

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### February 2023

---

- **Ridership**

In-house average weekday ridership for February was 2,843, up by 17.60% from last year. Supplemental providers average weekday ridership was 265, up by 11.03%. Combined in-house and supplemental providers average weekday ridership was 3,109, up by 17.01%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 92,611 boardings, up 17.67% 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 89.24% for February. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.99%. On-time performance for trips with a desired arrival time was 59.57% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 87.23% 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 February, Handi-Van operated 60,870 trips including 6,419 trips that were longer than one hour in trip time. The analysis found that 71.49% 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 672 or 1.10% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 68.90% for February, down by -18.83% from last year.

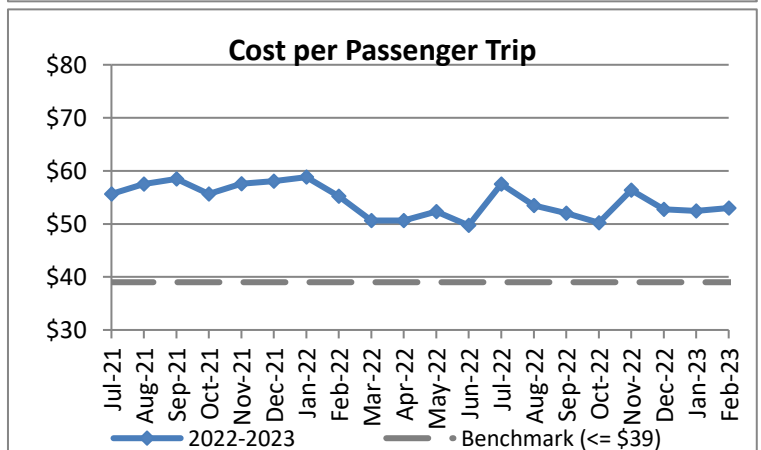
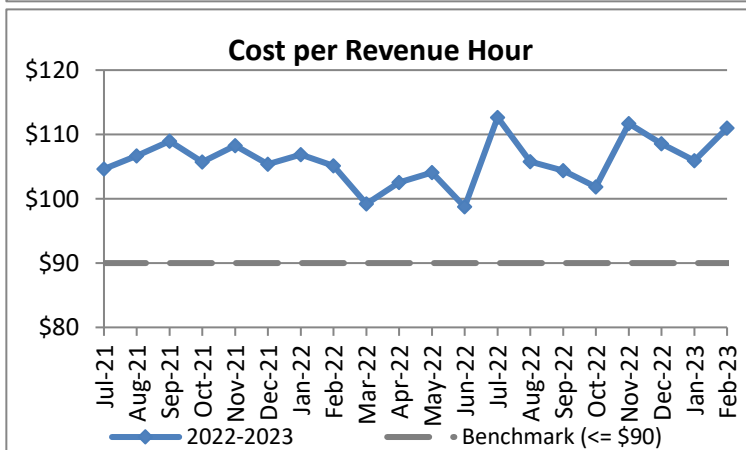
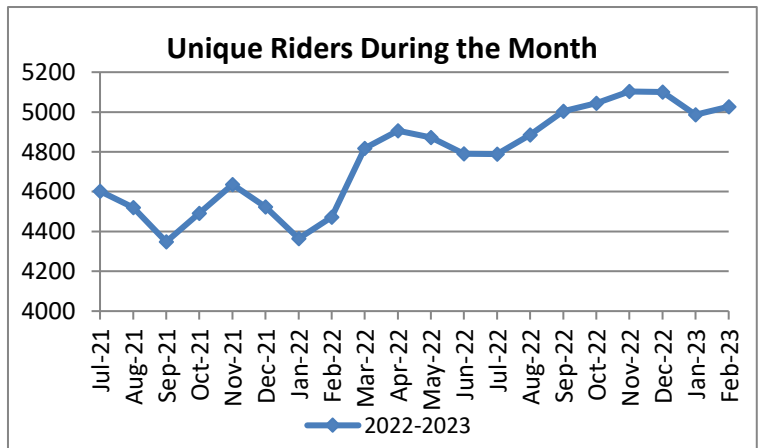
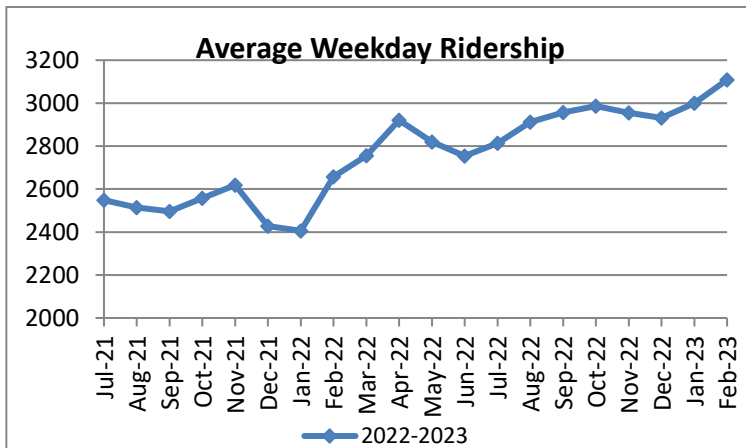
- **Call Center Performance**

Over the month of February, reservationists answered 34,279 calls. Of those calls, 97.07% were answered within 5 minutes.

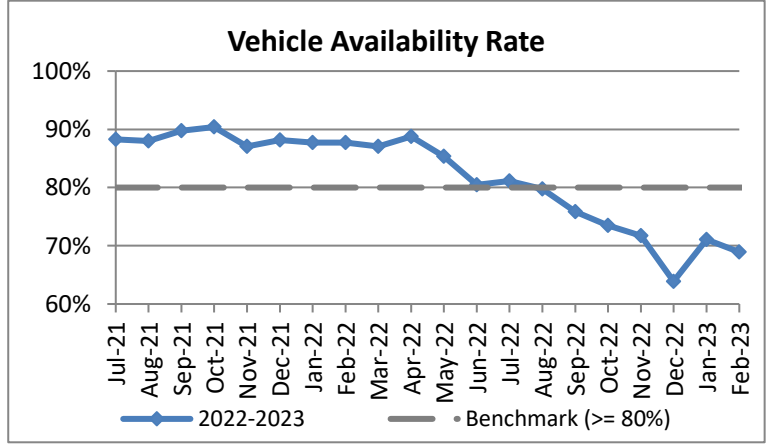
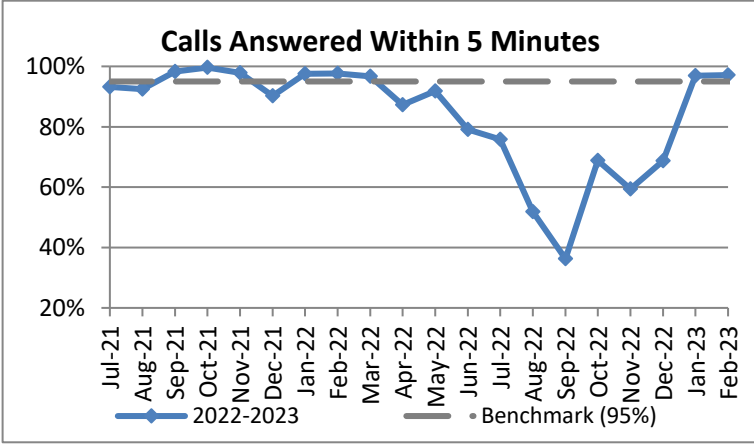
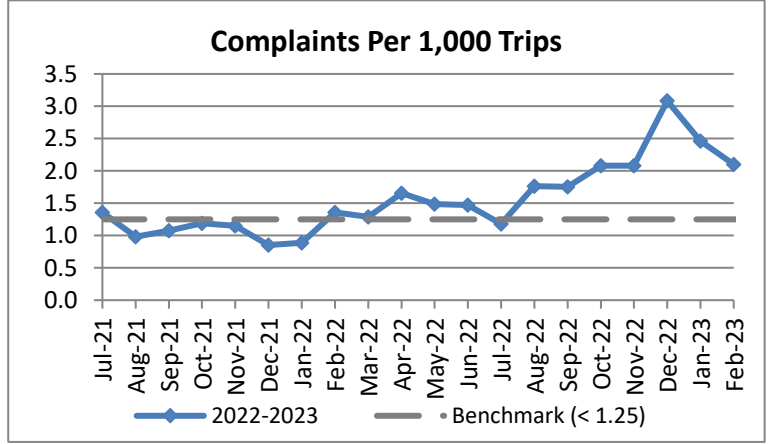
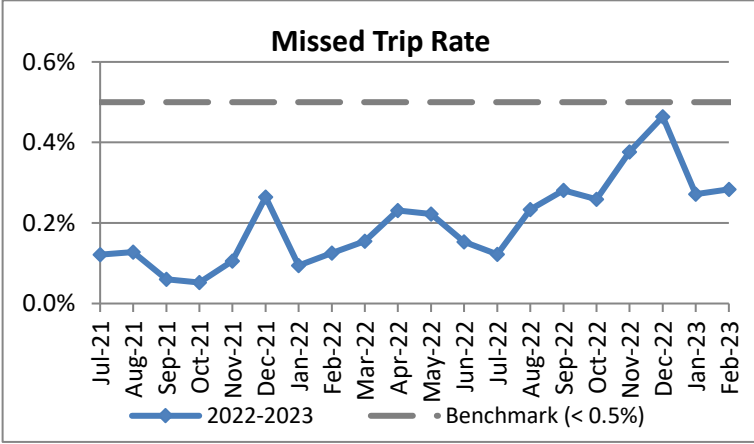
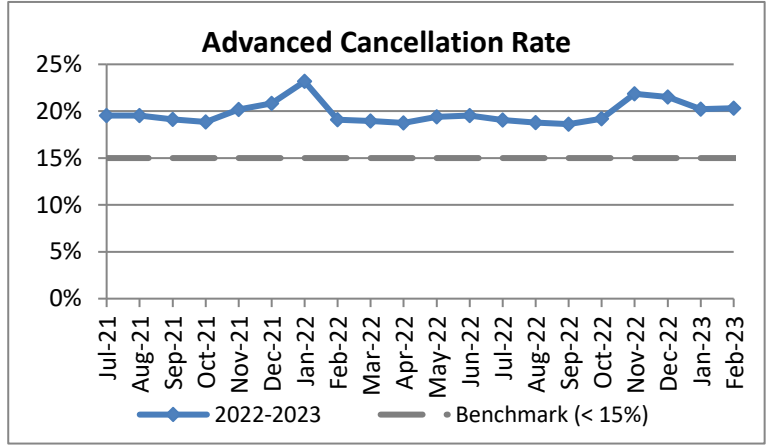
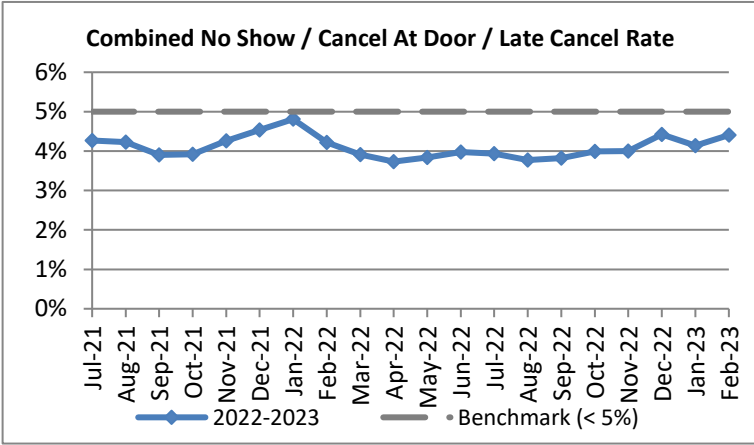
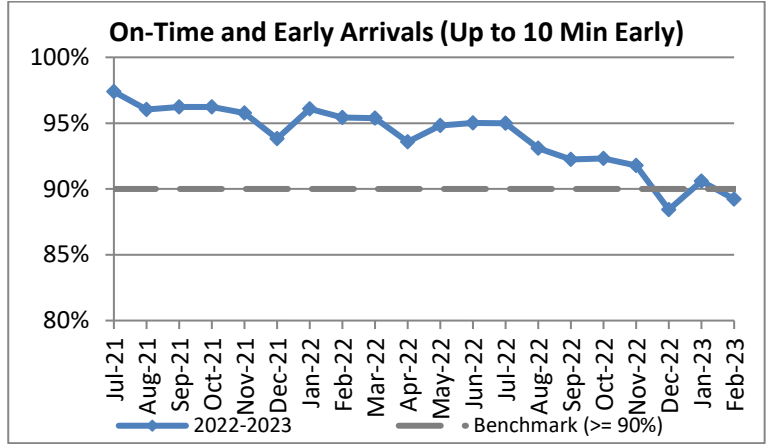
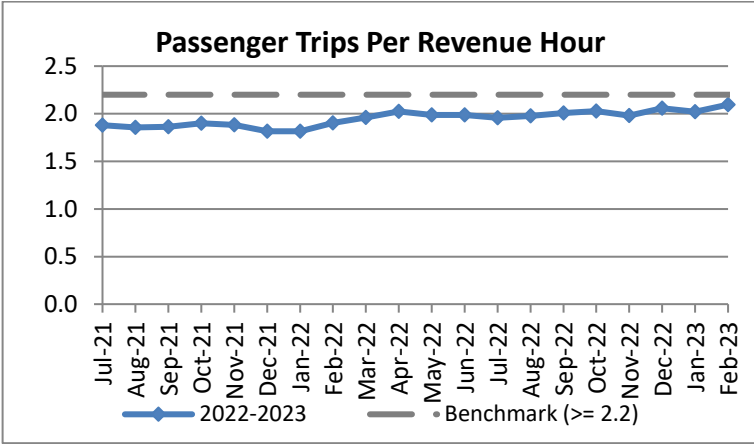
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending February 2023**

Key Performance Indicators (KPI)	Feb FY2023	Feb FY2022	Feb FY2019 Pre-COVID	% Change FY 22-23	8 Month FY2023	8 Month FY2022	8 Month FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	74,397	63,810	91,406	16.59%	616,657	524,046	789,598	17.67%	1,197,533	
Average Weekday Ridership	3,109	2,657	3,840	17.01%	2,958	2,528	3,847	17.00%	3,856	
Unique Riders During the Month	5,027	4,472	5,610	12.41%	4,993	4,495	5,778	11.07%	5,810	
Cost per Revenue Hour	\$110.99	\$105.13	\$87.25	5.57%	\$107.64	\$106.44	\$87.37	1.13%	\$87.76	<= \$90
Cost per Passenger Trip	\$52.96	\$55.22	\$40.25	-4.09%	\$53.42	\$57.09	\$39.58	-6.43%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.63	\$7.21	\$5.97	5.84%	\$7.35	\$7.20	\$5.88	2.08%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.10	1.90	2.17	10.08%	2.02	1.86	2.21	8.08%	2.22	>= 2.2
Farebox Recovery	3.71%	2.85%	3.79%	0.86%	3.47%	2.89%	4.30%	0.58%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.99%	78.65%	76.69%	-0.66%	78.30%	78.40%	75.80%	-0.10%	75.93%	
Early Arrivals (> 10 Minutes)	0.75%	1.39%	2.06%	-0.63%	1.08%	1.36%	2.18%	-0.28%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.05%	0.09%	-0.03%	0.04%	0.05%	0.13%	-0.02%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	89.24%	95.42%	88.81%	-6.19%	91.59%	95.91%	88.09%	-4.32%	87.99%	>= 90%
On-Time and All Early Arrivals	89.99%	96.81%	90.87%	-6.82%	92.67%	97.27%	90.27%	-4.60%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.91%	0.06%	0.58%	0.85%	0.65%	0.07%	0.76%	0.57%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	59.57%	63.94%	63.10%	-4.36%	64.92%	65.91%	60.35%	-0.99%	60.91%	> 90%
Comparative Trip Length Analysis	71.49	82.70	66.48%	-11.20%	74.44%	82.51%	68.80%	-8.07%	68.69%	50%
Excessive Trip Length	1.10%	0.33%	1.63%	0.78%	0.75%	0.28%	1.36%	0.47%	1.40%	1%
No Show / Late Cancellation Rate	4.40%	4.22%	4.84%	0.18%	4.06%	4.26%	4.47%	-0.21%	4.44%	< 5%
Advance Cancellation Rate	20.31%	19.08%	23.95%	1.23%	19.93%	20.02%	23.50%	-0.08%	23.11%	< 15%
Missed Trip Rate	0.28%	0.13%	0.27%	0.16%	0.29%	0.12%	0.26%	0.17%	0.27%	< 0.5%
Complaints per 1,000 Trips	2.10	1.36	1.63	54.53%	2.06	1.11	1.44	86.19%	1.57	<= 1.25
Calls Answered Within 5 Minutes	97.07%	97.68%	59.17%	-0.61%	70.12%	95.83%	54.43%	-25.71%	50.30%	93% <sup>2</sup>
Vehicle Availability	68.90%	87.73%	86.08%	-18.83%	73.23%	88.38%	87.78%	-15.16%	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



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



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

