

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### July 2023

---

- **Ridership**

In-house average weekday ridership for July was 2,876, up by 9.84% from last year. Supplemental providers average weekday ridership was 259, up by 28.72%. Combined in-house and supplemental providers average weekday ridership was 3,135, up by 11.19%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 8,885 boardings, up 12.16% 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 90.88% for July. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 91.69%. On-time performance for trips with a desired arrival time was 58.52% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 92.36% 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 July, Handi-Van operated 67,435 trips including 6,260 trips that were longer than one hour in trip time. The analysis found that 76.57% 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 478 or 0.71% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 70.46% for July, down by -10.65% from last year.

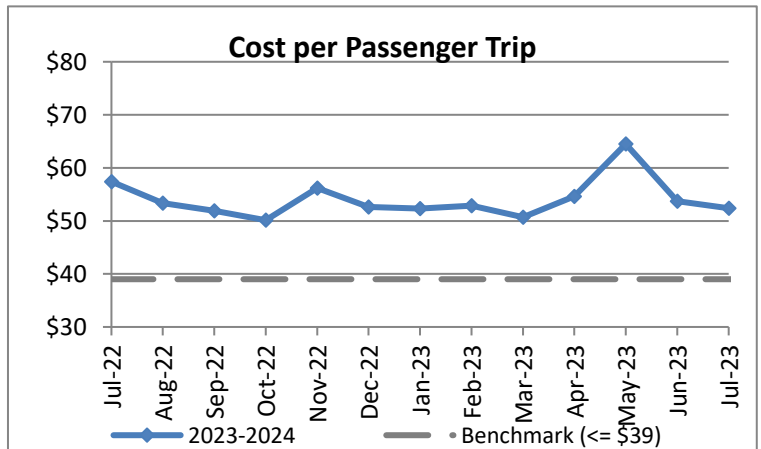
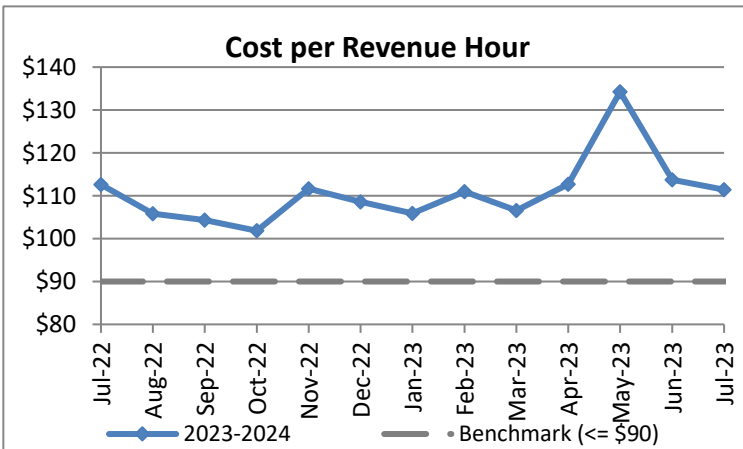
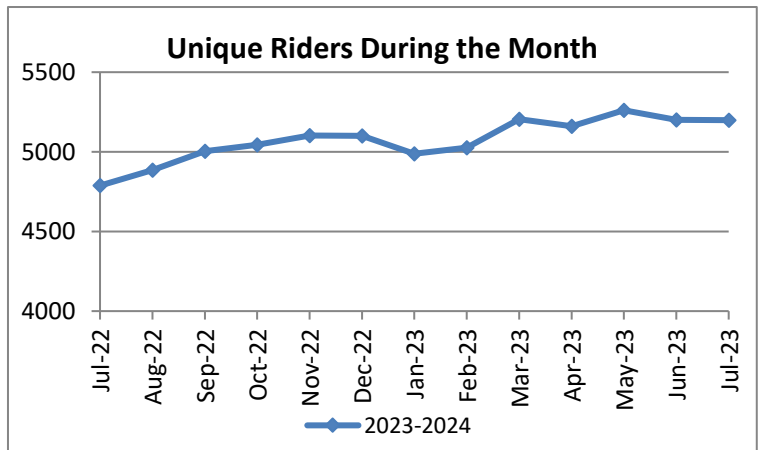
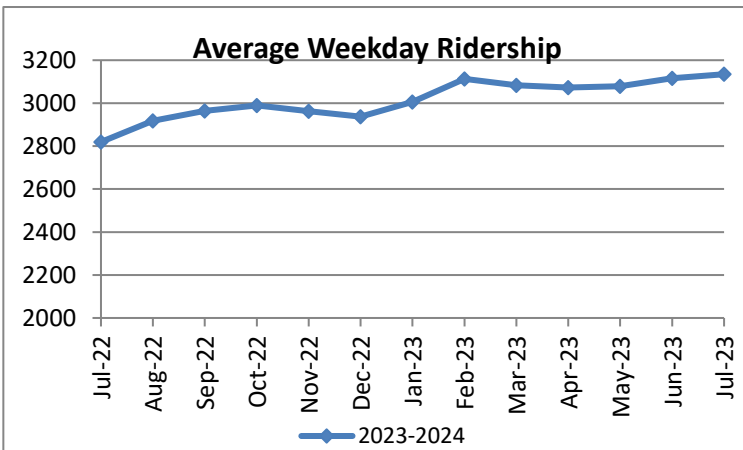
- **Call Center Performance**

Over the month of July, reservationists answered 38,299 calls. Of those calls, 99.17% were answered within 5 minutes.

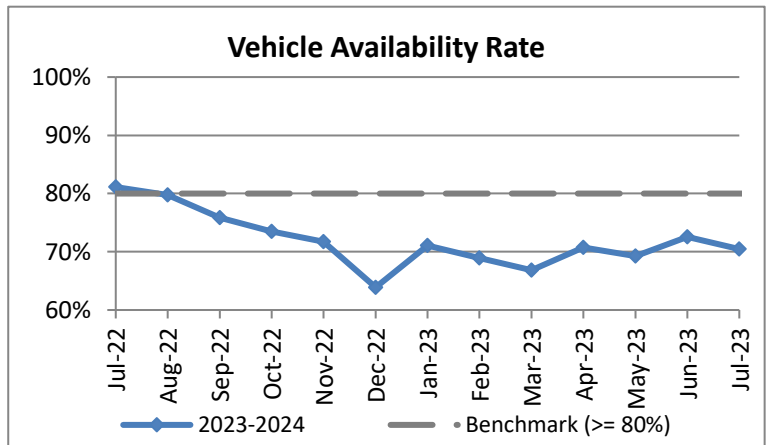
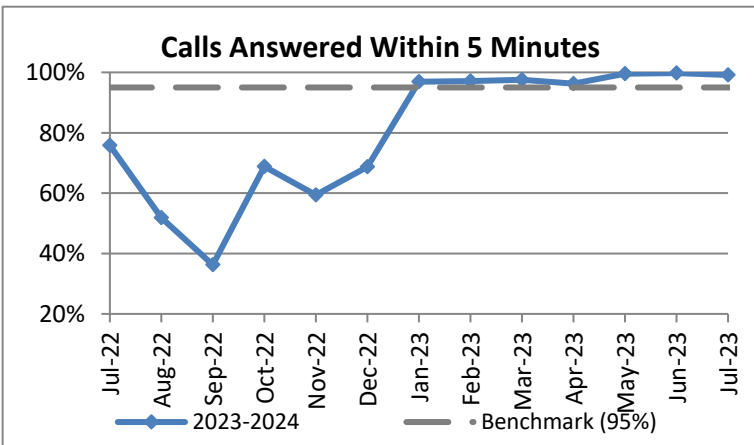
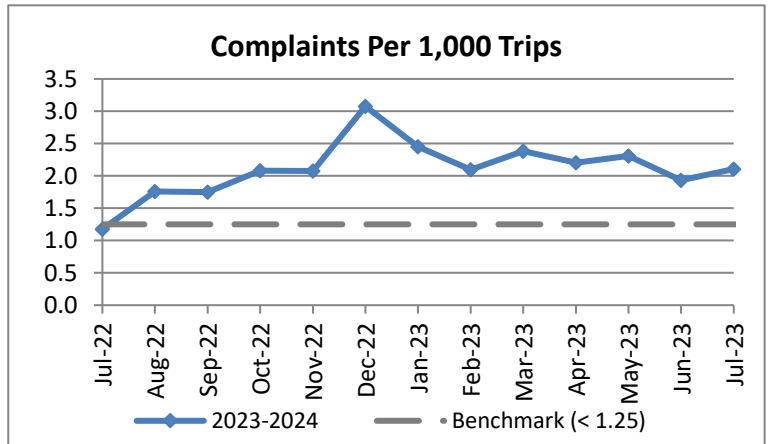
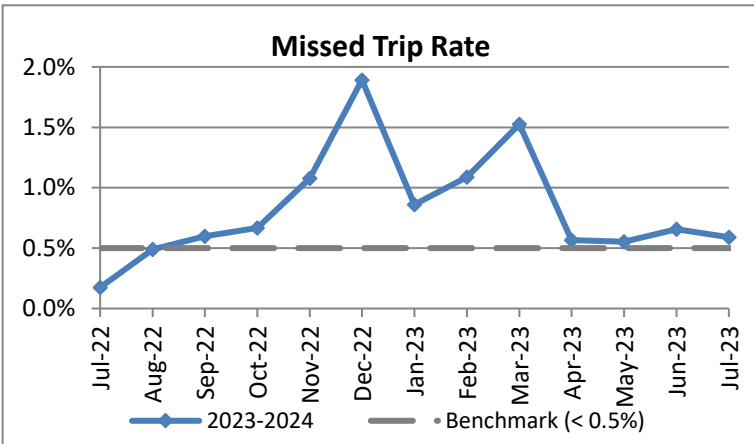
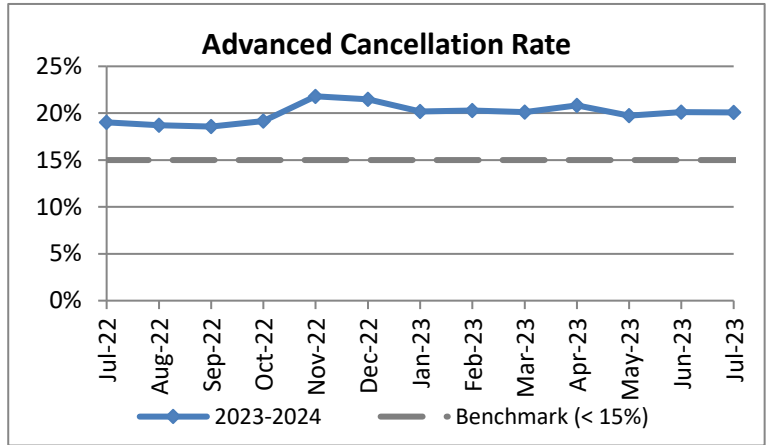
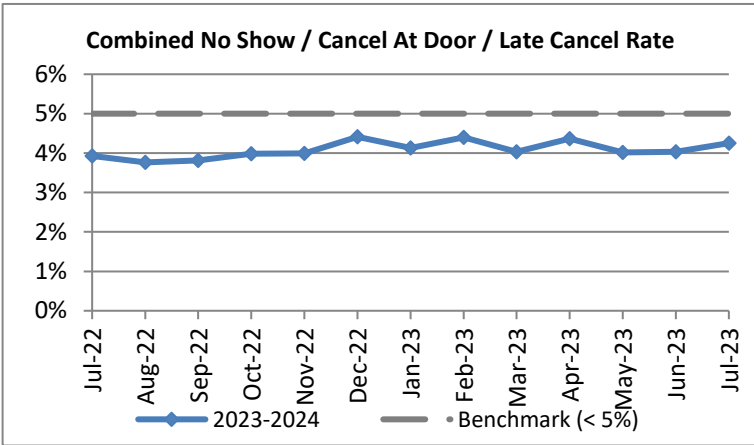
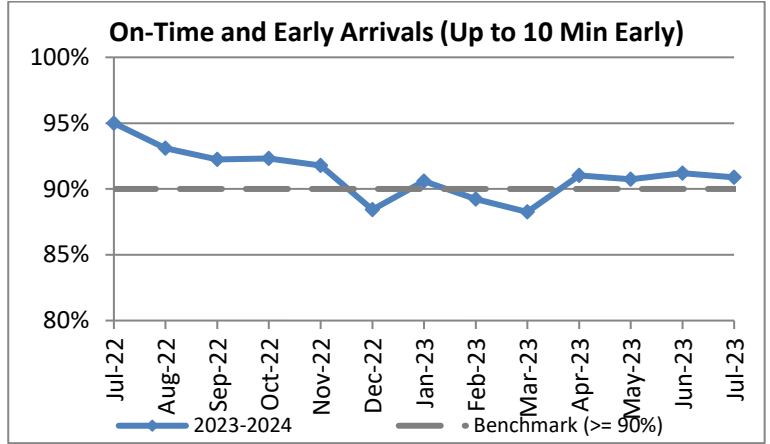
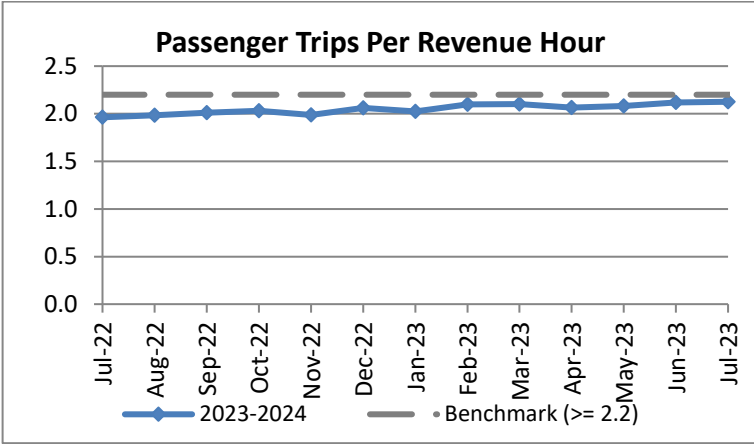
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending July 2023**

Key Performance Indicators (KPI)	Jul FY2023	Jul FY2022	Jul FY2019 Pre-COVID	% Change FY 22-23	1 Month FY2023	1 Month FY2022	1 Month FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	81,981	73,096	100,377	12.16%	81,981	73,096	100,377	12.16%	1,197,533	
Average Weekday Ridership	3,135	2,819	3,866	11.19%	3,135	2,819	3,866	11.19%	3,856	
Unique Riders During the Month	5,198	4,788	5,816	8.56%	5,198	4,788	5,816	8.56%	5,810	
Cost per Revenue Hour	\$111.42	\$112.65	\$87.13	-1.09%	\$111.4	\$112.6	\$87.13	-1.09%	\$87.76	<= \$90
Cost per Passenger Trip	\$52.41	\$57.39	\$38.80	-8.68%	\$52.41	\$57.39	\$38.80	-8.68%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.52	\$7.69	\$5.71	-2.20%	\$7.52	\$7.69	\$5.71	-2.20%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.13	1.96	2.25	8.32%	2.13	1.96	2.25	8.32%	2.22	>= 2.2
Farebox Recovery	3.33%	2.83%	4.00%	0.50%	3.33%	2.83%	4.00%	0.50%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.72%	79.51%	75.86%	-0.79%	78.72%	79.51%	75.86%	-0.79%	75.93%	
Early Arrivals (> 10 Minutes)	0.81%	1.24%	2.27%	-0.43%	0.81%	1.24%	2.27%	-0.43%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.04%	0.14%	-0.01%	0.03%	0.04%	0.14%	-0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	90.88%	95.00%	88.33%	-4.12%	90.88%	95.00%	88.33%	-4.12%	87.99%	>= 90%
On-Time and All Early Arrivals	91.69%	96.25%	90.60%	-4.56%	91.69%	96.25%	90.60%	-4.56%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.45%	0.06%	0.77%	0.39%	0.45%	0.06%	0.77%	0.39%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.52%	67.39%	59.57%	-8.88%	58.52%	67.39%	59.57%	-8.88%	60.91%	> 90%
Comparative Trip Length Analysis	76.57%	81.61%	73.46%	-5.04%	76.57%	81.61%	73.46%	-5.04%	68.69%	50%
Excessive Trip Length	0.71%	0.35%	1.00%	0.36%	0.71%	0.35%	1.00%	0.36%	1.40%	1%
No Show / Late Cancellation Rate	4.25%	3.93%	4.15%	0.32%	4.25%	3.93%	4.15%	0.32%	4.44%	< 5%
Advance Cancellation Rate	20.09%	19.01%	21.94%	1.08%	20.09%	19.01%	21.94%	1.08%	23.11%	< 15%
Missed Trip Rate	0.59%	0.17%	0.86%	0.42%	0.59%	0.17%	0.86%	0.42%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.11	1.18	1.19	79.16%	2.11	1.18	1.19	79.16%	1.57	<= 1.25
Calls Answered Within 5 Minutes	99.17%	75.86%	65.04%	23.31%	99.17%	75.86%	65.04%	23.31%	50.30%	93% <sup>2</sup>
Vehicle Availability	70.46%	81.11%	89.60%	-10.65%	70.46%	81.11%	89.60%	-10.65%	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 July 2023**



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

