

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

September 2022

- **Ridership**

In-house average weekday ridership for September was 2,732, up by 20.38% from last year. Supplemental providers average weekday ridership was 225, down by -0.43%. Combined in-house and supplemental providers average weekday ridership was 2,957, up by 18.49%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 31,520 boardings, up 15.85% 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 92.25% for September. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 93.52%. On-time performance for trips with a desired arrival time was 68.24% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 87.23% 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 September, Handi-Van operated 64,568 trips including 5,838 trips that were longer than one hour in trip time. The analysis found that 72.66% 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 500 or 0.77% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 75.87% for September, down by -13.86% from last year.

- **Call Center Performance**

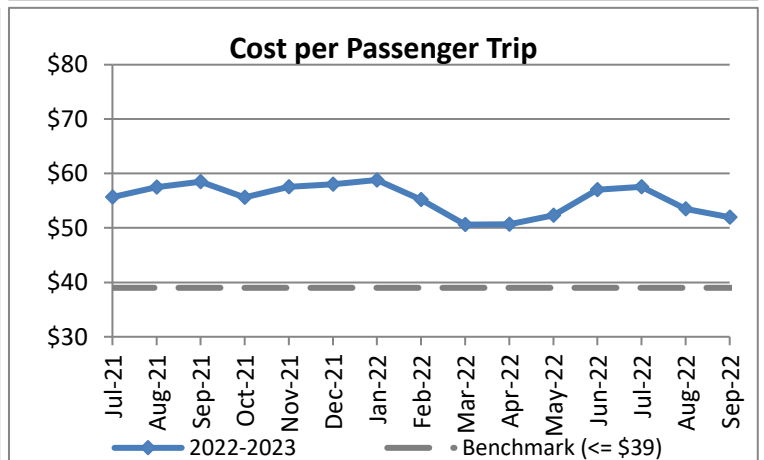
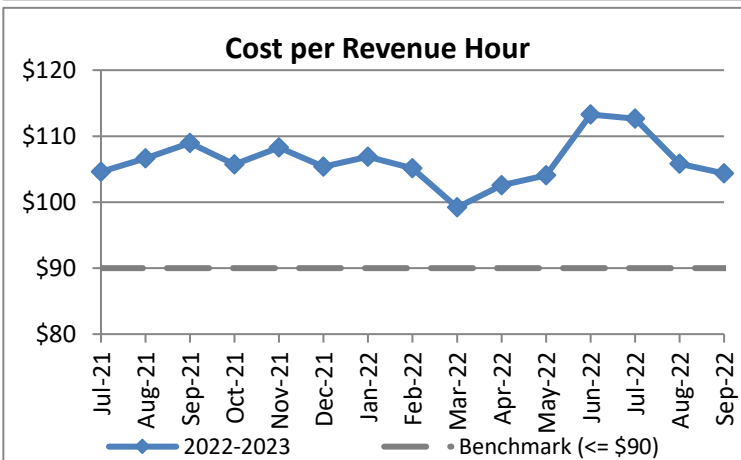
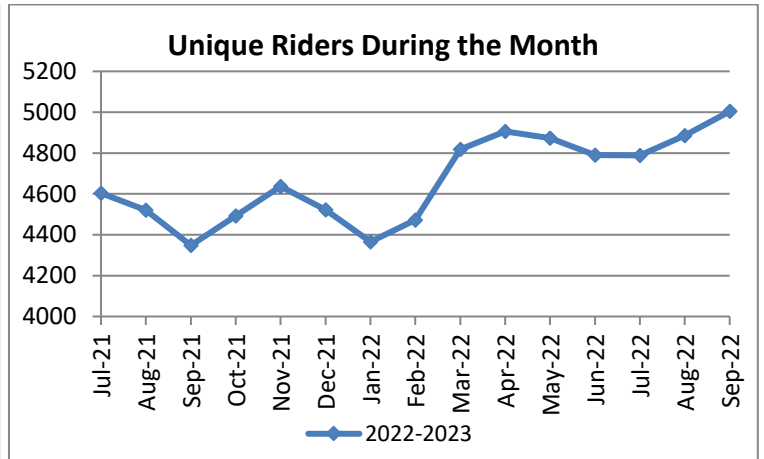
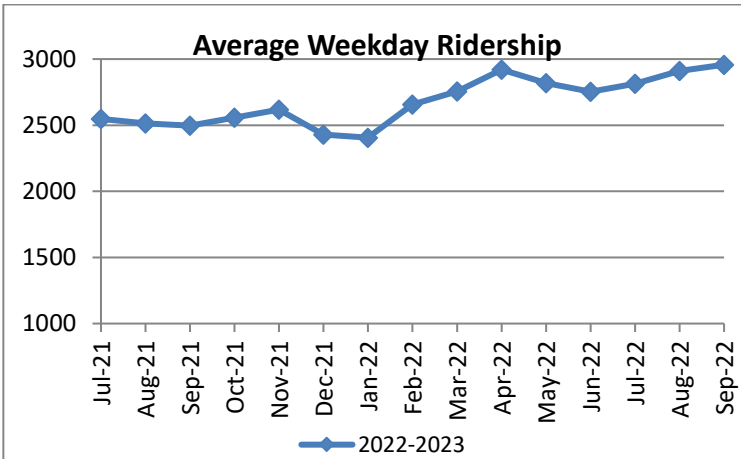
Over the month of September, reservationists answered 30,643 calls. Of those calls, 36.25% were answered within 5 minutes.

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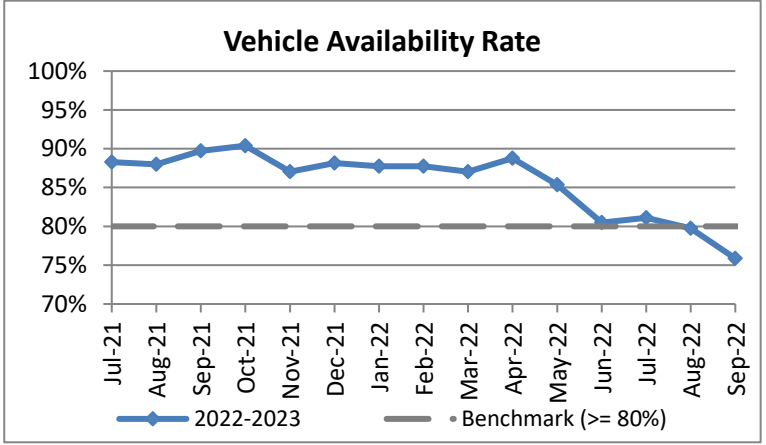
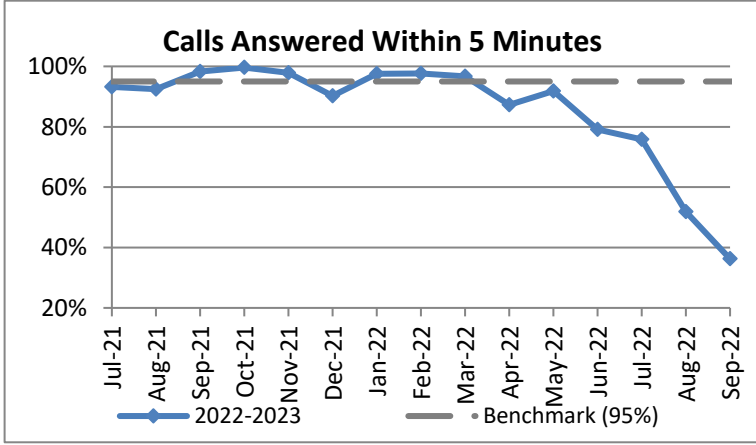
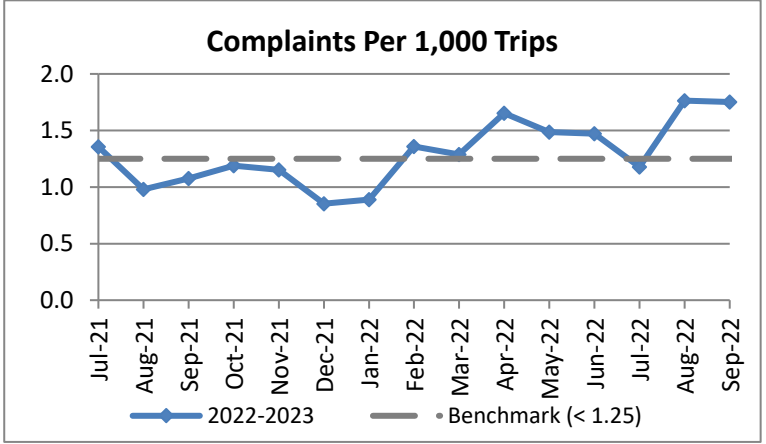
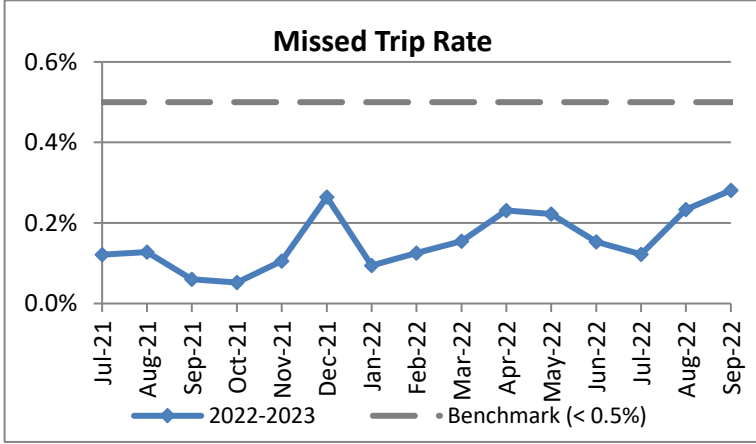
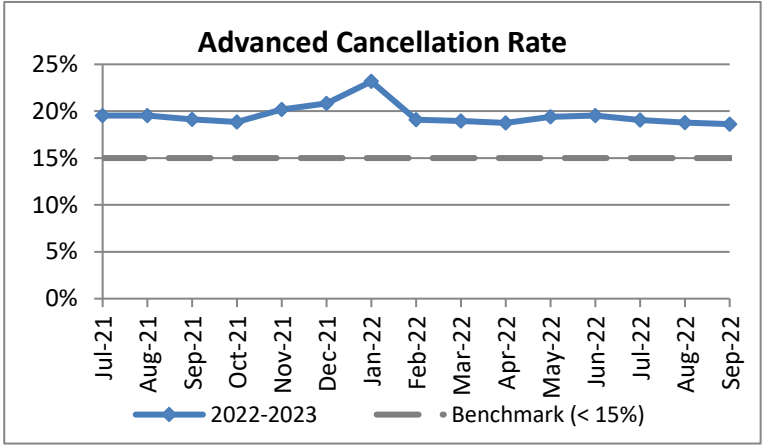
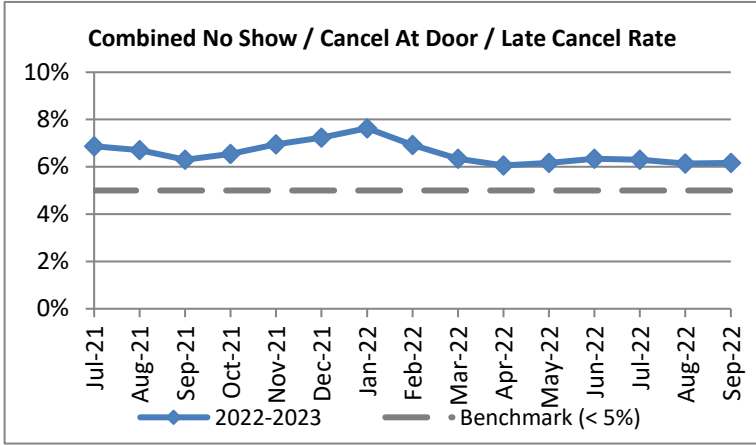
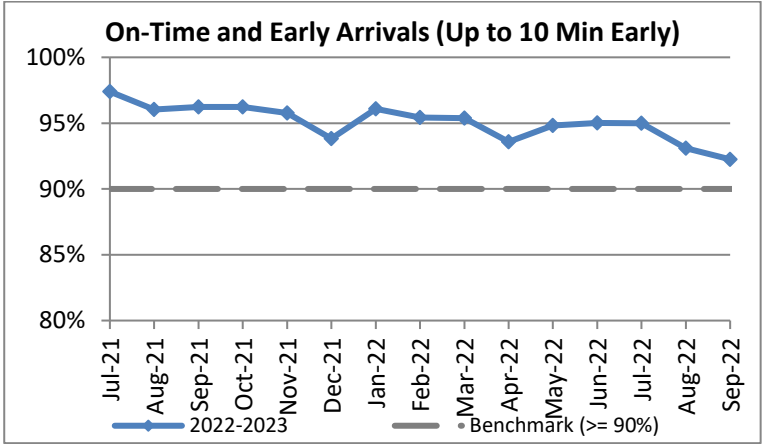
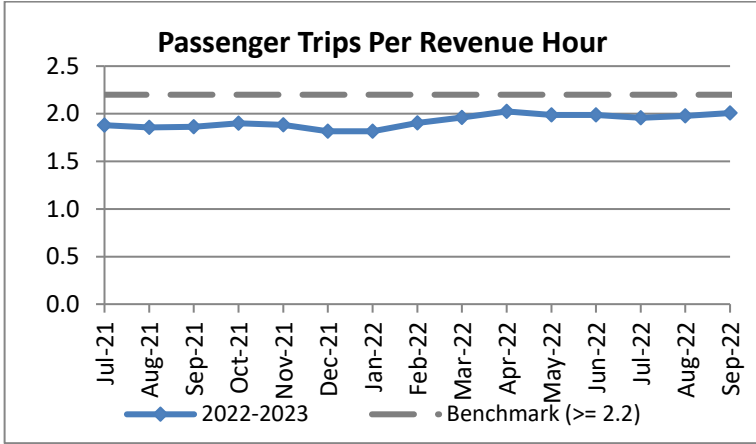
Key Performance Indicators (KPI)	Sep FY2023	Sep FY2022	Sep FY2019 Pre-COVID	% Change FY 22-23	3 Month FY2023	3 Month FY2022	3 Month FY2019 Pre-COVID	% Change FY 22-23	13 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	77,783	64,423	96,775	20.74%	230,384	198,864	294,708	15.85%	1,197,533	
Average Weekday Ridership	2,957	2,496	3,914	18.49%	2,894	2,519	3,886	14.87%	3,856	
Unique Riders During the Month	5,004	4,348	5,799	15.09%	4,892	4,490	5,779	8.95%	5,810	
Cost per Revenue Hour	\$104.35	\$108.94	\$86.66	-4.21%	\$107.51	\$106.70	\$88.77	0.75%	\$87.76	<= \$90
Cost per Passenger Trip	\$52.00	\$58.48	\$38.91	-11.09%	\$54.26	\$57.18	\$39.54	-5.11%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.15	\$7.43	\$5.78	-3.89%	\$7.36	\$7.28	\$5.89	1.04%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.01	1.86	2.23	7.74%	1.98	1.87	2.24	6.18%	2.22	>= 2.2
Farebox Recovery	3.32%	2.80%	4.20%	0.53%	3.05%	2.93%	4.26%	0.12%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.14%	78.07%	75.44%	0.06%	78.76%	78.36%	75.38%	0.41%	75.93%	
Early Arrivals (> 10 Minutes)	1.27%	1.52%	2.12%	-0.25%	1.22%	1.43%	2.19%	-0.21%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.07%	0.17%	-0.03%	0.04%	0.05%	0.14%	-0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	92.25%	96.24%	87.32%	-3.99%	93.41%	96.56%	87.34%	-3.15%	87.99%	>= 90%
On-Time and All Early Arrivals	93.52%	97.76%	89.44%	-4.24%	94.64%	97.99%	89.53%	-3.36%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.36%	0.03%	0.76%	0.33%	0.24%	0.05%	0.84%	0.19%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	68.24%	65.25%	59.52%	2.99%	67.53%	65.02%	59.10%	2.51%	60.91%	> 90%
Comparative Trip Length Analysis	72.66%	84.90%	67.60%	-12.24%	76.02%	84.38%	69.66%	-8.35%	68.69%	50%
Excessive Trip Length	0.77%	0.19%	1.48%	0.58%	0.62%	0.21%	1.32%	0.41%	1.40%	1%
No Show / Late Cancellation Rate	6.16%	6.30%	7.28%	-0.13%	6.20%	6.63%	6.71%	-0.43%	6.92%	< 5%
Advance Cancellation Rate	18.62%	19.12%	22.97%	-0.50%	18.81%	19.39%	23.51%	-0.58%	23.11%	< 15%
Missed Trip Rate	0.28%	0.06%	0.27%	0.22%	0.21%	0.10%	0.25%	0.11%	0.27%	< 0.5%
Complaints per 1,000 Trips	1.75	1.08	1.75	62.77%	1.57	1.14	1.38	37.98%	1.57	<= 1.25
Calls Answered Within 5 Minutes	36.25%	98.33%	58.11%	-62.08%	54.69%	94.58%	62.96%	-39.89%	50.30%	95%
Vehicle Availability	75.87%	89.73%	88.74%	-13.86%	78.91%	88.66%	89.20%	-9.75%	86.16%	>= 80%

Notes:

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



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