

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### May 2023

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- **Ridership**

In-house average weekday ridership for May was 2,796, up by 8.37% from last year. Supplemental providers average weekday ridership was 273, up by 13.97%. Combined in-house and supplemental providers average weekday ridership was 3,069, up by 8.84%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 113,547 boardings, up 15.17% 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 90.72% for May. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 91.61%. On-time performance for trips with a desired arrival time was 58.24% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.47% 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 May, Handi-Van operated 68,470 trips including 6,964 trips that were longer than one hour in trip time. The analysis found that 73.68% 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 616 or 0.90% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 69.24% for May, down by -16.11% from last year.

- **Call Center Performance**

Over the month of May, reservationists answered 37,076 calls. Of those calls, 99.58% were answered within 5 minutes.

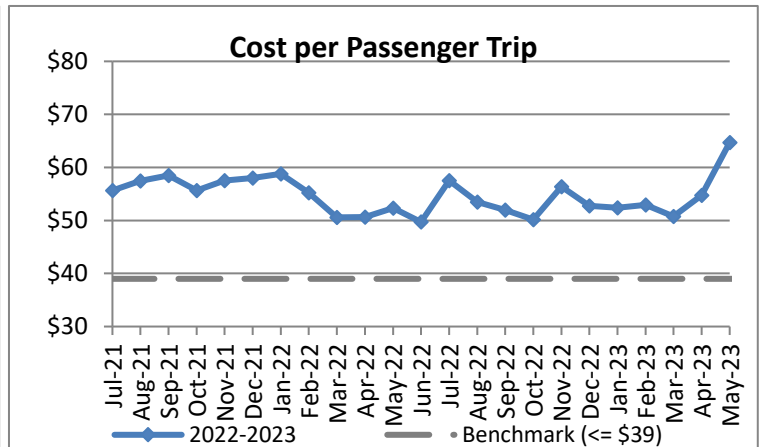
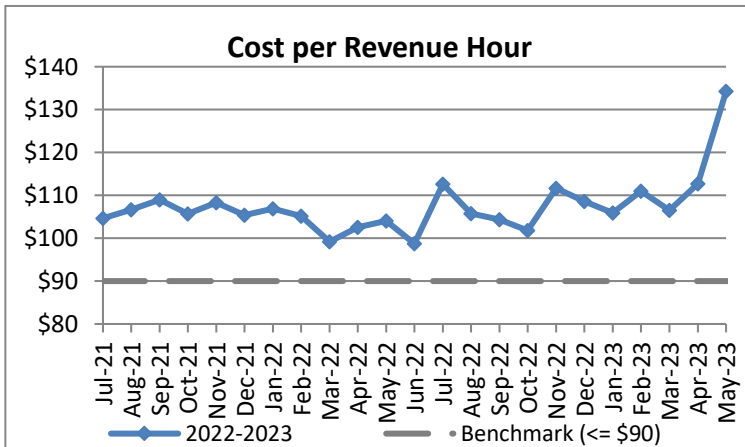
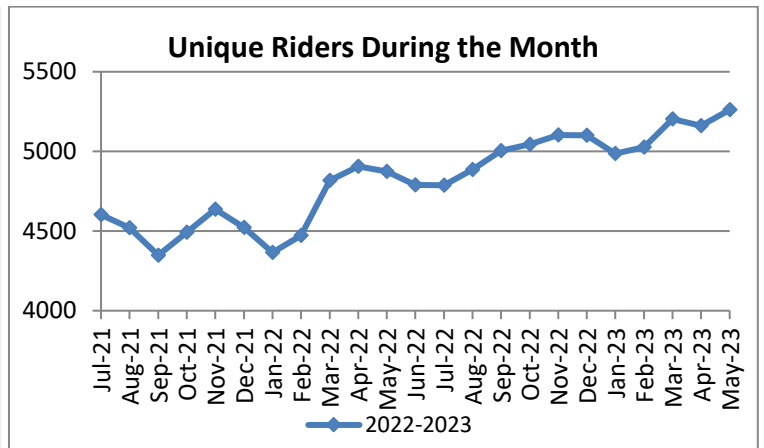
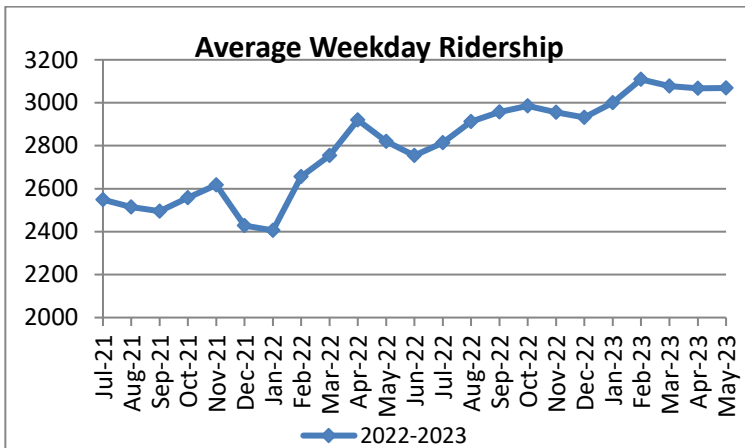
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending May 2023**

Key Performance Indicators (KPI)	May FY2023	May FY2022	May FY2019 Pre-COVID	% Change FY 22-23	11 Month FY2023	11 Month FY2022	11 Month FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	83,082	73,908	104,730	12.41%	862,024	748,477	1,099,610	15.17%	1,197,533	
Average Weekday Ridership	3,069	2,819	3,878	8.84%	2,989	2,611	3,862	14.47%	3,856	
Unique Riders During the Month	5,261	4,873	5,922	7.96%	5,051	4,596	5,813	9.91%	5,810	
Cost per Revenue Hour	\$134.24	\$104.06	\$88.08	29.00%	\$110.50	\$105.14	\$87.39	5.10%	\$87.76	<= \$90
Cost per Passenger Trip	\$64.71	\$52.33	\$39.20	23.66%	\$54.37	\$55.32	\$39.51	-1.72%	\$39.61	<= \$39
Cost per Revenue Mile	\$9.28	\$7.07	\$5.88	31.42%	\$7.57	\$7.09	\$5.85	6.74%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.07	1.99	2.25	4.32%	2.03	1.90	2.21	6.94%	2.22	>= 2.2
Farebox Recovery	2.75%	3.08%	4.26%	-0.33%	3.42%	3.00%	4.31%	0.42%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.29%	79.35%	75.45%	-1.06%	78.21%	78.54%	75.89%	-0.32%	75.93%	
Early Arrivals (> 10 Minutes)	0.89%	1.21%	1.98%	-0.32%	1.00%	1.33%	2.14%	-0.33%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.02%	0.12%	0.02%	0.03%	0.05%	0.12%	-0.02%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	90.72%	94.81%	86.14%	-4.09%	91.12%	95.50%	87.99%	-4.38%	87.99%	>= 90%
On-Time and All Early Arrivals	91.61%	96.03%	88.12%	-4.41%	92.13%	96.84%	90.13%	-4.71%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.40%	0.18%	1.16%	0.22%	0.66%	0.09%	0.79%	0.57%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.24%	64.59%	60.24%	-6.36%	63.83%	66.03%	60.71%	-2.21%	60.91%	> 90%
Comparative Trip Length Analysis	73.68%	78.96%	67.13%	-5.28%	74.08%	81.32%	68.58%	-7.25%	68.69%	50%
Excessive Trip Length	0.90%	0.50%	1.71%	0.40%	0.80%	0.33%	1.40%	0.47%	1.40%	1%
No Show / Late Cancellation Rate	4.03%	3.83%	4.41%	0.20%	4.08%	4.13%	4.44%	-0.05%	4.44%	< 5%
Advance Cancellation Rate	19.80%	19.39%	22.65%	0.41%	20.03%	19.72%	23.15%	0.31%	23.11%	< 15%
Missed Trip Rate	0.20%	0.22%	0.40%	-0.03%	0.28%	0.14%	0.28%	0.13%	0.27%	< 0.5%
Complaints per 1,000 Trips	2.32	1.49	1.95	55.72%	2.13	1.22	1.57	74.90%	1.57	<= 1.25
Calls Answered Within 5 Minutes	99.58%	91.85%	41.59%	7.74%	78.24%	94.67%	50.94%	-16.44%	50.30%	93% <sup>2</sup>
Vehicle Availability	69.24%	85.35%	81.74%	-16.11%	72.05%	88.02%	86.37%	-15.97%	86.16%	>= 80%

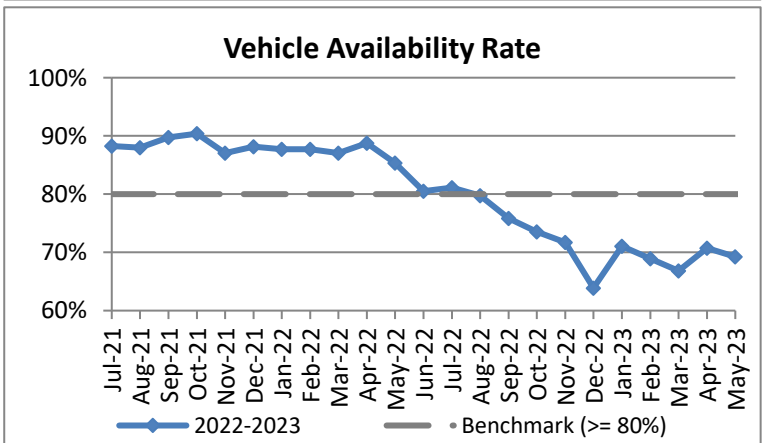
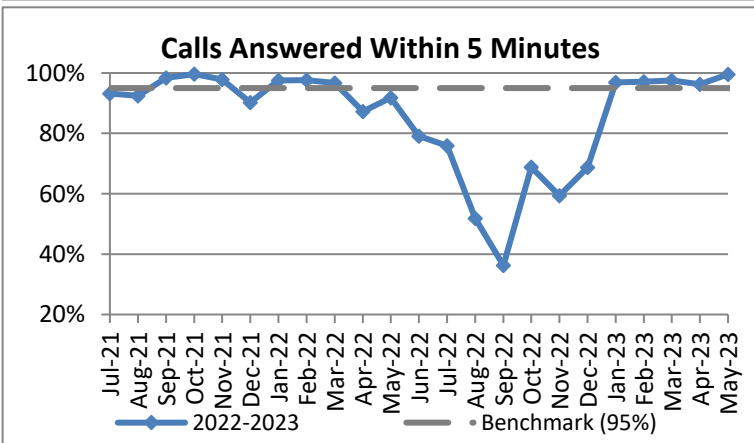
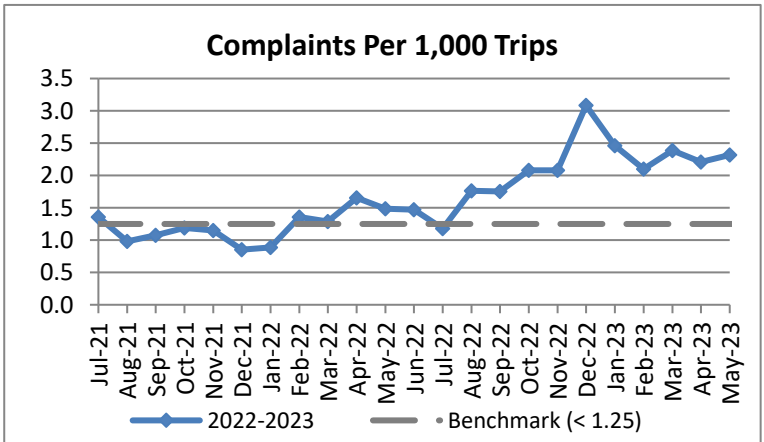
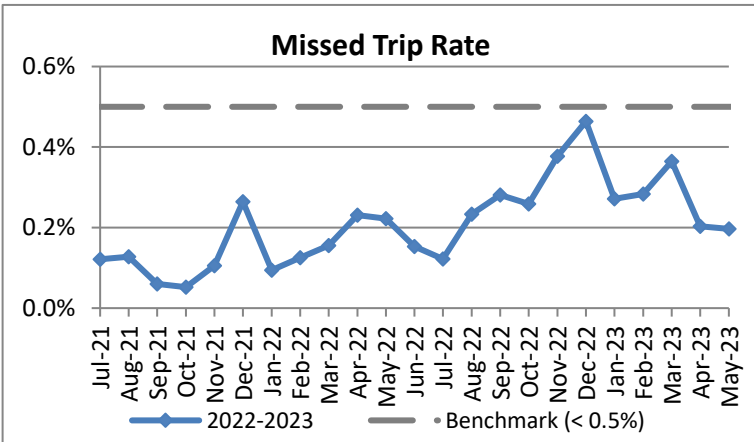
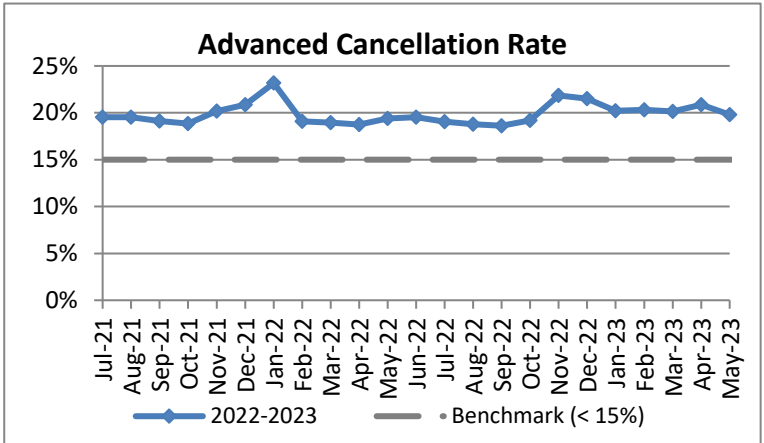
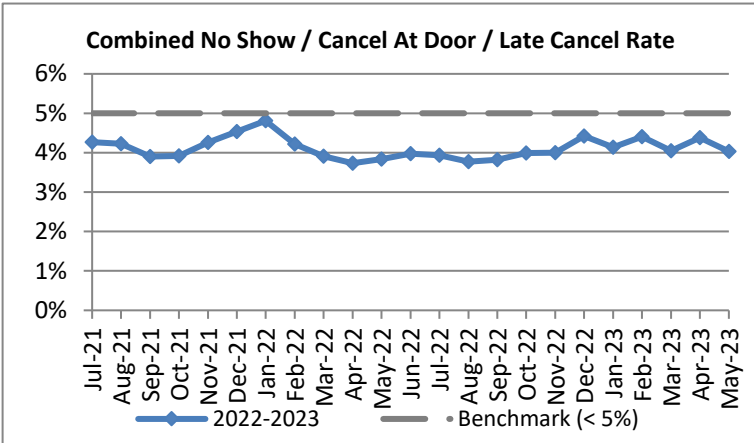
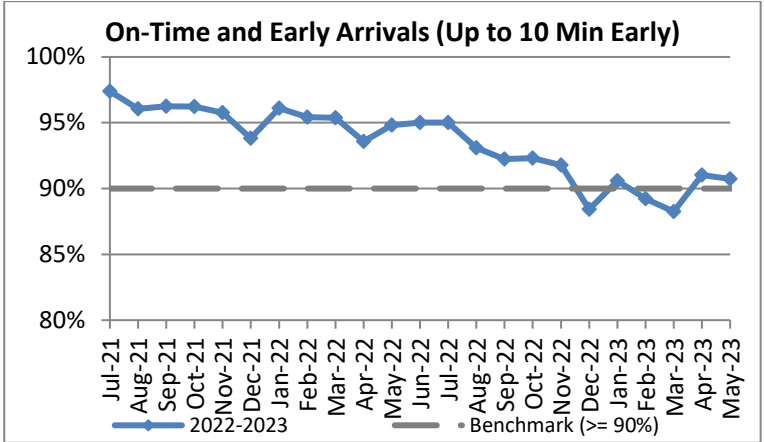
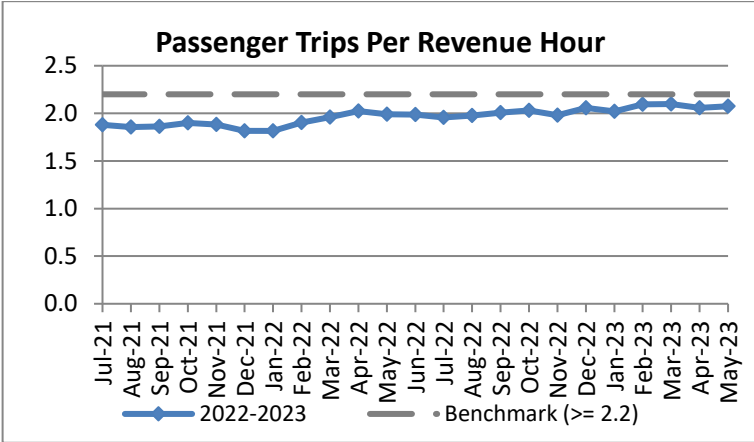
Notes:

<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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