

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

December 2024

- **Ridership**

In-house average weekday ridership for December was 2,902, up by 1.66% from last year. Supplemental providers average weekday ridership was 327, down by -0.96%. Combined in-house and supplemental providers average weekday ridership was 3,229, up by 1.39%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 15,920 boardings, up 3.12% 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 87.74% for December. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.54%. On-time performance for trips with a desired arrival time was 62.10% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 92.74% 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 December, Handi-Van operated 71,308 trips including 7,278 trips that were longer than one hour in trip time. The analysis found that 72.36% 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 745 or 10.24% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,267 or 17.41% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 70.34% for December, up by 2.81% from last year.

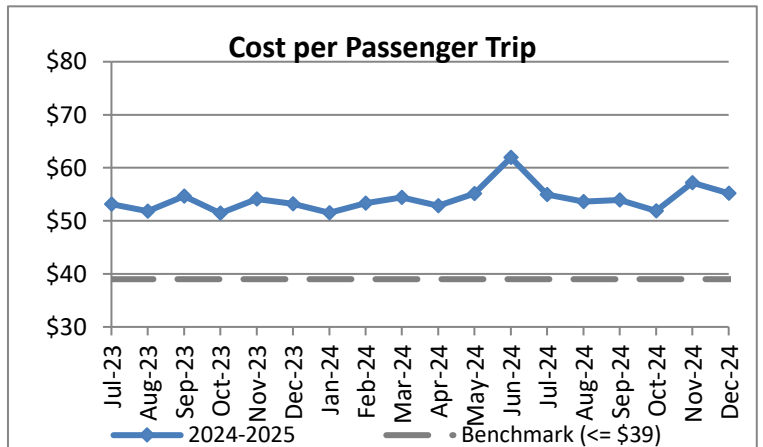
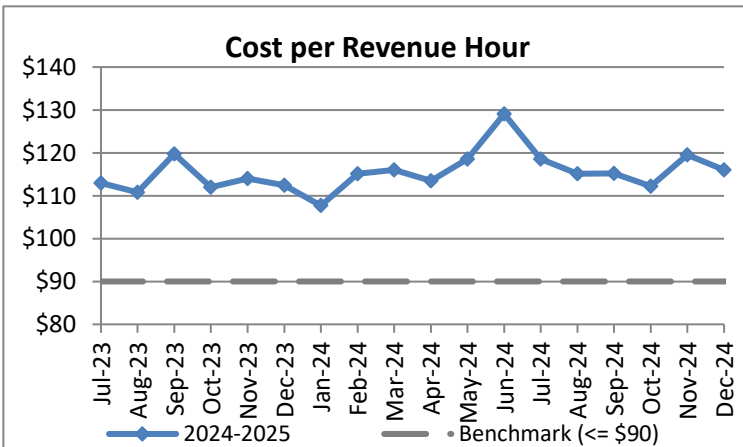
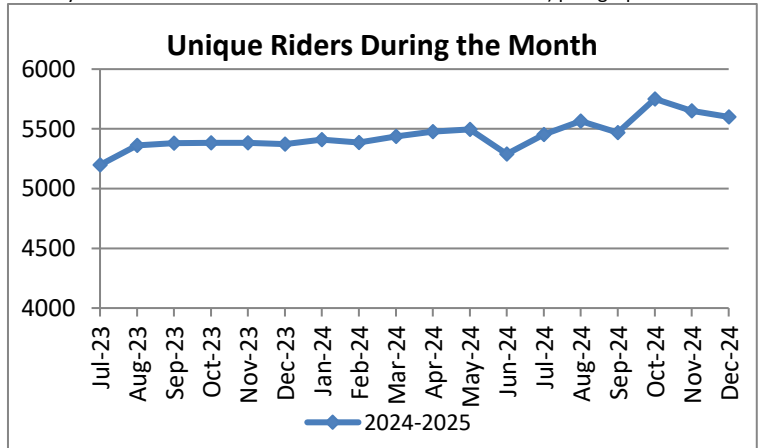
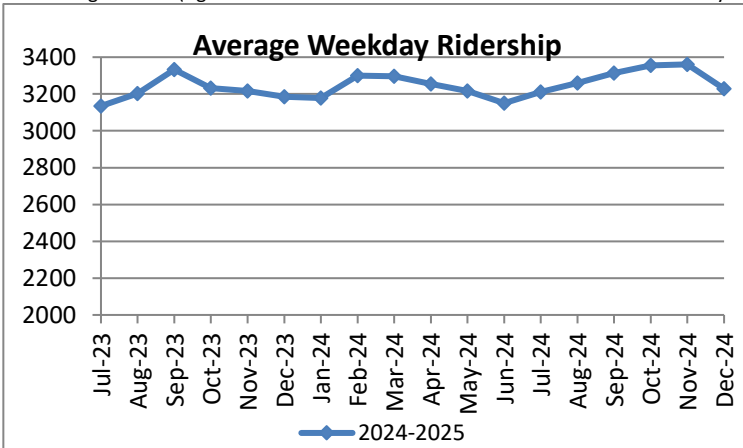
- **Call Center Performance**

Over the month of December, reservationists answered 39,995 calls. Of those calls, 94.81% were answered within 3 minutes, and 98.33% were answered in 5 minutes.

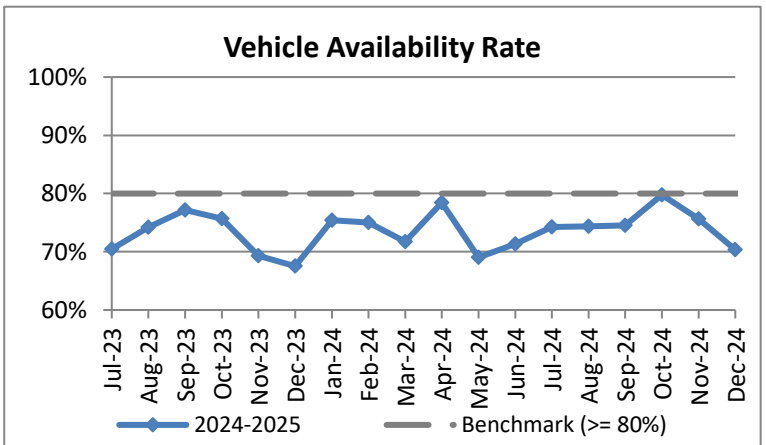
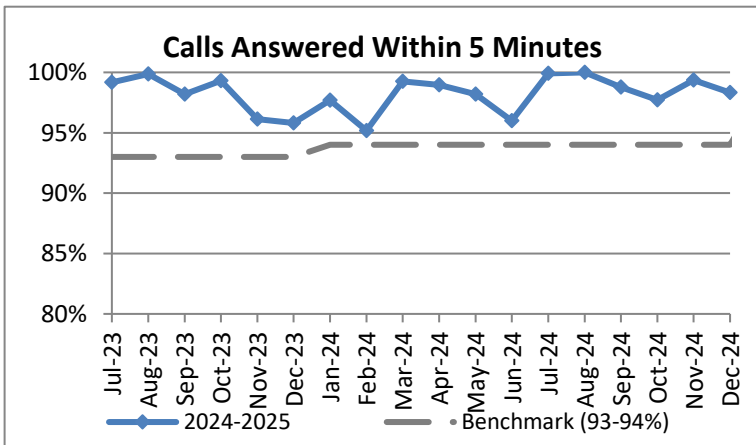
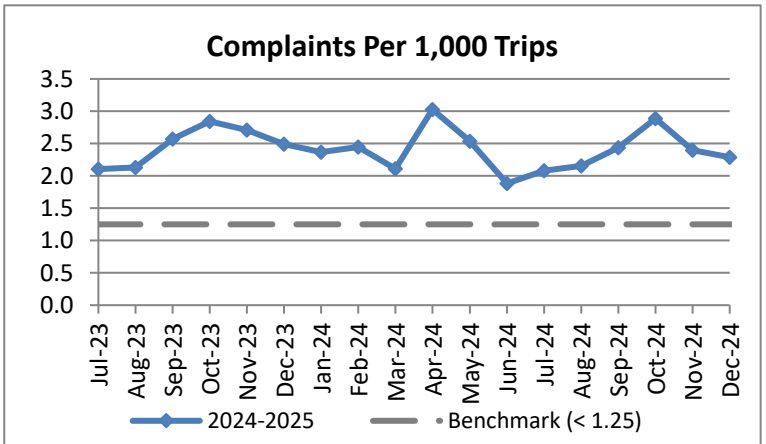
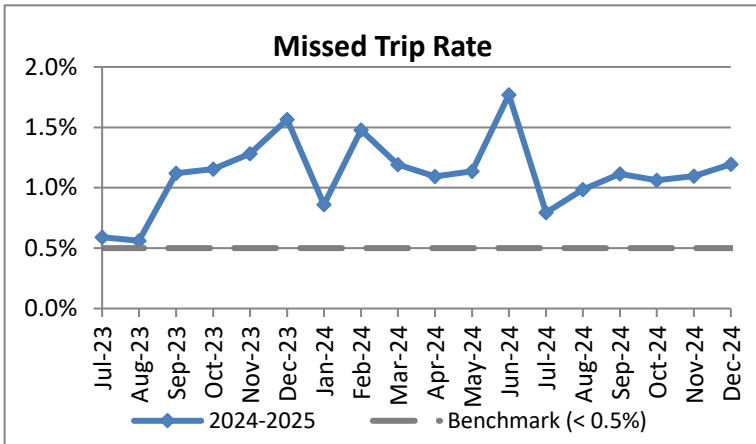
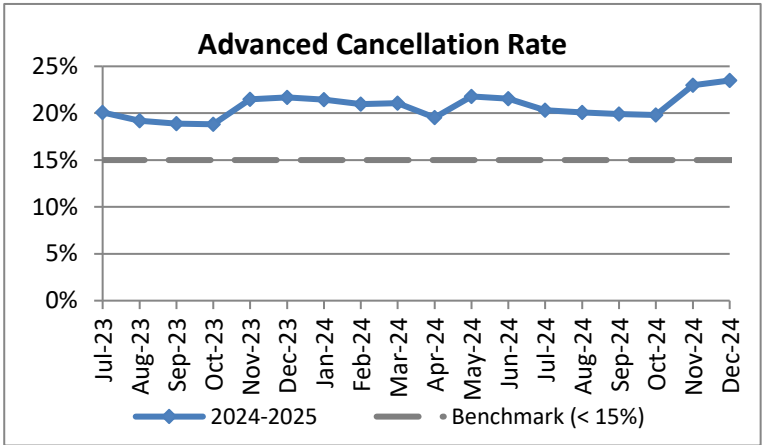
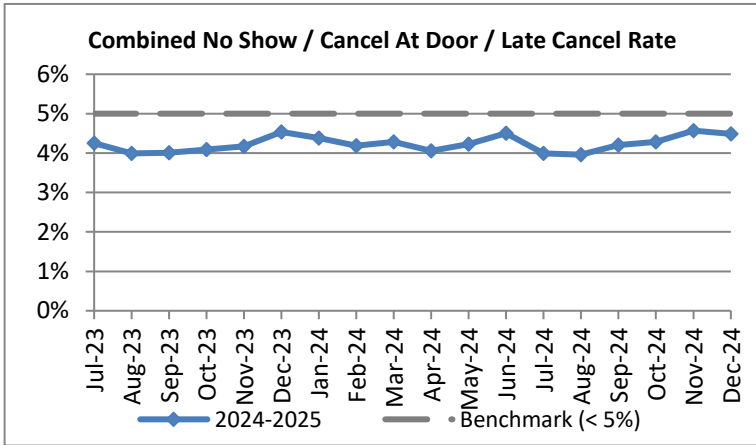
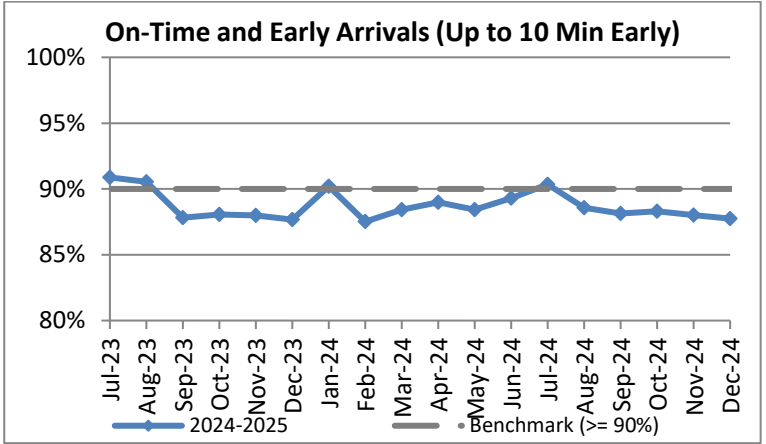
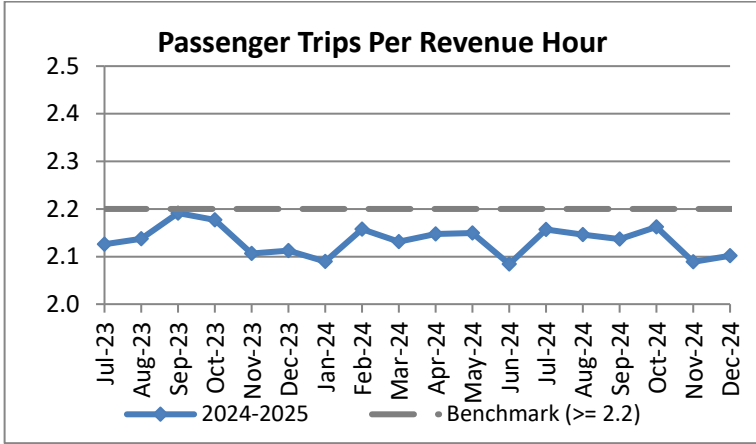
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending December 2024**

Key Performance Indicators (KPI)	Dec FY2025	Dec FY2024	Dec FY2019 Pre-COVID	% Change FY 24-25	6 Month FY2025	6 Month FY2024	6 Month FY2019 Pre-COVID	% Change FY 24-25	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	87,747	84,112	97,503	4.32%	526,934	511,014	598,248	3.12%	1,197,533	
Average Weekday Ridership	3,229	3,185	3,754	1.39%	3,288	3,217	3,857	2.22%	3,856	
Unique Riders During the Month	5,600	5,373	5,732	4.22%	5,582	5,347	5,813	4.39%	5,810	
Cost per Revenue Hour	\$116.04	\$112.40	\$85.90	3.24%	\$115.84	\$113.57	\$87.82	2.00%	\$87.76	<= \$90
Cost per Passenger Trip	\$55.21	\$53.20	\$40.22	3.77%	\$54.33	\$53.02	\$39.50	2.47%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.06	\$7.80	\$5.84	3.34%	\$8.03	\$7.80	\$5.87	2.98%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.10	2.11	2.14	-0.51%	2.13	2.14	2.22	-0.46%	2.22	>= 2.2
Farebox Recovery	2.87%	3.28%	4.48%	-0.41%	2.96%	3.12%	4.32%	-0.15%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.29%	77.17%	75.58%	-0.88%	76.90%	77.82%	75.41%	-0.92%	75.93%	
Early Arrivals (> 10 Minutes)	0.79%	0.66%	2.17%	0.13%	0.84%	0.71%	2.21%	0.13%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.04%	0.12%	-0.02%	0.04%	0.03%	0.14%	0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	87.74%	87.67%	87.86%	0.07%	88.51%	88.83%	87.62%	-0.32%	87.99%	>= 90%
On-Time and All Early Arrivals	88.54%	88.33%	90.03%	0.20%	89.35%	89.55%	89.83%	-0.19%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.98%	1.31%	1.01%	-0.33%	0.81%	0.85%	0.84%	-0.04%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	62.10%	54.20%	60.00%	7.90%	55.97%	56.50%	59.52%	-0.53%	60.91%	> 90%
Comparative Trip Length Analysis	72.36%	72.63%	67.41%	-0.28%	73.30%	73.33%	69.07%	-0.03%	68.69%	50%
Excessive Trip Length	10.24%	9.89%	14.59%	0.35%	9.74%	9.23%	12.96%	0.51%	13.17%	1%
No Show / Late Cancellation Rate	4.49%	4.54%	4.76%	-0.05%	4.25%	4.17%	4.42%	0.08%	4.44%	< 5%
Advance Cancellation Rate	23.49%	21.68%	24.46%	1.81%	21.10%	20.00%	23.51%	1.10%	23.11%	< 15%
Missed Trip Rate	1.19%	1.57%	1.27%	-0.37%	1.04%	1.04%	1.02%	0.00%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.29	2.49	1.33	-8.23%	2.38	2.47	1.42	-3.90%	1.57	<= 1.25
Calls Answered Within 5 Minutes	98.33%	95.81%	32.92%	2.52%	99.00%	98.09%	56.77%	0.91%	50.30%	94% ²
Vehicle Availability	70.34%	67.53%	86.79%	2.81%	74.82%	72.40%	88.30%	2.42%	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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