

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

November 2024

- **Ridership**

In-house average weekday ridership for November was 2,979, up by 3.05% from last year. Supplemental providers average weekday ridership was 382, up by 17.34%. Combined in-house and supplemental providers average weekday ridership was 3,361, up by 4.50%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 12,285 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 88.01% for November. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.84%. On-time performance for trips with a desired arrival time was 60.18% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 90.27% 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 November, Handi-Van operated 69,186 trips including 7,187 trips that were longer than one hour in trip time. The analysis found that 73.09% 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 731 or 10.17% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,203 or 16.74% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 75.65% for November, up by 6.33% from last year.

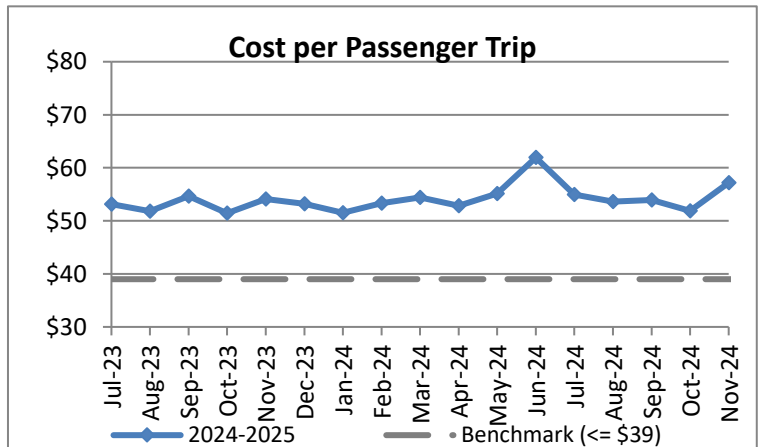
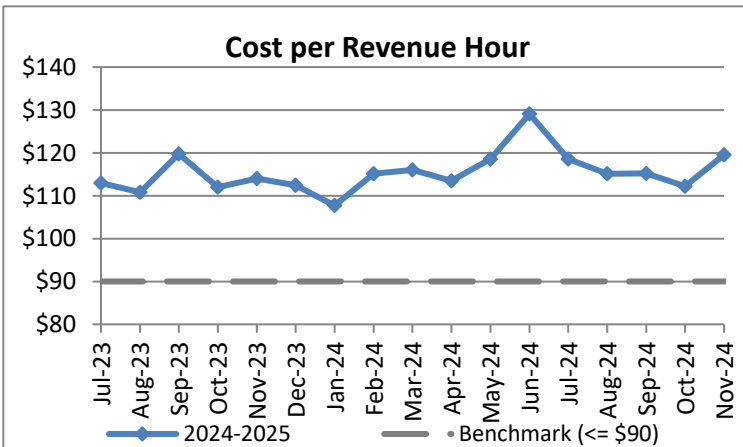
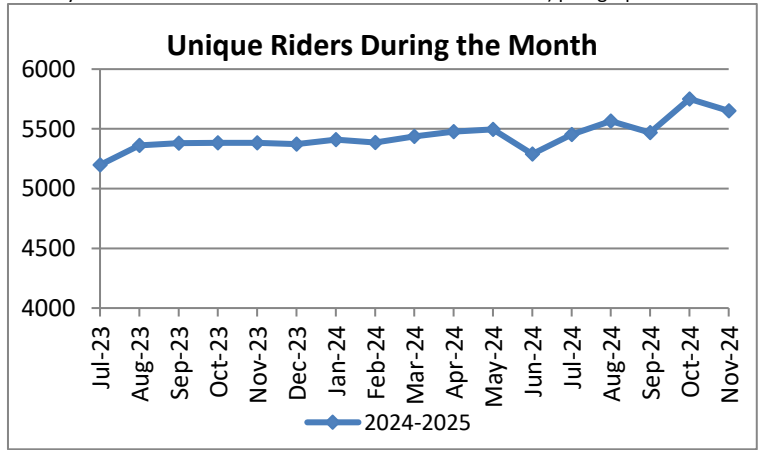
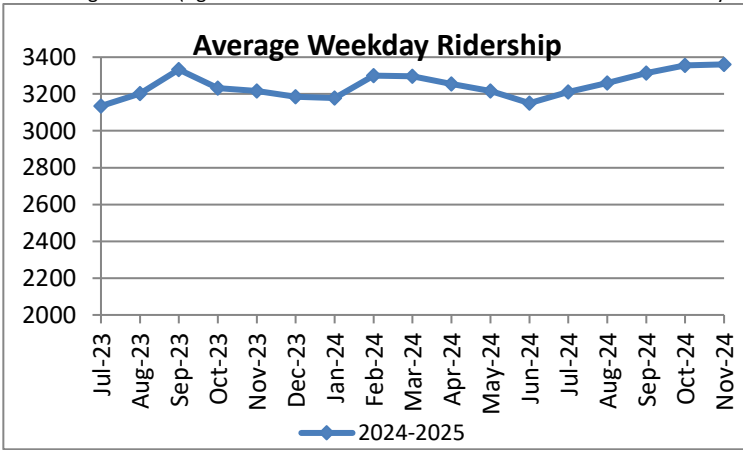
- **Call Center Performance**

Over the month of November, reservationists answered 39,013 calls. Of those calls, 96.82% were answered within 3 minutes, and 99.35% were answered in 5 minutes.

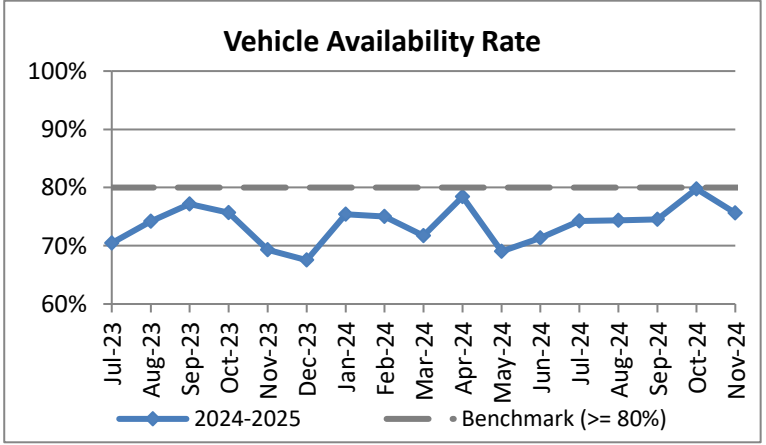
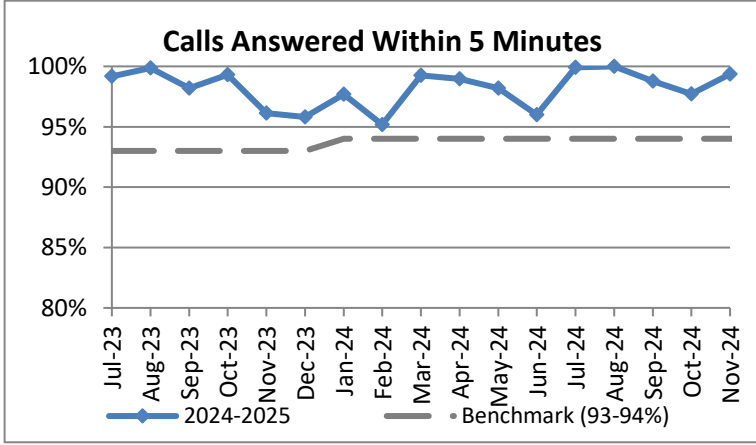
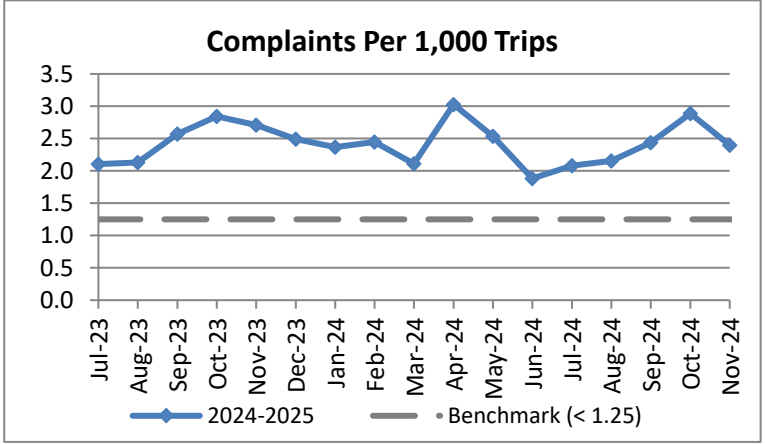
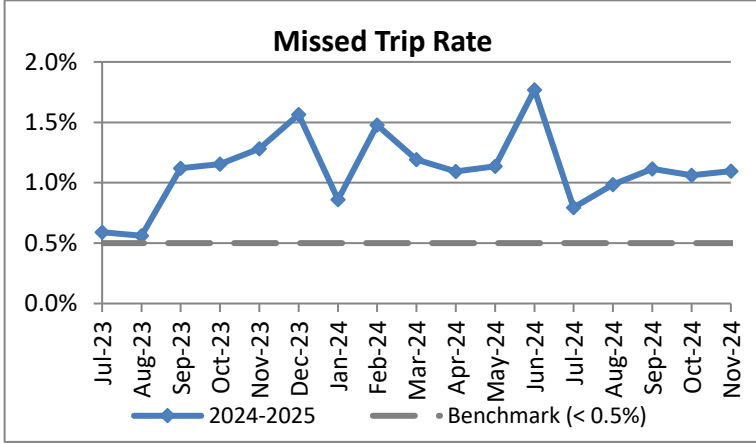
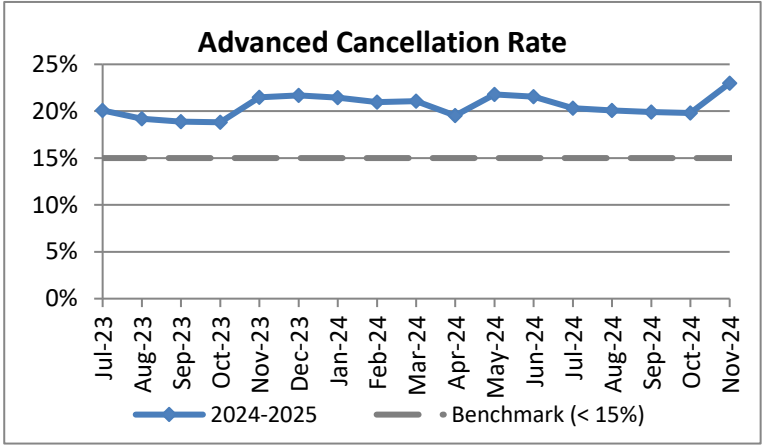
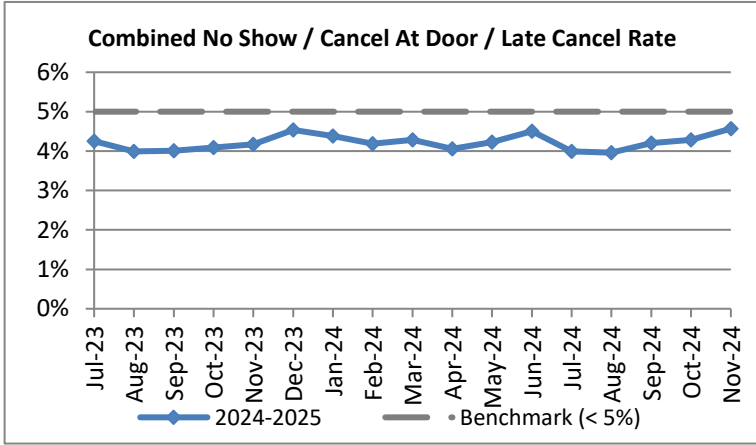
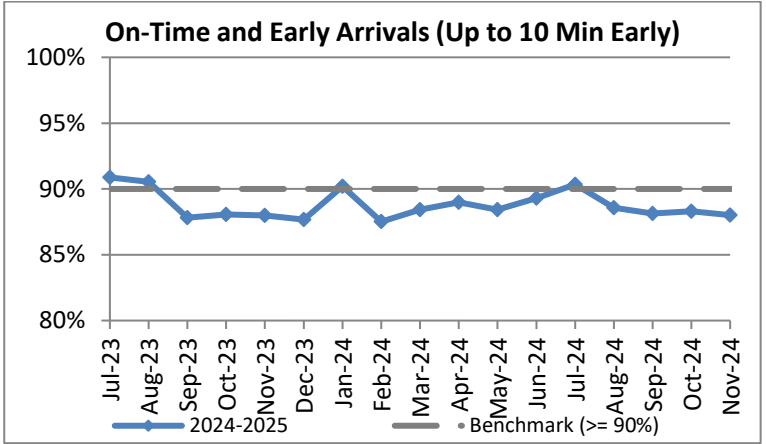
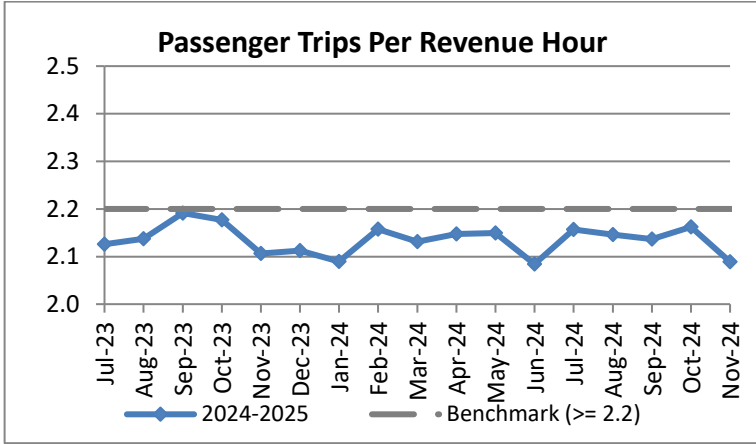
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending November 2024**

Key Performance Indicators (KPI)	Nov FY2025	Nov FY2024	Nov FY2019 Pre-COVID	% Change FY 24-25	5 Month FY2025	5 Month FY2024	5 Month FY2019 Pre-COVID	% Change FY 24-25	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	85,792	83,400	99,606	2.87%	439,187	426,902	500,745	2.88%	1,197,533	
Average Weekday Ridership	3,361	3,216	3,887	4.50%	3,300	3,224	3,878	2.38%	3,856	
Unique Riders During the Month	5,650	5,384	5,908	4.94%	5,578	5,342	5,829	4.42%	5,810	
Cost per Revenue Hour	\$119.50	\$114.04	\$89.31	4.79%	\$115.82	\$113.83	\$88.22	1.75%	\$87.76	<= \$90
Cost per Passenger Trip	\$57.22	\$54.14	\$40.70	5.69%	\$54.17	\$53.00	\$39.36	2.20%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.25	\$7.88	\$5.98	4.71%	\$8.03	\$7.80	\$5.88	2.90%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.09	2.11	2.19	-0.85%	2.14	2.15	2.24	-0.44%	2.22	>= 2.2
Farebox Recovery	2.46%	2.97%	3.93%	-0.51%	2.98%	3.09%	4.28%	-0.10%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.56%	77.26%	75.07%	-0.70%	77.02%	77.94%	75.38%	-0.92%	75.93%	
Early Arrivals (> 10 Minutes)	0.83%	0.67%	2.21%	0.17%	0.85%	0.72%	2.22%	0.13%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.02%	0.13%	0.00%	0.04%	0.03%	0.14%	0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.01%	87.99%	87.66%	0.02%	88.67%	89.06%	87.57%	-0.39%	87.99%	>= 90%
On-Time and All Early Arrivals	88.84%	88.66%	89.87%	0.19%	89.52%	89.78%	89.79%	-0.26%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.85%	1.10%	0.92%	-0.24%	0.78%	0.76%	0.81%	0.01%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	60.18%	58.41%	59.43%	1.77%	54.76%	56.71%	59.43%	-1.95%	60.91%	> 90%
Comparative Trip Length Analysis	73.09%	72.26%	68.60%	0.83%	73.49%	73.47%	69.38%	0.02%	68.69%	50%
Excessive Trip Length	10.17%	10.07%	12.94%	0.10%	9.64%	9.10%	12.66	0.54%	13.17%	1%
No Show / Late Cancellation Rate	4.57%	4.17%	4.29%	0.40%	4.20%	4.10%	4.35%	0.10%	4.44%	< 5%
Advance Cancellation Rate	22.99%	21.50%	23.85%	1.50%	20.61%	19.67%	23.32%	0.94%	23.11%	< 15%
Missed Trip Rate	1.10%	1.28%	1.10%	-0.19%	1.01%	0.94%	0.97%	0.07%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.40	2.71	1.39	-11.52%	2.40	2.47	1.44	-3.02%	1.57	<= 1.25
Calls Answered Within 5 Minutes	99.35%	96.14%	47.80%	3.22%	99.14%	98.54%	58.42%	0.59%	50.30%	94% ²
Vehicle Availability	75.65%	69.32%	87.36%	6.33%	75.71%	73.37%	88.61%	2.34%	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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