

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### January 2024

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- **Ridership**

In-house average weekday ridership for January was 2,855, up by 4.23% from last year. Supplemental providers average weekday ridership was 323, up by 21.11%. Combined in-house and supplemental providers average weekday ridership was 3,178, up by 5.73%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 52,157 boardings, up 9.60% as compared to the same time period in fiscal year 2023.

- **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 90.20% for January. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 90.97%. On-time performance for trips with a desired arrival time was 53.54% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 88.89% 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 January, Handi-Van operated 68,951 trips including 6,843 trips that were longer than one hour in trip time. The analysis found that 74.65% 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 612 or 8.94% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,123 or 16.41% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 75.40% for January, up by 4.35% from last year.

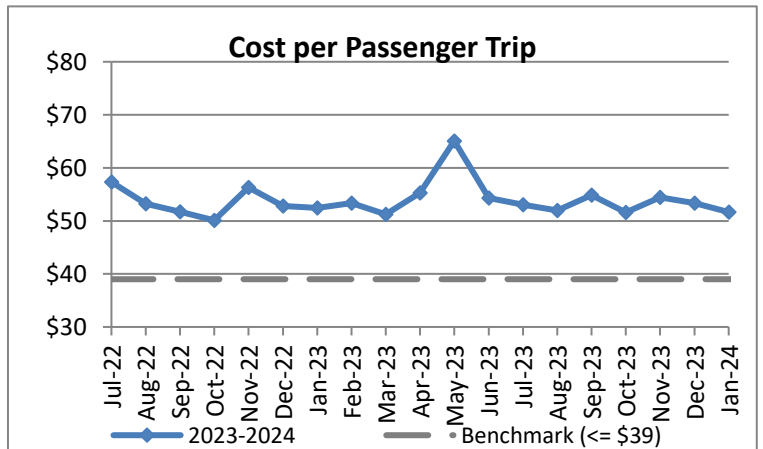
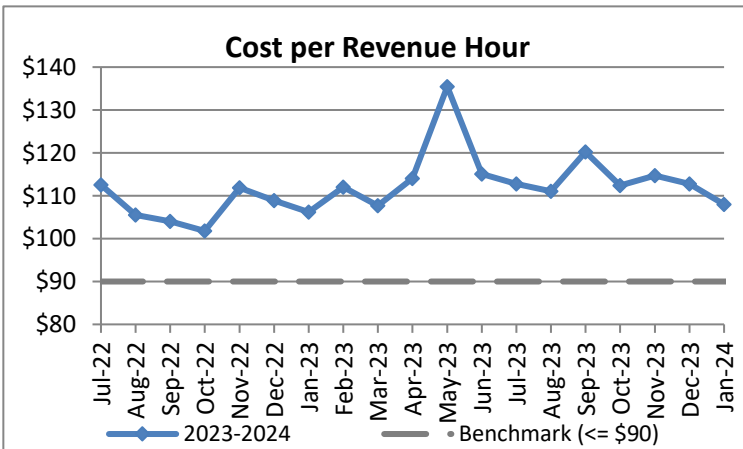
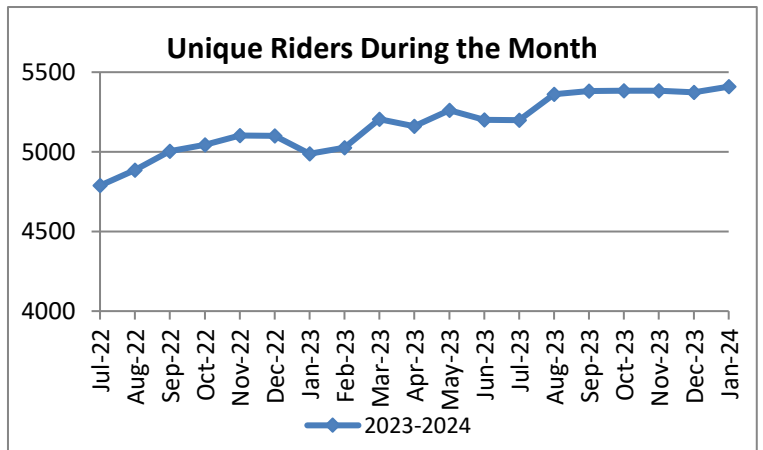
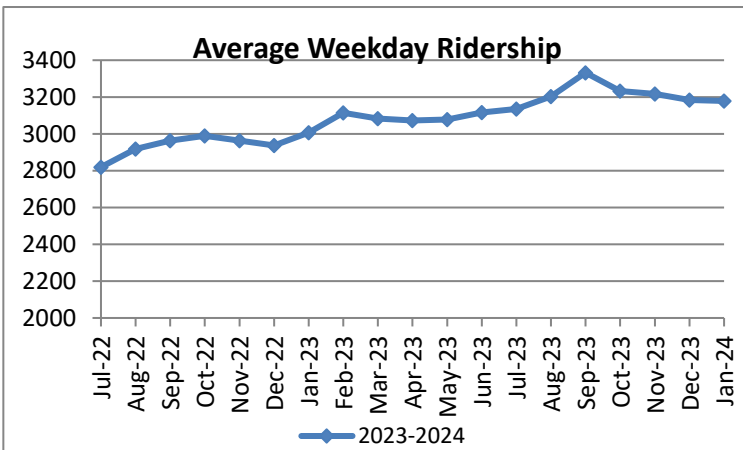
- **Call Center Performance**

Over the month of January, reservationists answered 39,480 calls. Of those calls, 97.68% were answered within 5 minutes.

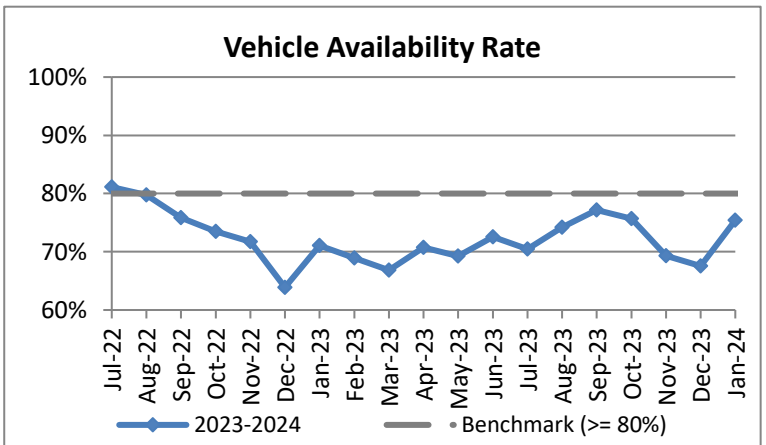
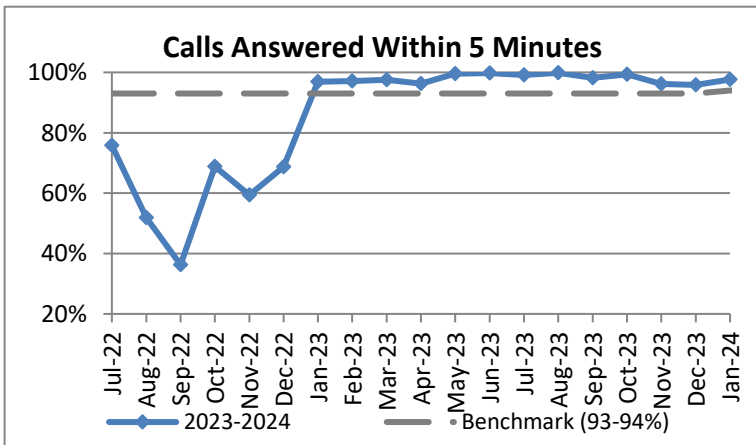
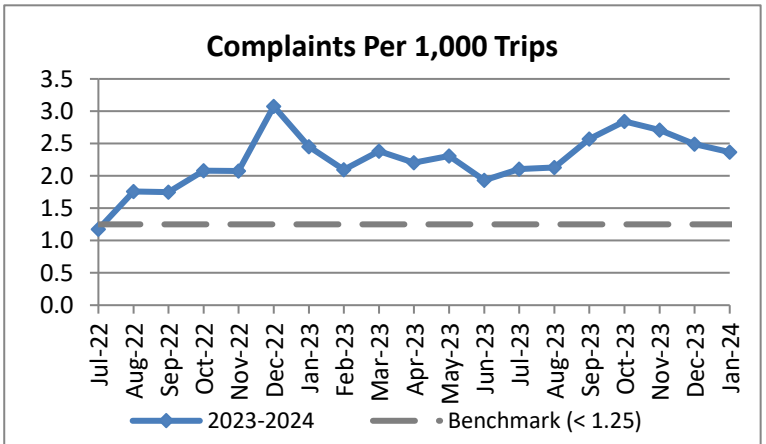
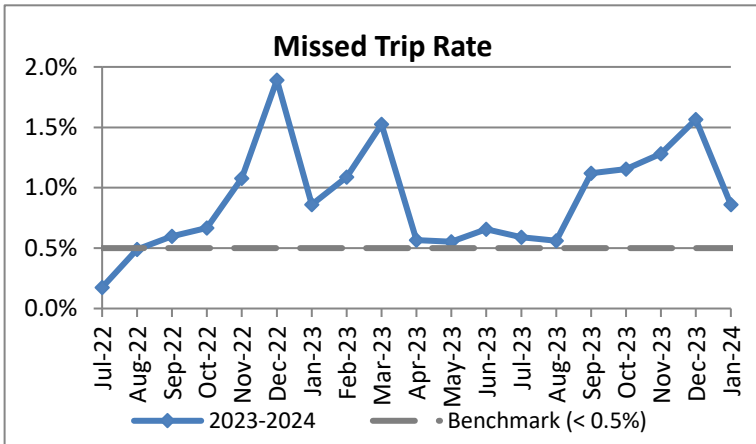
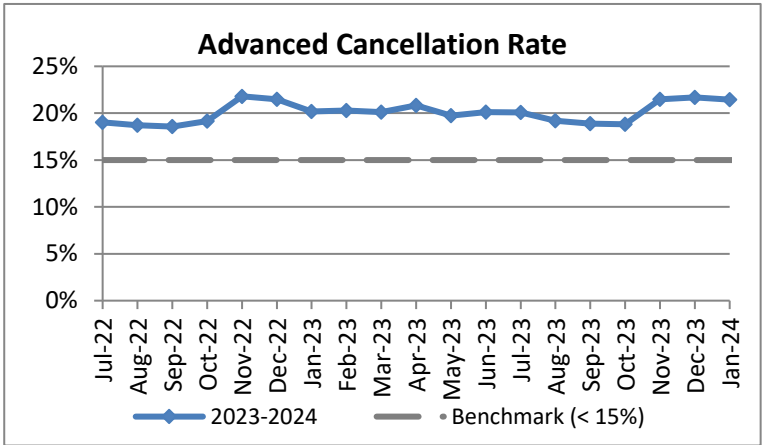
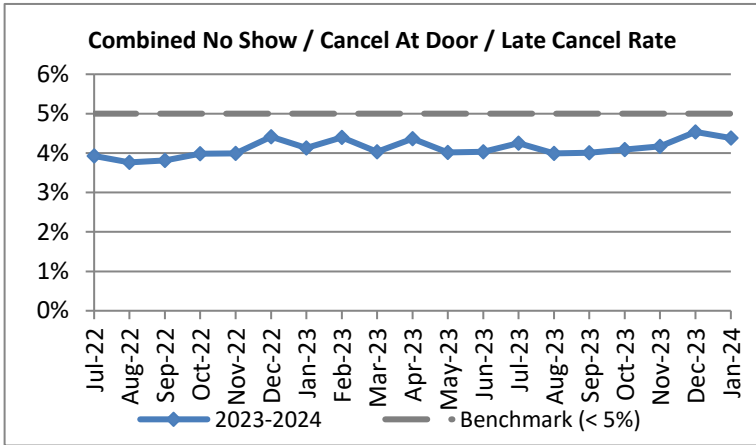
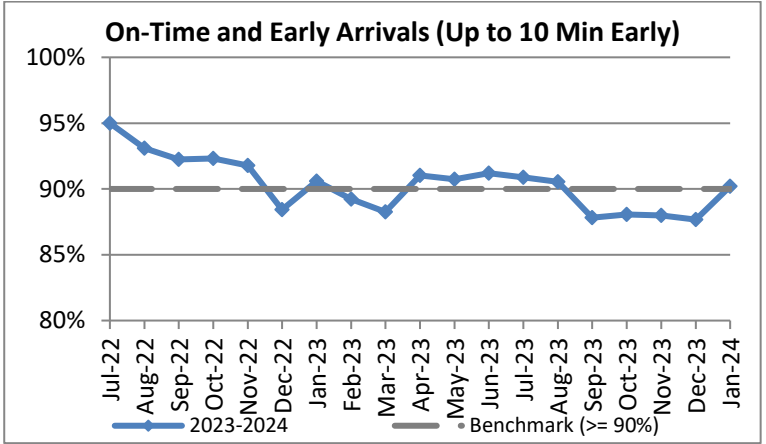
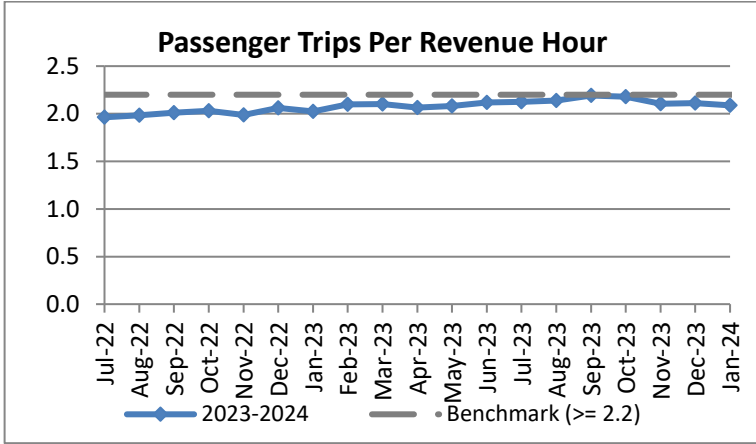
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending January 2024**

Key Performance Indicators (KPI)	Jan FY2024	Jan FY2023	Jan FY2019 Pre-COVID	% Change FY 23-24	7 Month FY2024	7 Month FY2023	7 Month FY2019 Pre-COVID	% Change FY 23-24	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	84,552	77,981	99,944	8.43%	595,566	543,409	698,192	9.60%	1,197,533	
Average Weekday Ridership	3,178	3,006	3,790	5.73%	3,212	2,942	3,848	9.15%	3,856	
Unique Riders During the Month	5,409	4,987	5,736	8.46%	5,356	4,988	5,802	7.38%	5,810	
Cost per Revenue Hour	\$107.95	\$106.16	\$84.84	1.69%	\$113.00	\$107.20	\$87.38	5.41%	\$87.76	<= \$90
Cost per Passenger Trip	\$51.66	\$52.43	\$39.45	-1.48%	\$52.94	\$53.36	\$39.49	-0.79%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.53	\$7.29	\$5.80	3.29%	\$7.78	\$7.32	\$5.86	6.33%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.09	2.02	2.15	3.22%	2.13	2.01	2.21	6.25%	2.22	>= 2.2
Farebox Recovery	3.23%	3.62%	4.66%	-0.39%	3.13%	3.43%	4.37%	-0.30%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	79.08%	78.59%	77.29%	0.49%	77.99%	78.34%	75.68%	-0.35%	75.93%	
Early Arrivals (> 10 Minutes)	0.77%	0.89%	2.07%	-0.12%	0.72%	1.13%	2.19%	-0.41%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.04%	0.09%	-0.01%	0.03%	0.04%	0.13%	-0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	90.20%	90.58%	90.26%	-0.38%	89.03%	91.91%	88.00%	-2.88%	87.99%	>= 90%
On-Time and All Early Arrivals	90.97%	91.47%	92.33%	-0.50%	89.75%	93.04%	90.19%	-3.29%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.64%	0.66%	0.42%	-0.03%	0.82%	0.61%	0.78%	0.21%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	53.54%	55.83%	62.47%	-2.29%	56.16%	65.21%	59.96%	-9.05%	60.91%	> 90%
Comparative Trip Length Analysis	74.65%	73.75%	69.45%	0.89%	73.52%	74.92%	69.13%	-1.41%	68.69%	50%
Excessive Trip Length	8.94%	8.17%	12.84%	0.77%	9.19%	8.04%	12.95%	1.15%	13.17%	1%
No Show / Late Cancellation Rate	4.38%	4.13%	4.46%	0.26%	4.20%	4.00%	4.42%	0.20%	4.44%	< 5%
Advance Cancellation Rate	21.45%	20.17%	23.03%	1.28%	20.20%	19.83%	23.44%	0.37%	23.11%	< 15%
Missed Trip Rate	0.86%	0.86%	0.57%	0.00%	1.02%	0.82%	0.95%	0.19%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.37	2.45	1.36	-3.58%	2.46	2.06	1.41	19.65%	1.57	<= 1.25
Calls Answered Within 5 Minutes	97.68%	96.92%	37.12%	0.76%	98.03%	66.17%	53.74%	31.86%	50.30%	94% <sup>2</sup>
Vehicle Availability	75.40%	71.05%	86.36%	4.35%	72.83%	73.84%	88.03%	-1.02%	86.16%	>= 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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