

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### October 2023

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- **Ridership**

In-house average weekday ridership for October was 2,927, up by 6.01% from last year. Supplemental providers average weekday ridership was 305, up by 33.57%. Combined in-house and supplemental providers average weekday ridership was 3,232, up by 8.12%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 33,001 boardings, up 10.63% 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 88.07% for October. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.70%. On-time performance for trips with a desired arrival time was 58.75% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 87.08% 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 71,558 trips including 7,436 trips that were longer than one hour in trip time. The analysis found that 73.96% 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 642 or 8.63% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,294 or 17.40% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 75.70% for October, up by 2.19% from last year.

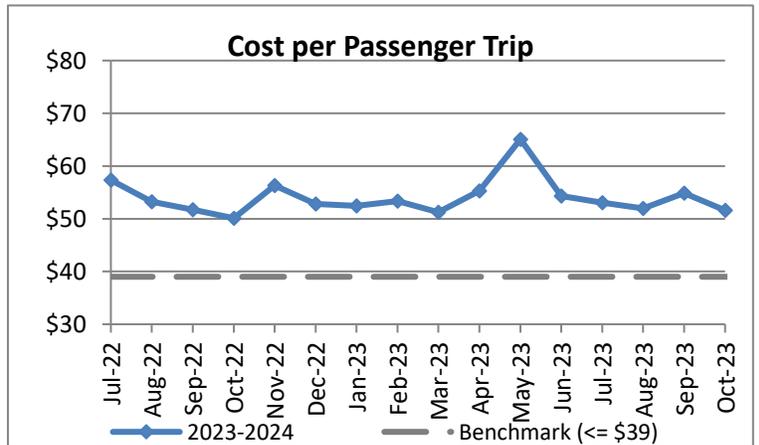
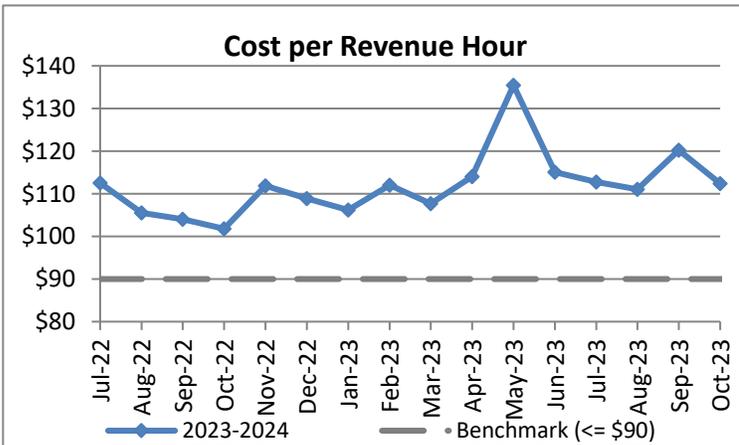
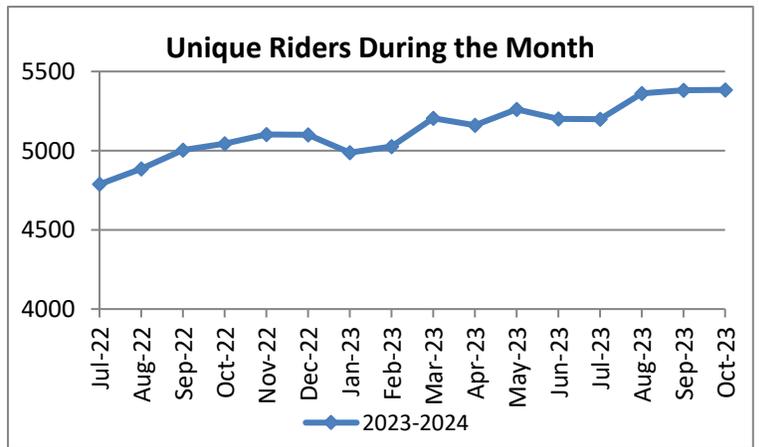
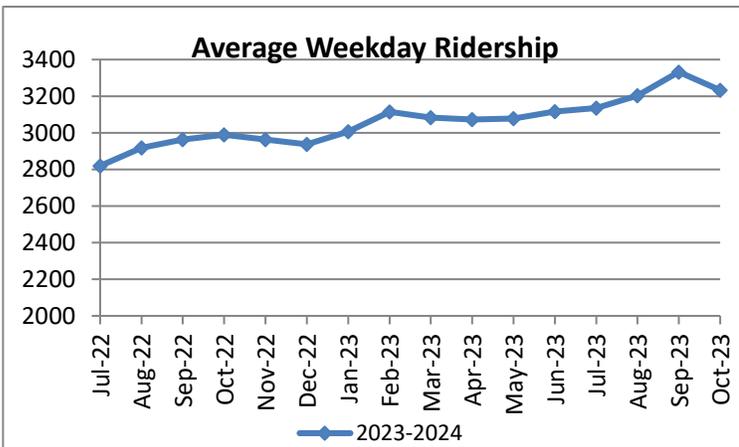
- **Call Center Performance**

Over the month of October, reservationists answered 41,070 calls. Of those calls, 99.30% were answered within 5 minutes.

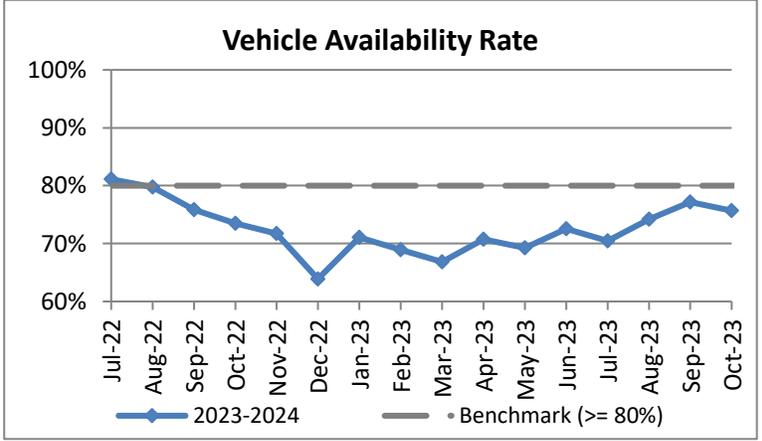
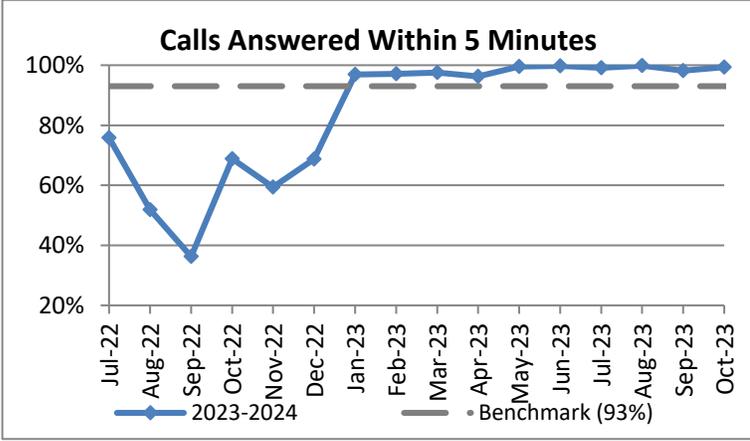
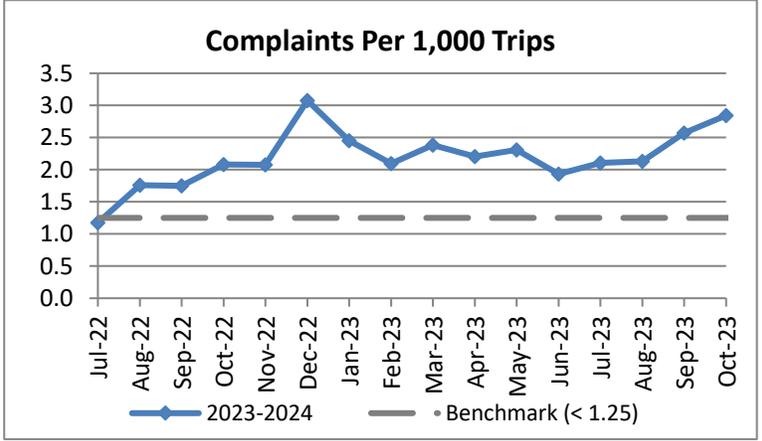
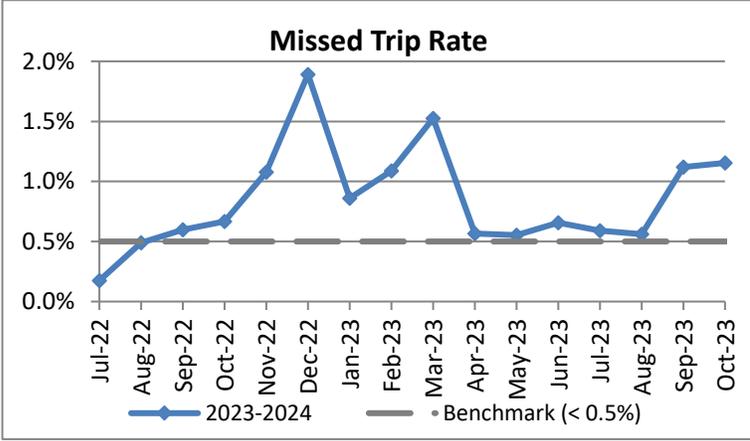
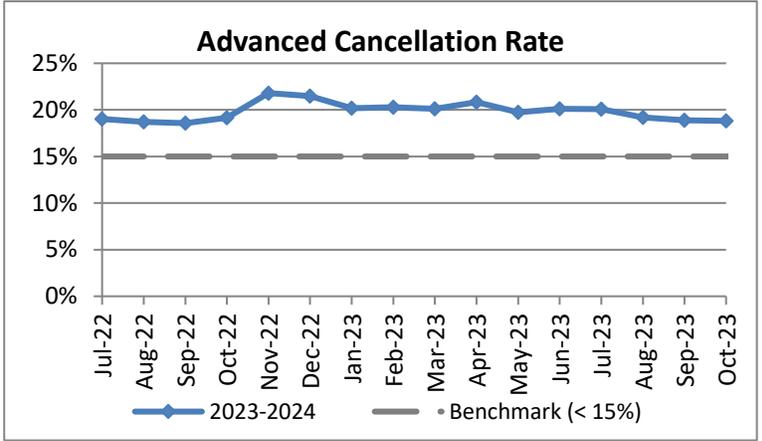
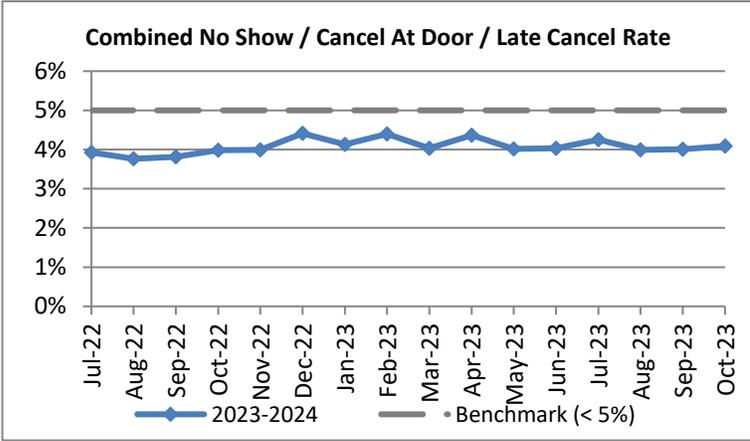
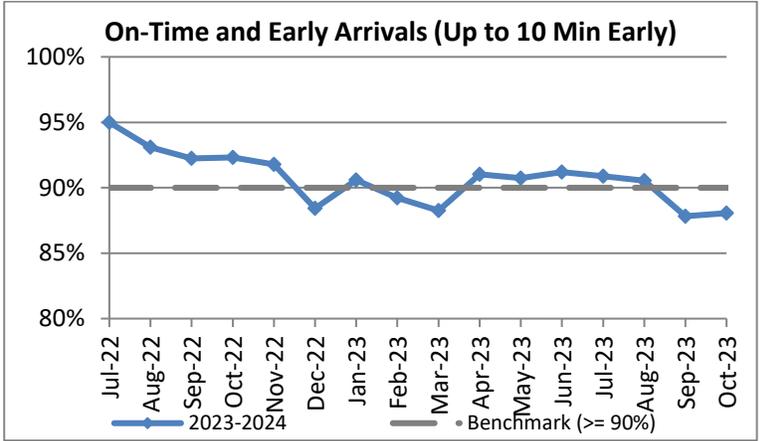
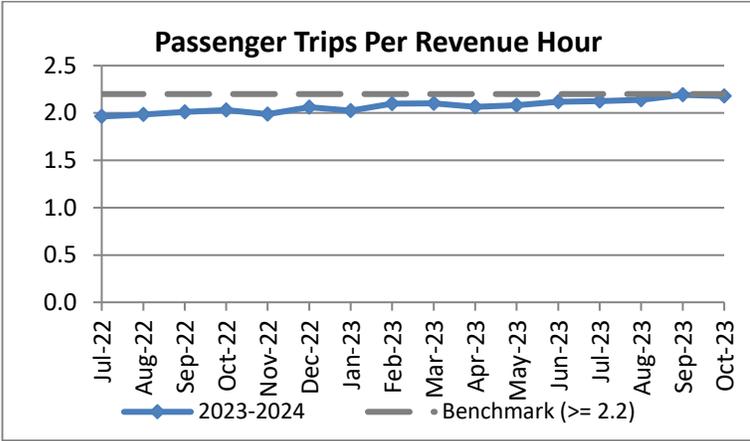
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending October 2023**

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	14 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	87,867	79,592	106,431	10.40%	343,502	310,501	401,139	10.63%	1,197,533	
Average Weekday Ridership	3,232	2,989	3,845	8.12%	3,225	2,923	3,876	10.36%	3,856	
Unique Riders During the Month	5,384	5,045	5,902	6.72%	5,331	4,931	5,810	8.13%	5,810	
Cost per Revenue Hour	\$112.41	\$101.79	\$85.61	10.43%	\$114.07	\$105.90	\$87.94	7.71%	\$87.76	<= \$90
Cost per Passenger Trip	\$51.63	\$50.11	\$37.59	3.04%	\$52.86	\$53.02	\$39.02	-0.31%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.67	\$6.83	\$5.76	12.26%	\$7.80	\$7.21	\$5.85	8.13%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.18	2.03	2.28	7.18%	2.16	2.00	2.25	8.04%	2.22	>= 2.2
Farebox Recovery	3.01%	4.13%	4.72%	-1.13%	3.11%	3.31%	4.38%	-0.20%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.70%	78.43%	75.64%	-0.73%	78.11%	78.68%	75.45%	-0.57%	75.93%	
Early Arrivals (> 10 Minutes)	0.63%	1.16%	2.31%	-0.53%	0.73%	1.21%	2.22%	-0.47%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.04%	0.14%	-0.02%	0.03%	0.04%	0.14%	-0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.07%	92.32%	88.12%	-4.24%	89.32%	93.14%	87.55%	-3.82%	87.99%	>= 90%
On-Time and All Early Arrivals	88.70%	93.48%	90.43%	-4.78%	90.05%	94.34%	89.77%	-4.29%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.99%	0.47%	0.60%	0.53%	0.68%	0.30%	0.78%	0.38%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.75%	68.20%	60.29%	-9.45%	56.41%	67.75%	59.43%	-11.34%	60.91%	> 90%
Comparative Trip Length Analysis	73.96%	77.50%	69.32%	-3.54%	73.76%	76.42%	69.57%	-2.66%	68.69%	50%
Excessive Trip Length	8.63%	6.57%	12.28%	2.06%	8.86%	7.34%	12.59%	1.52%	13.17%	1%
No Show / Late Cancellation Rate	4.09%	3.99%	4.33%	0.11%	4.08%	3.87%	4.36%	0.21%	4.44%	< 5%
Advance Cancellation Rate	18.82%	19.17%	22.33%	-0.35%	19.23%	18.87%	23.19%	0.36%	23.11%	< 15%
Missed Trip Rate	1.16%	0.67%	0.78%	0.49%	0.86%	0.49%	0.94%	0.37%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.84	2.08	1.67	36.79%	2.41	1.70	1.45	41.95%	1.57	<= 1.25
Calls Answered Within 5 Minutes	99.30%	68.80%	55.13%	30.50%	99.14%	58.38%	60.95%	40.75%	50.30%	93% <sup>2</sup>
Vehicle Availability	75.70%	73.51%	88.08%	2.19%	74.38%	77.56%	88.92%	-3.18%	86.16%	>= 80%

Notes:  
<sup>1</sup> Represents benchmarks based on DTS Analysis "Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)"  
<sup>2</sup> 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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