

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

September 2023

- **Ridership**

In-house average weekday ridership for September was 3,040, up by 11.00% from last year. Supplemental providers average weekday ridership was 292, up by 29.76%. Combined in-house and supplemental providers average weekday ridership was 3,332, up by 12.43%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 24,726 boardings, up 10.71% 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 87.83% for September. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.49%. On-time performance for trips with a desired arrival time was 49.83% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 83.04% 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 September, Handi-Van operated 70,077 trips including 7,585 trips that were longer than one hour in trip time. The analysis found that 71.62% 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 757 or 9.98% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,396 or 18.40% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 77.19% for September, up by 1.32% from last year.

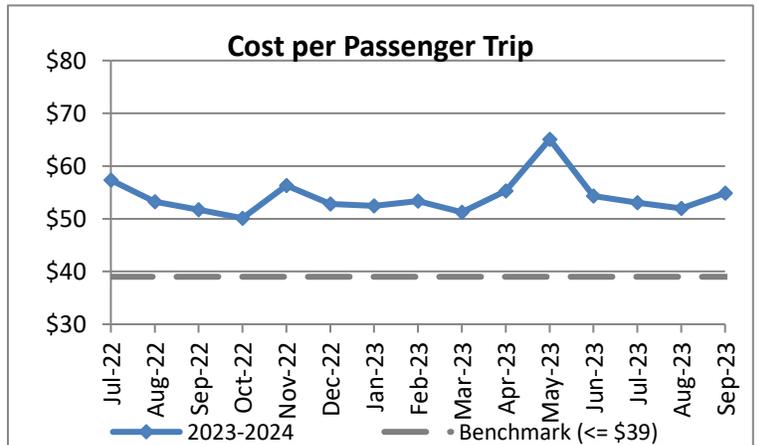
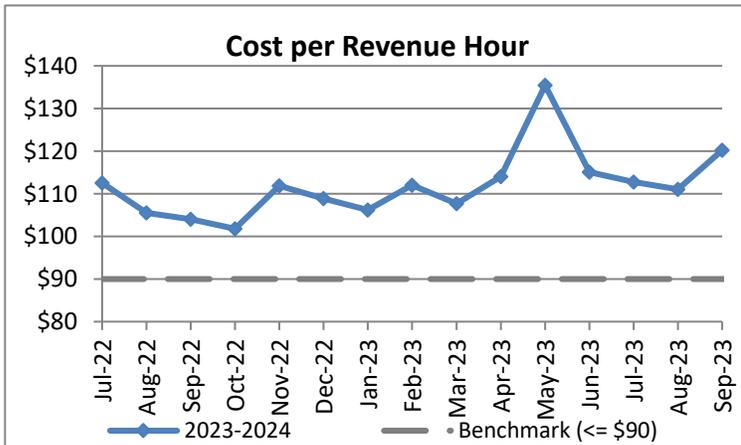
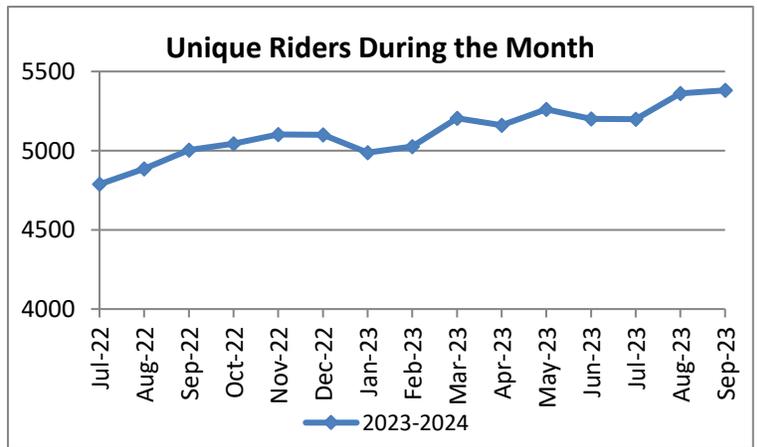
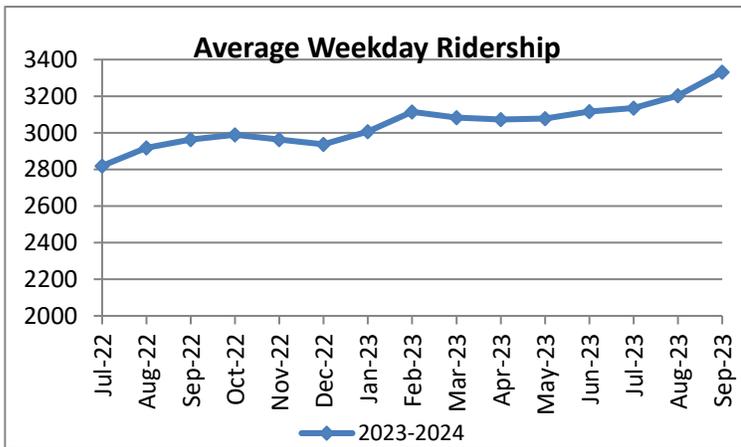
- **Call Center Performance**

Over the month of September, reservationists answered 38,990 calls. Of those calls, 98.19% were answered within 5 minutes.

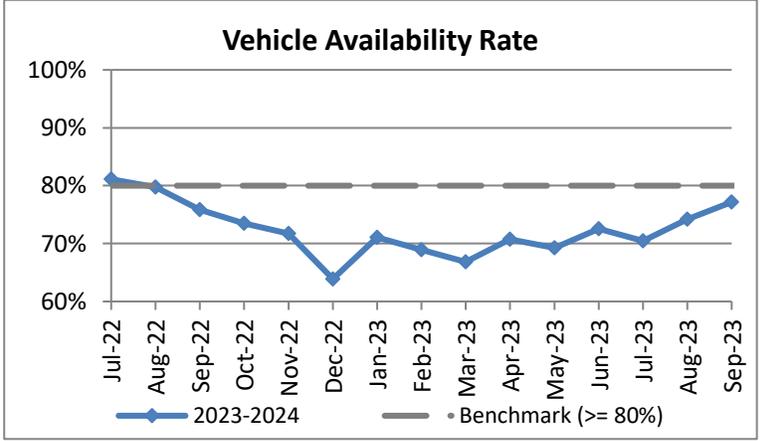
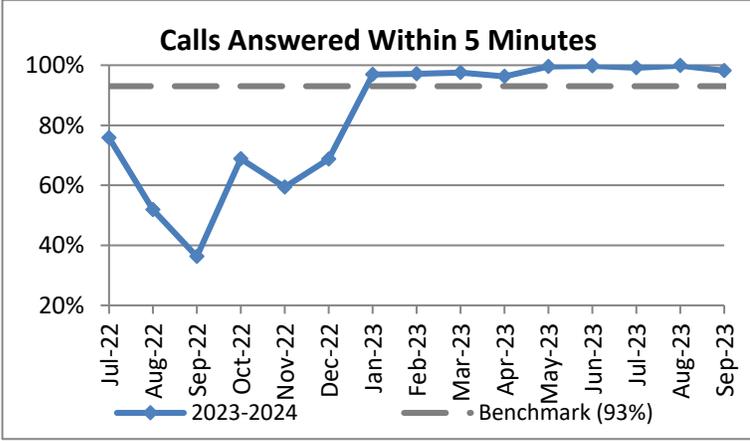
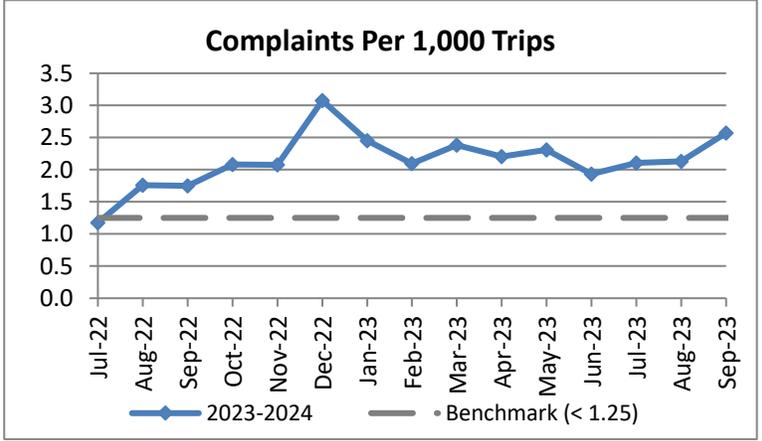
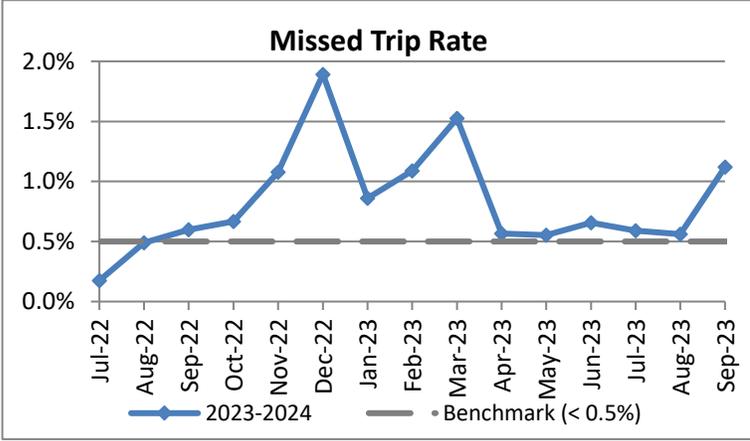
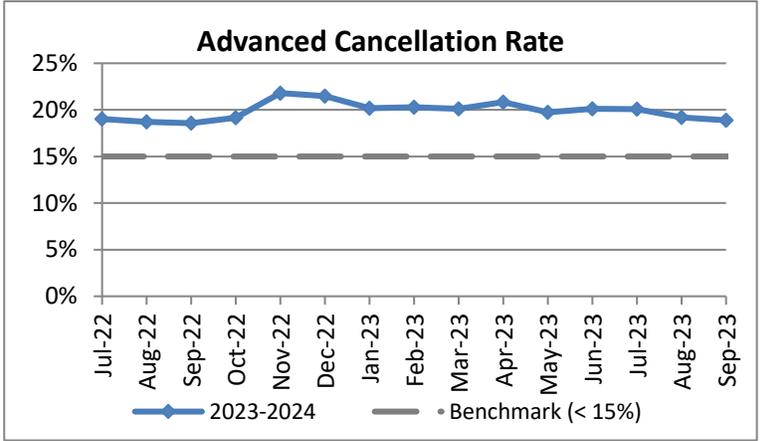
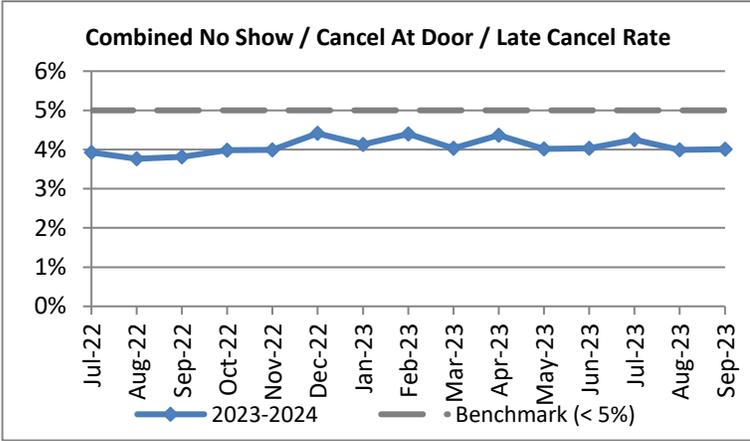
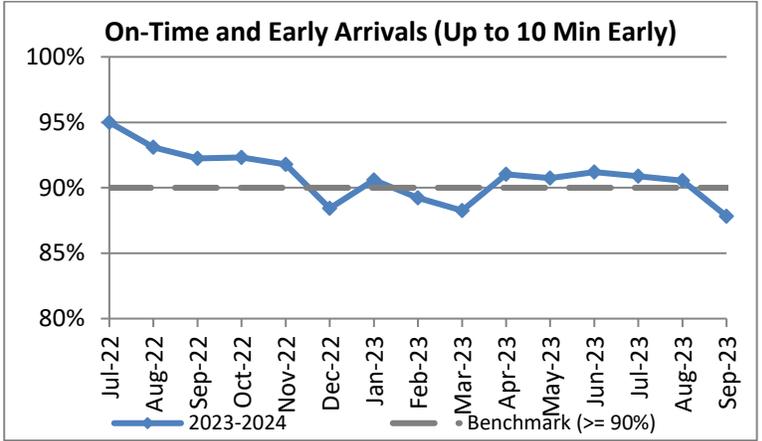
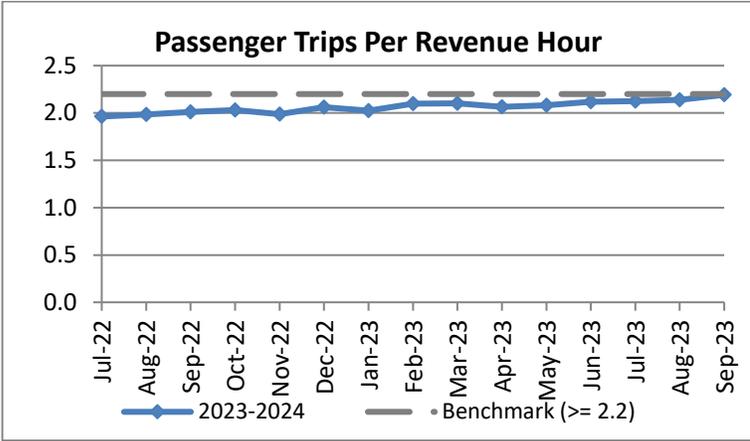
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending September 2023**

Key Performance Indicators (KPI)	Sep FY2023	Sep FY2022	Sep FY2019 Pre-COVID	% Change FY 22-23	3 Month FY2023	3 Month FY2022	3 Month FY2019 Pre-COVID	% Change FY 22-23	13 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	85,512	77,964	96,775	9.68%	255,635	230,909	294,708	10.71%	1,197,533	
Average Weekday Ridership	3,332	2,964	3,914	12.43%	3,223	2,900	3,886	11.13%	3,856	
Unique Riders During the Month	5,381	5,004	5,799	7.53%	5,314	4,892	5,779	8.61%	5,810	
Cost per Revenue Hour	\$120.25	\$104.06	\$86.66	15.57%	\$114.63	\$107.29	\$88.77	6.84%	\$87.76	<= \$90
Cost per Passenger Trip	\$54.88	\$51.73	\$38.91	6.09%	\$53.28	\$54.02	\$39.54	-1.38%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.21	\$7.12	\$5.78	15.28%	\$7.84	\$7.34	\$5.89	6.80%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.19	2.01	2.23	8.94%	2.15	1.99	2.24	8.33%	2.22	>= 2.2
Farebox Recovery	2.98%	3.32%	4.20%	-0.35%	3.15%	3.05%	4.26%	0.10%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.28%	78.14%	75.44%	-0.86%	78.24%	78.76%	75.38%	-0.52%	75.93%	
Early Arrivals (> 10 Minutes)	0.66%	1.27%	2.12%	-0.61%	0.77%	1.22%	2.19%	-0.45%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.03%	0.17%	-0.01%	0.03%	0.04%	0.14%	-0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	87.83%	92.25%	87.32%	-4.42%	89.74%	93.41%	87.34%	-3.67%	87.99%	>= 90%
On-Time and All Early Arrivals	88.49%	93.52%	89.44%	-5.03%	90.51%	94.64%	89.53%	-4.12%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.88%	0.36%	0.76%	0.52%	0.58%	0.24%	0.84%	0.34%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	49.83%	68.24%	59.52%	-18.42%	55.81%	67.53%	59.10%	-11.72%	60.91%	> 90%
Comparative Trip Length Analysis	71.62%	72.66%	67.60%	-1.05%	73.69%	76.02%	69.66%	-2.33%	68.69%	50%
Excessive Trip Length	9.98%	8.56%	13.89%	1.42%	8.95%	7.62%	12.70%	1.32%	13.17%	1%
No Show / Late Cancellation Rate	4.01%	3.81%	4.62%	0.20%	4.08%	3.83%	4.37%	0.25%	4.44%	< 5%
Advance Cancellation Rate	18.87%	18.57%	22.97%	0.30%	19.37%	18.77%	23.51%	0.61%	23.11%	< 15%
Missed Trip Rate	1.12%	0.60%	0.94%	0.52%	0.76%	0.43%	0.99%	0.33%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.57	1.75	1.75	46.97%	2.27	1.57	1.38	44.45%	1.57	<= 1.25
Calls Answered Within 5 Minutes	98.19%	36.25%	58.11%	61.94%	99.08%	54.69%	62.96%	44.38%	50.30%	93% ²
Vehicle Availability	77.19%	75.87%	88.74%	1.32%	73.94%	78.91%	89.20%	-4.97%	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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