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

- **Ridership**

  In-house average weekday ridership for June was 2,855, up by 12.52% from last year. Supplemental providers average weekday ridership was 261, up by 20.60%. Combined in-house and supplemental providers average weekday ridership was 3,117, up by 13.16%.

  Fiscal year-to-date in-house and supplemental provider total ridership is up by 125,079 boardings, up 15.24% 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 91.20% for June. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 92.02%. On-time performance for trips with a desired arrival time was 58.61% (drop-offs completed within a 45-minute window before the clients’ desired arrival time) and 91.29% 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 June, Handi-Van operated 67,540 trips including 6,083 trips that were longer than one hour in trip time. The analysis found that 76.10% 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 435 or 0.64% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

  Average vehicle availability was 72.56% for June, down by -7.93% from last year.

- **Call Center Performance**

  Over the month of June, reservationists answered 36,596 calls. Of those calls, 99.77% were answered within 5 minutes.
Notes:

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

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

Passenger Trips Per Revenue Hour

On-Time and Early Arrivals (Up to 10 Min Early)

Combined No Show / Cancel At Door / Late Cancel Rate

Advanced Cancellation Rate

Missed Trip Rate

Complaints Per 1,000 Trips

Calls Answered Within 5 Minutes

Vehicle Availability Rate
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Contractor Passenger Trips

Contractor Revenue Hours

Contractor Cost per Revenue Hour

Contractor Cost per Passenger

No Show Rate

Late Cancel Rate

Cancel At Door Rate