

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### July 2022

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- **Ridership**

In-house average weekday ridership for July was 2,613, up by 12.63% from last year. Supplemental providers average weekday ridership was 201, down by -12.30%. Combined in-house and supplemental providers average weekday ridership was 2,813, up by 10.39%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 4,968 boardings, up 7.31% 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 95.00% for July. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 96.25%. On-time performance for trips with a desired arrival time was 67.39% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.44% 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 60,867 trips including 4,116 trips that were longer than one hour in trip time. The analysis found that 81.61% 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 212 or 0.35% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 81.11% for July, down by -7.16% from last year.

- **Call Center Performance**

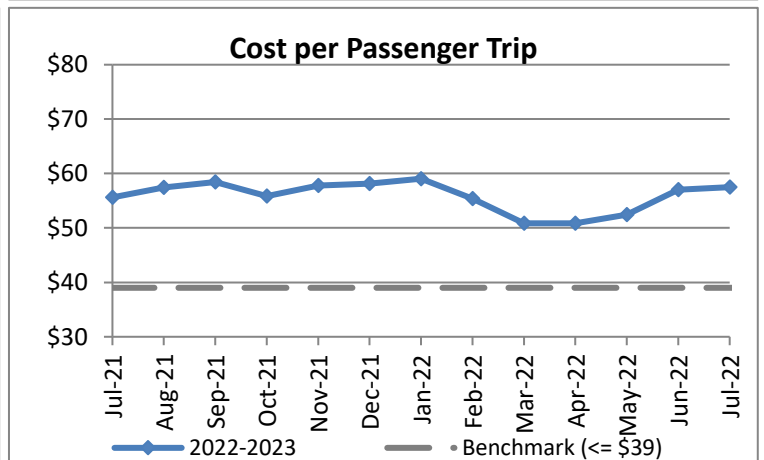
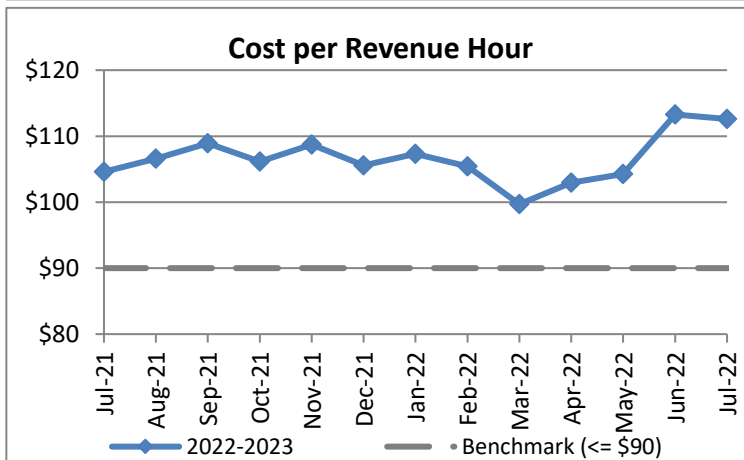
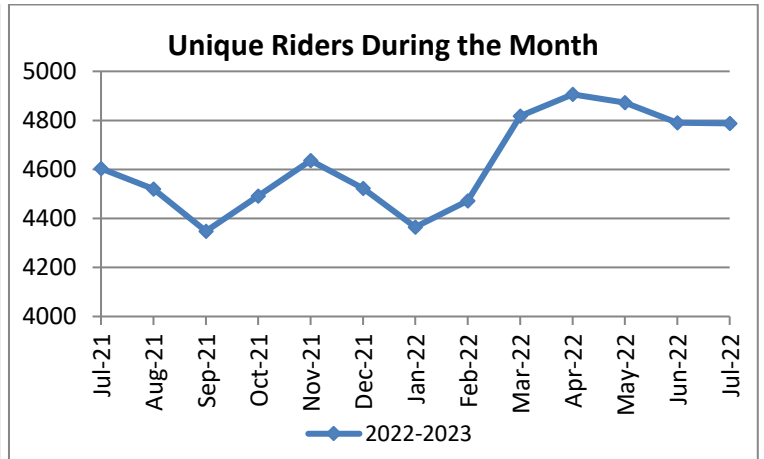
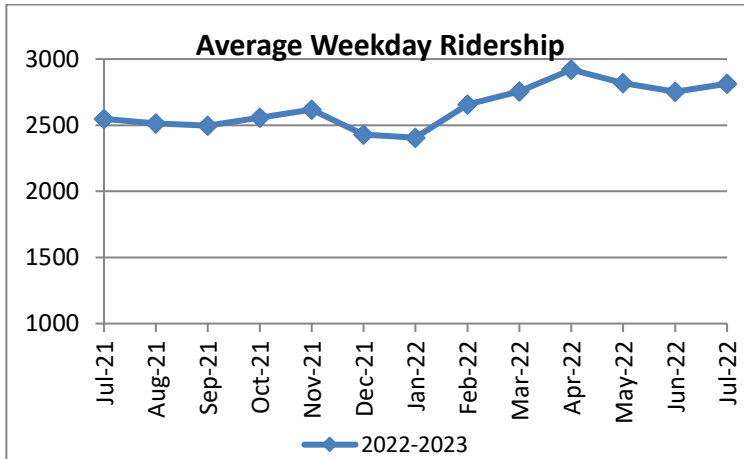
Over the month of July, reservationists answered 31,051 calls. Of those calls, 75.86% were answered within 5 minutes.

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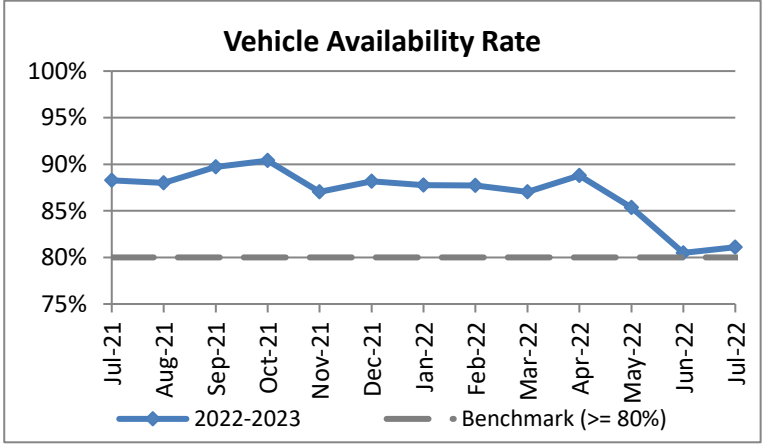
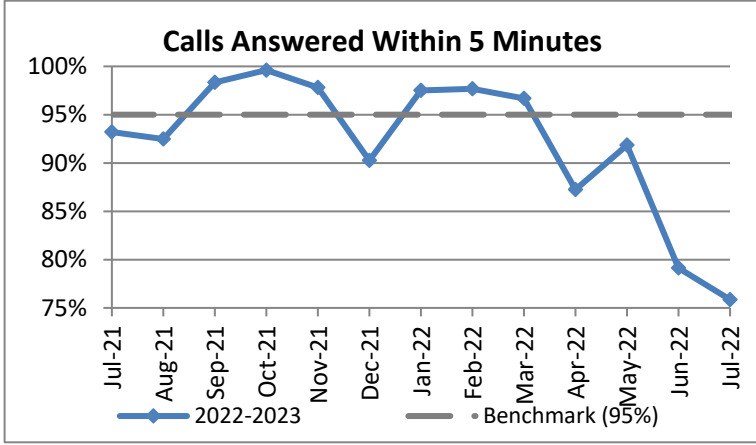
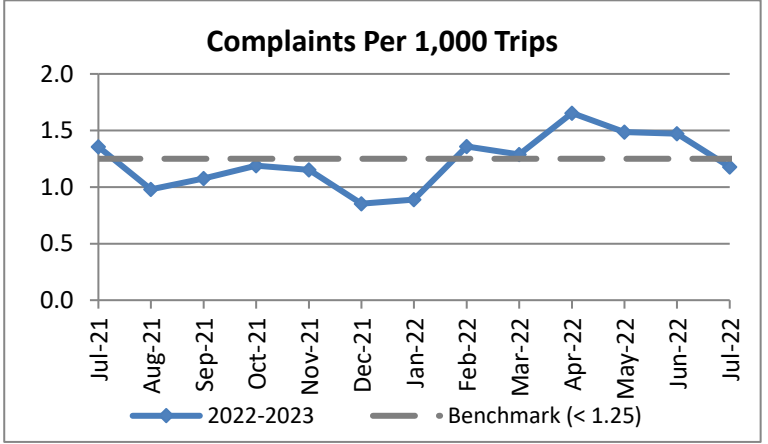
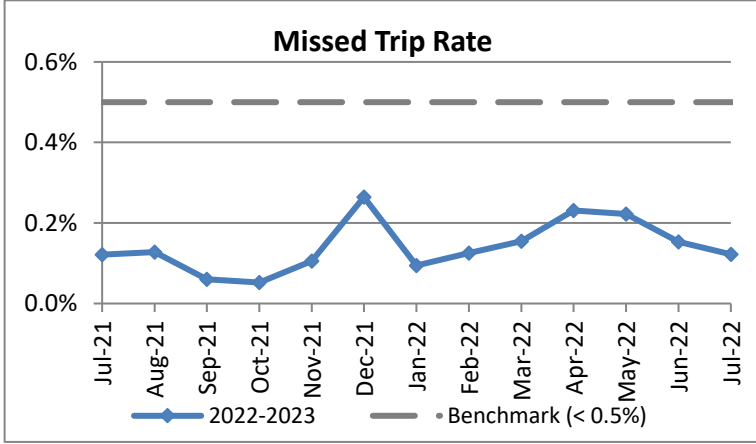
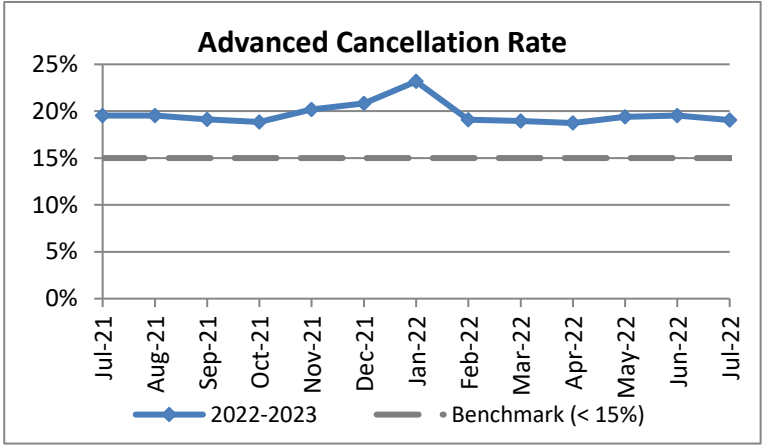
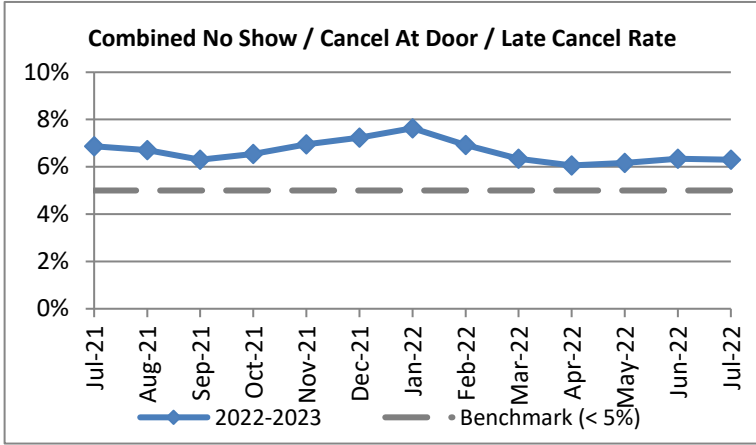
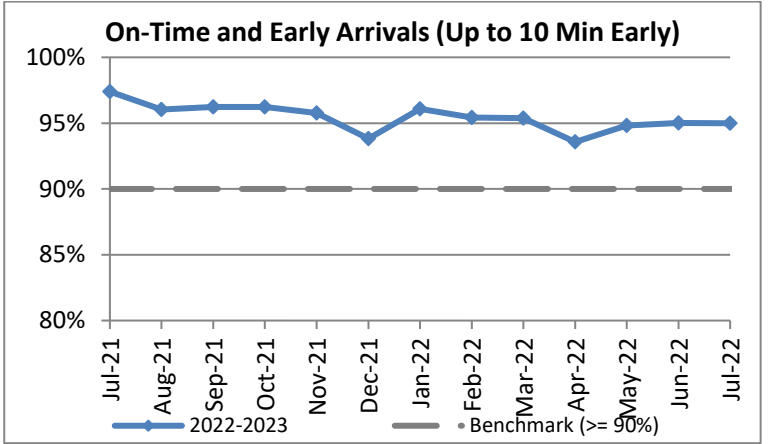
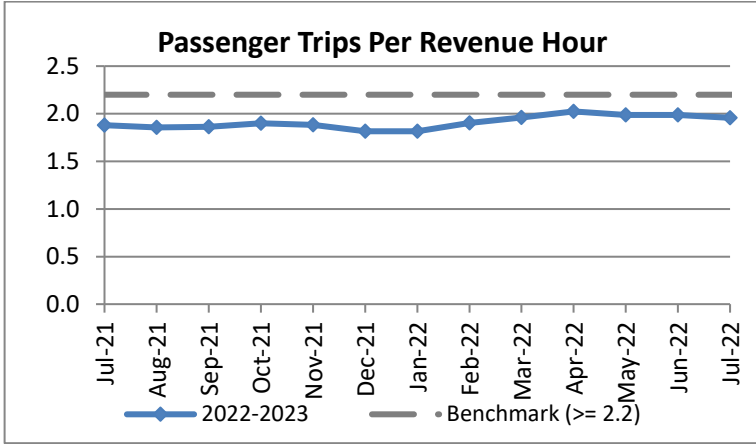
Key Performance Indicators (KPI)	Jul FY2023	Jul FY2022	Jul FY2019 Pre-COVID	% Change FY 22-23	1 Month FY2023	1 Month FY2022	1 Month FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	72,926	67,958	100,377	7.31%	72,926	67,958	100,377	7.31%	1,197,533	
Average Weekday Ridership	2,813	2,549	3,866	10.39%	2,813	2,549	3,866	10.39%	3,856	
Unique Riders During the Month	4,788	4,603	5,816	4.02%	4,788	4,603	5,816	4.02%	5,810	
Cost per Revenue Hour	\$112.59	\$104.59	\$87.13	7.65%	\$112.59	\$104.59	\$87.13	7.65%	\$87.76	<= \$90
Cost per Passenger Trip	\$57.50	\$55.63	\$38.80	3.36%	\$57.50	\$55.63	\$38.80	3.36%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.69	\$7.09	\$5.71	8.40%	\$7.69	\$7.09	\$5.71	8.40%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	1.96	1.88	2.25	4.15%	1.96	1.88	2.25	4.15%	2.22	>= 2.2
Farebox Recovery	2.83%	3.02%	4.00%	-0.19%	2.83%	3.02%	4.00%	-0.19%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	79.51%	78.71%	75.86%	0.80%	79.51%	78.71%	75.86%	0.80%	75.93%	
Early Arrivals (> 10 Minutes)	1.24%	1.36%	2.27%	-0.12%	1.24%	1.36%	2.27%	-0.12%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.03%	0.14%	0.00%	0.04%	0.03%	0.14%	0.00%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	95.00%	97.39%	88.33%	-2.39%	95.00%	97.39%	88.33%	-2.39%	87.99%	>= 90%
On-Time and All Early Arrivals	96.25%	98.76%	90.60%	-2.51%	96.25%	98.76%	90.60%	-2.51%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.06%	0.06%	0.77%	0.00%	0.06%	0.06%	0.77%	0.00%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	67.39	63.93	59.57%	3.46%	67.39	63.93	59.57	3.46%	60.91%	> 90%
Comparative Trip Length Analysis	81.61	85.97	73.46%	-4.36%	81.61	85.97	73.46	-4.36%	68.69%	50%
Excessive Trip Length	0.35%	0.18%	1.00%	0.16%	0.35%	0.18%	1.00%	0.16%	1.40%	1%
No Show / Late Cancellation Rate	6.30%	6.86%	6.45%	-0.57%	6.30%	6.86%	6.45%	-0.57%	6.92%	< 5%
Advance Cancellation Rate	19.06%	19.52%	21.94%	-0.46%	19.06%	19.52%	21.94%	-0.46%	23.11%	< 15%
Missed Trip Rate	0.12%	0.12%	0.18%	0.00%	0.12%	0.12%	0.18%	0.00%	0.27%	< 0.5%
Complaints per 1,000 Trips	1.18	1.36	1.19	-13.11%	1.18	1.36	1.19	-13.11%	1.57	<= 1.25
Calls Answered Within 5 Minutes	75.86%	93.21%	65.04%	-17.35%	75.86%	93.21%	65.04%	-17.35%	50.30%	95%
Vehicle Availability	81.11%	88.27%	89.60%	-7.16%	81.11%	88.27%	89.60%	-7.16%	86.16%	>= 80%

Notes:

<sup>1</sup> Represents benchmarks based on DTS Analysis "Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)"



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