

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

March 2023

- **Ridership**

In-house average weekday ridership for March was 2,796, up by 11.48% from last year. Supplemental providers average weekday ridership was 281, up by 14.00%. Combined in-house and supplemental providers average weekday ridership was 3,078, up by 11.70%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 101,492 boardings, up 16.94% 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 88.25% for March. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.00%. On-time performance for trips with a desired arrival time was 51.34% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 80.71% 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 March, Handi-Van operated 68,811 trips including 6,904 trips that were longer than one hour in trip time. The analysis found that 72.51% 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 694 or 1.01% of all trips were more than 15 minutes longer than comparable fixed-route trips.

- **Maintenance**

Average vehicle availability was 66.83% for March, down by -20.22% from last year.

- **Call Center Performance**

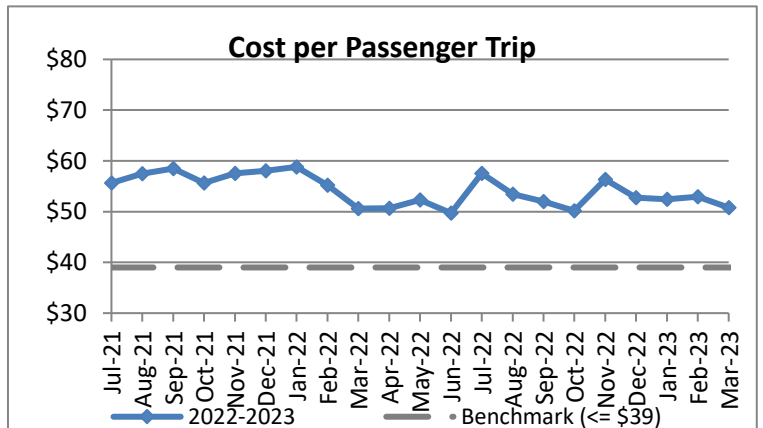
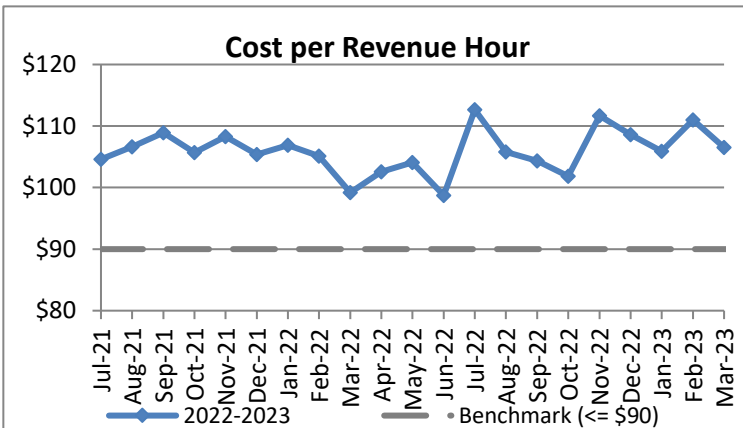
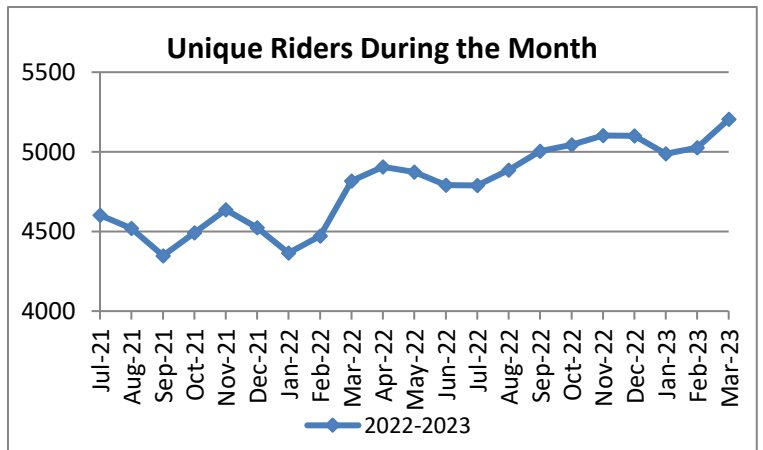
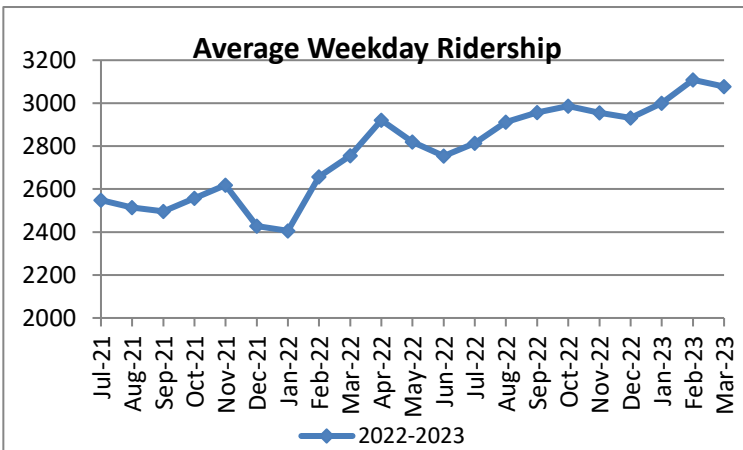
Over the month of March, reservationists answered 38,165 calls. Of those calls, 97.58% were answered within 5 minutes.

**Oahu Transit Services - The Handi-Van
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For the Month Ending March 2023**

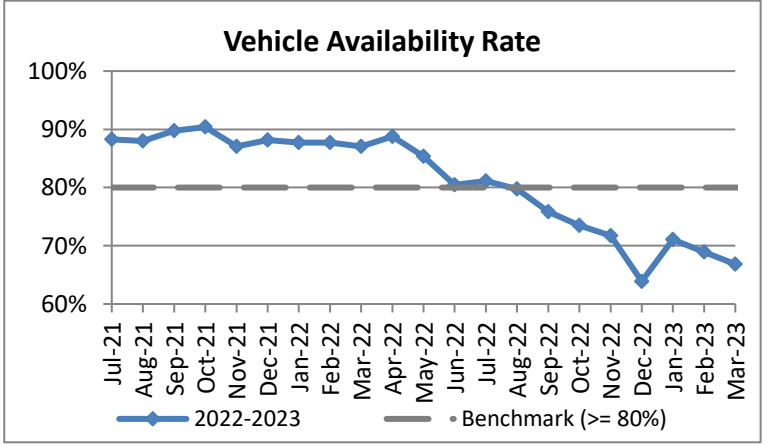
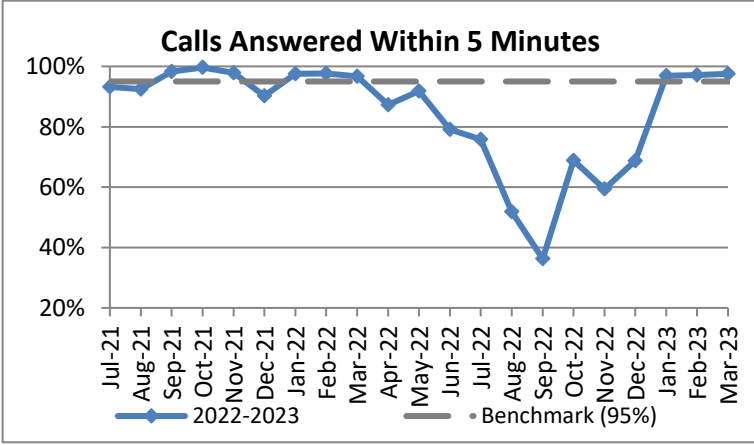
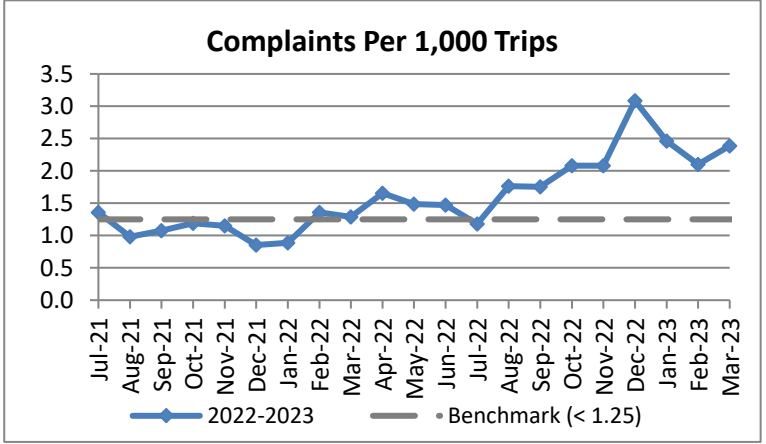
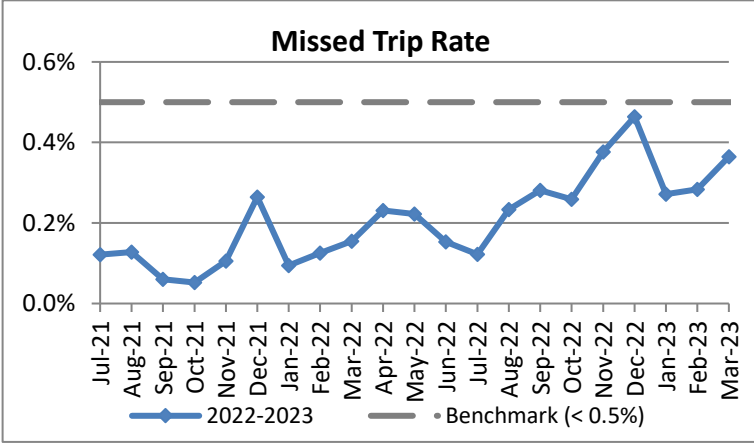
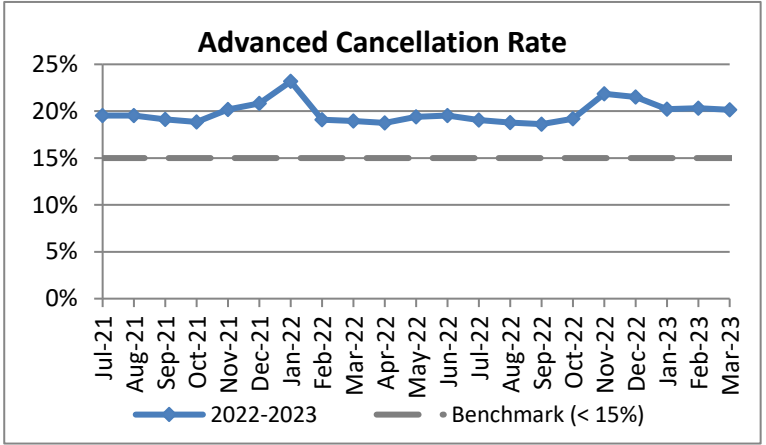
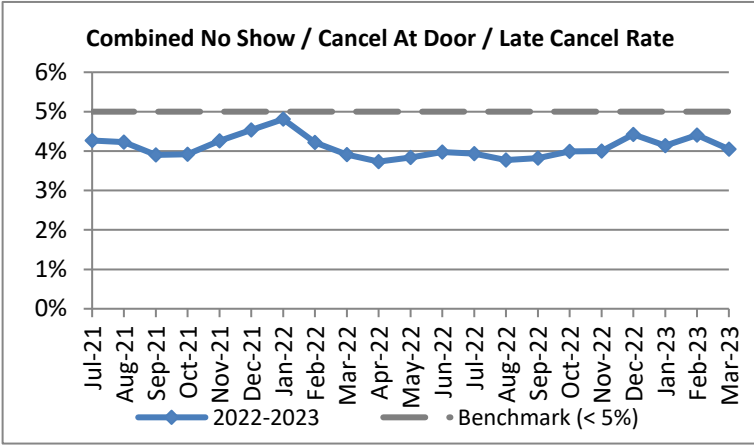
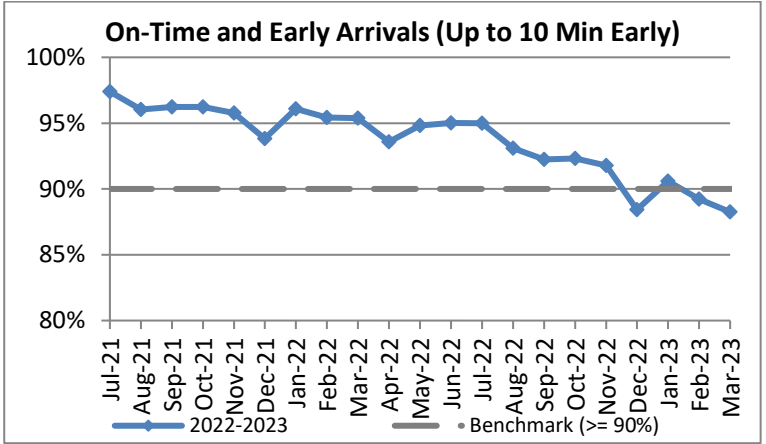
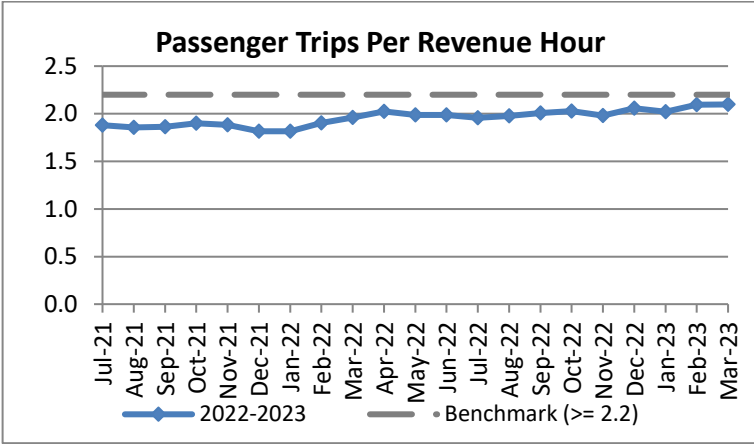
Key Performance Indicators (KPI)	Mar FY2023	Mar FY2022	Mar FY2019 Pre-COVID	% Change FY 22-23	9 Month FY2023	9 Month FY2022	9 Month FY2019 Pre-COVID	% Change FY 22-23	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	84,003	75,122	101,735	11.82%	700,660	599,168	891,333	16.94%	1,197,533	
Average Weekday Ridership	3,078	2,755	3,902	11.70%	2,971	2,553	3,853	16.37%	3,856	
Unique Riders During the Month	5,204	4,818	5,852	8.01%	5,016	4,531	5,786	10.71%	5,810	
Cost per Revenue Hour	\$106.53	\$99.20	\$84.10	7.39%	\$107.52	\$105.57	\$86.99	1.84%	\$87.76	<= \$90
Cost per Passenger Trip	\$50.79	\$50.61	\$38.56	0.34%	\$53.10	\$56.28	\$39.46	-5.64%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.39	\$6.45	\$5.64	14.53%	\$7.36	\$7.11	\$5.85	3.48%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.10	1.96	2.18	7.03%	2.02	1.88	2.20	7.93%	2.22	>= 2.2
Farebox Recovery	4.23%	3.28%	4.74%	0.95%	3.55%	2.94%	4.35%	0.62%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.97%	78.63%	76.65%	-1.66%	78.14%	78.43%	75.89%	-0.29%	75.93%	
Early Arrivals (> 10 Minutes)	0.76%	1.38%	2.20%	-0.62%	1.04%	1.36%	2.18%	-0.32%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.05%	0.09%	-0.03%	0.03%	0.05%	0.12%	-0.02%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.25%	95.39%	89.35%	-7.14%	91.18%	95.84%	88.23%	-4.66%	87.99%	>= 90%
On-Time and All Early Arrivals	89.00%	96.77%	91.55%	-7.76%	92.23%	97.20%	90.41%	-4.98%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	1.30%	0.06%	0.63%	1.24%	0.72%	0.07%	0.74%	0.65%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	51.34%	68.70%	62.42%	-17.37%	64.44%	66.23%	60.58%	-1.79%	60.91%	> 90%
Comparative Trip Length Analysis	72.51%	81.31%	69.33%	-8.80%	74.18%	82.33%	68.86%	-8.14%	68.69%	50%
Excessive Trip Length	1.01%	0.38%	1.34%	0.62%	0.78%	0.29%	1.36%	0.49%	1.40%	1%
No Show / Late Cancellation Rate	4.04%	3.91%	4.37%	0.13%	4.06%	4.22%	4.46%	-0.16%	4.44%	< 5%
Advance Cancellation Rate	20.15%	18.95%	22.87%	1.19%	19.96%	19.88%	23.43%	0.07%	23.11%	< 15%
Missed Trip Rate	0.36%	0.16%	0.23%	0.21%	0.30%	0.12%	0.26%	0.17%	0.27%	< 0.5%
Complaints per 1,000 Trips	2.39	1.29	1.64	85.31%	2.10	1.13	1.46	85.87%	1.57	<= 1.25
Calls Answered Within 5 Minutes	97.58%	96.69%	48.20%	0.89%	73.54%	95.94%	53.67%	-22.39%	50.30%	93% ²
Vehicle Availability	66.83%	87.05%	86.23%	-20.22%	72.51%	88.23%	87.61%	-15.72%	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



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