

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

December 2022

- **Ridership**

In-house average weekday ridership for December was 2,647, up by 18.86% from last year. Supplemental providers average weekday ridership was 284, up by 41.37%. Combined in-house and supplemental providers average weekday ridership was 2,931, up by 20.72%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 65,826 boardings, up 16.51% 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 88.42% for December. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.44%. On-time performance for trips with a desired arrival time was 58.22% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 86.22% 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 December, Handi-Van operated 63,641 trips including 5,961 trips that were longer than one hour in trip time. The analysis found that 72.81% 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 557 or 0.88% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 63.89% for December, down by -24.27% from last year.

- **Call Center Performance**

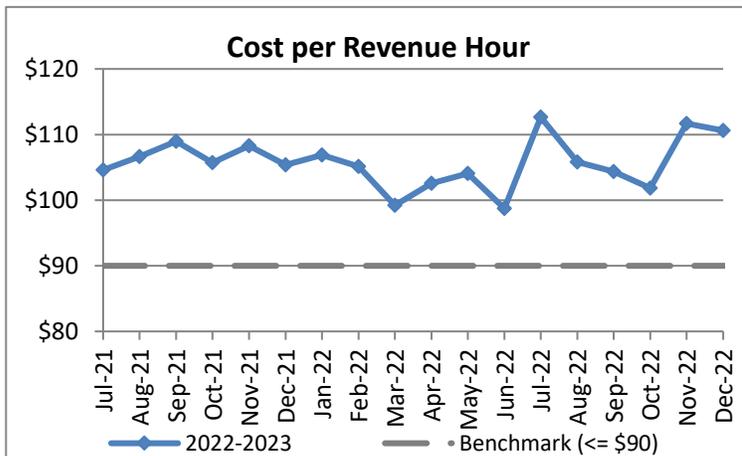
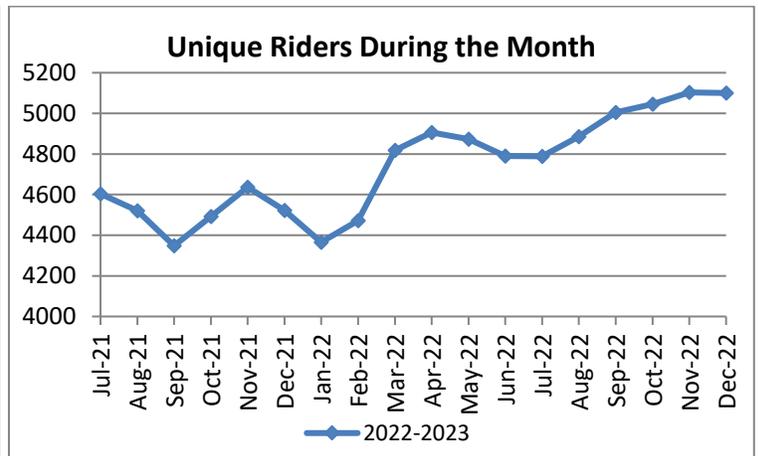
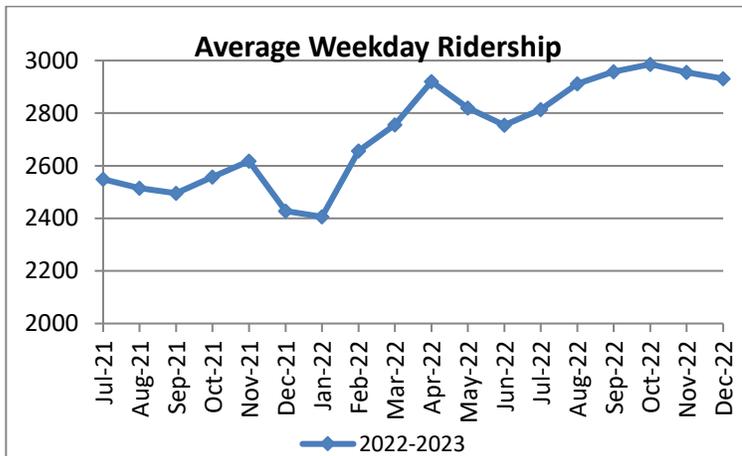
Over the month of December, reservationists answered 34,883 calls. Of those calls, 68.69% were answered within 5 minutes.

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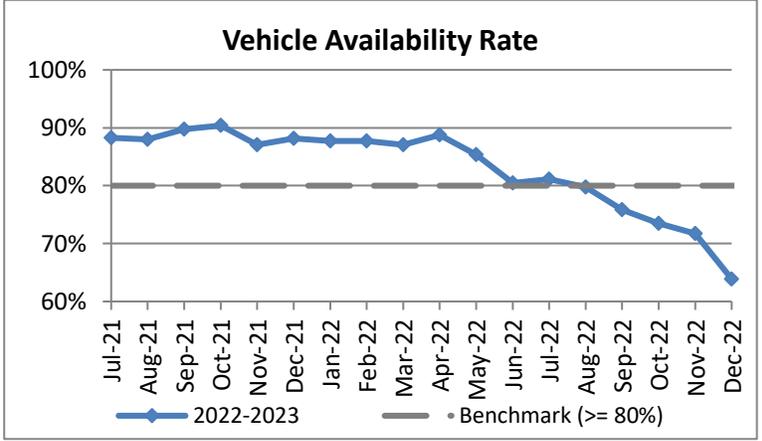
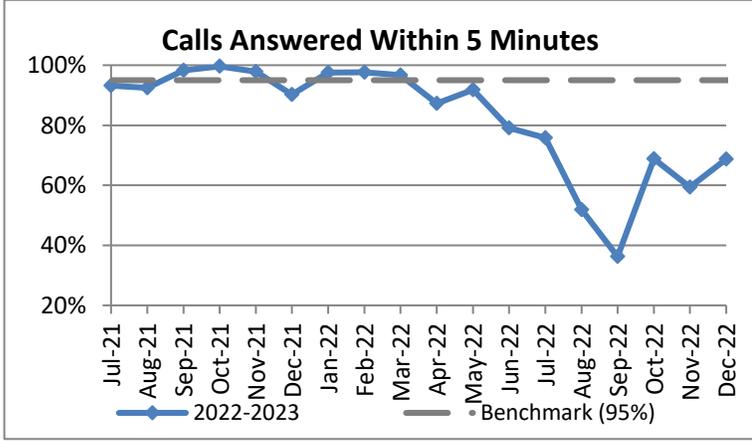
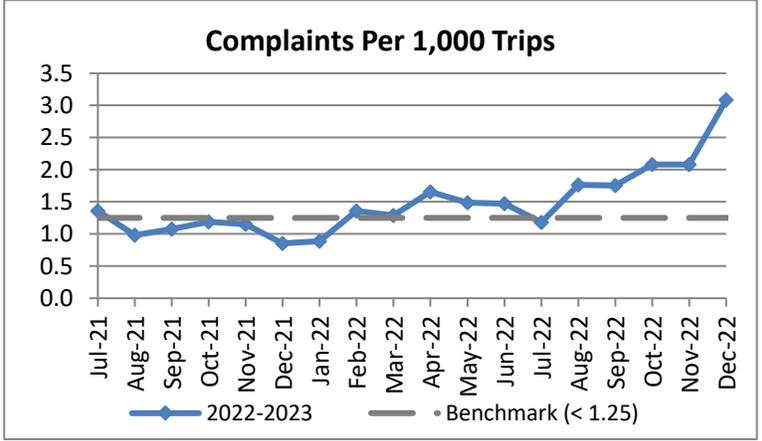
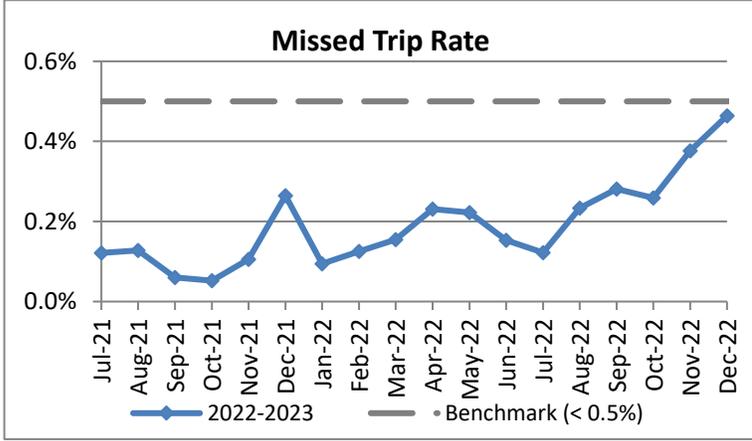
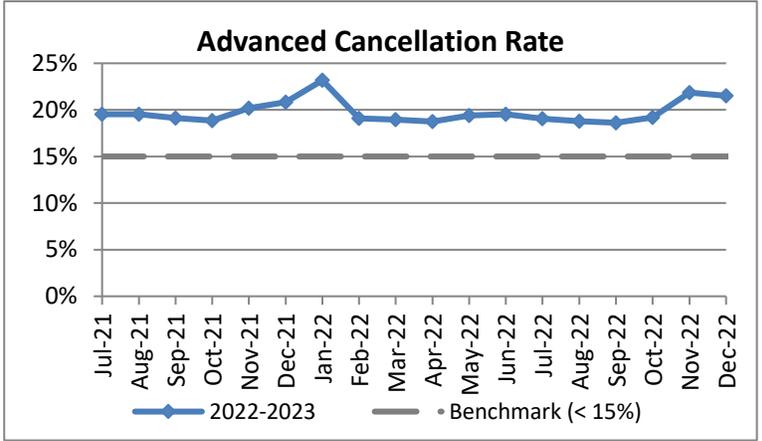
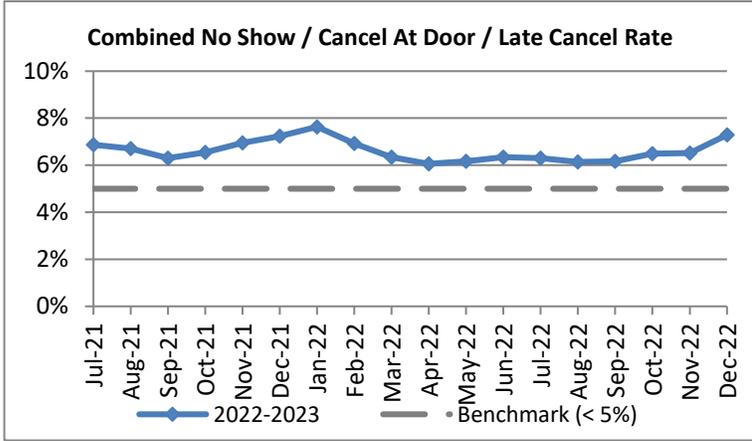
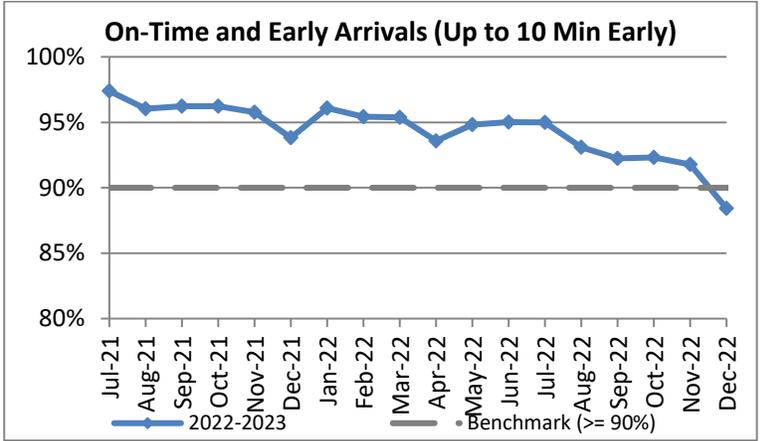
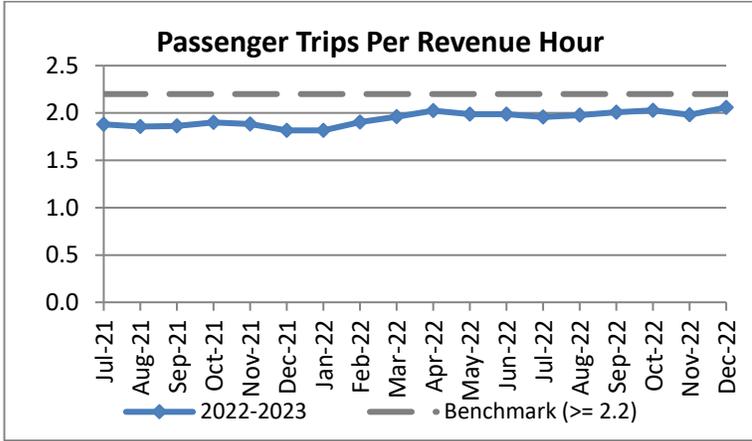
Key Performance Indicators (KPI)	Dec FY2023	Dec FY2022	Dec FY2019 Pre-COVID	% Change FY 22-23	6 Month FY2023	6 Month FY2022	6 Month FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	78,161	65,322	97,503	19.65%	464,435	398,609	598,248	16.51%	1,197,533	
Average Weekday Ridership	2,931	2,428	3,754	20.72%	2,926	2,527	3,857	15.78%	3,856	
Unique Riders During the Month	5,101	4,523	5,732	12.78%	4,988	4,520	5,813	10.34%	5,810	
Cost per Revenue Hour	\$110.62	\$105.38	\$85.90	4.97%	\$107.75	\$106.58	\$87.82	1.10%	\$87.76	<= \$90
Cost per Passenger Trip	\$53.76	\$58.03	\$40.22	-7.36%	\$53.82	\$57.12	\$39.50	-5.77%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.51	\$7.36	\$5.84	1.96%	\$7.35	\$7.18	\$5.87	2.37%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.06	1.82	2.14	13.31%	2.00	1.87	2.22	7.29%	2.22	>= 2.2
Farebox Recovery	3.36%	2.48%	4.48%	0.88%	3.33%	2.90%	4.32%	0.44%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.56%	78.51%	75.58%	-1.94%	78.30%	78.42%	75.41%	-0.12%	75.93%	
Early Arrivals (> 10 Minutes)	1.02%	1.32%	2.17%	-0.30%	1.17%	1.37%	2.21%	-0.20%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.11%	0.12%	-0.08%	0.04%	0.06%	0.14%	-0.02%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.42%	93.82%	87.86%	-5.40%	92.13%	95.95%	87.62%	-3.82%	87.99%	>= 90%
On-Time and All Early Arrivals	89.44%	95.14%	90.03%	-5.69%	93.30%	97.32%	89.83%	-4.02%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	1.62%	0.29%	1.01%	1.33%	0.60%	0.08%	0.84%	0.52%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.22%	65.58%	60.00%	-7.36%	65.92%	66.04%	59.52%	-0.12%	60.91%	> 90%
Comparative Trip Length Analysis	72.81%	76.85%	67.41%	-4.05%	75.14%	82.28%	69.07%	-7.14%	68.69%	50%
Excessive Trip Length	0.88%	0.51%	1.45%	0.37%	0.69%	0.28%	1.33%	0.40%	1.40%	1%
No Show / Late Cancellation Rate	7.29%	7.23%	7.29%	0.06%	6.48%	6.77%	6.83%	-0.29%	6.92%	< 5%
Advance Cancellation Rate	21.53%	20.85%	24.46%	0.68%	19.82%	19.67%	23.51%	0.15%	23.11%	< 15%
Missed Trip Rate	0.46%	0.26%	0.38%	0.20%	0.29%	0.12%	0.27%	0.17%	0.27%	< 0.5%
Complaints per 1,000 Trips	3.08	0.85	1.33	261.51	1.99	1.10	1.42	80.69%	1.57	<= 1.25
Calls Answered Within 5 Minutes	68.69%	90.25%	32.92%	-21.56%	60.39%	95.27%	56.77%	-34.88%	50.30%	95%
Vehicle Availability	63.89%	88.16%	86.79%	-24.27%	74.31%	88.60%	88.30%	-14.29%	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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