Oahu Transit Services, Inc.  
Paratransit Services  
Monthly Performance Report  
April 2023

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

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
--- | --- | --- | --- | --- | --- | --- | --- | --- | --- | ---
Total Monthly Ridership | 78,282 | 75,401 | 103,547 | 3.82% | 778,942 | 674,569 | 994,880 | 15.47% | 1,197,533 | <= $90
Average Weekday Ridership | 3,067 | 2,920 | 3,927 | 5.02% | 2,981 | 2,590 | 3,860 | 15.09% | 3,856 | <= $39
Unique Riders During the Month | 5,161 | 4,906 | 5,945 | 5.20% | 5,031 | 4,568 | 5,802 | 10.12% | 5,810 | <= $6.20
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% | <= 2%
Early Arrivals (> 10 Minutes) | 0.77% | 1.22% | 1.94% | -0.44% | 1.02% | 1.35% | 2.15% | -0.33% | 2.14% | <= 1%
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%2
Vehicle Availability | 70.73% | 88.77% | 79.85% | -18.04% | 72.34% | 88.29% | 86.83% | -15.95% | 86.16% | >= 80%

Notes:
1 Represents benchmarks based on DTS Analysis “Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)“
2 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