

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### June 2023

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- **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.

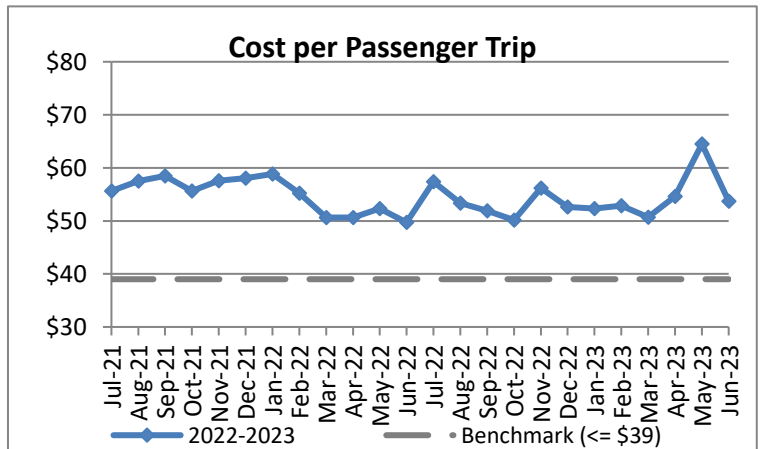
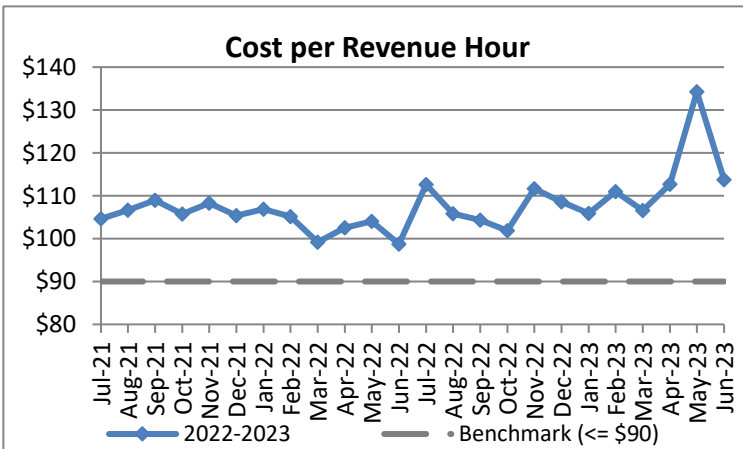
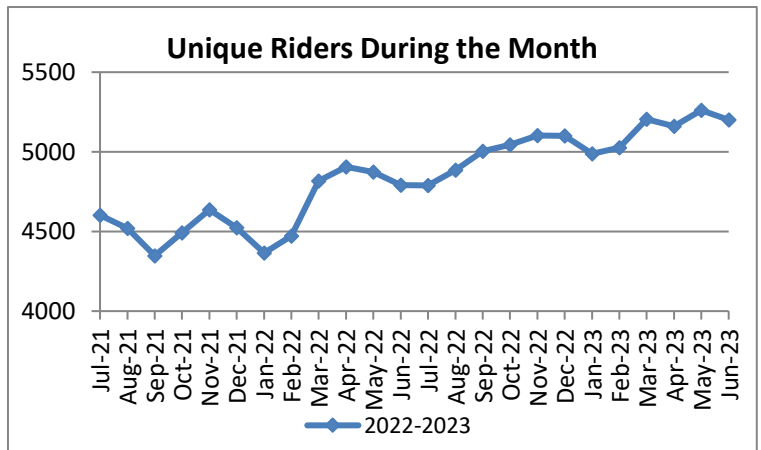
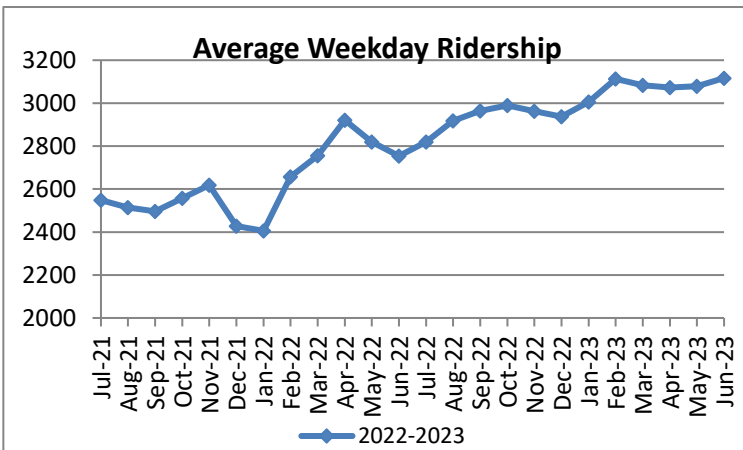
- **Call Center Performance**

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

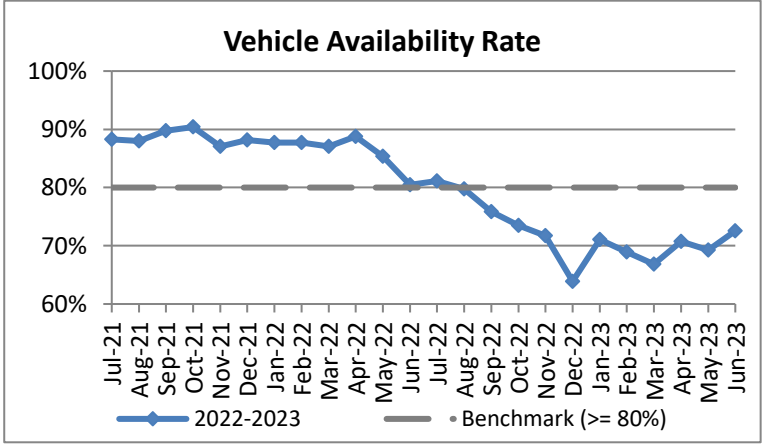
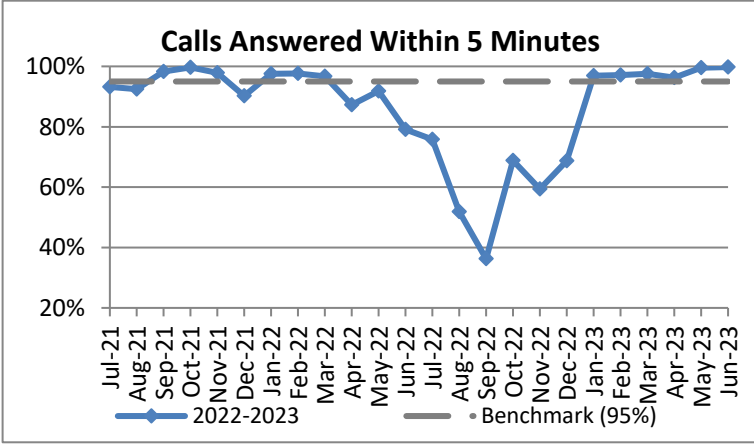
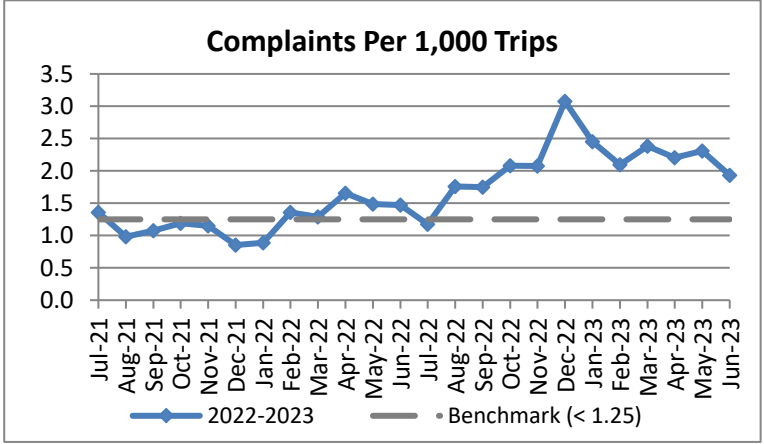
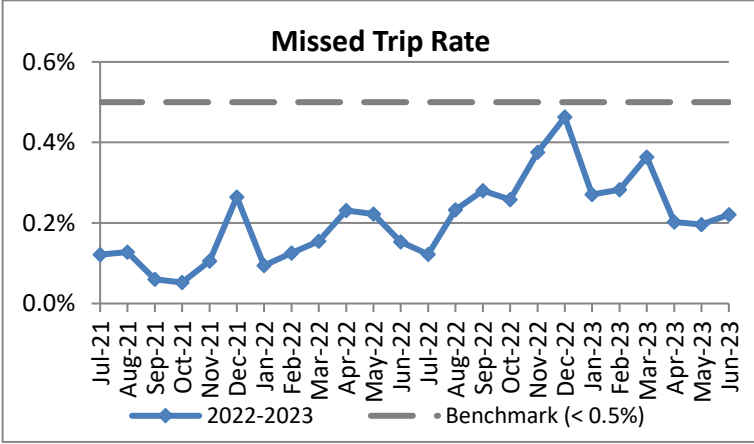
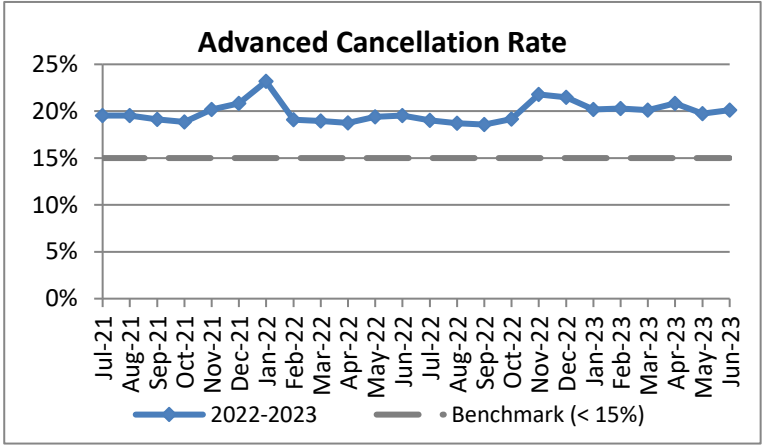
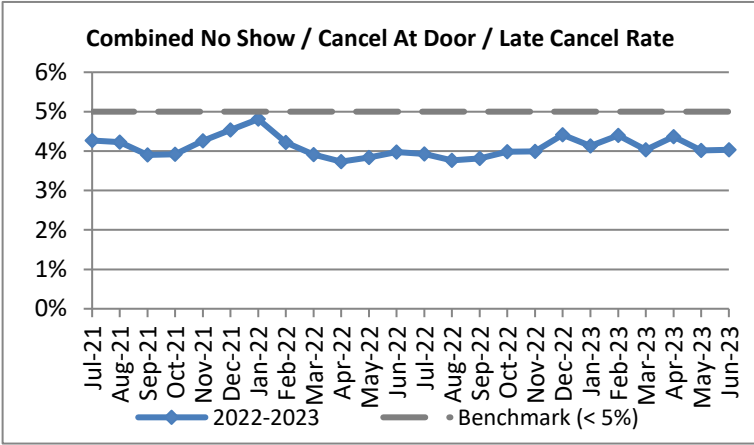
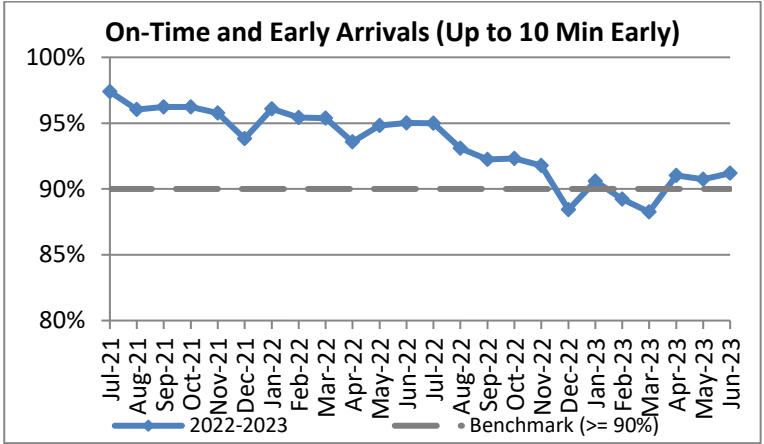
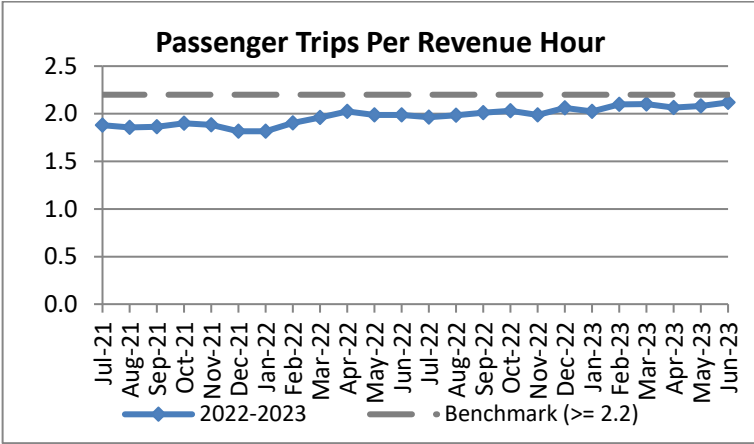
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending June 2023**

Key Performance Indicators (KPI)	Jun FY2023	Jun FY2022	Jun FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2023	12 Month FY2022	12 Month FY2019 Pre-COVID	% Change FY 22-23	Benchmark <sup>1</sup>
Total Monthly Ridership	81,971	72,312	97,923	13.36%	945,868	820,789	1,197,533	15.24%	
Average Weekday Ridership	3,117	2,754	3,794	13.16%	3,005	2,623	3,856	14.58%	
Unique Riders During the Month	5,200	4,790	5,779	8.56%	5,064	4,612	5,810	9.79%	
Cost per Revenue Hour	\$113.74	\$98.73	\$92.08	15.20%	\$110.77	\$104.60	\$87.76	5.90%	<= \$90
Cost per Passenger Trip	\$53.68	\$49.71	\$40.75	7.99%	\$54.20	\$54.83	\$39.61	-1.14%	<= \$39
Cost per Revenue Mile	\$7.75	\$6.72	\$6.10	15.36%	\$7.58	\$7.06	\$5.87	7.43%	<= \$6.20
Passenger Trips per Revenue Hour	2.12	1.99	2.26	6.68%	2.04	1.91	2.22	7.12%	>= 2.2
Farebox Recovery	3.87%	1.70%	4.18%	2.16%	3.46%	2.79%	4.30%	0.66%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.58%	79.36%	76.41%	-0.78%	78.25%	78.61%	75.93%	-0.37%	
Early Arrivals (> 10 Minutes)	0.82%	1.20%	2.13%	-0.38%	0.99%	1.32%	2.14%	-0.33%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.03%	0.14%	0.01%	0.03%	0.05%	0.12%	-0.01%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	91.20%	95.01%	88.03%	-3.81%	91.13%	95.46%	87.99%	-4.33%	>= 90%
On-Time and All Early Arrivals	92.02%	96.21%	90.16%	-4.19%	92.12%	96.78%	90.13%	-4.66%	>= 90%
Very Late Arrivals (>30 Minutes)	0.49%	0.09%	0.64%	0.40%	0.65%	0.09%	0.78%	0.55%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.61%	64.34%	63.44%	-5.73%	63.58%	65.90%	60.91%	-2.33%	> 90%
Comparative Trip Length Analysis	76.10%	80.63%	69.89%	-4.53%	74.25%	81.25%	68.69%	-7.00%	50%
Excessive Trip Length	0.64%	0.41%	1.32%	0.24%	0.79%	0.34%	1.40%	0.45%	1%
No Show / Late Cancellation Rate	4.03%	3.98%	4.40%	0.06%	4.07%	4.12%	4.44%	-0.05%	< 5%
Advance Cancellation Rate	20.11%	19.55%	22.60%	0.57%	19.99%	19.70%	23.11%	0.29%	< 15%
Missed Trip Rate	0.22%	0.15%	0.26%	0.07%	0.27%	0.14%	0.27%	0.13%	< 0.5%
Complaints per 1,000 Trips	1.93	1.47	1.58	31.24%	2.11	1.24	1.57	69.96%	<= 1.25
Calls Answered Within 5 Minutes	99.77%	79.14%	43.43%	20.63%	80.13%	93.38%	50.30%	-13.25%	93% <sup>2</sup>
Vehicle Availability	72.56%	80.49%	83.86%	-7.93%	72.10%	87.39%	86.16%	-15.30%	>= 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



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