

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### November 2023

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- **Ridership**

In-house average weekday ridership for November was 2,891, up by 8.00% from last year. Supplemental providers average weekday ridership was 325, up by 13.88%. Combined in-house and supplemental providers average weekday ridership was 3,216, up by 8.57%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 39,812 boardings, up 10.28% 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 87.99% for November. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.66%. On-time performance for trips with a desired arrival time was 58.41% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.59% 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 67,806 trips including 6,968 trips that were longer than one hour in trip time. The analysis found that 72.26% 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 702 or 10.07% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,231 or 17.67% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 69.32% for November, down by -2.40% from last year.

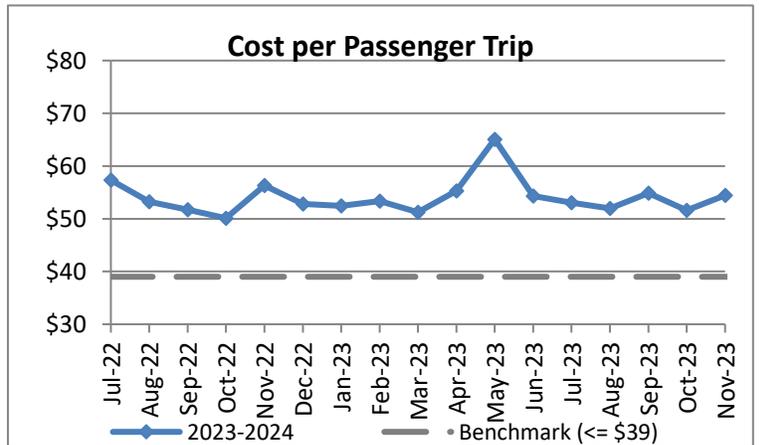
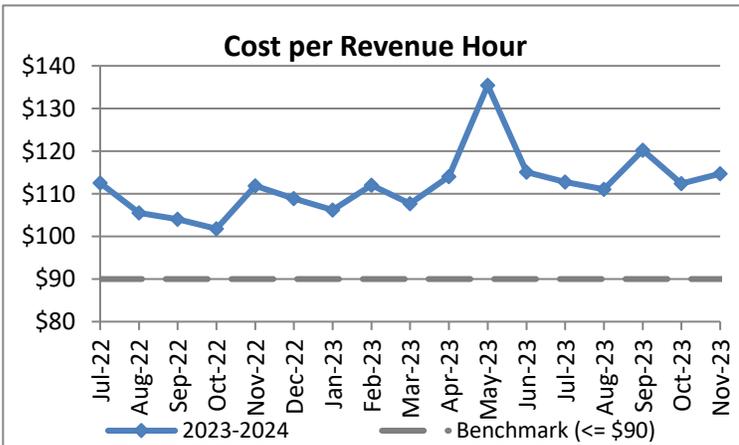
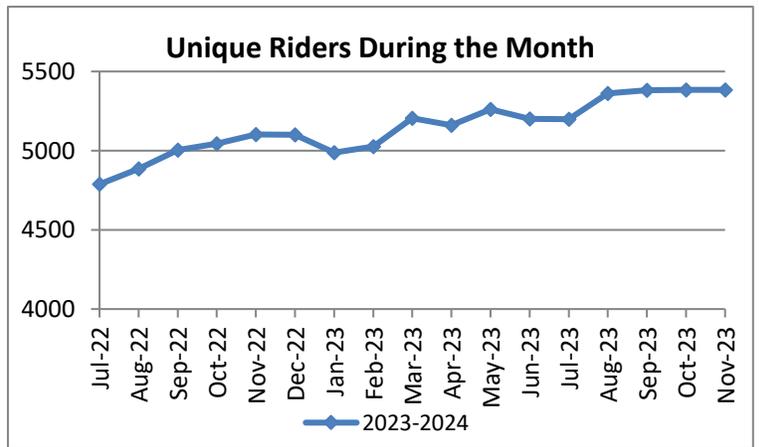
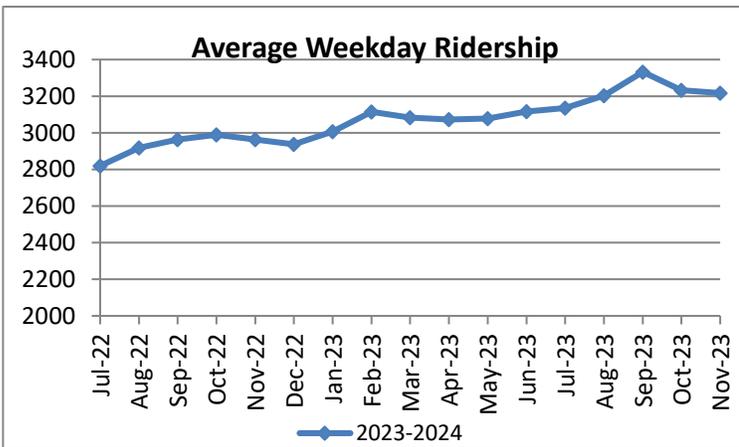
- **Call Center Performance**

Over the month of November, reservationists answered 38,938 calls. Of those calls, 96.14% were answered within 5 minutes.

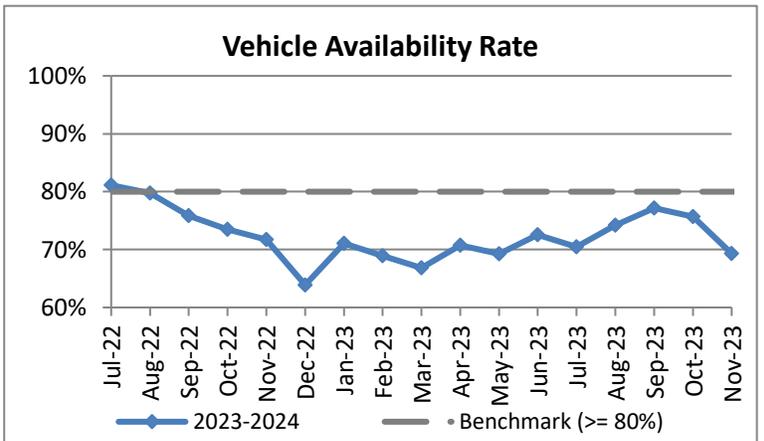
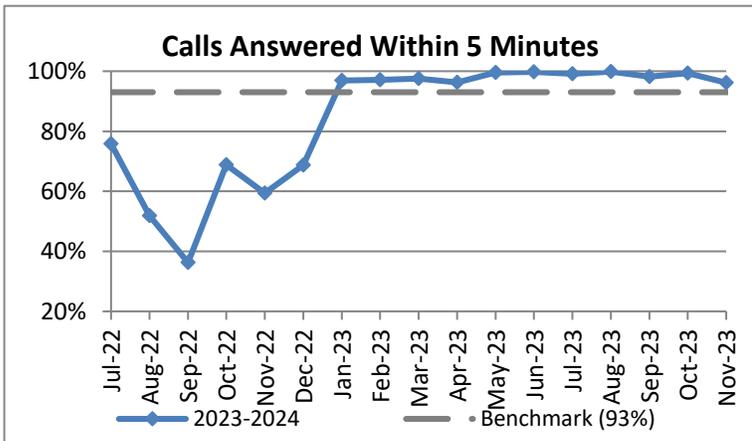
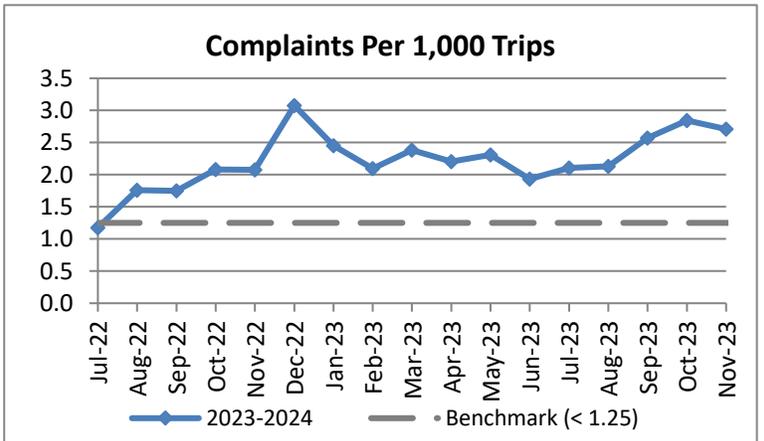
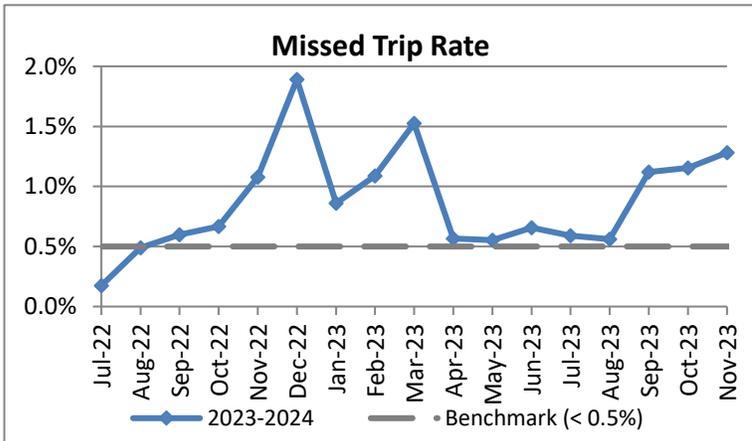
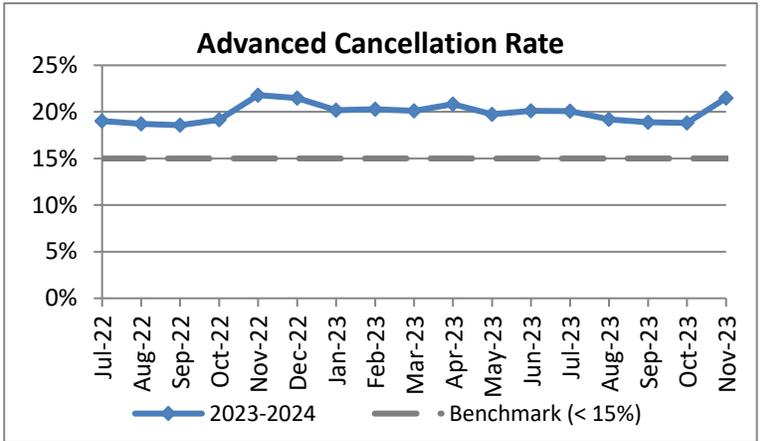
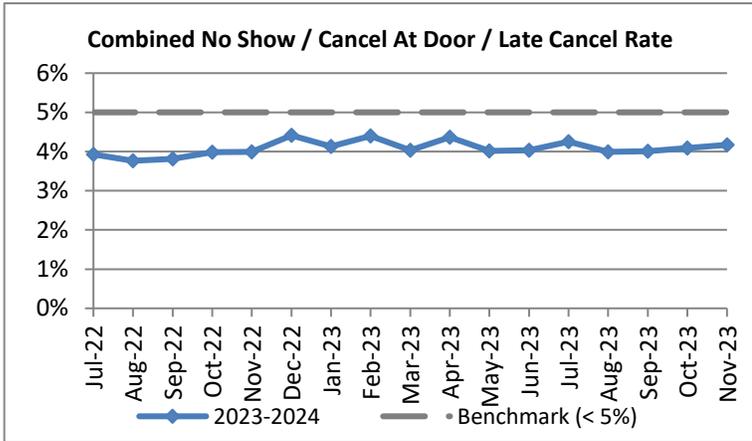
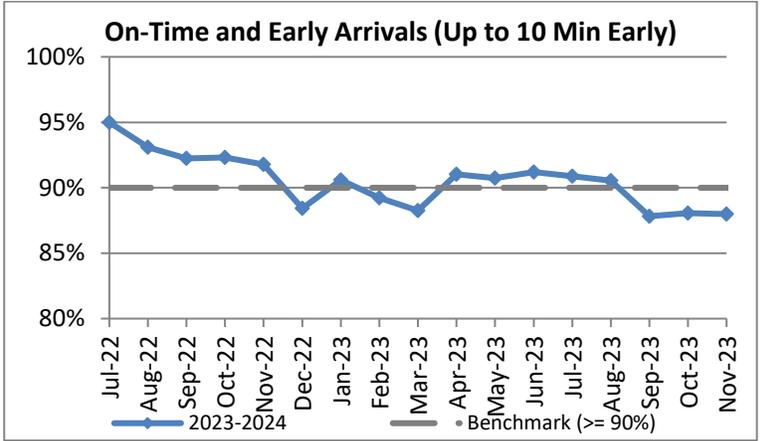
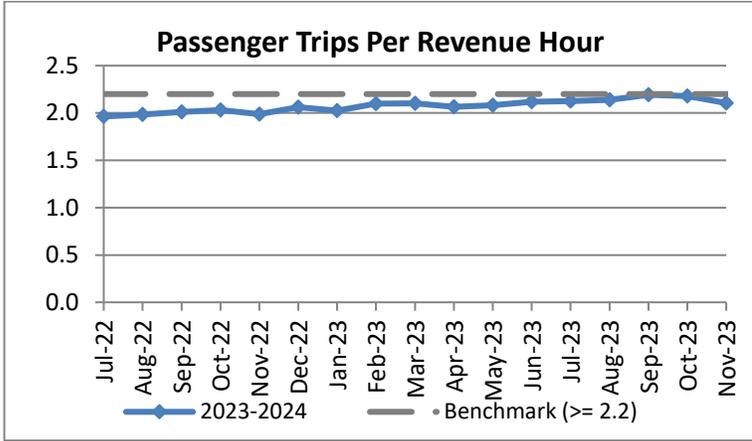
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending November 2023**

Key Performance Indicators (KPI)	Nov FY2024	Nov FY2023	Nov FY2019 Pre-COVID	% Change FY 23-24	5 Month FY2024	5 Month FY2023	5 Month FY2019 Pre-COVID	% Change FY 23-24	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	83,400	76,589	99,606	8.89%	426,902	387,090	500,745	10.28%	1,197,533	
Average Weekday Ridership	3,216	2,962	3,887	8.57%	3,224	2,931	3,878	10.00%	3,856	
Unique Riders During the Month	5,384	5,103	5,908	5.51%	5,342	4,965	5,829	7.59%	5,810	
Cost per Revenue Hour	\$114.71	\$111.83	\$89.31	2.57%	\$114.16	\$107.08	\$88.22	6.61%	\$87.76	<= \$90
Cost per Passenger Trip	\$54.45	\$56.29	\$40.70	-3.27%	\$53.15	\$53.67	\$39.36	-0.96%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.93	\$7.68	\$5.98	3.24%	\$7.82	\$7.31	\$5.88	7.08%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.11	1.99	2.19	6.03%	2.15	2.00	2.24	7.64%	2.22	>= 2.2
Farebox Recovery	2.97%	3.37%	3.93%	-0.40%	3.09%	3.33%	4.28%	-0.24%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.26%	78.53%	75.07%	-1.27%	77.94%	78.65%	75.38%	-0.71%	75.93%	
Early Arrivals (> 10 Minutes)	0.67%	1.16%	2.21%	-0.50%	0.72%	1.20%	2.22%	-0.48%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.05%	0.13%	-0.03%	0.03%	0.04%	0.14%	-0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	87.99%	91.79%	87.66%	-3.79%	89.06%	92.87%	87.57%	-3.81%	87.99%	>= 90%
On-Time and All Early Arrivals	88.66%	92.95%	89.87%	-4.29%	89.78%	94.07%	89.79%	-4.29%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	1.10%	0.80%	0.92%	0.30%	0.76%	0.40%	0.81%	0.37%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.41%	64.75%	59.43%	-6.34%	56.71%	67.18%	59.43%	-10.47%	60.91%	> 90%
Comparative Trip Length Analysis	72.26%	72.73%	68.60%	-0.47%	73.47%	75.66%	69.38%	-2.19%	68.69%	50%
Excessive Trip Length	10.07%	9.14%	12.94%	0.93%	9.10%	7.72%	12.66%	1.39%	13.17%	1%
No Show / Late Cancellation Rate	4.17%	3.99%	4.29%	0.18%	4.10%	3.89%	4.35%	0.21%	4.44%	< 5%
Advance Cancellation Rate	21.50%	21.80%	23.85%	-0.31%	19.67%	19.44%	23.32%	0.23%	23.11%	< 15%
Missed Trip Rate	1.28%	1.08%	1.10%	0.20%	0.94%	0.60%	0.97%	0.34%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.71	2.07	1.39	30.71%	2.47	1.77	1.44	39.37%	1.57	<= 1.25
Calls Answered Within 5 Minutes	96.14%	59.40%	47.80%	36.74%	98.54%	58.60%	58.42%	39.95%	50.30%	93% <sup>2</sup>
Vehicle Availability	69.32%	71.72%	87.36%	-2.40%	73.37%	76.39%	88.61%	-3.02%	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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