

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

November 2022

- **Ridership**

In-house average weekday ridership for November was 2,670, up by 12.35% from last year. Supplemental providers average weekday ridership was 286, up by 18.09%. Combined in-house and supplemental providers average weekday ridership was 2,955, up by 12.88%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 52,987 boardings, up 15.90% 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 91.79% for November. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 92.95%. On-time performance for trips with a desired arrival time was 64.75% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 89.55% 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 November, Handi-Van operated 62,508 trips including 5,567 trips that were longer than one hour in trip time. The analysis found that 72.73% 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 509 or 0.81% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 71.72% for November, down by -15.32% from last year.

- **Call Center Performance**

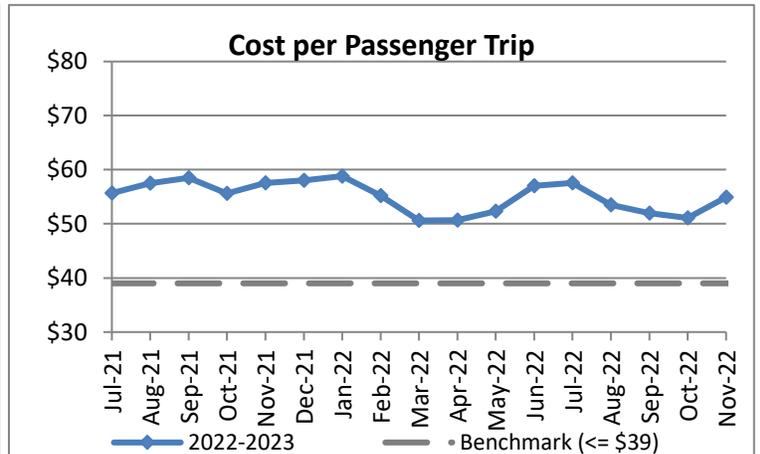
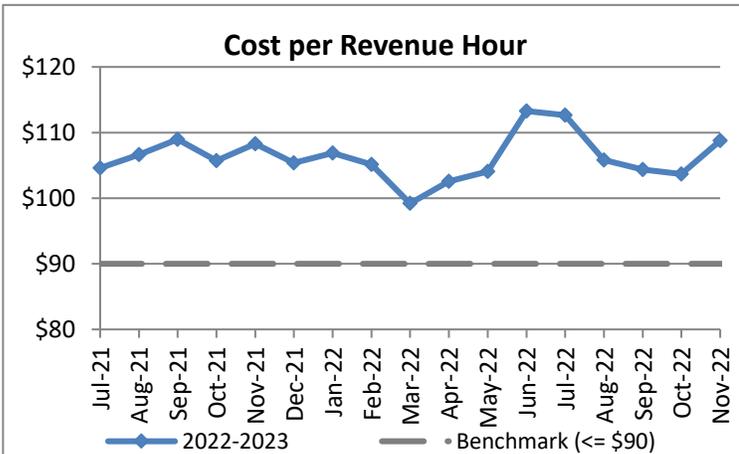
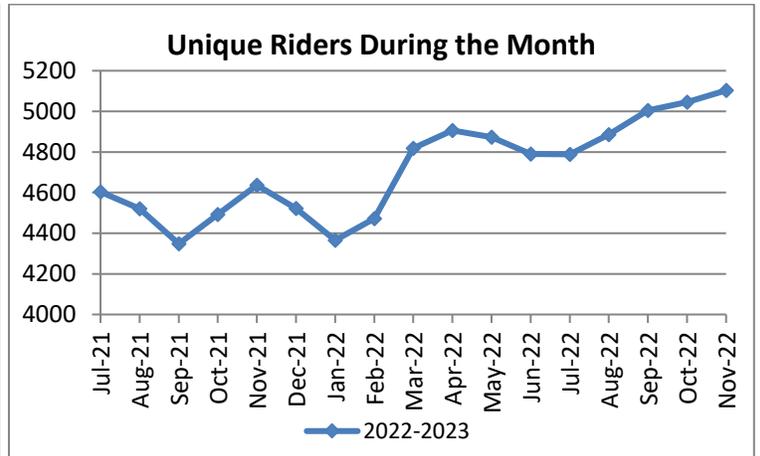
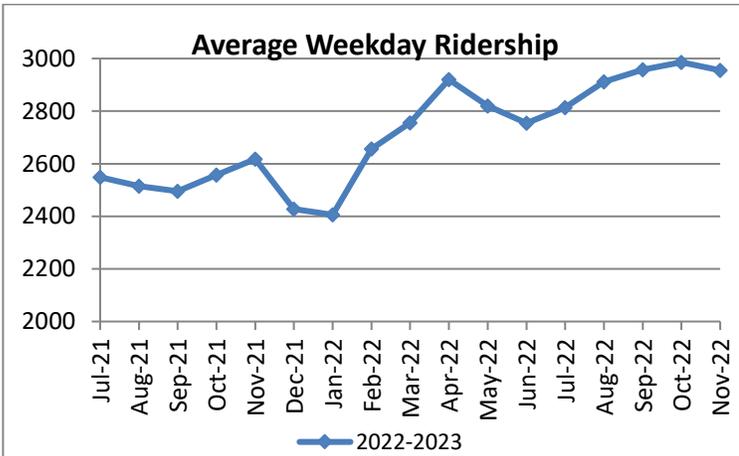
Over the month of November, reservationists answered 34,071 calls. Of those calls, 59.40% were answered within 5 minutes.

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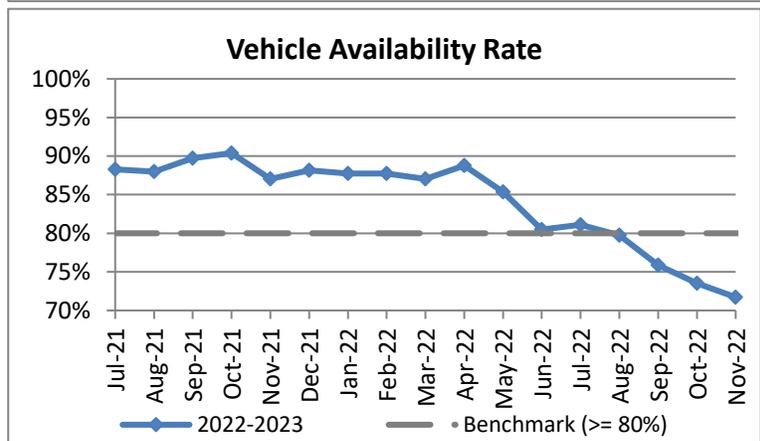
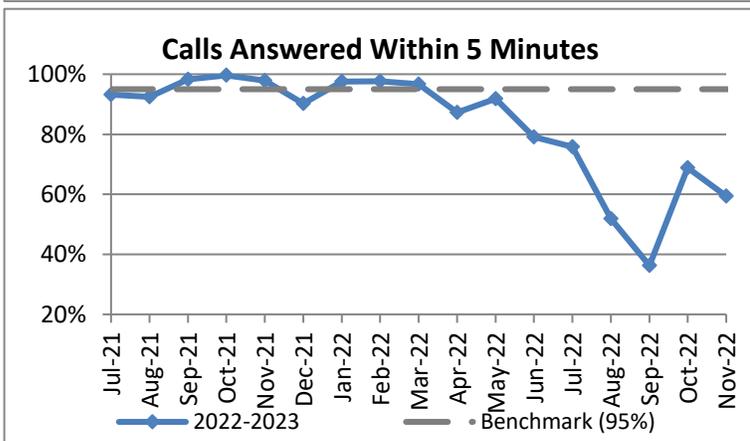
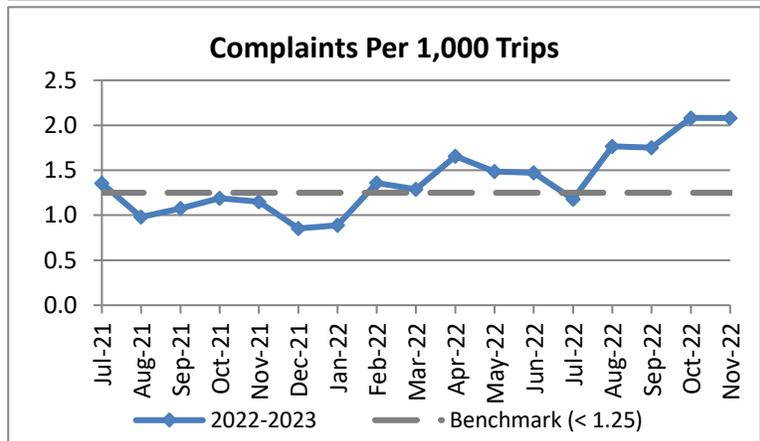
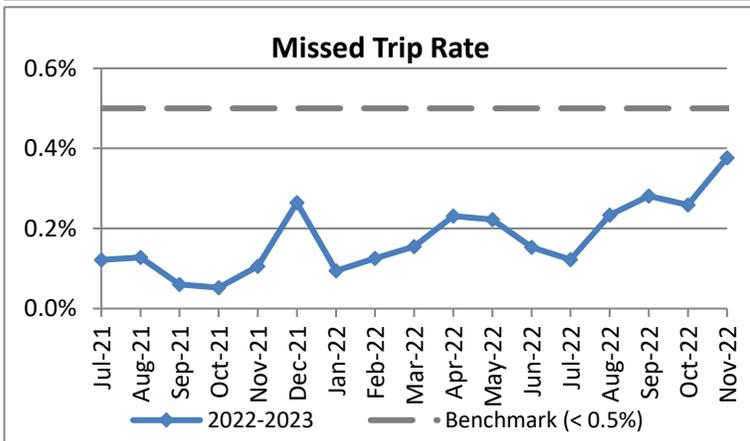
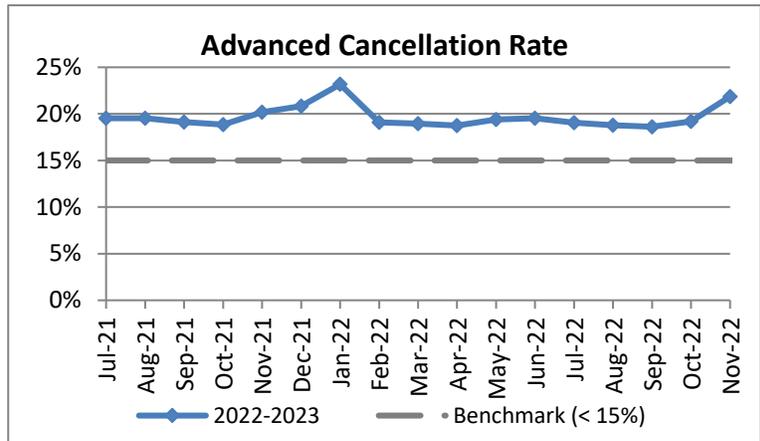
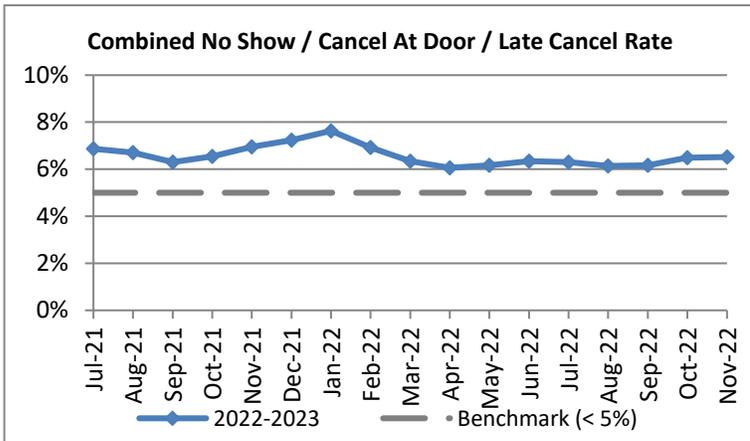
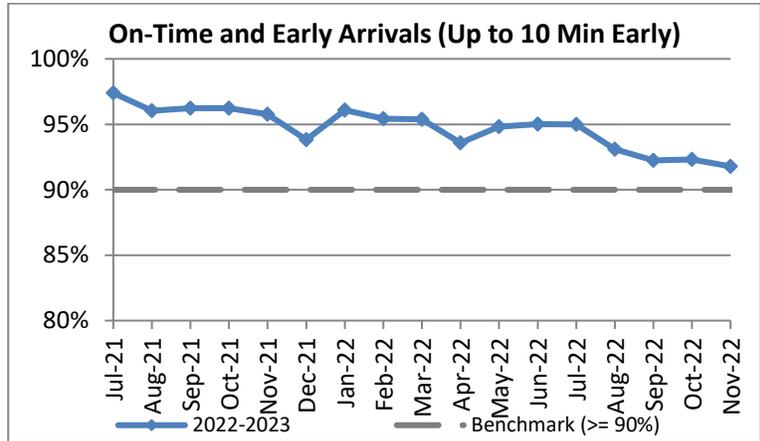
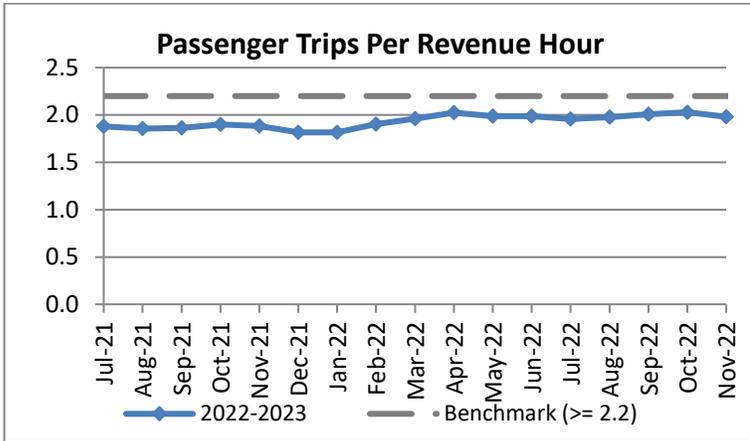
Key Performance Indicators (KPI)	Nov FY2023	Nov FY2022	Nov FY2019 Pre-COVID	% Change FY 22-23	5 Month FY2023	5 Month FY2022	5 Month FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	76,394	66,877	99,606	14.23%	386,274	333,287	500,745	15.90%	1,197,533	
Average Weekday Ridership	2,955	2,618	3,887	12.88%	2,925	2,547	3,878	14.84%	3,856	
Unique Riders During the Month	5,103	4,636	5,908	10.07%	4,965	4,520	5,829	9.85%	5,810	
Cost per Revenue Hour	\$108.77	\$108.28	\$89.31	0.45%	\$106.99	\$106.82	\$88.22	0.15%	\$87.76	<= \$90
Cost per Passenger Trip	\$54.89	\$57.55	\$40.70	-4.62%	\$53.73	\$56.94	\$39.36	-5.64%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.47	\$7.46	\$5.98	0.19%	\$7.30	\$7.14	\$5.88	2.25%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	1.98	1.88	2.19	5.32%	1.99	1.88	2.24	6.14%	2.22	>= 2.2
Farebox Recovery	3.23%	2.95%	3.93%	0.28%	3.28%	2.98%	4.28%	0.30%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.53%	78.55%	75.07%	-0.02%	78.65%	78.41%	75.38%	0.24%	75.93%	
Early Arrivals (> 10 Minutes)	1.16%	1.26%	2.21%	-0.10%	1.20%	1.38%	2.22%	-0.18%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.05%	0.05%	0.13%	0.00%	0.04%	0.05%	0.14%	-0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	91.79%	95.76%	87.66%	-3.98%	92.87%	96.33%	87.57%	-3.46%	87.99%	>= 90%
On-Time and All Early Arrivals	92.95%	97.03%	89.87%	-4.08%	94.07%	97.71%	89.79%	-3.64%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.80%	0.04%	0.92%	0.76%	0.40%	0.04%	0.81%	0.35%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	64.75%	67.57%	59.43%	-2.82%	67.18%	66.09%	59.43%	1.09%	60.91%	> 90%
Comparative Trip Length Analysis	72.73%	81.11%	68.60%	-8.38%	75.66%	83.41%	69.38%	-7.75%	68.69%	50%
Excessive Trip Length	0.81%	0.33%	1.32%	0.49%	0.65%	0.24%	1.31%	0.40%	1.40%	1%
No Show / Late Cancellation Rate	6.52%	6.96%	6.69%	-0.44%	6.32%	6.68%	6.74%	-0.36%	6.92%	< 5%
Advance Cancellation Rate	21.87%	20.17%	23.85%	1.69%	19.49%	19.44%	23.32%	0.04%	23.11%	< 15%
Missed Trip Rate	0.38%	0.11%	0.28%	0.27%	0.25%	0.09%	0.25%	0.16%	0.27%	< 0.5%
Complaints per 1,000 Trips	2.08	1.15	1.39	80.69%	1.78	1.15	1.44	54.17%	1.57	<= 1.25
Calls Answered Within 5 Minutes	59.40%	97.82%	47.80%	-38.42%	58.60%	96.26%	58.42%	-37.66%	50.30%	95%
Vehicle Availability	71.72%	87.04%	87.36%	-15.32%	76.39%	88.68%	88.61%	-12.29%	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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