

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### September 2024

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- **Ridership**

In-house average weekday ridership for September was 2,940, down by -3.32% from last year. Supplemental providers average weekday ridership was 374, up by 28.07%. Combined in-house and supplemental providers average weekday ridership was 3,314, down by -0.57%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 4,647 boardings, up 1.82% 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 88.13% for September. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.95%. On-time performance for trips with a desired arrival time was 55.65% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 87.10% 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 September, Handi-Van operated 68,380 trips including 7,334 trips that were longer than one hour in trip time. The analysis found that 72.32% 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 736 or 10.04% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,294 or 17.64% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 74.53% for September, down by -2.66% from last year.

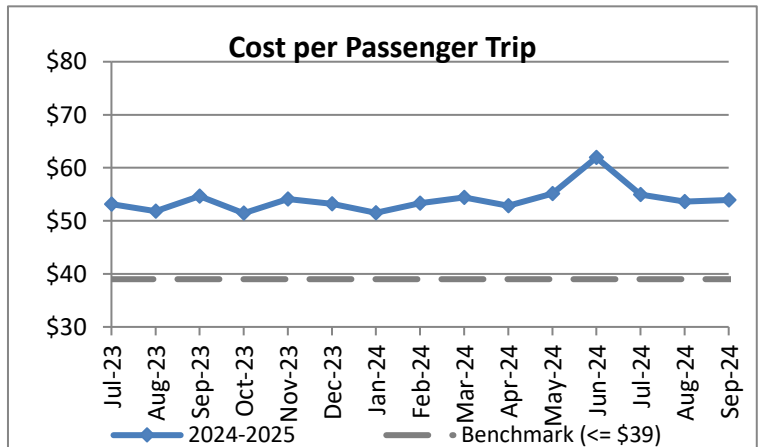
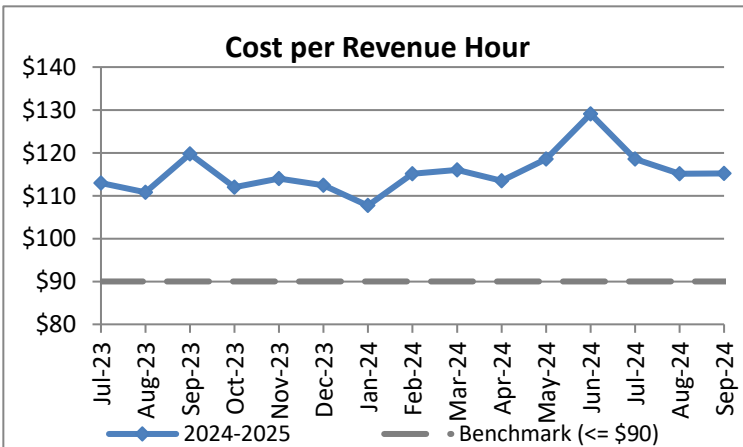
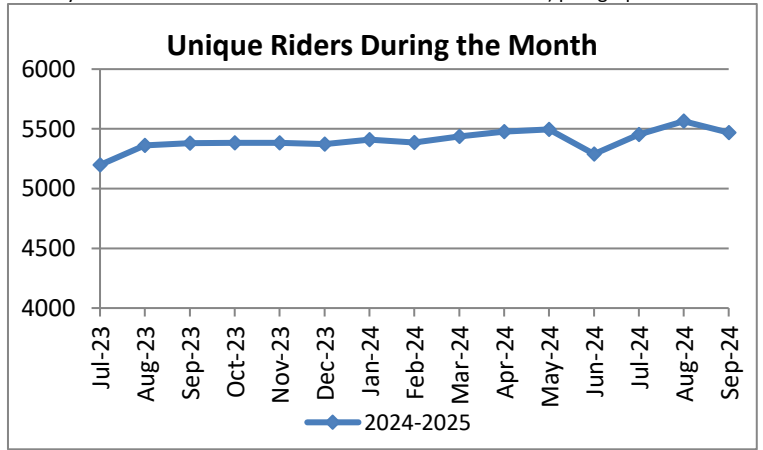
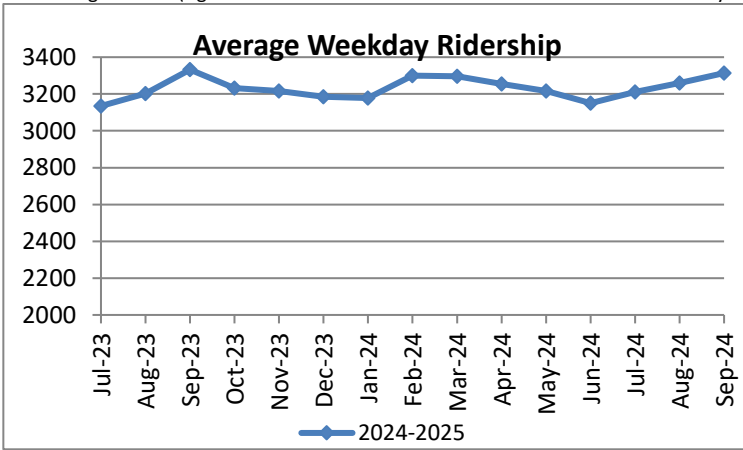
- **Call Center Performance**

Over the month of September, reservationists answered 38,179 calls. Of those calls, 95.28% were answered within 3 minutes, and 98.78% were answered in 5 minutes.

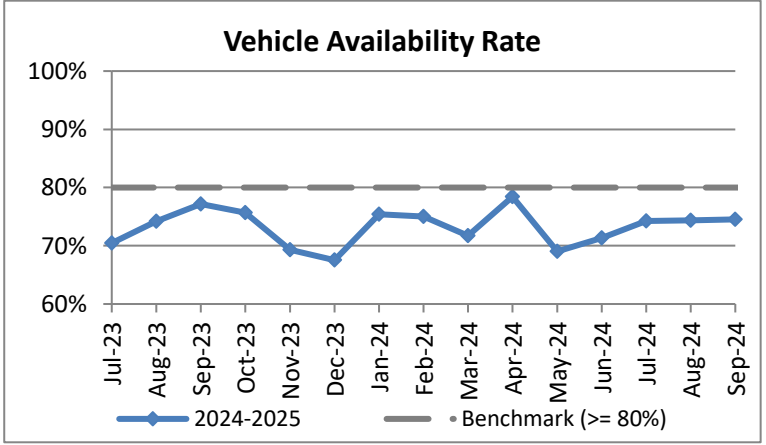
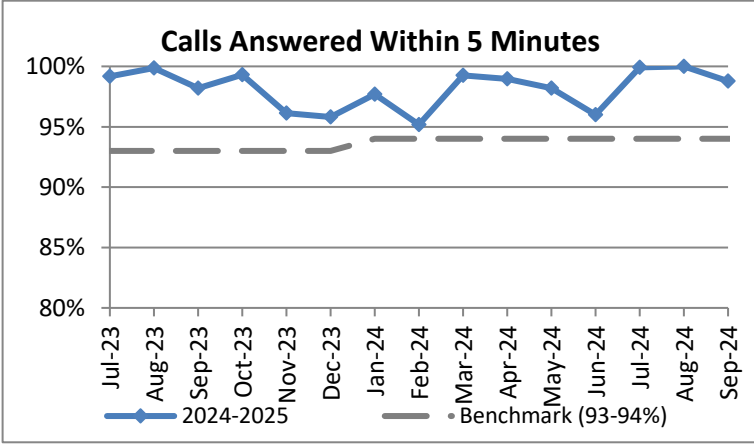
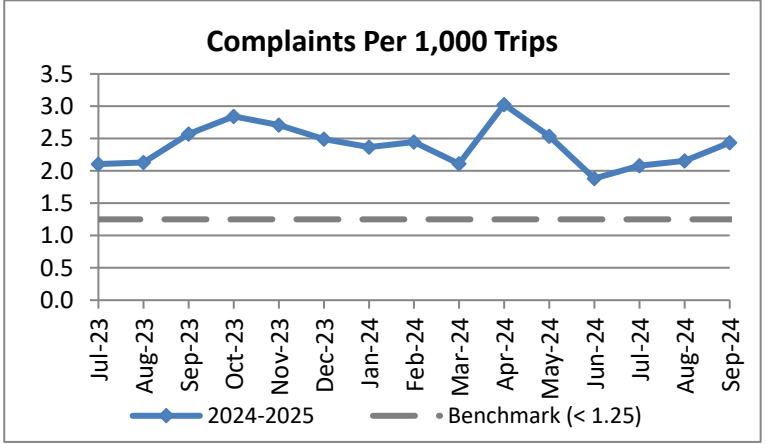
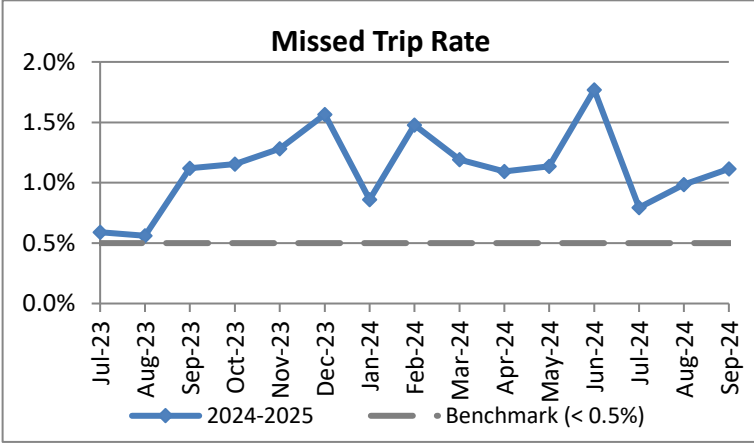
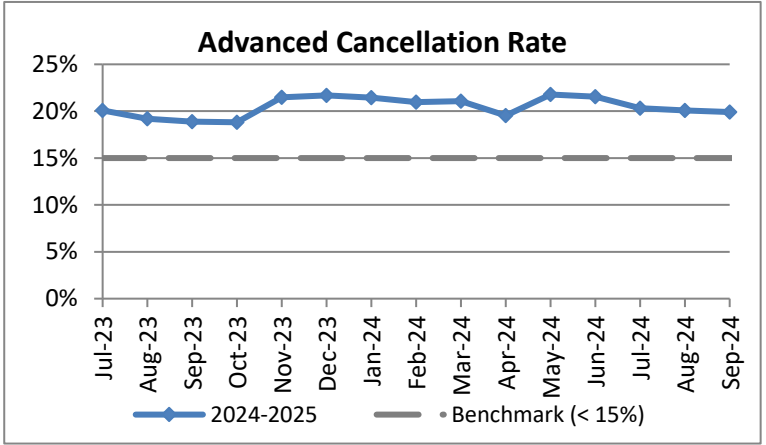
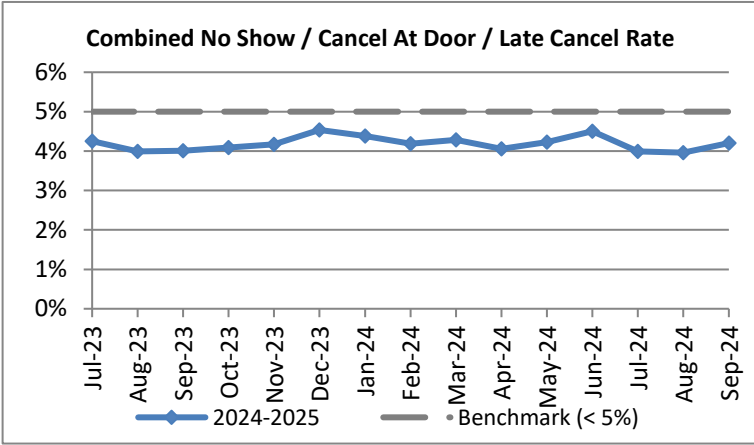
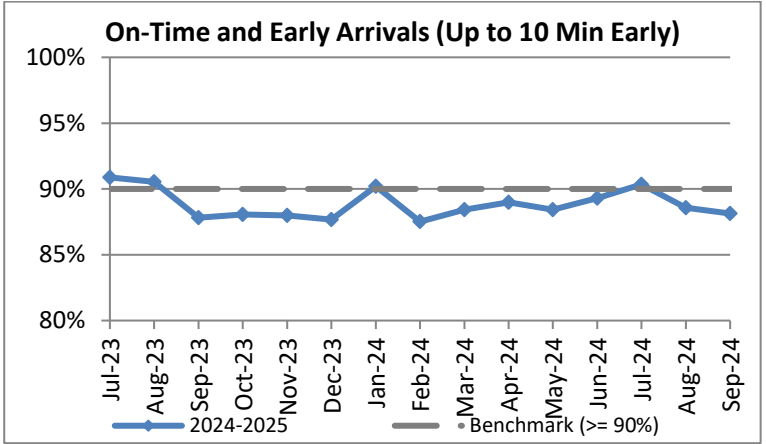
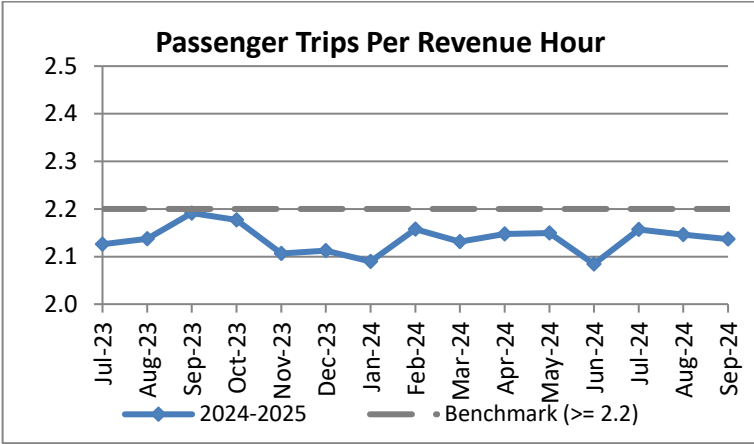
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending September 2024**

Key Performance Indicators (KPI)	Sep FY2025	Sep FY2024	Sep FY2019 Pre-COVID	% Change FY 24-25	3 Month FY2025	3 Month FY2024	3 Month FY2019 Pre-COVID	% Change FY 24-25	13 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	84,830	85,512	96,775	-0.80%	260,282	255,635	294,708	1.82%	1,197,53	
Average Weekday Ridership	3,314	3,332	3,914	-0.57%	3,261	3,223	3,886	1.19%	3,856	
Unique Riders During the Month	5,470	5,381	5,799	1.65%	5,496	5,314	5,779	3.43%	5,810	
Cost per Revenue Hour	\$115.21	\$119.73	\$86.66	-3.78%	\$116.03	\$114.42	\$88.77	1.41%	\$87.76	<= \$90
Cost per Passenger Trip	\$53.91	\$54.64	\$38.91	-1.33%	\$54.06	\$53.18	\$39.54	1.64%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.03	\$8.18	\$5.78	-1.84%	\$8.05	\$7.83	\$5.89	2.84%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.14	2.19	2.23	-2.48%	2.15	2.15	2.24	-0.23%	2.22	>= 2.2
Farebox Recovery	3.12%	2.98%	4.20%	0.15%	3.18%	3.15%	4.26%	0.03%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.52%	77.28%	75.44%	-0.76%	77.28%	78.24%	75.38%	-0.96%	75.93%	
Early Arrivals (> 10 Minutes)	0.82%	0.66%	2.12%	0.16%	0.86%	0.77%	2.19%	0.09%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.02%	0.17%	0.01%	0.05%	0.03%	0.14%	0.02%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.13%	87.83%	87.32%	0.30%	89.02%	89.74%	87.34%	-0.72%	87.99%	>= 90%
On-Time and All Early Arrivals	88.95%	88.49%	89.44%	0.47%	89.88%	90.51%	89.53%	-0.63%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.88%	0.88%	0.76%	0.00%	0.75%	0.58%	0.84%	0.17%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	55.65%	49.83%	59.52%	5.82%	53.72%	55.81%	59.10%	-2.09%	60.91%	> 90%
Comparative Trip Length Analysis	72.32%	71.62%	67.60%	0.71%	73.82%	73.69%	69.66%	0.13%	68.69%	50%
Excessive Trip Length	10.04%	9.98%	13.89%	0.06%	9.36%	8.95%	12.70%	0.41%	13.17%	1%
No Show / Late Cancellation Rate	4.21%	4.01%	4.62%	0.19%	4.05%	4.08%	4.37%	-0.03%	4.44%	< 5%
Advance Cancellation Rate	19.93%	18.87%	22.97%	1.06%	20.11%	19.37%	23.51%	0.74%	23.11%	< 15%
Missed Trip Rate	1.12%	1.12%	0.94%	0.00%	0.96%	0.76%	0.99%	0.21%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.44	2.57	1.75	-5.15%	2.22	2.27	1.38	-2.02%	1.57	<= 1.25
Calls Answered Within 5 Minutes	98.78%	98.19%	58.11%	0.58%	99.56%	99.08%	62.96%	0.49%	50.30%	94% <sup>2</sup>
Vehicle Availability	74.53%	77.19%	88.74%	-2.66%	74.38%	73.94%	89.20%	0.44%	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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