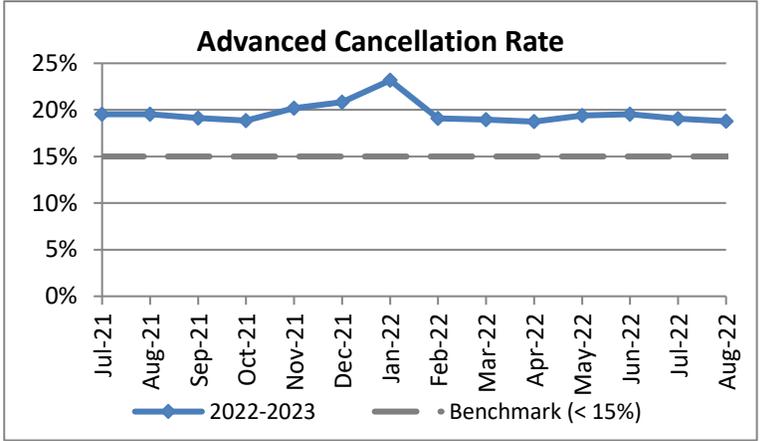
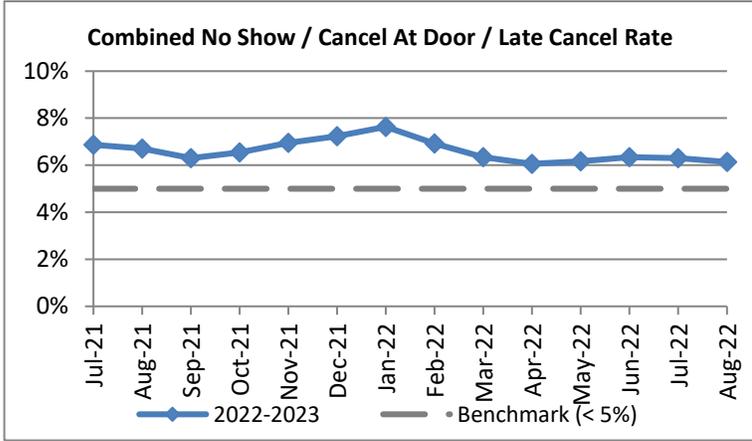
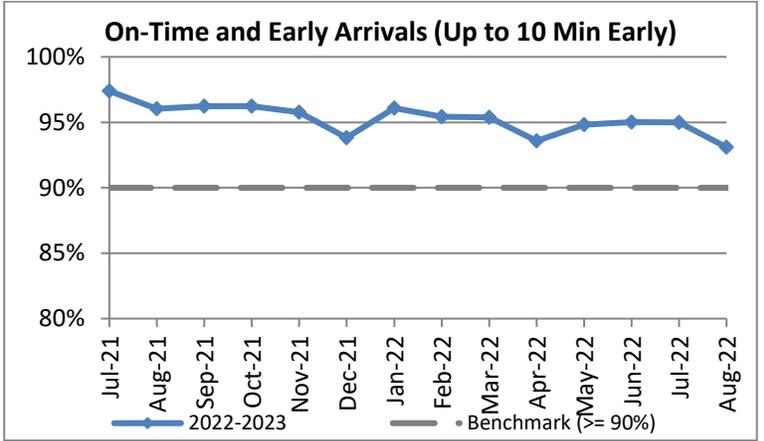
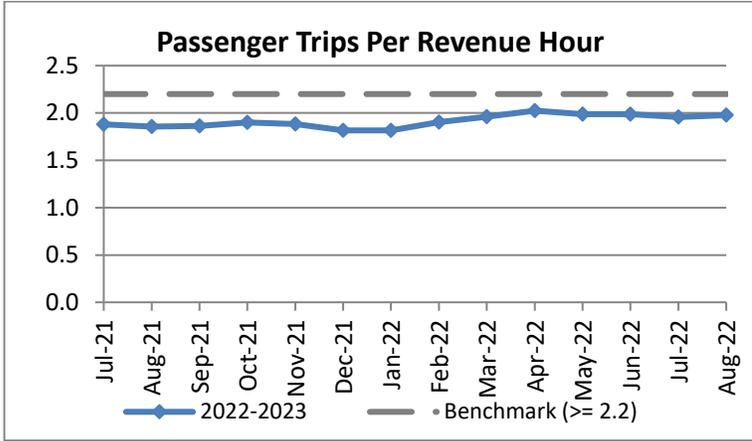
Key Performance Indicators (KPI)	Aug FY2023	Aug FY2022	Aug FY2019 Pre-COVID	% Change FY 22-23	2 Month FY2023	2 Month FY2022	2 Month FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	79,675	66,483	97,556	19.84%	152,601	134,441	197,933	13.51%	1,197,533	
Average Weekday Ridership	2,912	2,514	3,878	15.81%	2,862	2,531	3,872	13.08%	3,856	
Unique Riders During the Month	4,885	4,520	5,721	8.08%	4,837	4,562	5,769	6.03%	5,810	
Cost per Revenue Hour	\$105.79	\$106.65	\$92.59	-0.81%	\$109.08	\$105.63	\$89.81	3.27%	\$87.76	<= \$90
Cost per Passenger Trip	\$53.47	\$57.49	\$40.93	-7.00%	\$55.41	\$56.56	\$39.85	-2.03%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.26	\$7.34	\$6.19	-1.02%	\$7.47	\$7.21	\$5.94	3.54%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	1.98	1.85	2.26	6.65%	1.97	1.87	2.25	5.41%	2.22	>= 2.2
Farebox Recovery	3.02%	2.98%	4.57%	0.04%	2.93%	3.00%	4.29%	-0.07%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.69%	78.27%	74.84%	0.42%	79.08%	78.49%	75.36%	0.59%	75.93%	
Early Arrivals (> 10 Minutes)	1.15%	1.41%	2.18%	-0.26%	1.19%	1.39%	2.23%	-0.19%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.04%	0.12%	0.00%	0.04%	0.04%	0.13%	0.00%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	93.10%	96.04%	86.35%	-2.95%	94.01%	96.72%	87.35%	-2.72%	87.99%	>= 90%
On-Time and All Early Arrivals	94.24%	97.45%	88.53%	-3.21%	95.20%	98.11%	89.58%	-2.91%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.29%	0.05%	1.00%	0.24%	0.18%	0.06%	0.88%	0.12%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	66.97%	66.03%	58.20%	0.94%	67.18%	64.92%	58.90%	2.26%	60.91%	> 90%
Comparative Trip Length Analysis	75.44%	82.41%	68.41%	-6.97%	78.03%	84.13%	70.72%	-6.10%	68.69%	50%
Excessive Trip Length	0.72%	0.26%	1.48%	0.46%	0.54%	0.22%	1.23%	0.32%	1.40%	1%
No Show / Late Cancellation Rate	6.14%	6.71%	6.42%	-0.57%	6.22%	6.79%	6.44%	-0.57%	6.92%	< 5%
Advance Cancellation Rate	18.77%	19.54%	25.66%	-0.76%	18.91%	19.53%	23.77%	-0.62%	23.11%	< 15%
Missed Trip Rate	0.23%	0.13%	0.30%	0.11%	0.18%	0.12%	0.24%	0.06%	0.27%	< 0.5%
Complaints per 1,000 Trips	1.76	0.98	1.20	79.83%	1.48	1.17	1.19	26.63%	1.57	<= 1.25
Calls Answered Within 5 Minutes	51.89%	92.47%	65.65%	-40.58%	63.55%	92.84%	65.34%	-29.29%	50.30%	95%
Vehicle Availability	79.75%	87.99%	89.25%	-8.24%	80.43%	88.13%	89.43%	-7.70%	86.16%	>= 80%

Notes:

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



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