

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

July 2024

- **Ridership**

In-house average weekday ridership for July was 2,873, down by -0.12% from last year. Supplemental providers average weekday ridership was 339, up by 31.18%. Combined in-house and supplemental providers average weekday ridership was 3,212, up by 2.46%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 5,120 boardings, up 6.25% as compared to the same time period in fiscal year 2024.

- **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 90.34% for July. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 91.21%. On-time performance for trips with a desired arrival time was 54.69% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 89.06% 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 July, Handi-Van operated 70,113 trips including 6,708 trips that were longer than one hour in trip time. The analysis found that 77.80% 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 474 or 7.07% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,015 or 15.13% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 74.27% for July, up by 3.81% from last year.

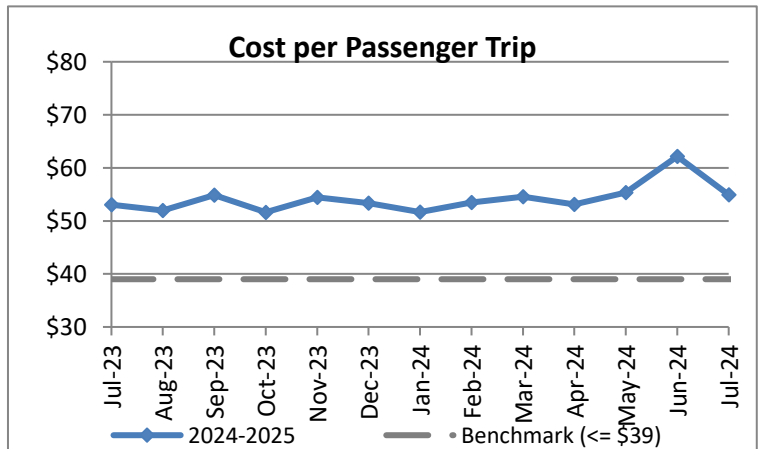
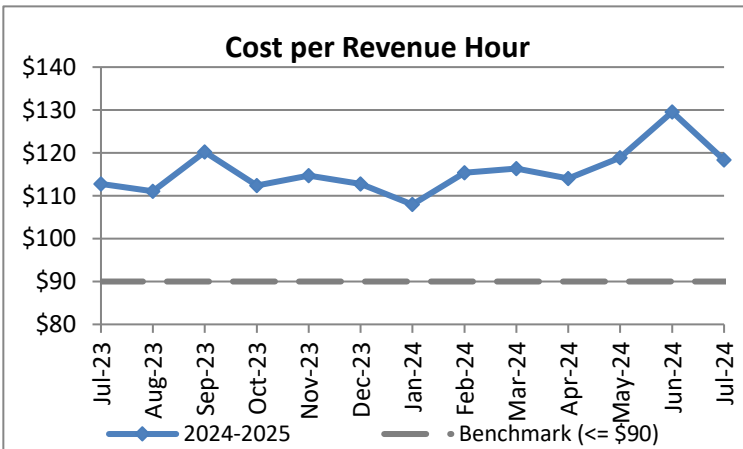
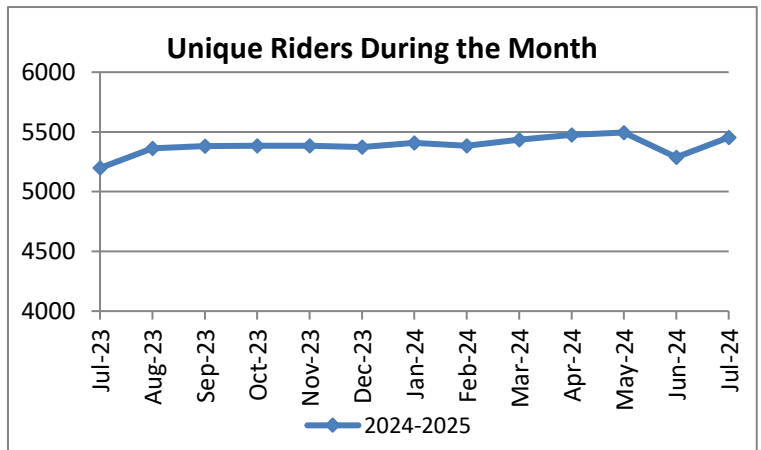
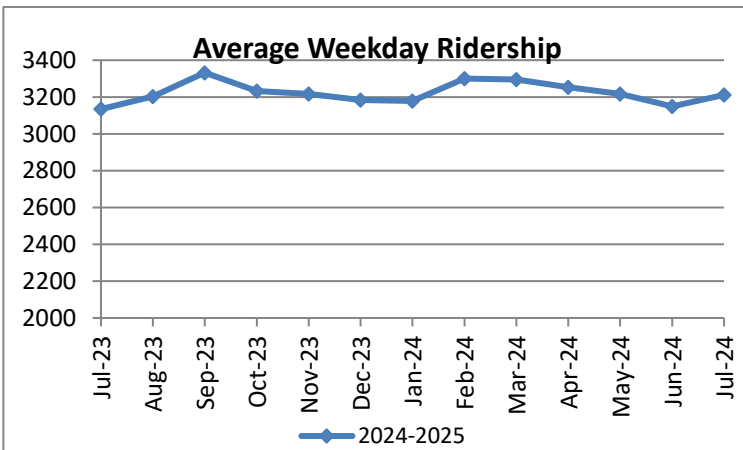
- **Call Center Performance**

Over the month of July, reservationists answered 37,791 calls. Of those calls, 99.26% were answered within 3 minutes, and 99.91% were answered in 5 minutes.

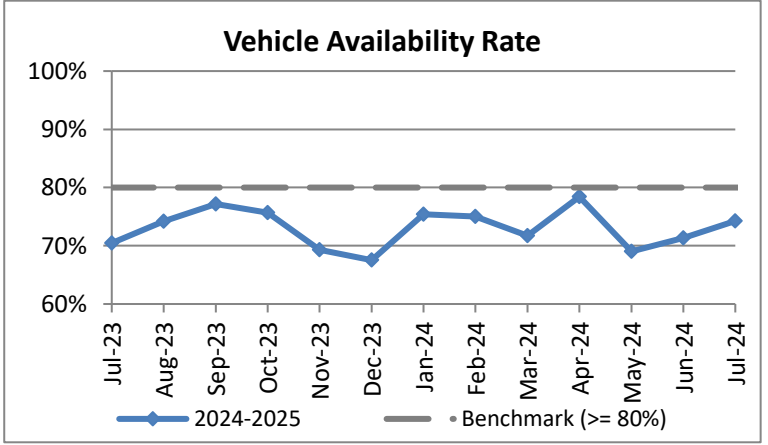
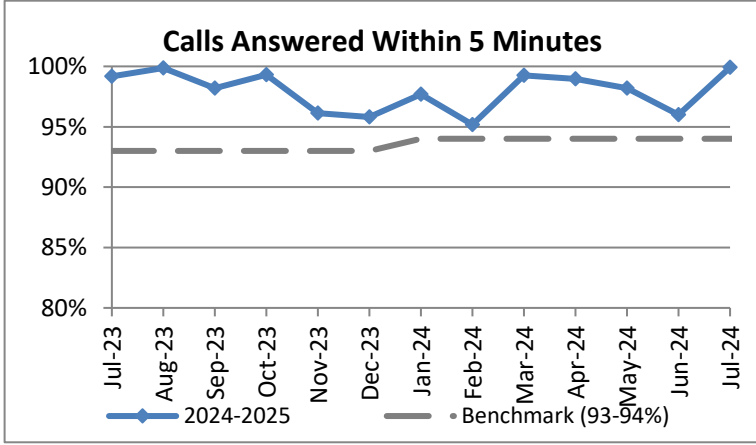
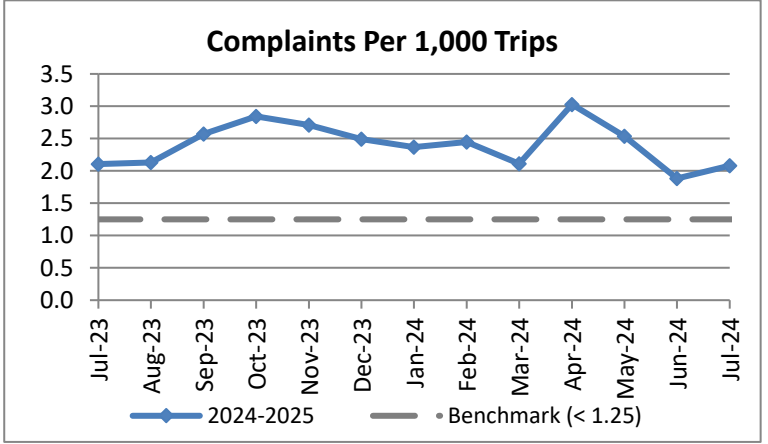
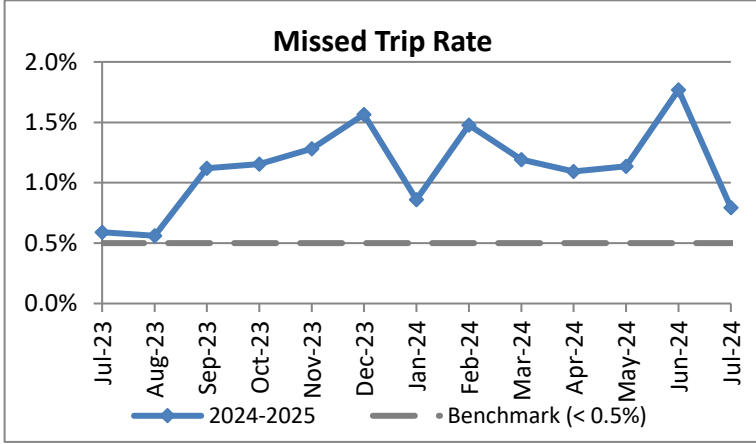
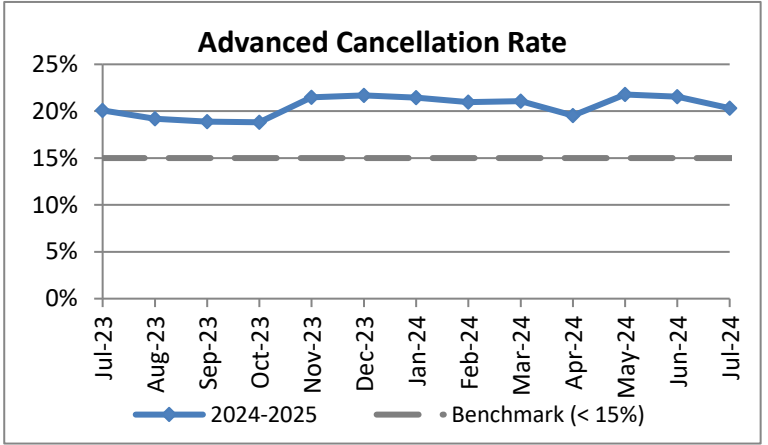
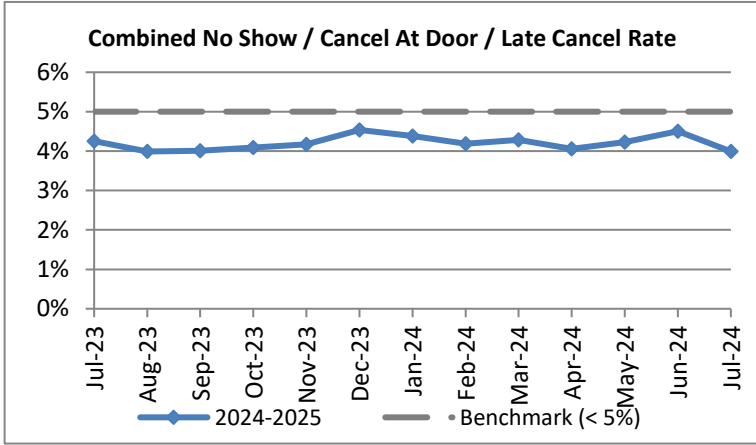
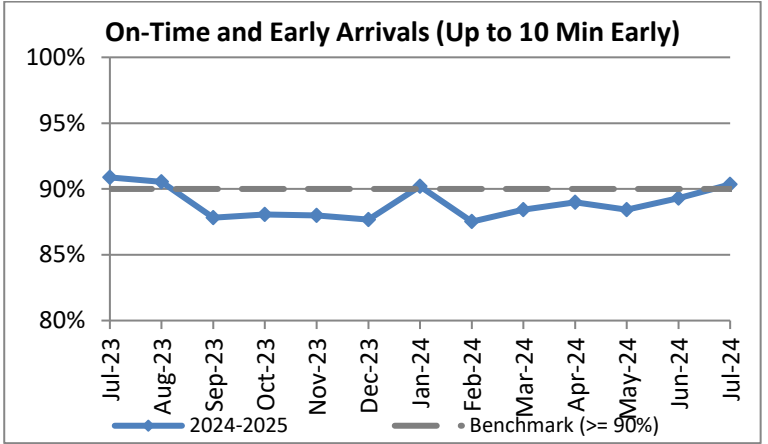
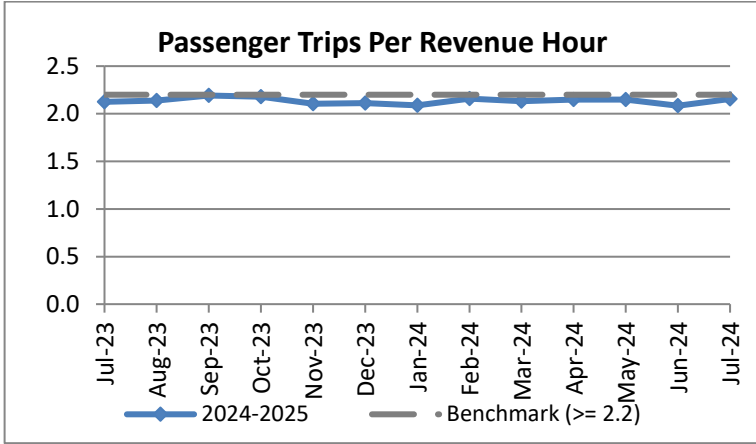
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending July 2024**

Key Performance Indicators (KPI)	Jul FY2025	Jul FY2024	Jul FY2019 Pre-COVID	% Change FY 24-25	1 Month FY2025	1 Month FY2024	1 Month FY2019 Pre-COVID	% Change FY 24-25	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	87,101	81,981	100,377	6.25%	87,101	81,981	100,377	6.25%	1,197,533	
Average Weekday Ridership	3,212	3,135	3,866	2.46%	3,212	3,135	3,866	2.46%	3,856	
Unique Riders During the Month	5,454	5,198	5,816	4.92%	5,454	5,198	5,816	4.92%	5,810	
Cost per Revenue Hour	\$118.38	\$112.80	\$87.13	4.95%	\$117.98	\$112.80	\$87.13	4.60%	\$87.76	<= \$90
Cost per Passenger Trip	\$54.89	\$53.06	\$38.80	3.46%	\$54.71	\$53.06	\$38.80	3.11%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.15	\$7.61	\$5.71	7.08%	\$8.12	\$7.61	\$5.71	6.72%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.16	2.13	2.25	1.44%	2.16	2.13	2.25	1.44%	2.22	>= 2.2
Farebox Recovery	3.36%	3.33%	4.00%	0.03%	3.36%	3.33%	4.00%	0.03%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.18%	78.72%	75.86%	-0.54%	78.18%	78.72%	75.86%	-0.54%	75.93%	
Early Arrivals (> 10 Minutes)	0.88%	0.81%	2.27%	0.07%	0.88%	0.81%	2.27%	0.07%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.03%	0.14%	0.02%	0.04%	0.03%	0.14%	0.02%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	90.34%	90.88%	88.33%	-0.54%	90.34%	90.88%	88.33%	-0.54%	87.99%	>= 90%
On-Time and All Early Arrivals	91.21%	91.69%	90.60%	-0.47%	91.21%	91.69%	90.60%	-0.47%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.60%	0.45%	0.77%	0.16%	0.60%	0.45%	0.77%	0.16%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	54.69%	58.52%	59.57%	-3.83%	54.69%	58.52%	59.57%	-3.83%	60.91%	> 90%
Comparative Trip Length Analysis	77.80%	76.57%	73.46%	1.24%	77.80%	76.57%	73.46%	1.24%	68.69%	50%
Excessive Trip Length	7.07%	7.64%	10.80%	-0.57%	7.07%	7.64%	10.80%	-0.57%	13.17%	1%
No Show / Late Cancellation Rate	4.00%	4.25%	4.15%	-0.25%	4.00%	4.25%	4.15%	-0.25%	4.44%	< 5%
Advance Cancellation Rate	20.32%	20.09%	21.94%	0.22%	20.32%	20.09%	21.94%	0.22%	23.11%	< 15%
Missed Trip Rate	0.79%	0.59%	0.86%	0.20%	0.79%	0.59%	0.86%	0.20%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.08	2.11	1.19	-1.07%	2.08	2.11	1.19	-1.07%	1.57	<= 1.25
Calls Answered Within 5 Minutes	99.91%	99.17%	65.04%	0.74%	99.91%	99.17%	65.04%	0.74%	50.30%	94% ²
Vehicle Availability	74.27%	70.46%	89.60%	3.81%	74.27%	70.46%	89.60%	3.81%	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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