

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

January 2023

- **Ridership**

In-house average weekday ridership for January was 2,733, up by 25.28% from last year. Supplemental providers average weekday ridership was 267, up by 19.01%. Combined in-house and supplemental providers average weekday ridership was 3,000, up by 24.70%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 82,024 boardings, up 17.82% 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 90.58% for January. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 91.47%. On-time performance for trips with a desired arrival time was 55.83% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 86.37% 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 January, Handi-Van operated 64,031 trips including 6,119 trips that were longer than one hour in trip time. The analysis found that 73.75% 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 500 or 0.78% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 71.05% for January, down by -16.69% from last year.

- **Call Center Performance**

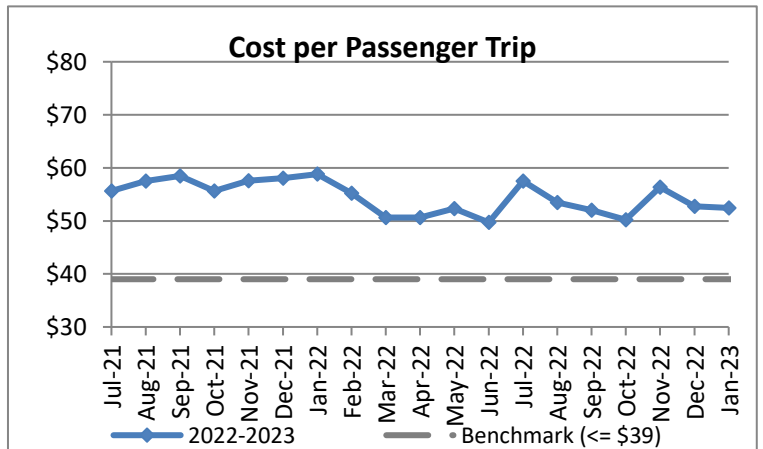
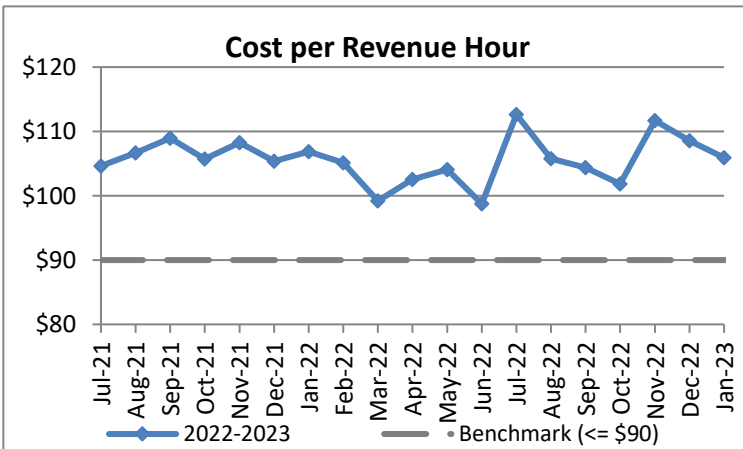
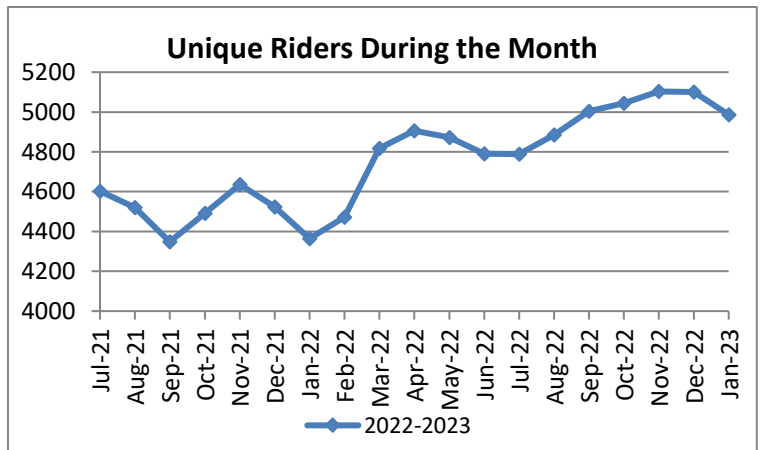
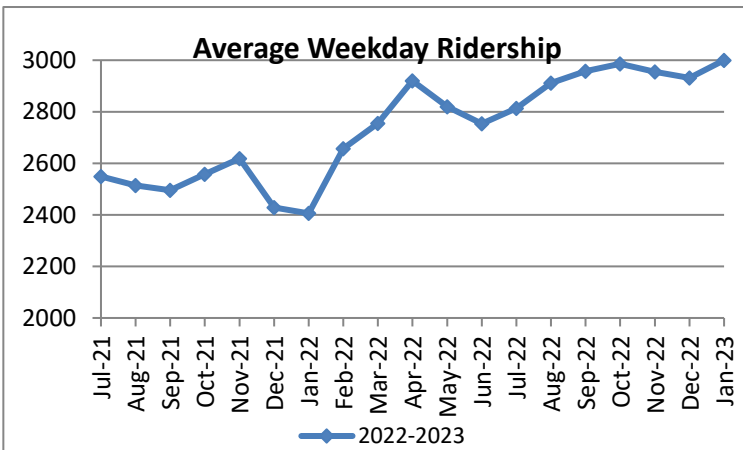
Over the month of January, reservationists answered 37,057 calls. Of those calls, 96.92% were answered within 5 minutes.

**Oahu Transit Services - The Handi-Van
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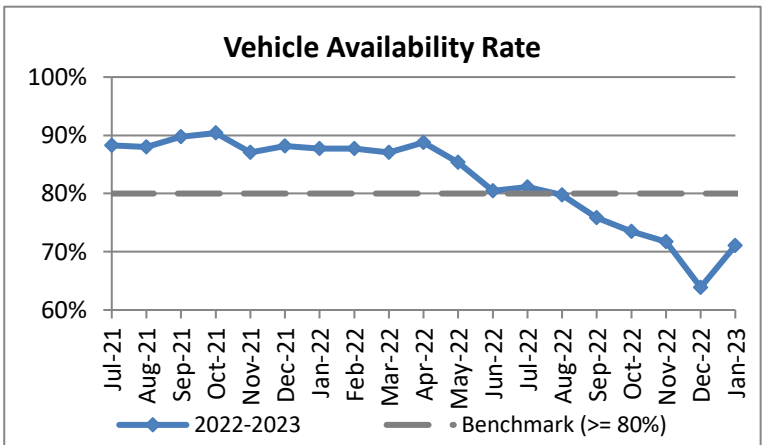
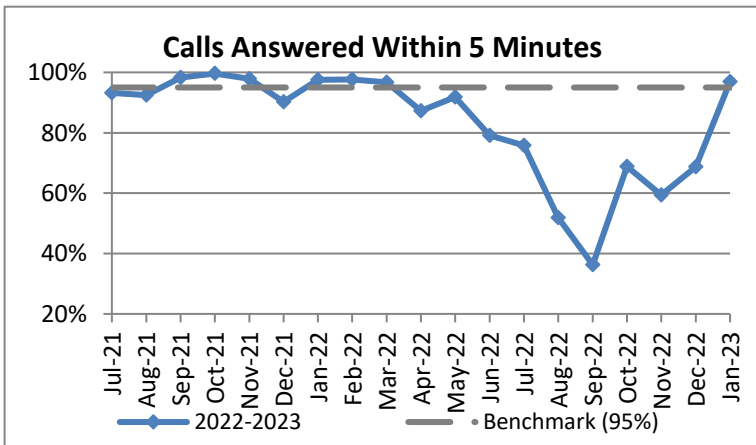
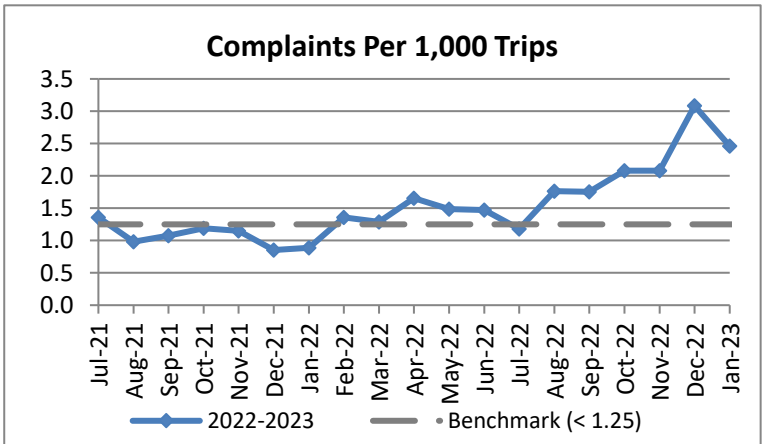
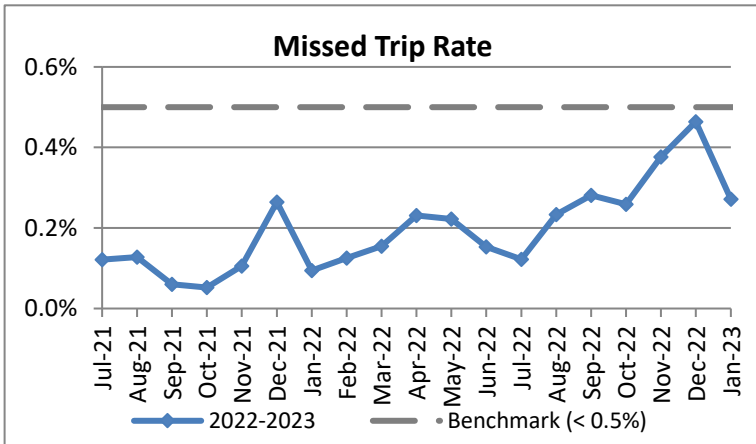
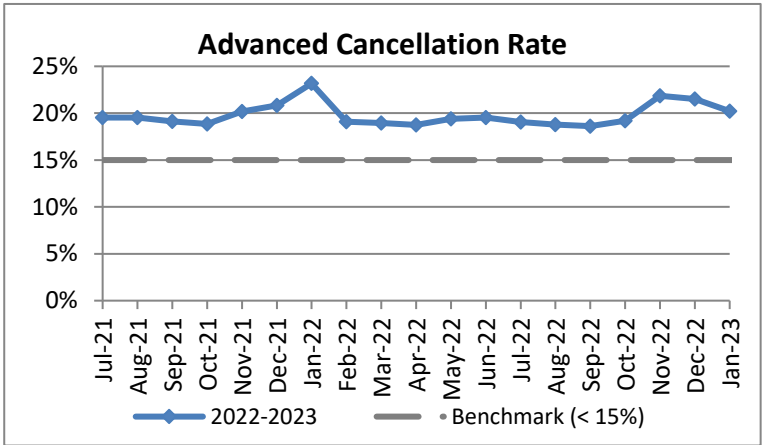
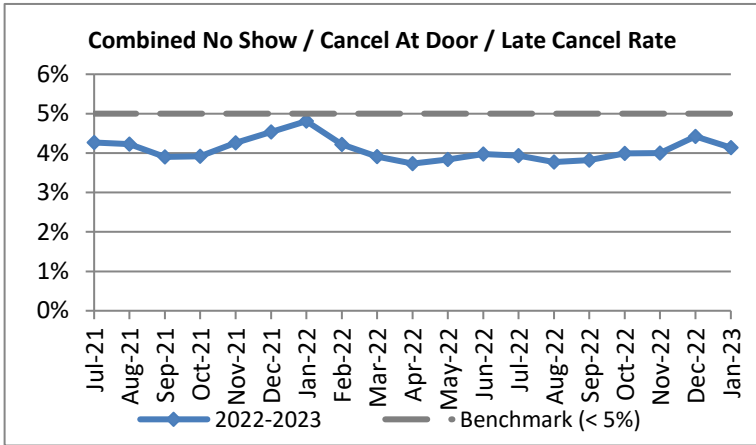
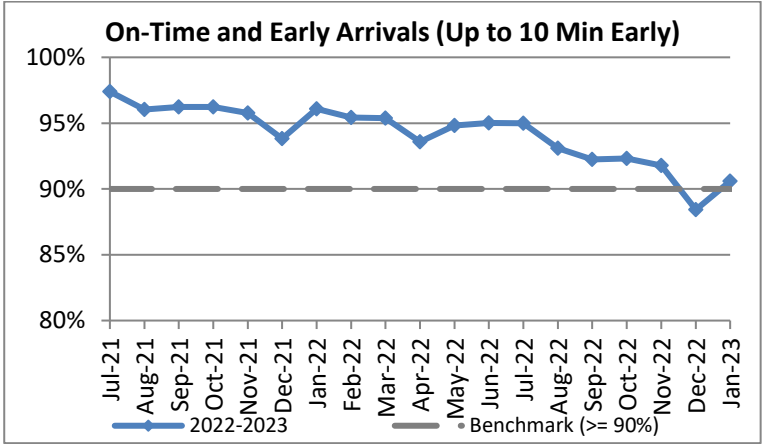
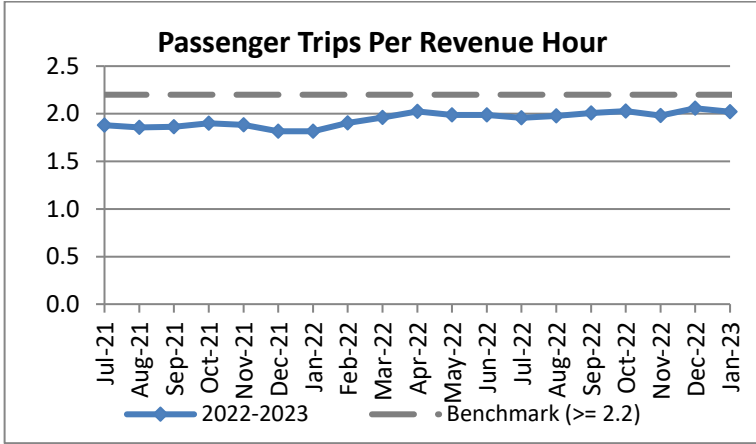
Key Performance Indicators (KPI)	Jan FY2023	Jan FY2022	Jan FY2019 Pre-COVID	% Change FY 22-23	7 Month FY2023	7 Month FY2022	7 Month FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	77,825	61,627	99,944	26.28%	542,260	460,236	698,192	17.82%	1,197,533	
Average Weekday Ridership	3,000	2,406	3,790	24.70%	2,936	2,510	3,848	17.00%	3,856	
Unique Riders During the Month	4,987	4,365	5,736	14.25%	4,988	4,498	5,802	10.88%	5,810	
Cost per Revenue Hour	\$105.92	\$106.87	\$84.84	-0.89%	\$107.20	\$106.62	\$87.38	0.55%	\$87.76	<= \$90
Cost per Passenger Trip	\$52.42	\$58.81	\$39.45	-10.87%	\$53.48	\$57.35	\$39.49	-6.74%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.27	\$7.37	\$5.80	-1.29%	\$7.32	\$7.20	\$5.86	1.59%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.02	1.82	2.15	11.20%	2.00	1.86	2.21	7.82%	2.22	>= 2.2
Farebox Recovery	3.62%	2.92%	4.66%	0.71%	3.43%	2.90%	4.37%	0.53%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.59%	78.00%	77.29%	0.59%	78.34%	78.36%	75.68%	-0.02%	75.93%	
Early Arrivals (> 10 Minutes)	0.89%	1.28%	2.07%	-0.39%	1.13%	1.36%	2.19%	-0.23%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.04%	0.09%	0.00%	0.04%	0.06%	0.13%	-0.02%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	90.58%	96.10%	90.26%	-5.51%	91.91%	95.97%	88.00%	-4.07%	87.99%	>= 90%
On-Time and All Early Arrivals	91.47%	97.38%	92.33%	-5.91%	93.04%	97.33%	90.19%	-4.29%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.66%	0.05%	0.42%	0.61%	0.61%	0.08%	0.78%	0.53%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	55.83%	67.14%	62.47%	-11.31%	65.21%	66.15%	59.96%	-0.94%	60.91%	> 90%
Comparative Trip Length Analysis	73.75%	83.82%	69.45%	-10.06%	74.92%	82.47%	69.13%	-7.55%	68.69%	50%
Excessive Trip Length	0.78%	0.20%	1.27%	0.58%	0.70%	0.27%	1.32%	0.43%	1.40%	1%
No Show / Late Cancellation Rate	4.14%	4.81%	4.46%	-0.67%	4.01%	4.27%	4.42%	-0.26%	4.44%	< 5%
Advance Cancellation Rate	20.22%	23.17%	23.03%	-2.96%	19.88%	20.14%	23.44%	-0.26%	23.11%	< 15%
Missed Trip Rate	0.27%	0.09%	0.20%	0.18%	0.29%	0.12%	0.26%	0.17%	0.27%	< 0.5%
Complaints per 1,000 Trips	2.46	0.89	1.36	176.94%	2.06	1.07	1.41	91.75%	1.57	<= 1.25
Calls Answered Within 5 Minutes	96.92%	97.53%	37.12%	-0.61%	66.17%	95.58%	53.74%	-29.41%	50.30%	93% ²
Vehicle Availability	71.05%	87.74%	86.36%	-16.69%	73.84%	88.47%	88.03%	-14.63%	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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