

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

October 2022

- **Ridership**

In-house average weekday ridership for October was 2,757, up by 18.74% from last year. Supplemental providers average weekday ridership was 229, down by -2.90%. Combined in-house and supplemental providers average weekday ridership was 2,986, up by 16.75%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 43,470 boardings, up 16.32% 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 92.32% for October. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 93.48%. On-time performance for trips with a desired arrival time was 68.20% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.63% 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 65,942 trips including 5,689 trips that were longer than one hour in trip time. The analysis found that 77.50% 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 374 or 0.57% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 73.51% for October, down by -16.88% from last year.

- **Call Center Performance**

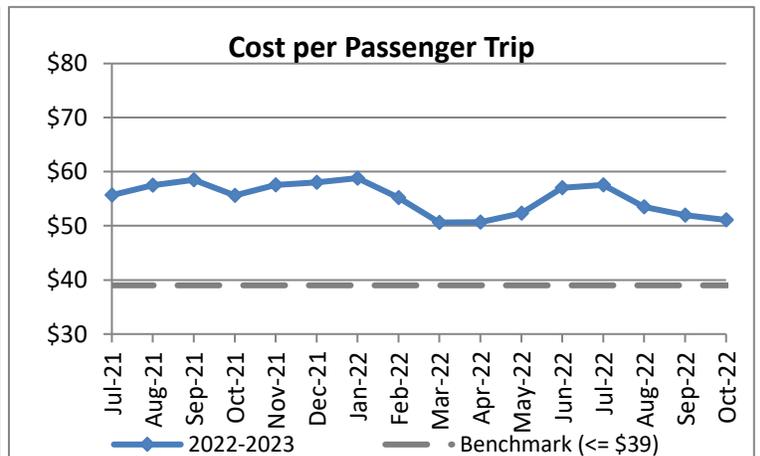
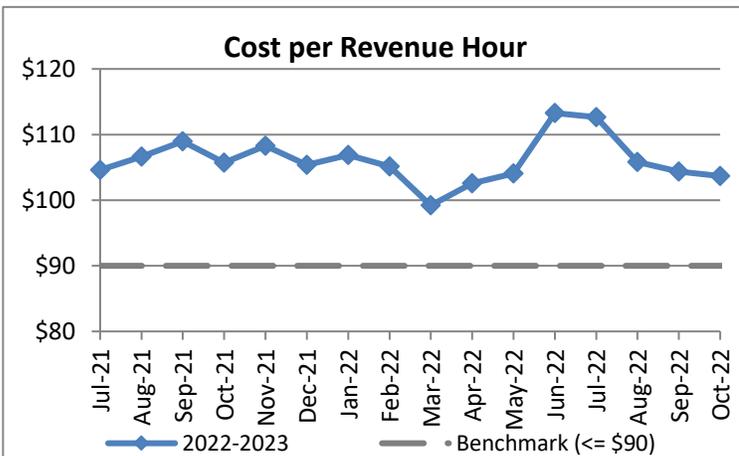
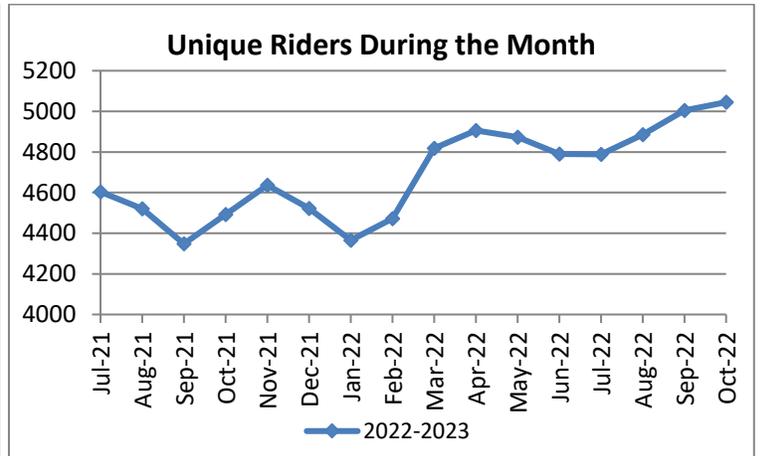
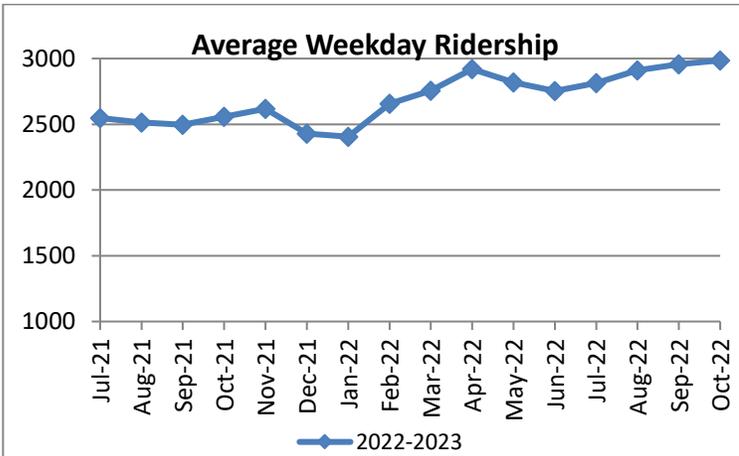
Over the month of October, reservationists answered 33,456 calls. Of those calls, 68.80% were answered within 5 minutes.

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

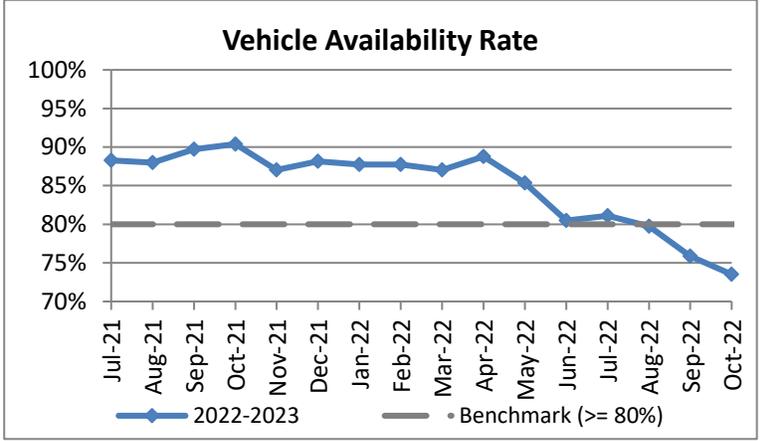
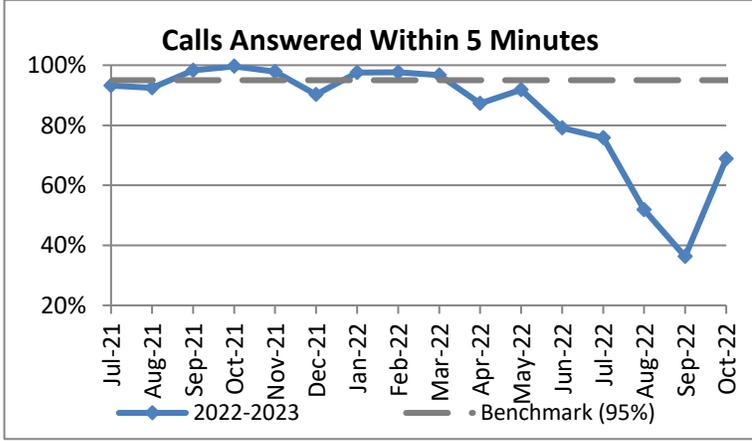
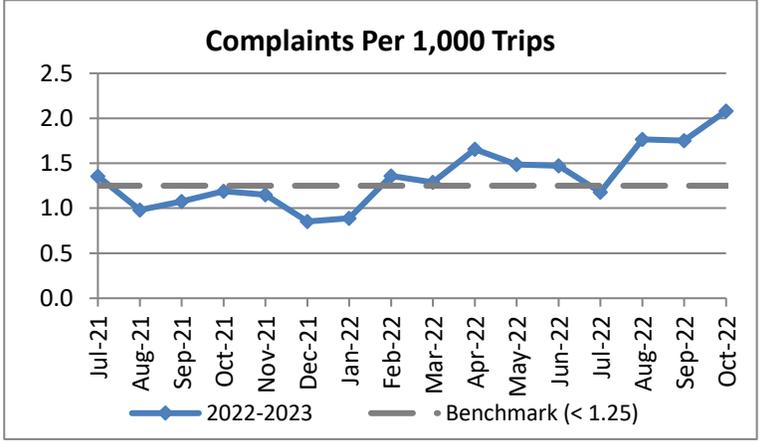
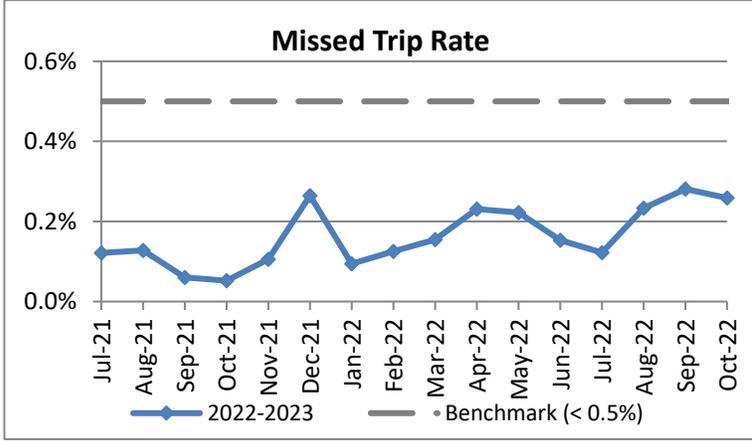
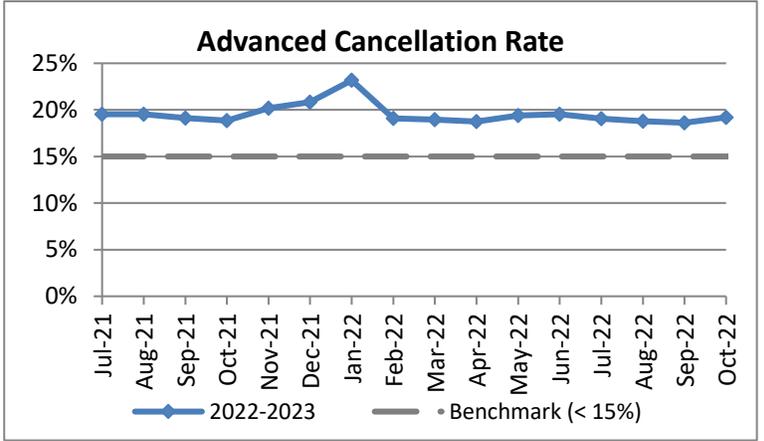
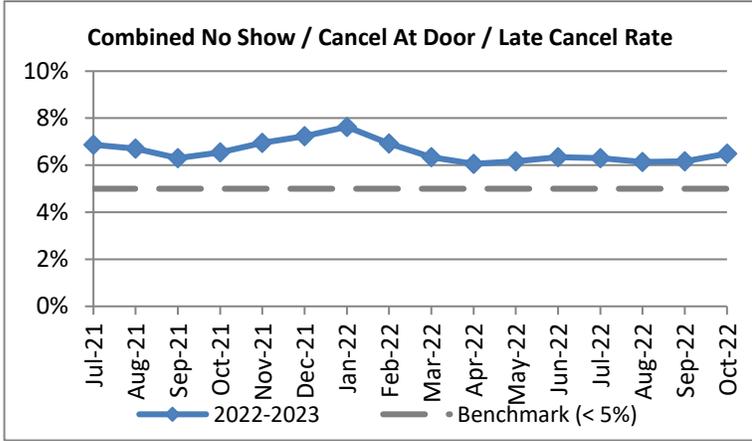
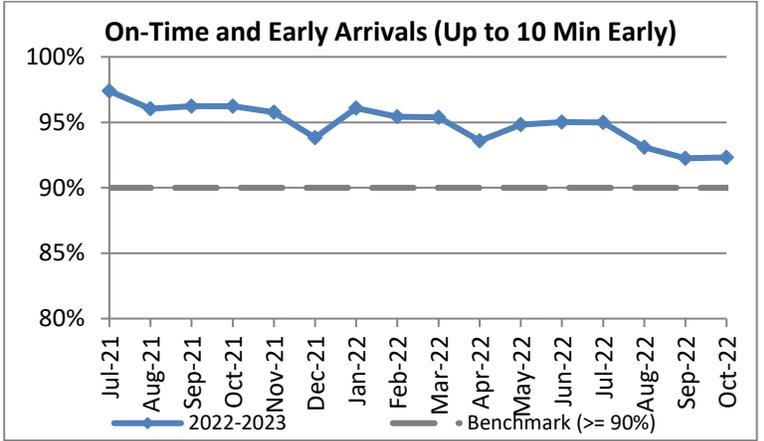
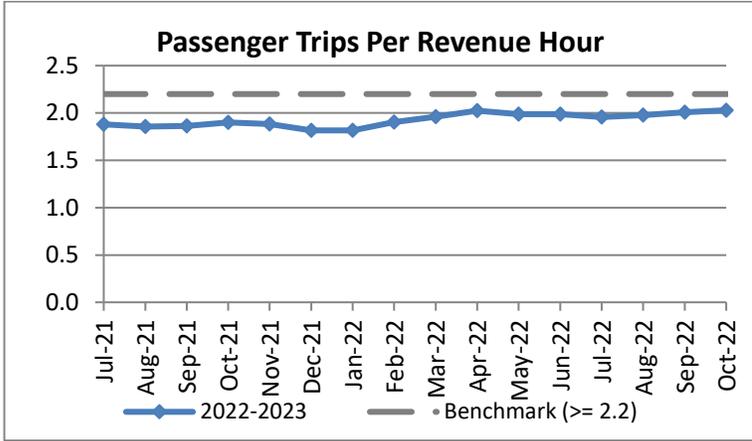
Key Performance Indicators (KPI)	Oct FY2023	Oct FY2022	Oct FY2019 Pre-COVID	% Change FY 22-23	4 Month FY2023	4 Month FY2022	4 Month FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	79,496	67,546	106,431	17.69%	309,880	266,410	401,139	16.32%	1,197,533	
Average Weekday Ridership	2,986	2,558	3,845	16.75%	2,917	2,529	3,876	15.34%	3,856	
Unique Riders During the Month	5,045	4,492	5,902	12.31%	4,931	4,491	5,810	9.79%	5,810	
Cost per Revenue Hour	\$103.68	\$105.72	\$85.61	-1.92%	\$106.54	\$106.46	\$87.94	0.08%	\$87.76	<= \$90
Cost per Passenger Trip	\$51.10	\$55.64	\$37.59	-8.15%	\$53.45	\$56.79	\$39.02	-5.89%	\$39.61	<= \$39
Cost per Revenue Mile	\$6.96	\$6.47	\$5.76	7.62%	\$7.26	\$7.06	\$5.85	2.76%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.03	1.90	2.28	6.78%	1.99	1.87	2.25	6.34%	2.22	>= 2.2
Farebox Recovery	4.02%	3.15%	4.72%	0.87%	3.29%	2.99%	4.38%	0.30%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.43%	78.43%	75.64%	0.00%	78.68%	78.38%	75.45%	0.30%	75.93%	
Early Arrivals (> 10 Minutes)	1.16%	1.35%	2.31%	-0.18%	1.21%	1.41%	2.22%	-0.20%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.05%	0.14%	-0.01%	0.04%	0.05%	0.14%	-0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	92.32%	96.22%	88.12%	-3.91%	93.14%	96.48%	87.55%	-3.34%	87.99%	>= 90%
On-Time and All Early Arrivals	93.48%	97.57%	90.43%	-4.09%	94.34%	97.89%	89.77%	-3.54%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.47%	0.04%	0.60%	0.42%	0.30%	0.05%	0.78%	0.25%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	68.20%	68.29%	60.29%	-0.09%	67.75%	65.80%	59.43%	1.95%	60.91%	> 90%
Comparative Trip Length Analysis	77.50%	83.26%	69.32%	-5.76%	76.42%	84.07%	69.57%	-7.66%	68.69%	50%
Excessive Trip Length	0.57%	0.26%	1.28%	0.31%	0.61%	0.22%	1.30%	0.38%	1.40%	1%
No Show / Late Cancellation Rate	6.49%	6.54%	6.86%	-0.06%	6.27%	6.61%	6.75%	-0.34%	6.92%	< 5%
Advance Cancellation Rate	19.20%	18.86%	22.33%	0.34%	18.91%	19.26%	23.19%	-0.35%	23.11%	< 15%
Missed Trip Rate	0.26%	0.05%	0.25%	0.21%	0.23%	0.09%	0.25%	0.13%	0.27%	< 0.5%
Complaints per 1,000 Trips	2.08	1.19	1.67	75.00%	1.70	1.15	1.45	47.78%	1.57	<= 1.25
Calls Answered Within 5 Minutes	68.80%	99.61%	55.13%	-30.81%	58.38%	95.86%	60.95%	-37.48%	50.30%	95%
Vehicle Availability	73.51%	90.39%	88.08%	-16.88%	77.56%	89.10%	88.92%	-11.54%	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 October 2022



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

