

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

October 2024

- **Ridership**

In-house average weekday ridership for October was 2,986, up by 2.02% from last year. Supplemental providers average weekday ridership was 370, up by 21.22%. Combined in-house and supplemental providers average weekday ridership was 3,356, up by 3.83%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 9,893 boardings, up 2.88% 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 88.30% for October. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.12%. On-time performance for trips with a desired arrival time was 53.25% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 90.26% 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 October, Handi-Van operated 75,001 trips including 7,809 trips that were longer than one hour in trip time. The analysis found that 72.93% 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 779 or 9.98% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,335 or 17.10% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 79.77% for October, up by 4.07% from last year.

- **Call Center Performance**

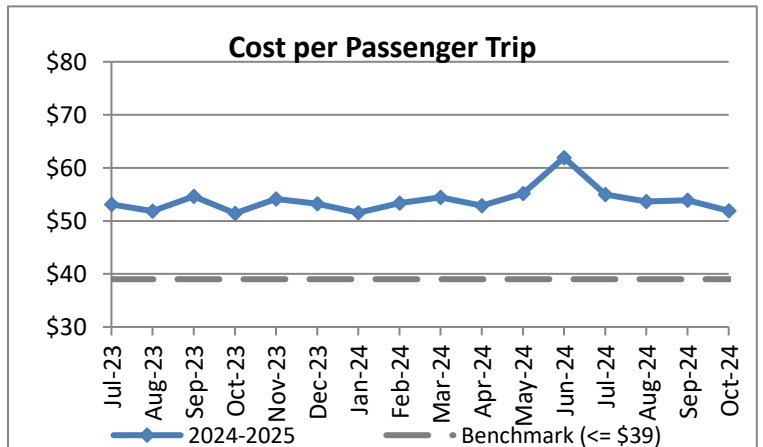
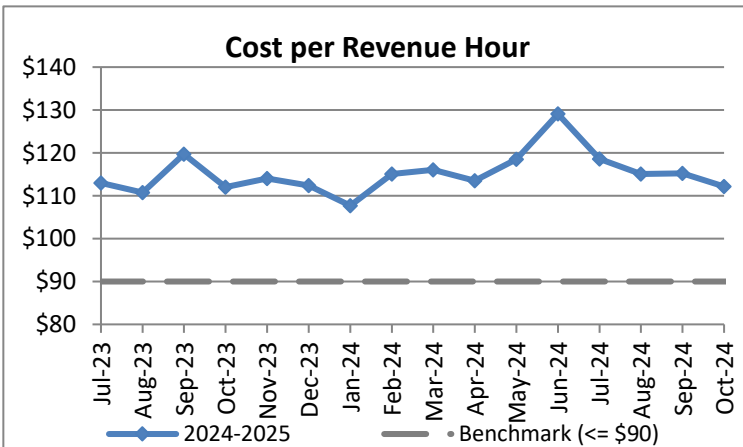
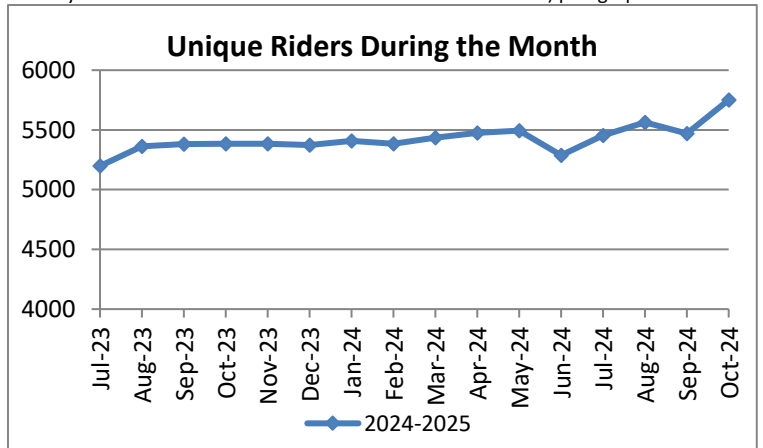
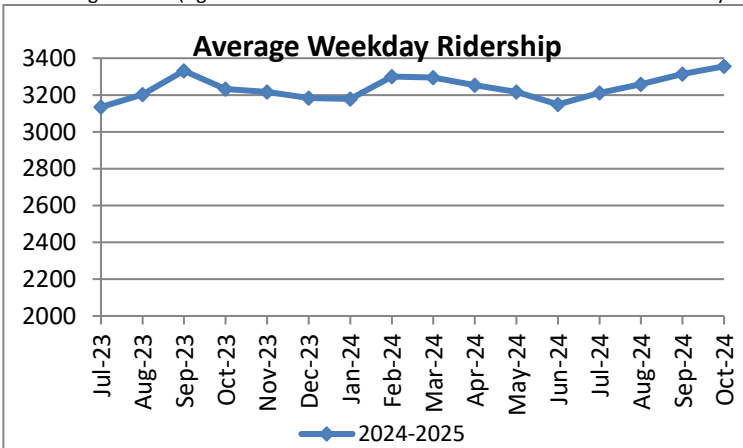
Over the month of October, reservationists answered 40,504 calls. Of those calls, 93.07% were answered within 3 minutes, and 97.72% were answered in 5 minutes.

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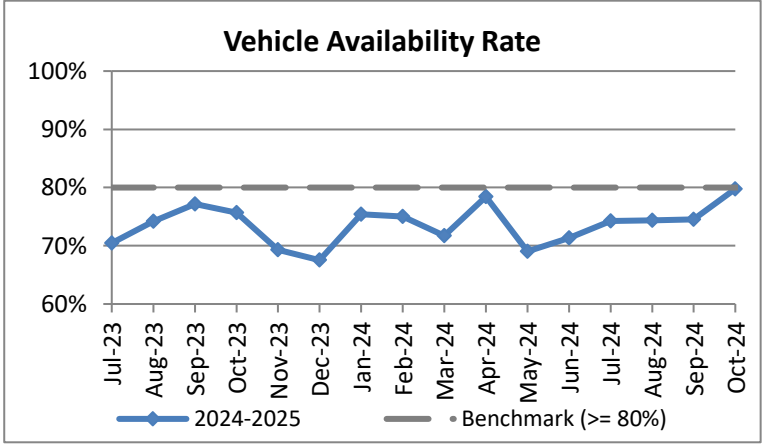
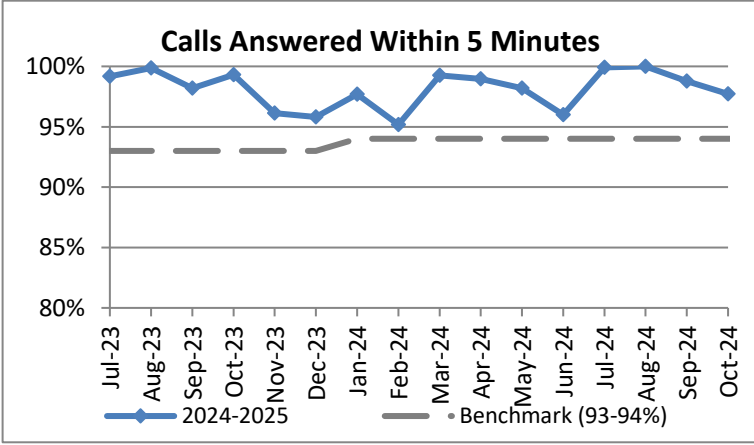
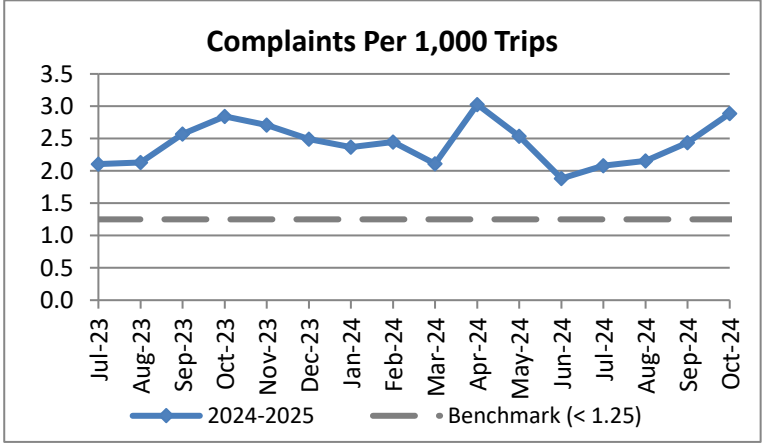
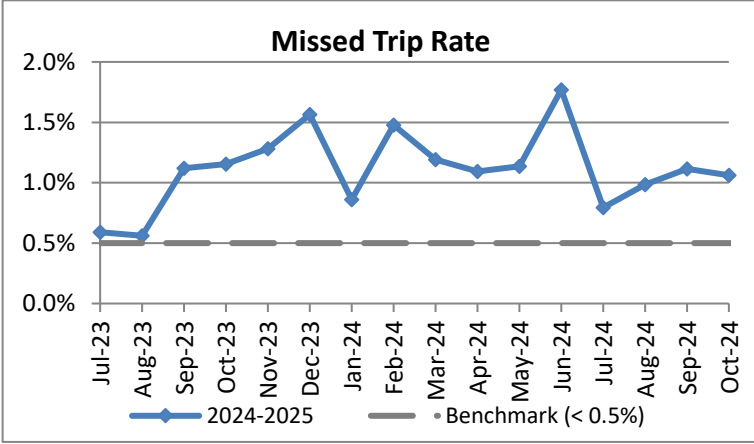
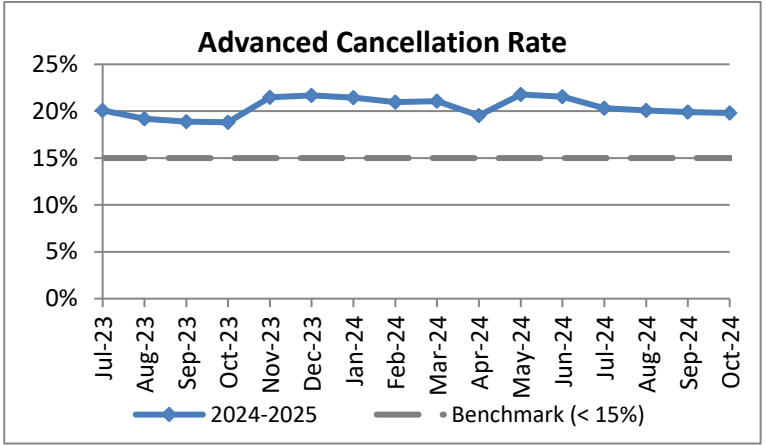
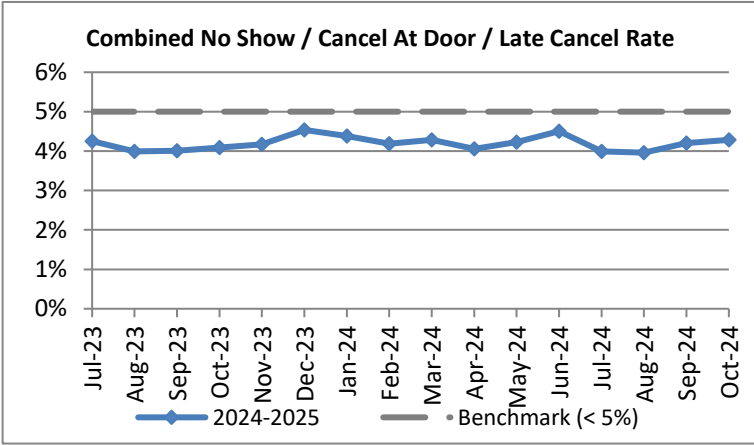
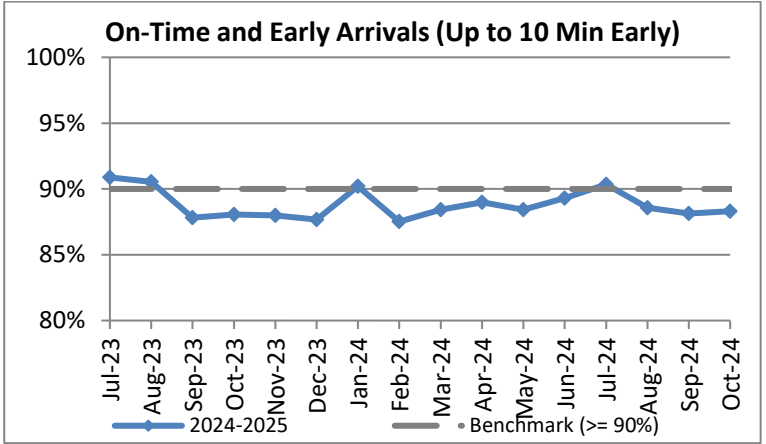
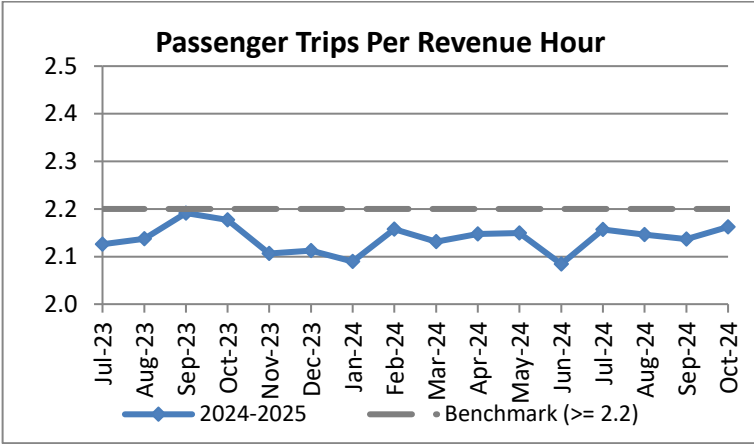
Key Performance Indicators (KPI)	Oct FY2025	Oct FY2024	Oct FY2019 Pre-COVID	% Change FY 24-25	4 Month FY2025	4 Month FY2024	4 Month FY2019 Pre-COVID	% Change FY 24-25	14 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	93,113	87,867	106,431	5.97%	353,395	343,502	401,139	2.88%	1,197,533	
Average Weekday Ridership	3,356	3,232	3,845	3.83%	3,285	3,225	3,876	1.85%	3,856	
Unique Riders During the Month	5,751	5,384	5,902	6.82%	5,560	5,331	5,810	4.29%	5,810	
Cost per Revenue Hour	\$112.17	\$111.99	\$85.61	0.17%	\$114.95	\$113.80	\$87.94	1.01%	\$87.76	<= \$90
Cost per Passenger Trip	\$51.88	\$51.44	\$37.59	0.87%	\$53.45	\$52.74	\$39.02	1.36%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.77	\$7.64	\$5.76	1.66%	\$7.97	\$7.78	\$5.85	2.45%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.16	2.18	2.28	-0.70%	2.15	2.16	2.25	-0.34%	2.22	>= 2.2
Farebox Recovery ²	2.93%	3.01%	4.72%	-0.08%	3.12%	3.11%	4.38%	0.00%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.70%	77.70%	75.64%	-0.99%	77.13%	78.11%	75.45%	-0.98%	75.93%	
Early Arrivals (> 10 Minutes)	0.83%	0.63%	2.31%	0.19%	0.85%	0.73%	2.22%	0.12%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.02%	0.14%	0.00%	0.04%	0.03%	0.14%	0.02%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.30%	88.07%	88.12%	0.22%	88.83%	89.32%	87.55%	-0.49%	87.99%	>= 90%
On-Time and All Early Arrivals	89.12%	88.70%	90.43%	0.42%	89.68%	90.05%	89.77%	-0.37%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.77%	0.99%	0.60%	-0.22%	0.76%	0.68%	0.78%	0.07%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	53.25%	58.75%	60.29%	-5.50%	53.58%	56.41%	59.43%	-2.83%	60.91%	> 90%
Comparative Trip Length Analysis	72.93%	73.96%	69.32%	-1.04%	73.59%	73.76%	69.57%	-0.17%	68.69%	50%
Excessive Trip Length	9.98%	8.63%	12.28%	1.34%	9.52%	8.86%	12.59%	0.65%	13.17%	1%
No Show / Late Cancellation Rate	4.29%	4.09%	4.33%	0.19%	4.11%	4.08%	4.36%	0.03%	4.44%	< 5%
Advance Cancellation Rate	19.81%	18.82%	22.33%	0.99%	20.03%	19.23%	23.19%	0.80%	23.11%	< 15%
Missed Trip Rate	1.06%	1.16%	0.78%	-0.09%	0.99%	0.86%	0.94%	0.13%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.89	2.84	1.67	1.48%	2.40	2.41	1.45	-0.73%	1.57	<= 1.25
Calls Answered Within 5 Minutes	97.72%	99.30%	55.13%	-1.58%	99.08%	99.14%	60.95%	-0.05%	50.30%	94% ³
Vehicle Availability	79.77%	75.70%	88.08%	4.07%	75.73%	74.38%	88.92%	1.34%	86.16%	>= 80%

Notes:
¹ Represents benchmarks based on DTS Analysis "Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)"
² Revenue for October 2024 does not include revenue from HOLO Card fares.

³ 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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