

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### April 2023

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- **Ridership**

In-house average weekday ridership for April was 2,780, up by 3.99% from last year. Supplemental providers average weekday ridership was 287, up by 16.12%. Combined in-house and supplemental providers average weekday ridership was 3,067, up by 5.02%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 104,373 boardings, up 15.47% 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 91.03% for April. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 91.80%. On-time performance for trips with a desired arrival time was 48.64% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 81.71% 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 April, Handi-Van operated 64,435 trips including 6,508 trips that were longer than one hour in trip time. The analysis found that 73.65% 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 604 or 0.94% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 70.73% for April, down by -18.04% from last year.

- **Call Center Performance**

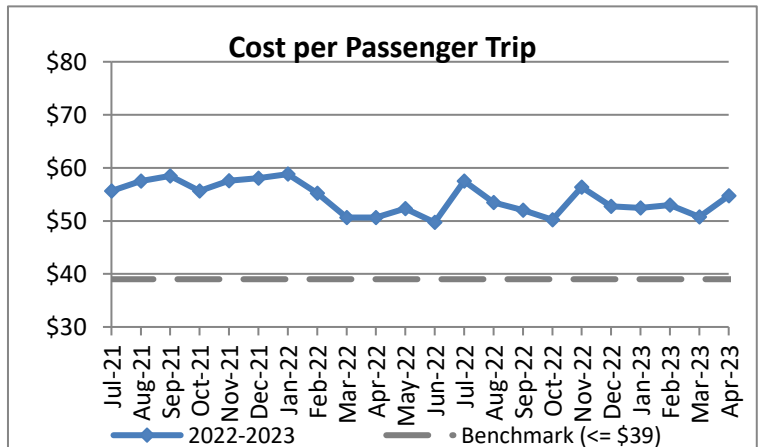
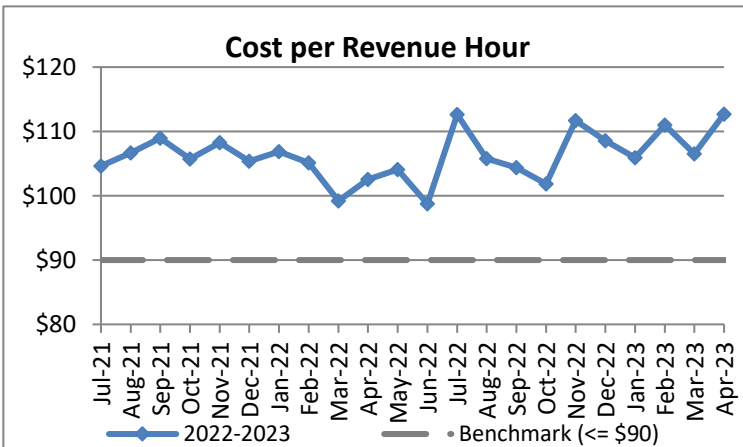
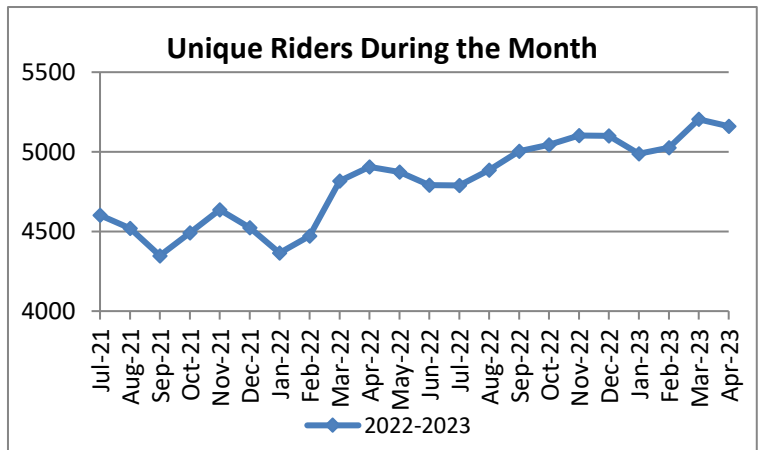
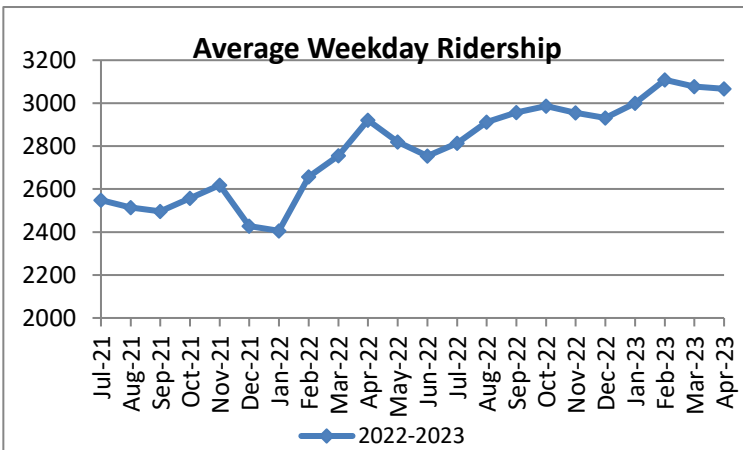
Over the month of April, reservationists answered 35,944 calls. Of those calls, 96.23% were answered within 5 minutes.

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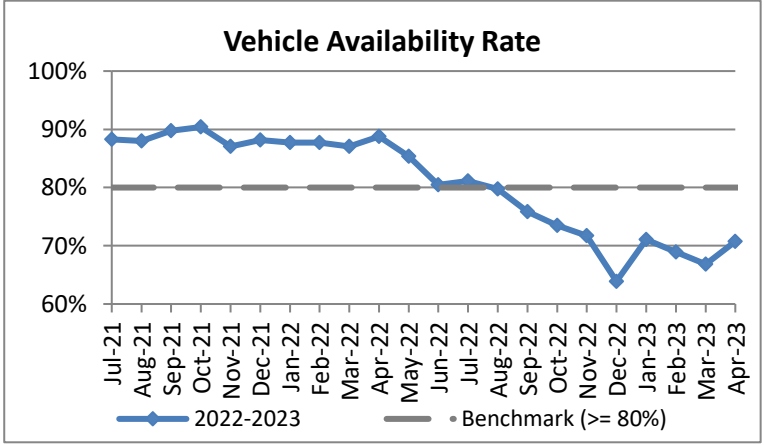
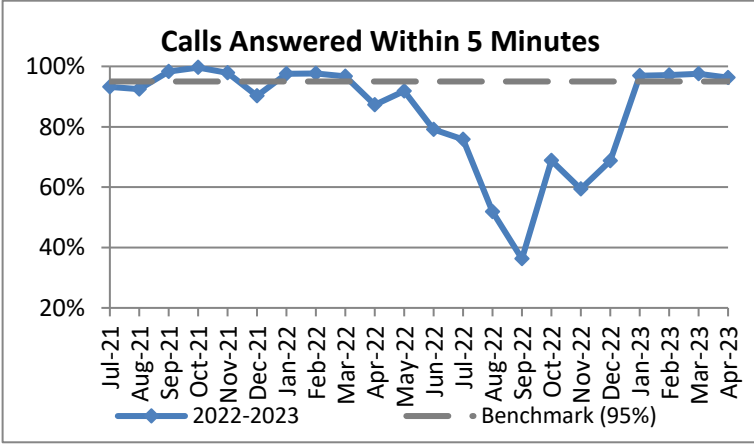
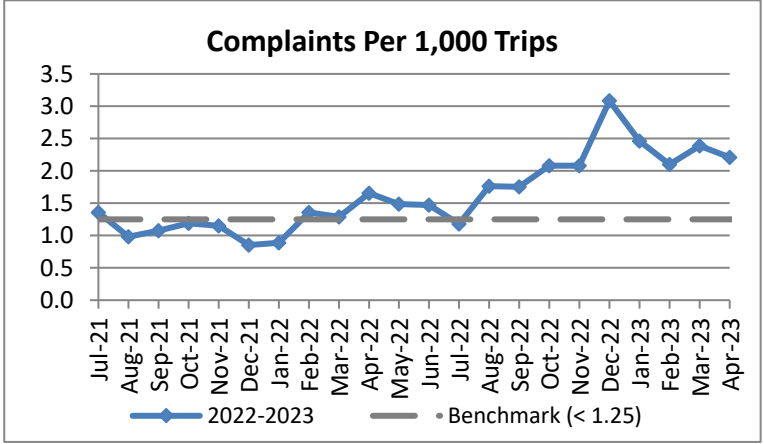
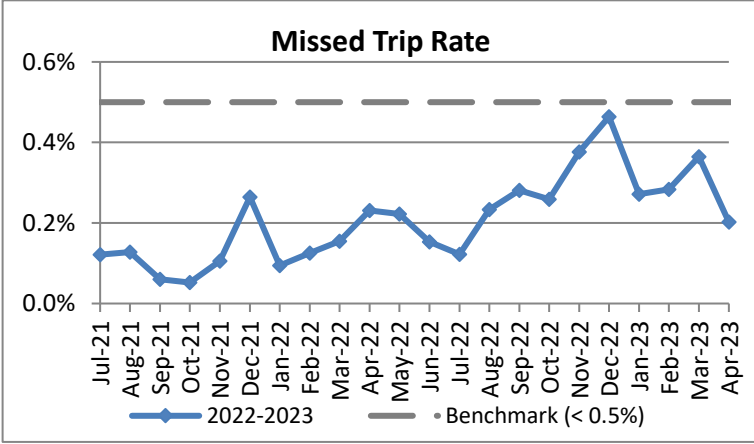
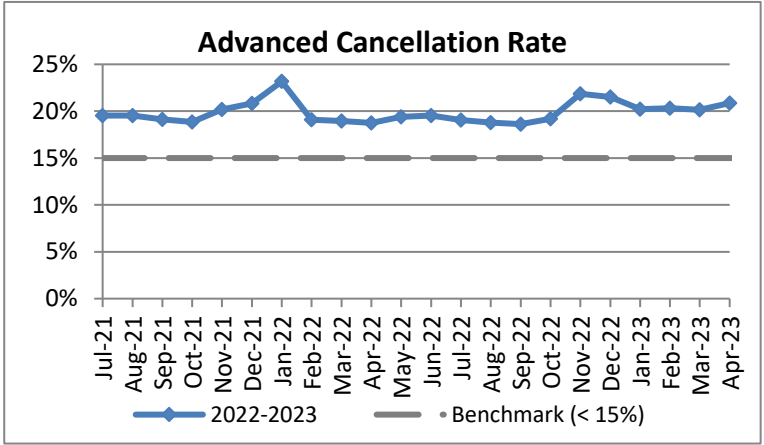
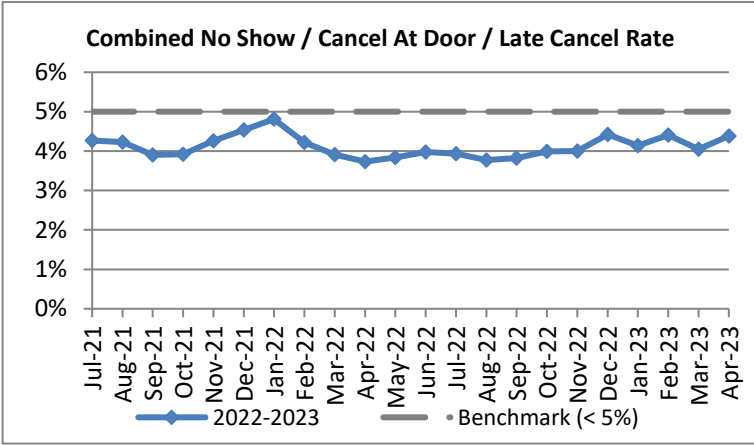
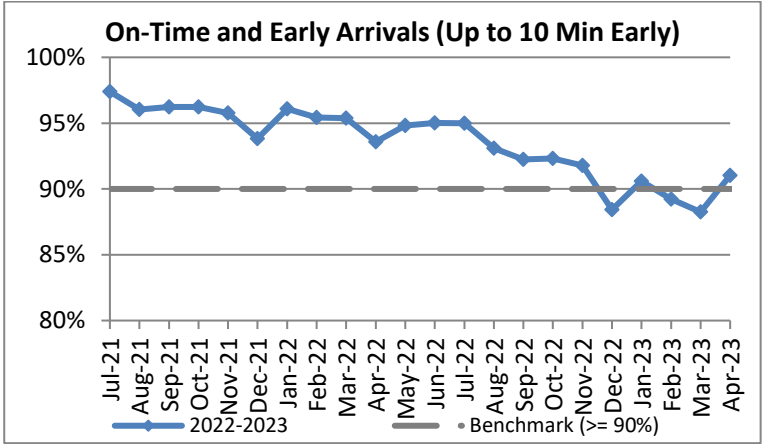
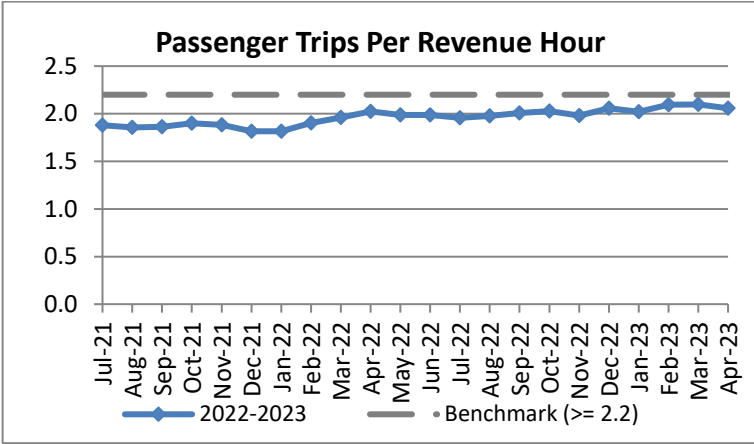
Key Performance Indicators (KPI)	Apr FY2023	Apr FY2022	Apr FY2019 Pre-COVID	% Change FY 22-23	10 Month FY2023	10 Month FY2022	10 Month FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	78,282	75,401	103,547	3.82%	778,942	674,569	994,880	15.47%	1,197,533	
Average Weekday Ridership	3,067	2,920	3,927	5.02%	2,981	2,590	3,860	15.09%	3,856	
Unique Riders During the Month	5,161	4,906	5,945	5.20%	5,031	4,568	5,802	10.12%	5,810	
Cost per Revenue Hour	\$112.70	\$102.55	\$90.16	9.90%	\$108.03	\$105.26	\$87.32	2.63%	\$87.76	<= \$90
Cost per Passenger Trip	\$54.73	\$50.66	\$40.26	8.04%	\$53.26	\$55.65	\$39.55	-4.28%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.73	\$6.98	\$5.79	10.82%	\$7.39	\$7.10	\$5.84	4.20%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.06	2.02	2.24	1.72%	2.03	1.89	2.21	7.23%	2.22	>= 2.2
Farebox Recovery	3.12%	3.46%	4.09%	-0.34%	3.51%	2.99%	4.32%	0.52%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.77%	78.59%	76.33%	0.19%	78.21%	78.45%	75.94%	-0.24%	75.93%	
Early Arrivals (> 10 Minutes)	0.77%	1.22%	1.94%	-0.44%	1.02%	1.35%	2.15%	-0.33%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.01%	0.04%	0.12%	-0.03%	0.03%	0.05%	0.12%	-0.02%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	91.03%	93.57%	87.72%	-2.54%	91.17%	95.58%	88.18%	-4.41%	87.99%	>= 90%
On-Time and All Early Arrivals	91.80%	94.78%	89.66%	-2.99%	92.18%	96.93%	90.33%	-4.74%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.41%	0.17%	0.82%	0.23%	0.69%	0.08%	0.75%	0.61%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	48.64%	65.59%	62.37%	-16.95%	64.02%	66.17%	60.76%	-2.15%	60.91%	> 90%
Comparative Trip Length Analysis	73.65%	77.78%	67.93%	-4.13%	74.12%	81.66%	68.75%	-7.54%	68.69%	50%
Excessive Trip Length	0.94%	0.47%	1.53%	0.47%	0.79%	0.31%	1.37%	0.48%	1.40%	1%
No Show / Late Cancellation Rate	4.38%	3.73%	4.30%	0.64%	4.09%	4.16%	4.44%	-0.08%	4.44%	< 5%
Advance Cancellation Rate	20.88%	18.74%	21.28%	2.14%	20.05%	19.75%	23.21%	0.30%	23.11%	< 15%
Missed Trip Rate	0.20%	0.23%	0.28%	-0.03%	0.29%	0.14%	0.26%	0.15%	0.27%	< 0.5%
Complaints per 1,000 Trips	2.21	1.65	2.09	33.65%	2.11	1.19	1.53	77.62%	1.57	<= 1.25
Calls Answered Within 5 Minutes	96.23%	87.23%	37.09%	9.00%	75.92%	94.98%	51.92%	-19.06%	50.30%	93% <sup>2</sup>
Vehicle Availability	70.73%	88.77%	79.85%	-18.04%	72.34%	88.29%	86.83%	-15.95%	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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