

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

January 2025

- **Ridership**

In-house average weekday ridership for January was 2,914, up by 2.06% from last year. Supplemental providers average weekday ridership was 326, up by 0.94%. Combined in-house and supplemental providers average weekday ridership was 3,240, up by 1.94%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 18,173 boardings, up 3.05% 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 89.78% for January. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 90.62%. On-time performance for trips with a desired arrival time was 56.99% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 96.77% 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 January, Handi-Van operated 70,863 trips including 6,840 trips that were longer than one hour in trip time. The analysis found that 75.09% 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 567 or 8.29% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,137 or 16.62% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 75.82% for January, up by 0.42% from last year.

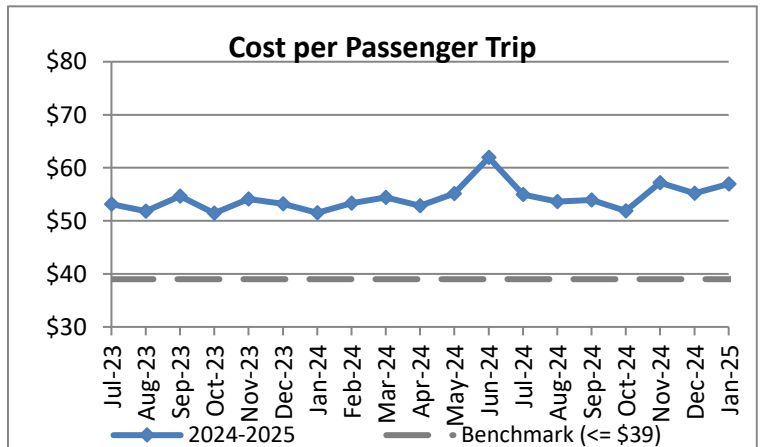
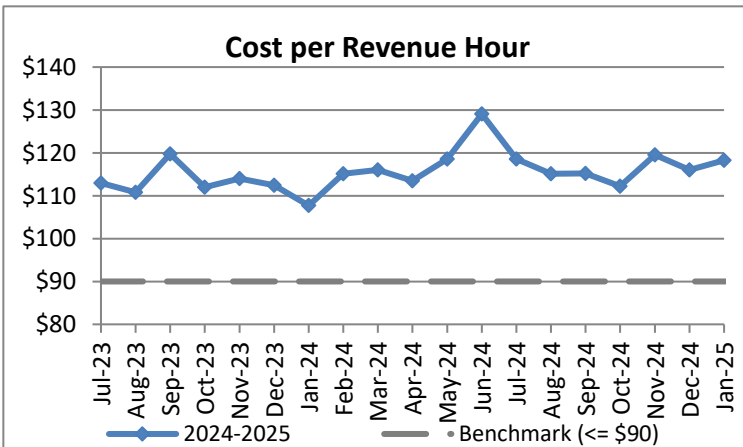
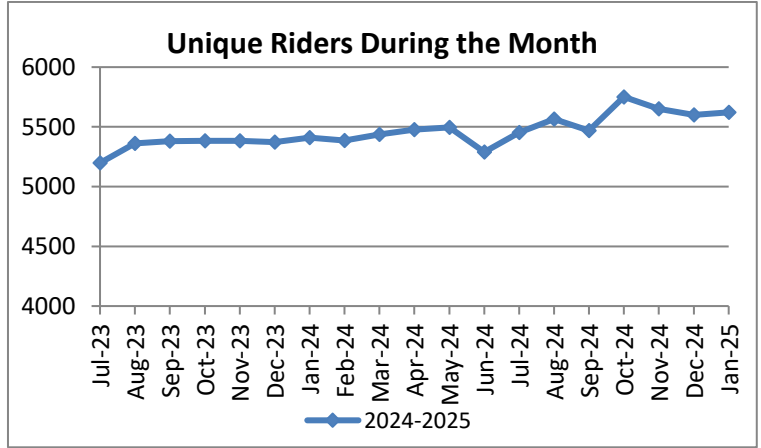
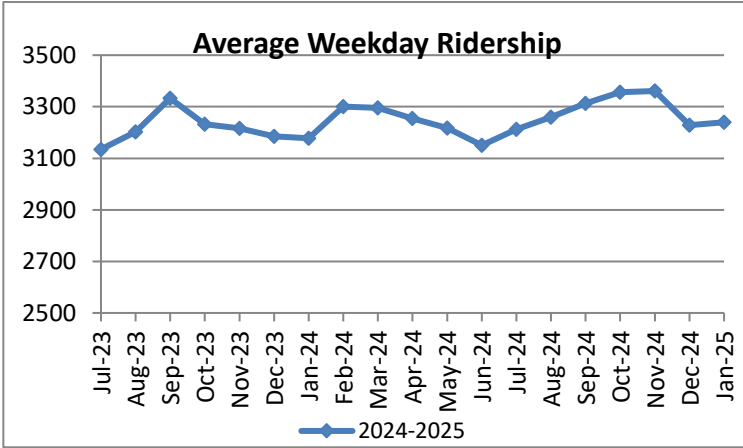
- **Call Center Performance**

Over the month of January, reservationists answered 39,172 calls. Of those calls, 98.89% were answered within 3 minutes, and 99.94% were answered in 5 minutes.

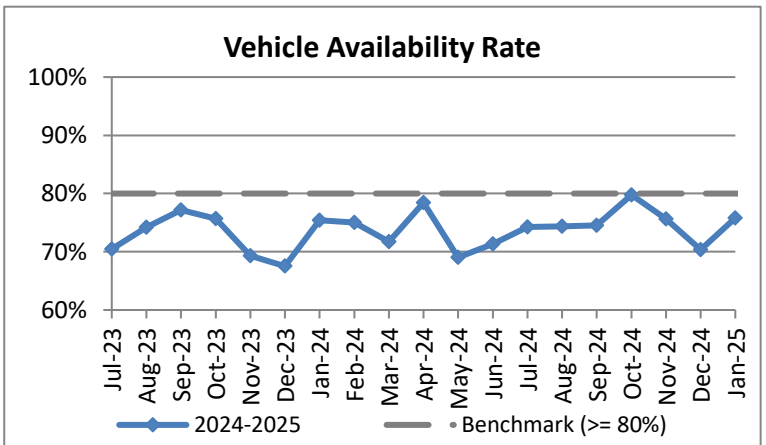
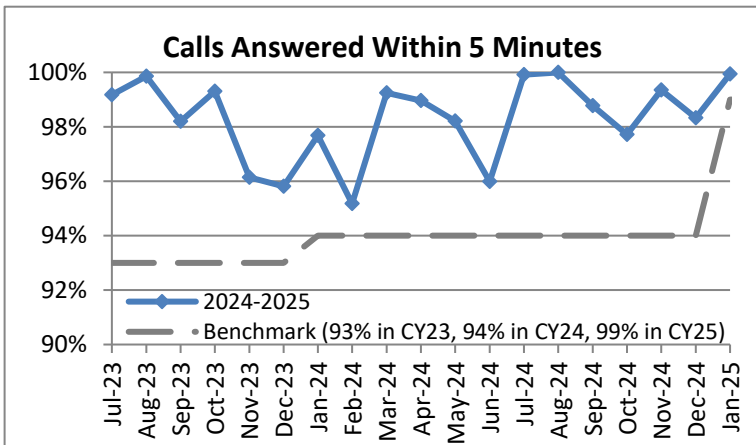
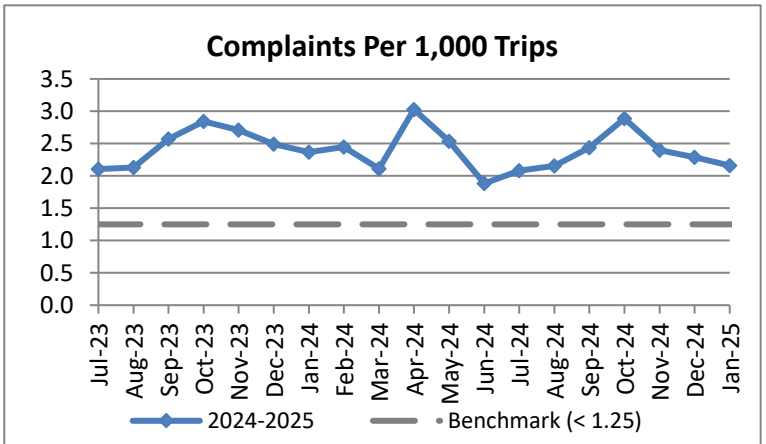
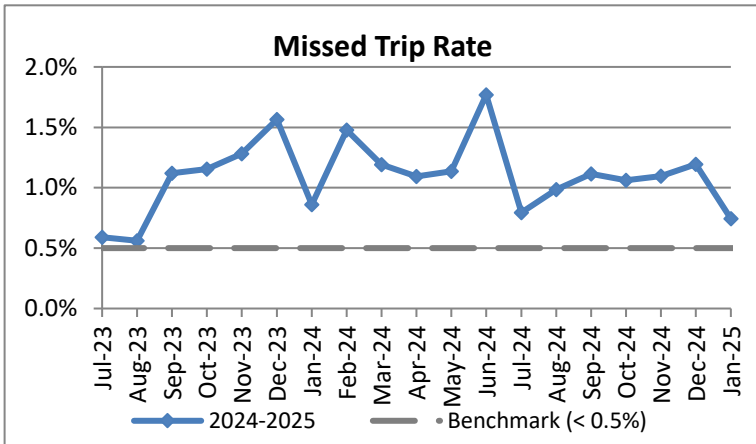
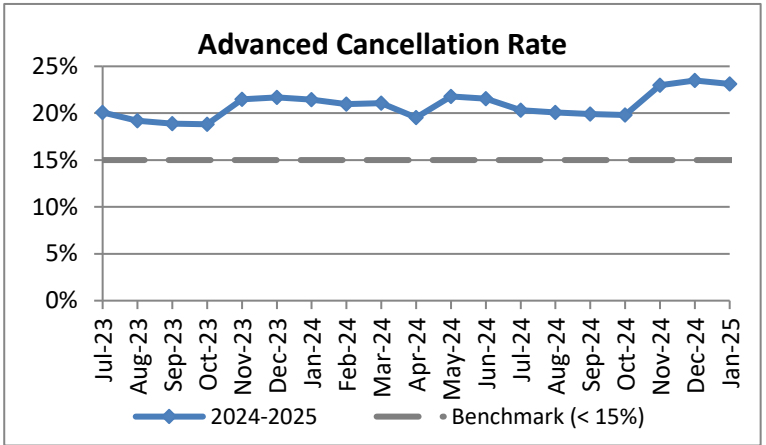
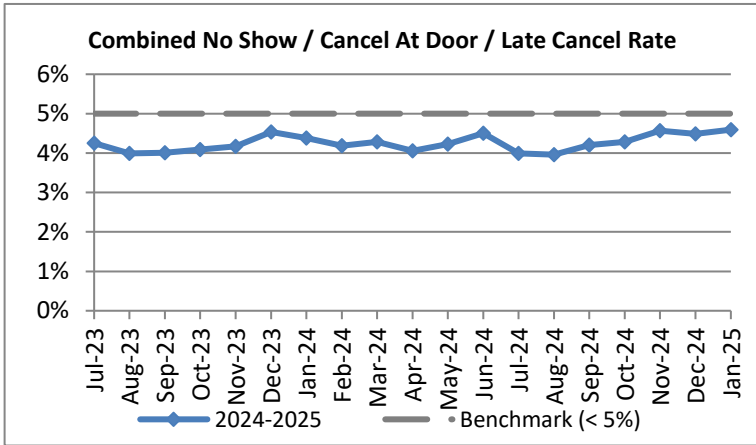
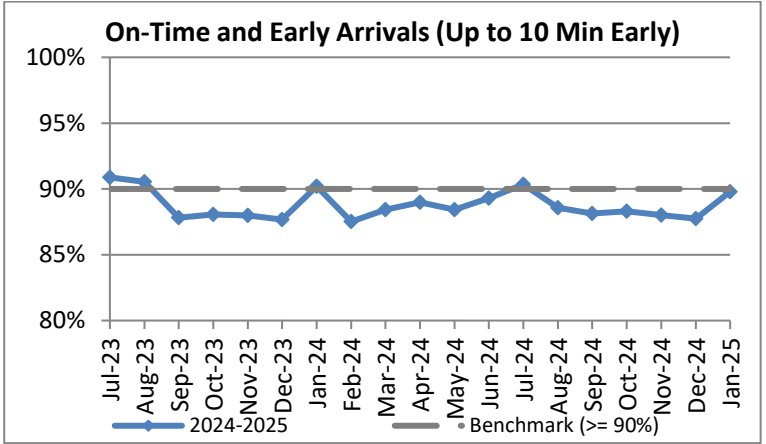
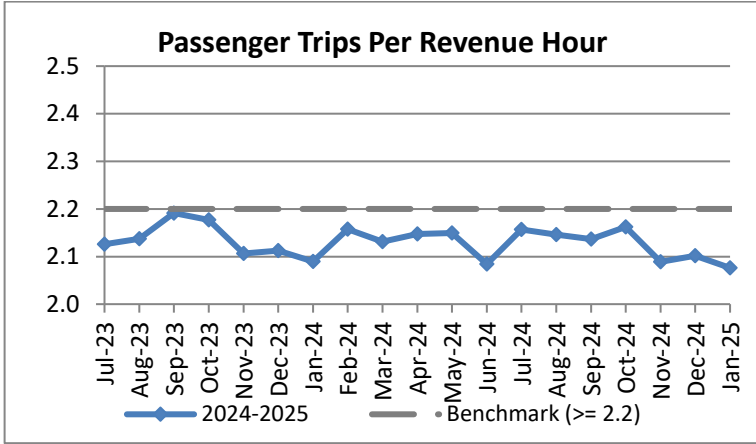
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending January 2025**

Key Performance Indicators (KPI)	Jan FY2025	Jan FY2024	Jan FY2019 Pre-COVID	% Change FY 24-25	7 Month FY2025	7 Month FY2024	7 Month FY2019 Pre-COVID	% Change FY 24-25	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	86,805	84,552	99,944	2.66%	613,739	595,566	698,192	3.05%	1,197,533	
Average Weekday Ridership	3,240	3,178	3,790	1.94%	3,281	3,212	3,848	2.18%	3,856	
Unique Riders During the Month	5,621	5,409	5,736	3.92%	5,587	5,356	5,802	4.32%	5,810	
Cost per Revenue Hour	\$118.28	\$107.70	\$84.84	9.82%	\$116.18	\$112.70	\$87.38	3.09%	\$87.76	<= \$90
Cost per Passenger Trip	\$56.97	\$51.53	\$39.45	10.54%	\$54.70	\$52.80	\$39.49	3.59%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.22	\$7.51	\$5.80	9.48%	\$8.06	\$7.76	\$5.86	3.88%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.08	2.09	2.15	-0.65%	2.12	2.13	2.21	-0.49%	2.22	>= 2.2
Farebox Recovery	2.36%	3.23%	4.66%	-0.88%	2.87%	3.13%	4.37%	-0.26%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.44%	79.08%	77.29%	-1.63%	76.98%	77.99%	75.68%	-1.02%	75.93%	
Early Arrivals (> 10 Minutes)	0.85%	0.77%	2.07%	0.08%	0.84%	0.72%	2.19%	0.12%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.05%	0.02%	0.09%	0.03%	0.04%	0.03%	0.13%	0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	89.78%	90.20%	90.26%	-0.43%	88.69%	89.03%	88.00%	-0.33%	87.99%	>= 90%
On-Time and All Early Arrivals	90.62%	90.97%	92.33%	-0.35%	89.53%	89.75%	90.19%	-0.21%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.51%	0.64%	0.42%	-0.12%	0.77%	0.82%	0.78%	-0.05%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	56.99%	53.54%	62.47%	3.45%	56.08%	56.16%	59.96%	-0.08%	60.91%	> 90%
Comparative Trip Length Analysis	75.09%	74.65%	69.45%	0.44%	73.54%	73.52%	69.13%	0.03%	68.69%	50%
Excessive Trip Length	8.29%	8.94%	12.84%	-0.65%	9.55%	9.19%	12.95	0.36%	13.17%	1%
No Show / Late Cancellation Rate	4.59%	4.38%	4.46%	0.21%	4.30%	4.20%	4.42%	0.10%	4.44%	< 5%
Advance Cancellation Rate	23.12%	21.45%	23.03%	1.67%	21.38%	20.20%	23.44%	1.18%	23.11%	< 15%
Missed Trip Rate	0.74%	0.86%	0.57%	-0.12%	1.00%	1.02%	0.95%	-0.02%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.16	2.37	1.36	-8.72%	2.35	2.46	1.41	-4.57%	1.57	<= 1.25
Calls Answered Within 5 Minutes	99.94%	97.68%	37.12%	2.26%	99.13%	98.03%	53.74%	1.10%	50.30%	94% ²
Vehicle Availability	75.82%	75.40%	86.36%	0.42%	74.96%	72.83%	88.03%	2.13%	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



Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending January 2025



Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending January 2025

