

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

August 2023

- **Ridership**

In-house average weekday ridership for August was 2,953, up by 9.35% from last year. Supplemental providers average weekday ridership was 249, up by 14.90%. Combined in-house and supplemental providers average weekday ridership was 3,202, up by 9.76%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 17,178 boardings, up 11.23% as compared to the same time period in fiscal year 2023.

- **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 90.54% for August. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 91.37%. On-time performance for trips with a desired arrival time was 58.29% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.46% 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 73,166 trips including 7,451 trips that were longer than one hour in trip time. The analysis found that 73.39% 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 670 or 8.99% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,313 or 17.62% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 74.18% for August, down by -5.57% from last year.

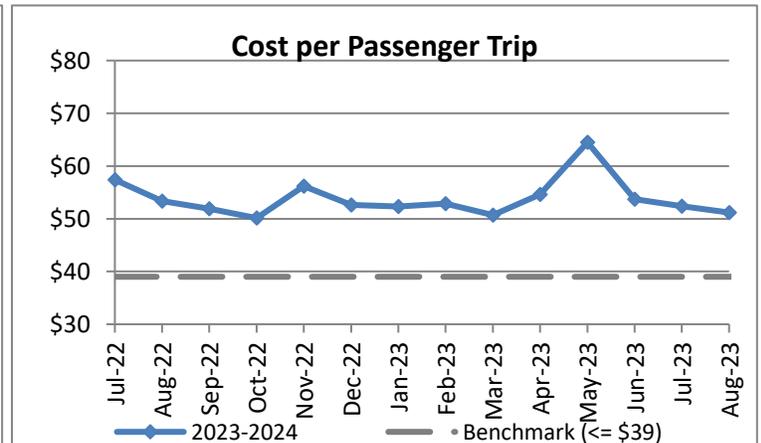
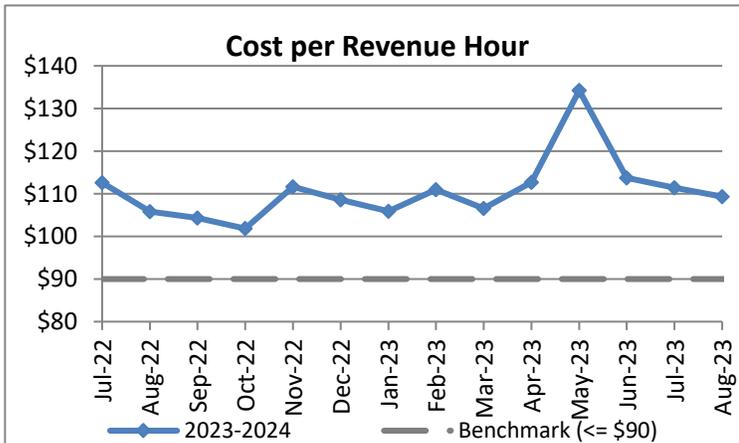
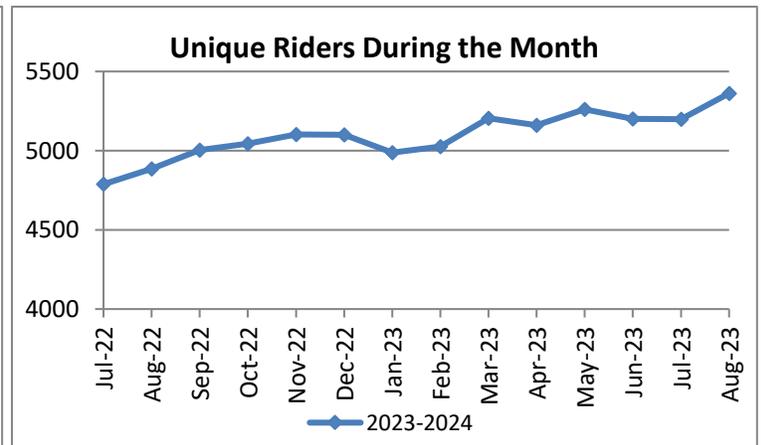
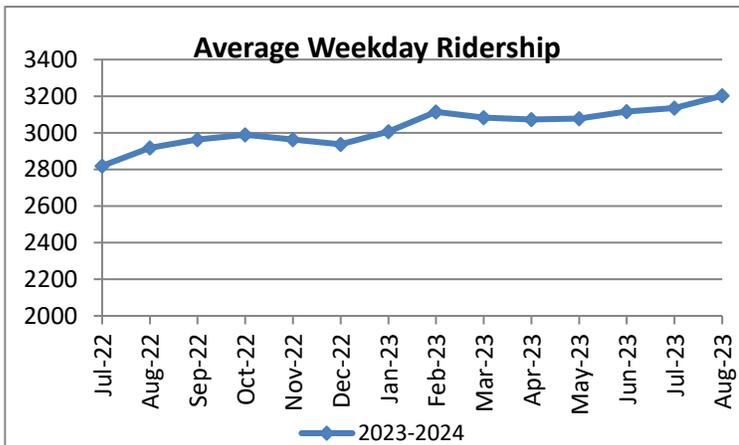
- **Call Center Performance**

Over the month of August, reservationists answered 39,648 calls. Of those calls, 99.85% were answered within 5 minutes.

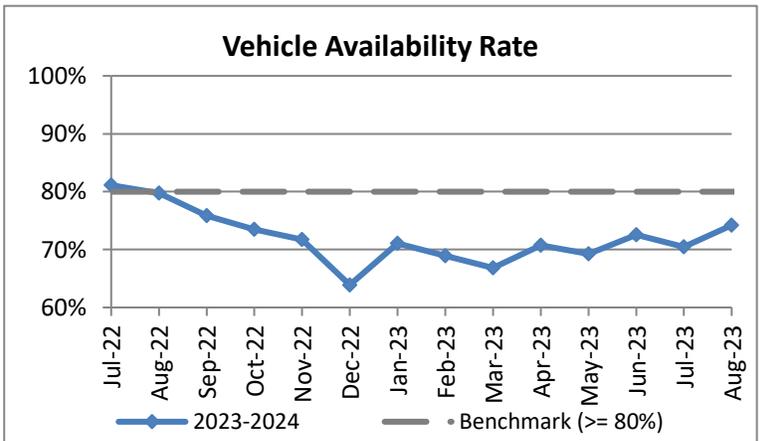
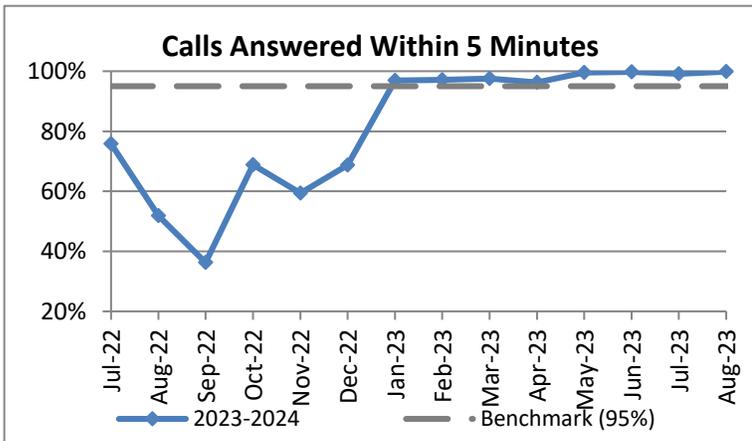
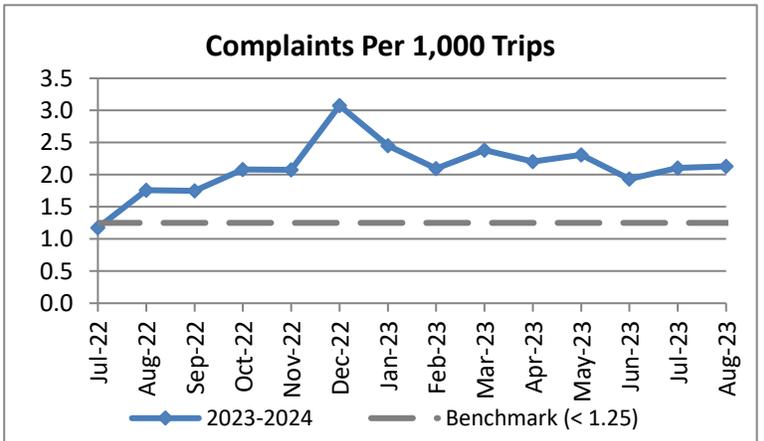
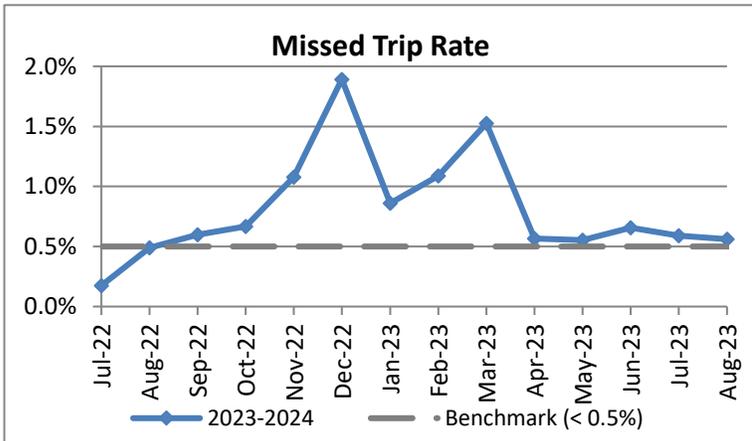
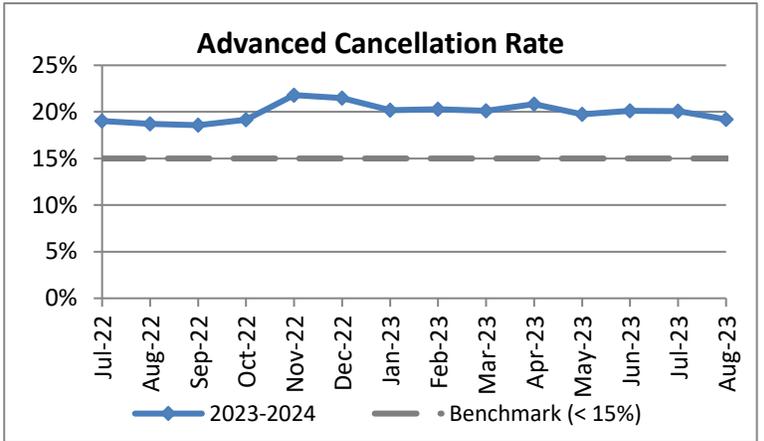
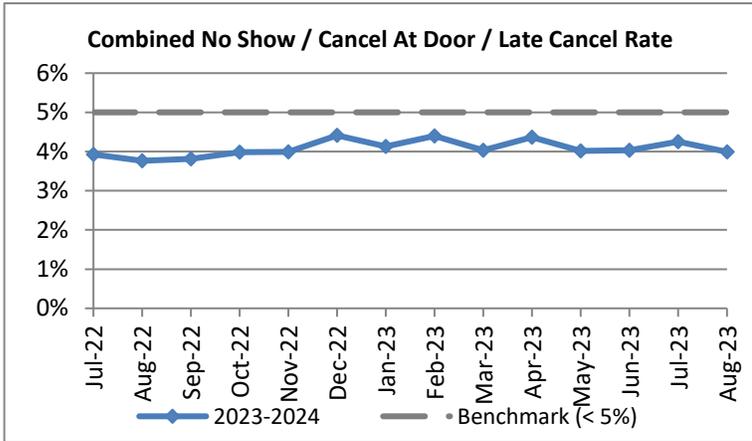
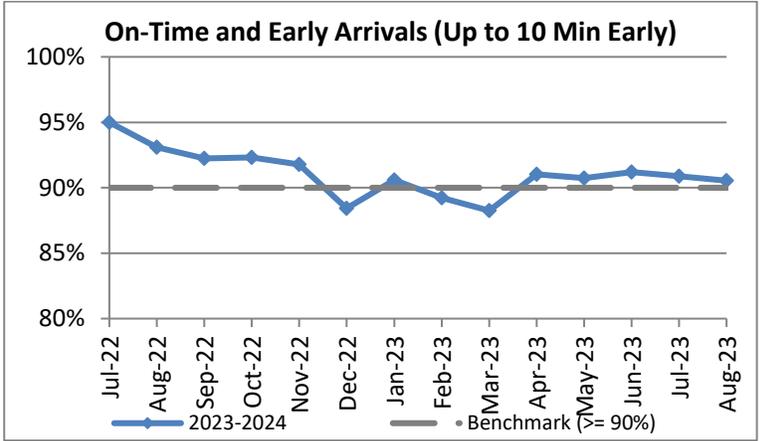
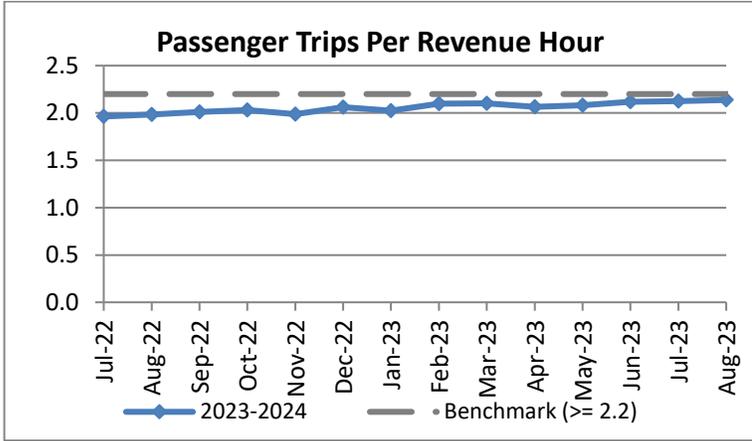
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending August 2023**

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 ¹
Total Monthly Ridership	88,142	79,849	97,556	10.39%	170,123	152,945	197,933	11.23%	1,197,533	
Average Weekday Ridership	3,202	2,917	3,878	9.76%	3,169	2,868	3,872	10.46%	3,856	
Unique Riders During the Month	5,362	4,885	5,721	9.76%	5,280	4,837	5,769	9.17%	5,810	
Cost per Revenue Hour	\$109.35	\$105.79	\$92.59	3.37%	\$110.35	\$109.08	\$89.81	1.16%	\$87.76	<= \$90
Cost per Passenger Trip	\$51.16	\$53.36	\$40.93	-4.12%	\$51.76	\$55.29	\$39.85	-6.37%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.60	\$7.26	\$6.19	4.63%	\$7.56	\$7.47	\$5.94	1.23%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.14	1.98	2.26	7.81%	2.13	1.97	2.25	8.05%	2.22	>= 2.2
Farebox Recovery	3.18%	3.02%	4.57%	0.15%	3.25%	2.93%	4.29%	0.32%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.73%	78.69%	74.84%	0.04%	78.73%	79.08%	75.36%	-0.35%	75.93%	
Early Arrivals (> 10 Minutes)	0.83%	1.15%	2.18%	-0.32%	0.82%	1.19%	2.23%	-0.37%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.04%	0.12%	-0.01%	0.03%	0.04%	0.13%	-0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	90.54%	93.10%	86.35%	-2.56%	90.70%	94.01%	87.35%	-3.31%	87.99%	>= 90%
On-Time and All Early Arrivals	91.37%	94.24%	88.53%	-2.87%	91.52%	95.20%	89.58%	-3.68%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.40%	0.29%	1.00%	0.11%	0.42%	0.18%	0.88%	0.24%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.29%	66.97%	58.20%	-8.68%	58.45%	67.18%	58.90%	-8.73%	60.91%	> 90%
Comparative Trip Length Analysis	73.39%	75.44%	68.41%	-2.05%	74.84%	78.03%	70.72%	-3.19%	68.69%	50%
Excessive Trip Length	8.99%	8.45%	13.18%	0.55%	8.37%	7.06%	12.09%	1.31%	13.17%	1%
No Show / Late Cancellation Rate	3.99%	3.76%	4.36%	0.23%	4.11%	3.84%	4.25%	0.27%	4.44%	< 5%
Advance Cancellation Rate	19.19%	18.73%	25.66%	0.46%	19.62%	18.87%	23.77%	0.76%	23.11%	< 15%
Missed Trip Rate	0.56%	0.49%	1.18%	0.07%	0.58%	0.34%	1.02%	0.24%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.13	1.76	1.20	20.96%	2.12	1.48	1.19	43.13%	1.57	<= 1.25
Calls Answered Within 5 Minutes	99.85%	51.89%	65.65%	47.97%	99.52%	63.55%	65.34%	35.97%	50.30%	93% ²
Vehicle Availability	74.18%	79.75%	89.25%	-5.57%	72.32%	80.43%	89.43%	-8.11%	86.16%	>= 80%

Notes:
¹ Represents benchmarks based on DTS Analysis "Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)"
² Per DOJ Agreement (Agreement Between the United States of America and the City and County of Honolulu Under the Americans with Disabilities Act) paragraph 12



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