

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

August 2024

- **Ridership**

In-house average weekday ridership for August was 2,918, down by -1.17% from last year. Supplemental providers average weekday ridership was 341, up by 36.60%. Combined in-house and supplemental providers average weekday ridership was 3,259, up by 1.77%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 5,329 boardings, up 3.13% 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 88.58% for August. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.46%. On-time performance for trips with a desired arrival time was 50.45% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.89% 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 August, Handi-Van operated 71,890 trips including 7,978 trips that were longer than one hour in trip time. The analysis found that 71.85% 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 850 or 10.65% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,396 or 17.50% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 74.34% for August, up by 0.16% from last year.

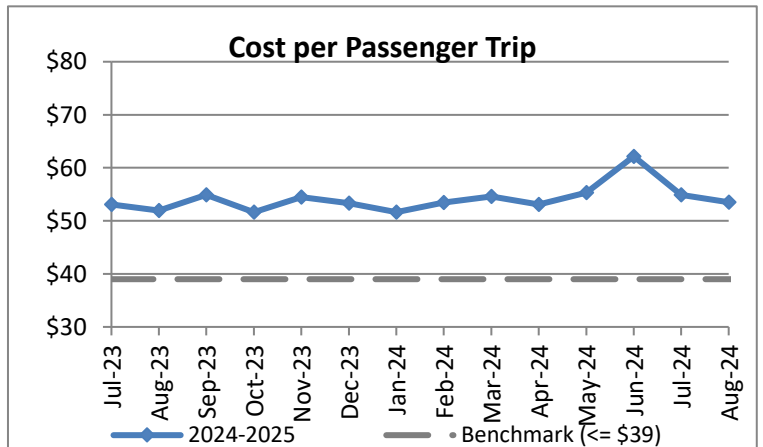
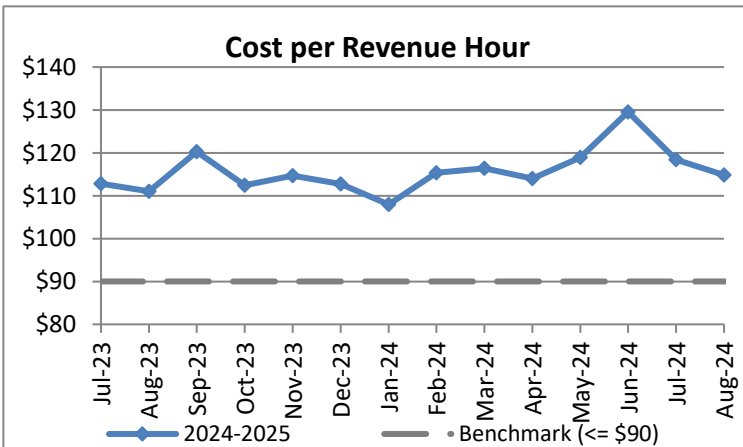
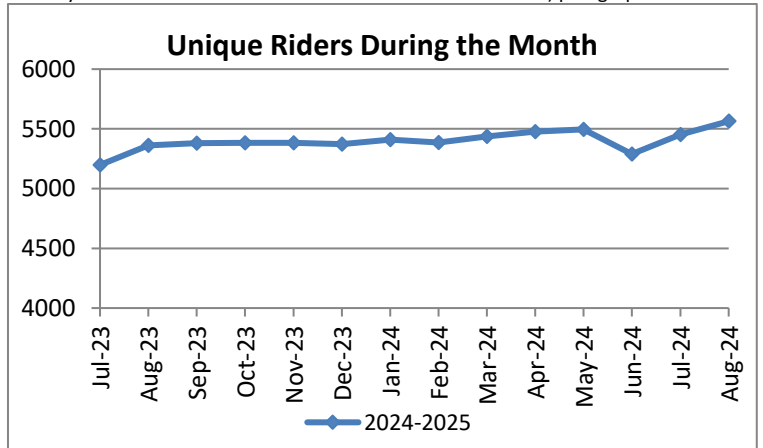
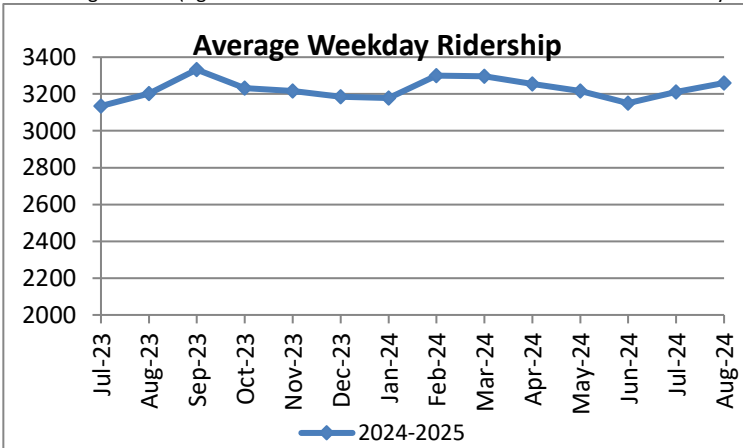
- **Call Center Performance**

Over the month of August, reservationists answered 38,621 calls. Of those calls, 99.57% were answered within 3 minutes, and 100.00% were answered in 5 minutes.

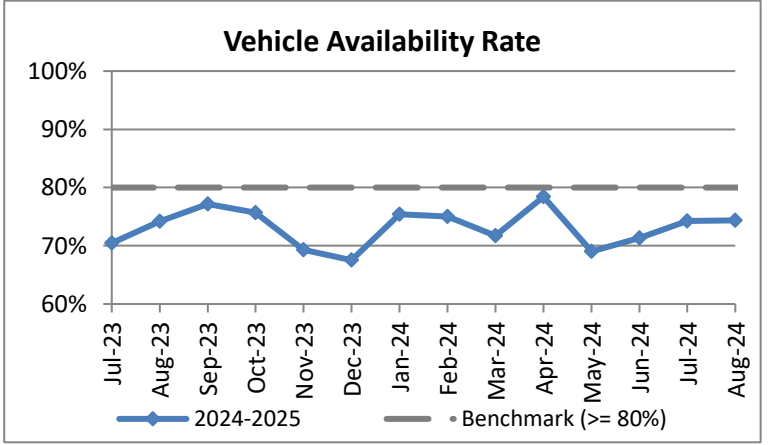
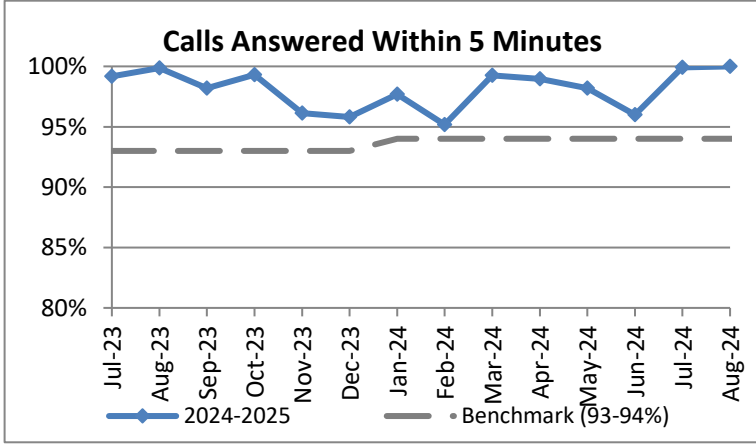
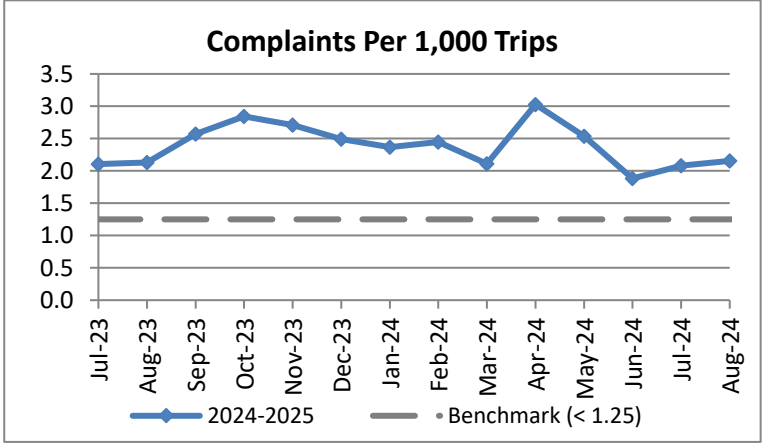
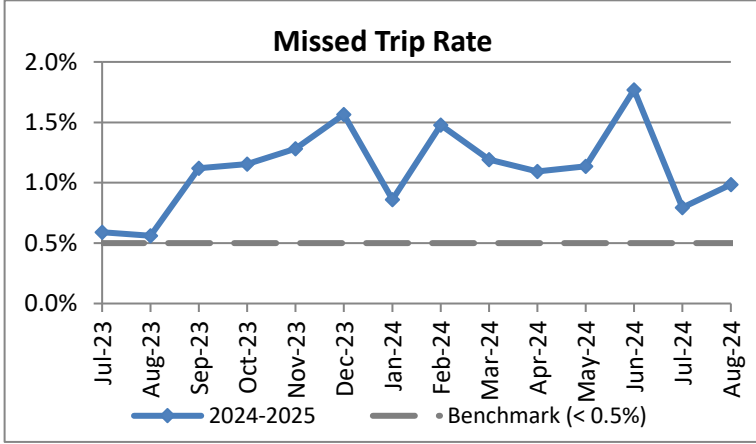
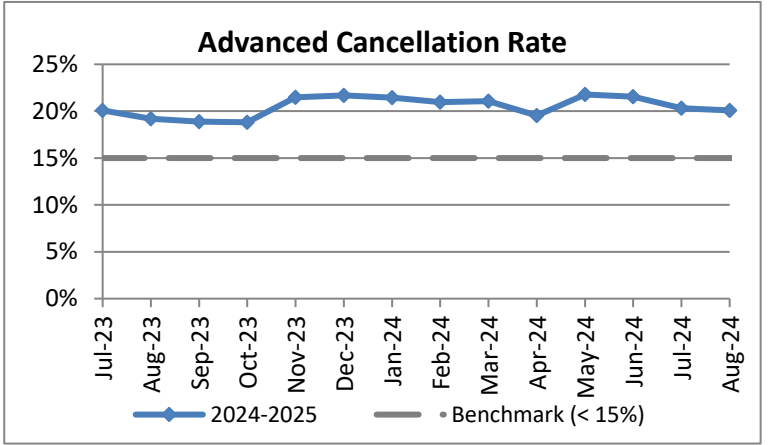
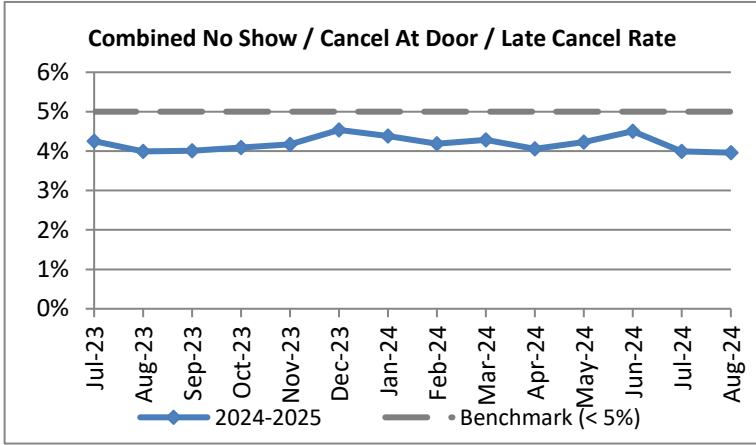
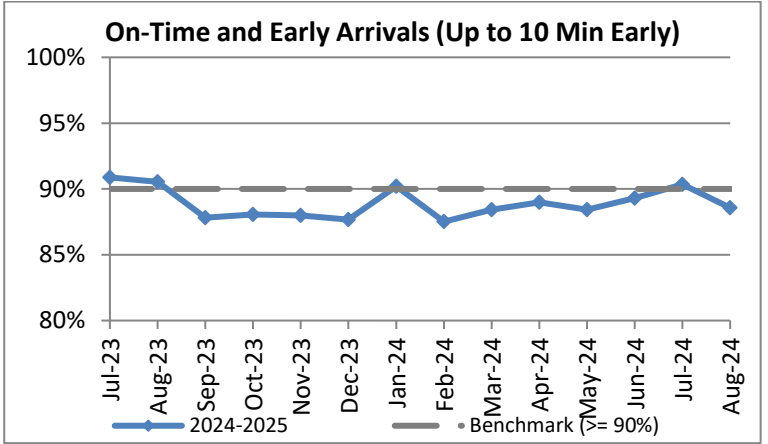
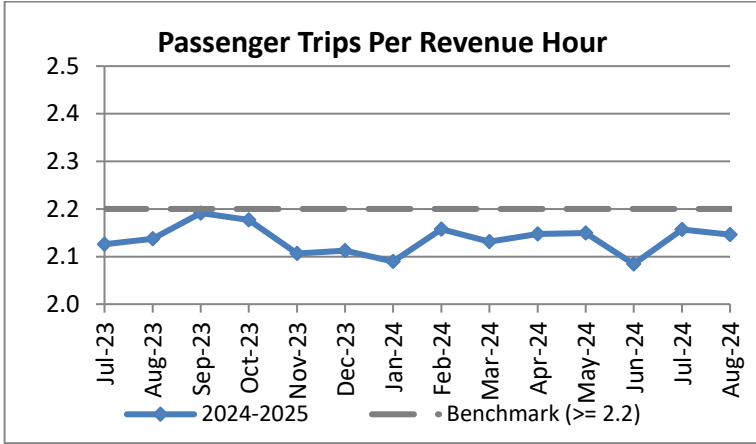
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending August 2024**

Key Performance Indicators (KPI)	Aug FY2025	Aug FY2024	Aug FY2019 Pre-COVID	% Change FY 24-25	2 Month FY2025	2 Month FY2024	2 Month FY2019 Pre-COVID	% Change FY 24-25	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	88,351	88,142	97,556	0.24%	175,452	170,123	197,933	3.13%	1,197,533	
Average Weekday Ridership	3,259	3,202	3,878	1.77%	3,235	3,169	3,872	2.11%	3,856	
Unique Riders During the Month	5,564	5,362	5,721	3.77%	5,509	5,280	5,769	4.34%	5,810	
Cost per Revenue Hour	\$114.85	\$111.02	\$92.59	3.45%	\$116.21	\$111.88	\$89.81	3.87%	\$87.76	<= \$90
Cost per Passenger Trip	\$53.53	\$51.94	\$40.93	3.06%	\$54.02	\$52.48	\$39.85	2.94%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.00	\$7.71	\$6.19	3.75%	\$8.05	\$7.66	\$5.94	5.03%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.15	2.14	2.26	0.38%	2.15	2.13	2.25	0.90%	2.22	>= 2.2
Farebox Recovery	3.07%	3.18%	4.57%	-0.10%	3.21%	3.25%	4.29%	-0.03%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.13%	78.73%	74.84%	-1.60%	77.65%	78.73%	75.36%	-1.08%	75.93%	
Early Arrivals (> 10 Minutes)	0.89%	0.83%	2.18%	0.05%	0.88%	0.82%	2.23%	0.06%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.08%	0.04%	0.12%	0.05%	0.06%	0.03%	0.13%	0.03%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.58%	90.54%	86.35%	-1.96%	89.45%	90.70%	87.35%	-1.25%	87.99%	>= 90%
On-Time and All Early Arrivals	89.46%	91.37%	88.53%	-1.91%	90.33%	91.52%	89.58%	-1.20%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.77%	0.40%	1.00%	0.37%	0.69%	0.42%	0.88%	0.27%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	50.45%	58.29%	58.20%	-7.84%	52.72%	58.45%	58.90%	-5.73%	60.91%	> 90%
Comparative Trip Length Analysis	71.85%	73.39%	68.41%	-1.54%	74.57%	74.84%	70.72%	-0.27%	68.69%	50%
Excessive Trip Length	10.65%	8.99%	13.18%	1.66%	9.02%	8.37%	12.09%	0.64%	13.17%	1%
No Show / Late Cancellation Rate	3.96%	3.99%	4.36%	-0.03%	3.98%	4.11%	4.25%	-0.14%	4.44%	< 5%
Advance Cancellation Rate	20.09%	19.19%	25.66%	0.91%	20.20%	19.62%	23.77%	0.58%	23.11%	< 15%
Missed Trip Rate	0.99%	0.56%	1.18%	0.43%	0.89%	0.58%	1.02%	0.32%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.15	2.13	1.20	1.18%	2.12	2.12	1.19	0.06%	1.57	<= 1.25
Calls Answered Within 5 Minutes	100.00%	99.85%	65.65%	0.15%	99.96%	99.52%	65.34%	0.44%	50.30%	94% ²
Vehicle Availability	74.34%	74.18%	89.25%	0.16%	74.31%	72.32%	89.43%	1.98%	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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