

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### May 2024

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- **Ridership**

In-house average weekday ridership for May was 2,856, up by 1.82% from last year. Supplemental providers average weekday ridership was 360, up by 31.94%. Combined in-house and supplemental providers average weekday ridership was 3,217, up by 4.49%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 75,264 boardings, up 8.71% 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 88.43% for May. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.13%. On-time performance for trips with a desired arrival time was 60.58% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 95.19% 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 May, Handi-Van operated 70,273 trips including 7,213 trips that were longer than one hour in trip time. The analysis found that 74.21% 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 641 or 8.89% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,219 or 16.90% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 69.05% for May, down by -0.19% from last year.

- **Call Center Performance**

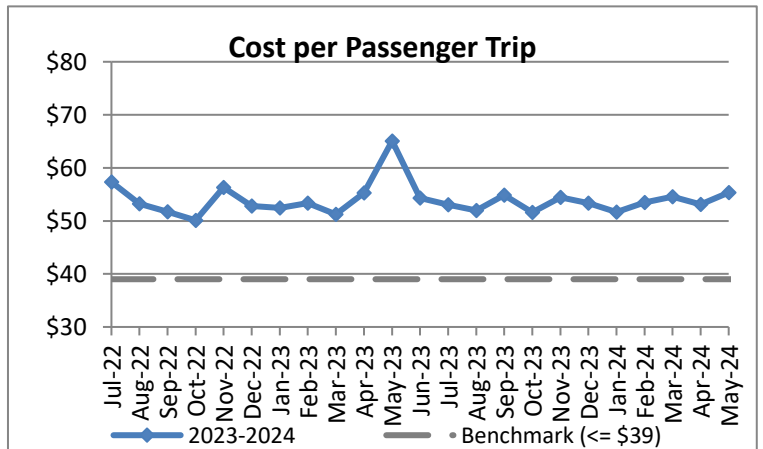
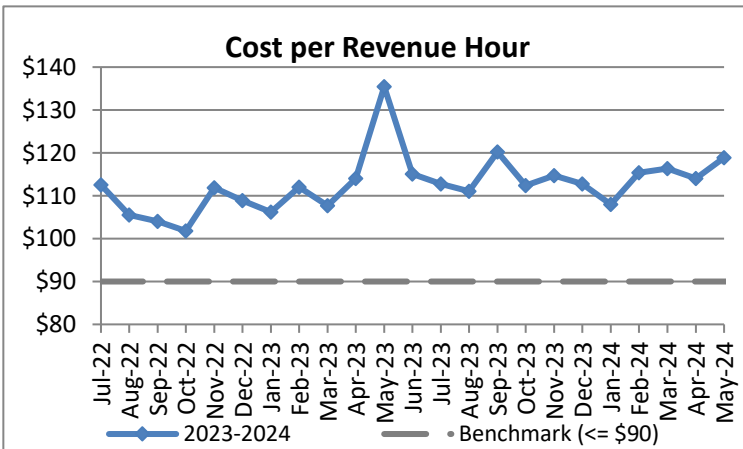
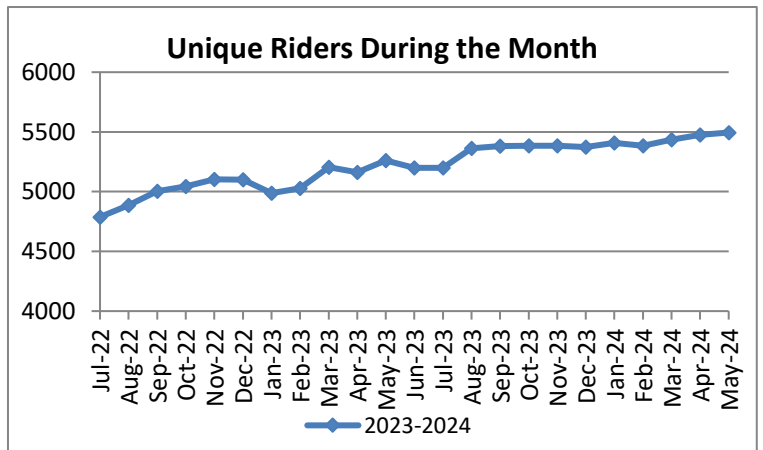
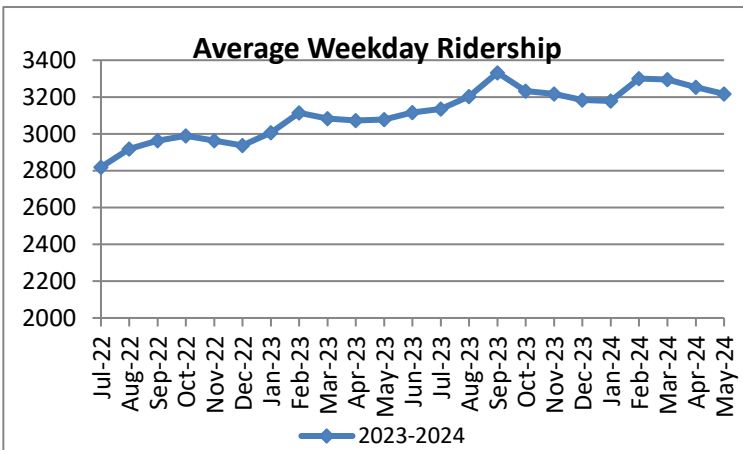
Over the month of May, reservationists answered 39,251 calls. Of those calls, 95.18% were answered within 3 minutes, and 98.21% were answered in 5 minutes.

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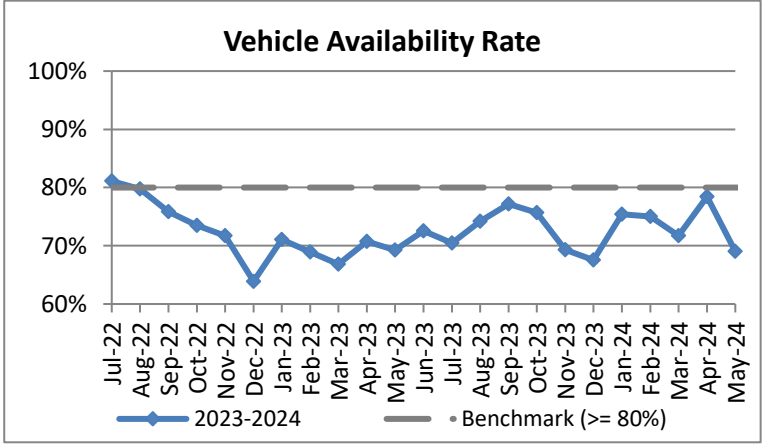
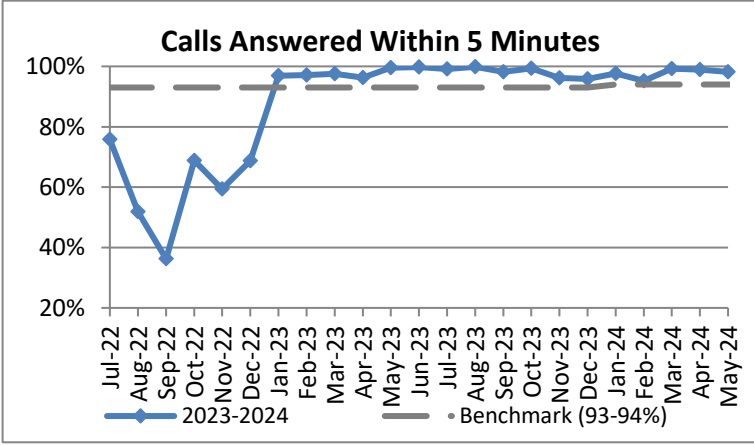
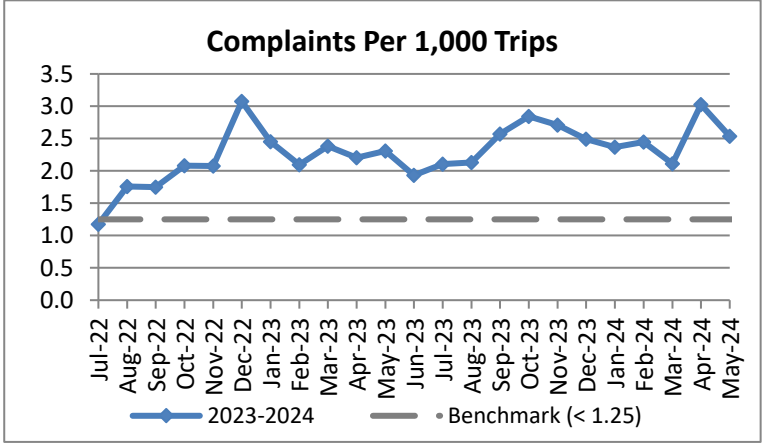
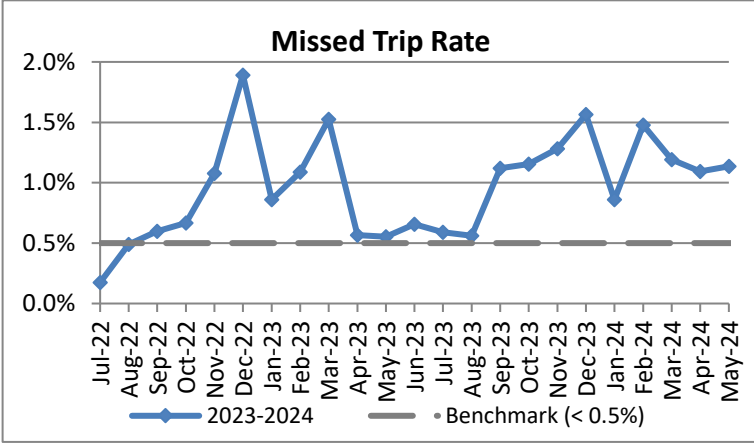
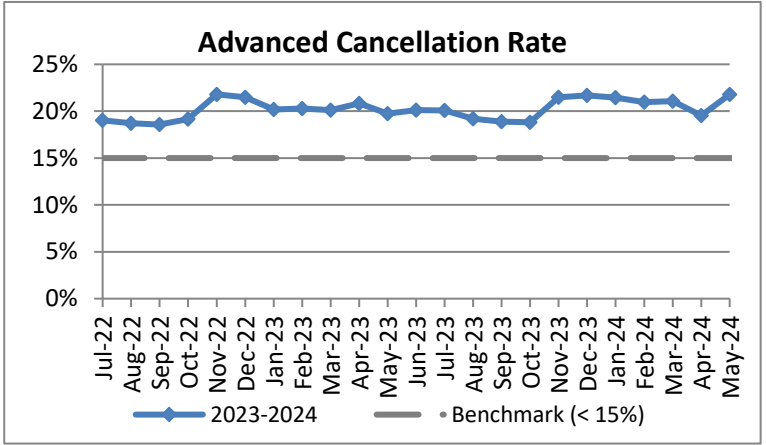
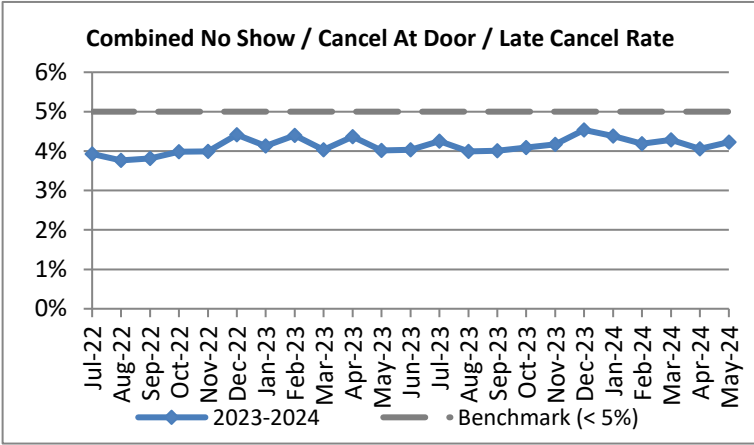
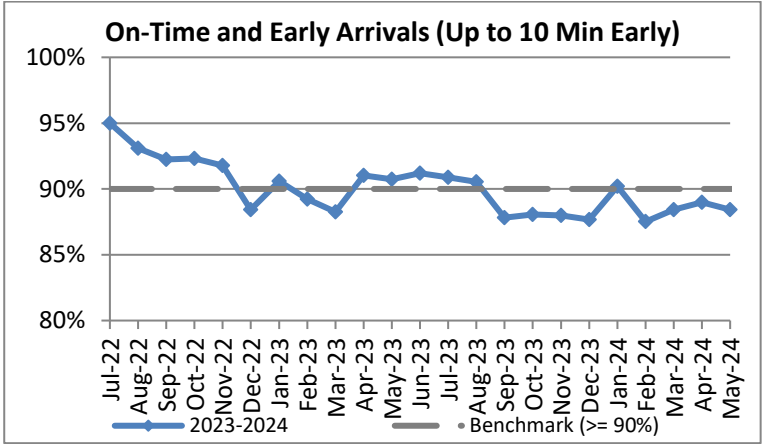
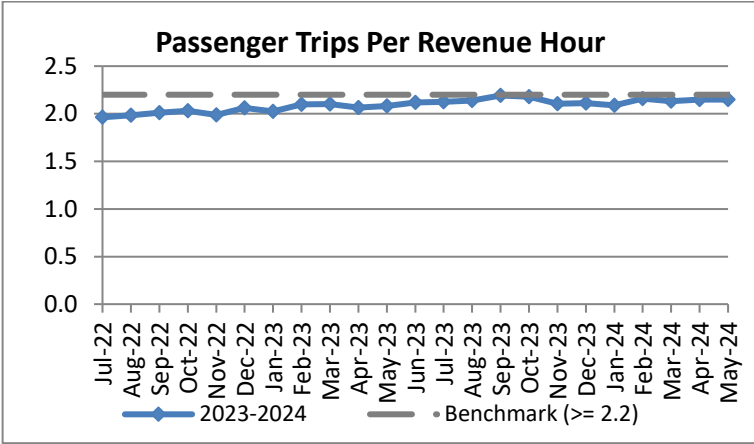
Key Performance Indicators (KPI)	May FY2024	May FY2023	May FY2019 Pre-COVID	% Change FY 23-24	11 Month FY2024	11 Month FY2023	11 Month FY2019 Pre-COVID	% Change FY 23-24	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	87,601	83,358	104,730	5.09%	939,161	863,897	1,099,610	8.71%	1,197,533	
Average Weekday Ridership	3,217	3,078	3,878	4.49%	3,232	2,995	3,862	7.90%	3,856	
Unique Riders During the Month	5,495	5,261	5,922	4.45%	5,389	5,051	5,813	6.69%	5,810	
Cost per Revenue Hour	\$118.92	\$135.45	\$88.08	-12.21%	\$114.08	\$110.93	\$87.39	2.83%	\$87.76	<= \$90
Cost per Passenger Trip	\$55.33	\$65.08	\$39.20	-14.97%	\$53.34	\$54.46	\$39.51	-2.06%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.17	\$9.37	\$5.88	-12.82%	\$7.84	\$7.60	\$5.85	3.11%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.15	2.08	2.25	3.25%	2.14	2.04	2.21	4.99%	2.22	>= 2.2
Farebox Recovery	2.82%	2.75%	4.26%	0.07%	3.08%	3.42%	4.31%	-0.34%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.30%	78.29%	75.45%	-0.99%	77.86%	78.21%	75.89%	-0.35%	75.93%	
Early Arrivals (> 10 Minutes)	0.70%	0.89%	1.98%	-0.19%	0.72%	1.00%	2.14%	-0.29%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.04%	0.12%	-0.01%	0.03%	0.03%	0.12%	0.00%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.43%	90.72%	86.14%	-2.29%	88.78%	91.12%	87.99%	-2.34%	87.99%	>= 90%
On-Time and All Early Arrivals	89.13%	91.61%	88.12%	-2.48%	89.50%	92.13%	90.13%	-2.63%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.89%	0.40%	1.16%	0.49%	0.88%	0.66%	0.79%	0.21%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	60.58%	58.24%	60.24%	2.34%	56.27%	63.83%	60.71%	-7.56%	60.91%	> 90%
Comparative Trip Length Analysis	74.21%	73.68%	67.13%	0.53%	73.75%	74.08%	68.58%	-0.33%	68.69%	50%
Excessive Trip Length	8.89%	8.85%	14.55%	0.04%	9.07%	8.69%	13.24	0.38%	13.17%	1%
No Show / Late Cancellation Rate	4.23%	4.02%	4.41%	0.21%	4.20%	4.07%	4.44%	0.12%	4.44%	< 5%
Advance Cancellation Rate	21.78%	19.73%	22.65%	2.05%	20.43%	19.98%	23.15%	0.45%	23.11%	< 15%
Missed Trip Rate	1.14%	0.55%	1.40%	0.58%	1.09%	0.86%	0.97%	0.23%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.54	2.31	1.95	9.90%	2.48	2.13	1.57	16.77%	1.57	<= 1.25
Calls Answered Within 5 Minutes	98.21%	99.58%	41.59%	-1.38%	97.99%	78.24%	50.94%	19.76%	50.30%	94% <sup>2</sup>
Vehicle Availability	69.05%	69.24%	81.74%	-0.19%	73.09%	72.05%	86.37%	1.03%	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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