

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

March 2025

- **Ridership**

In-house average weekday ridership for March was 2,969, up by 1.53% from last year. Supplemental providers average weekday ridership was 341, down by -8.09%. Combined in-house and supplemental providers average weekday ridership was 3,310, up by 0.45%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 18,570 boardings, up 2.43% 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 88.28% for March. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.16%. On-time performance for trips with a desired arrival time was 64.00% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.00% 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 March, Handi-Van operated 71,855 trips including 7,200 trips that were longer than one hour in trip time. The analysis found that 74.24% 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 637 or 8.85% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,218 or 16.92% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 78.03% for March, up by 6.31% from last year.

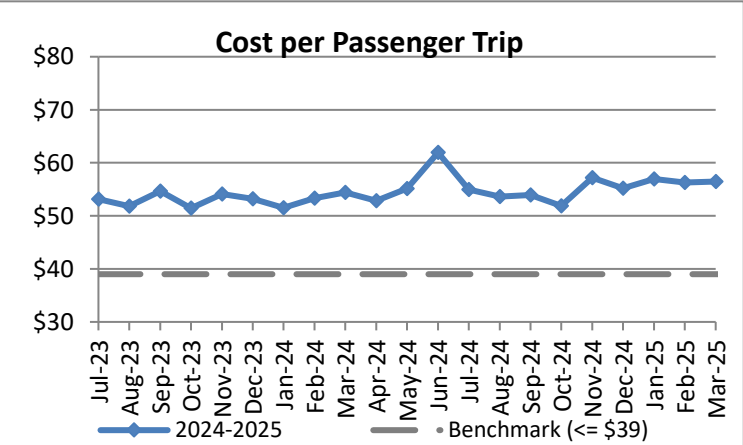
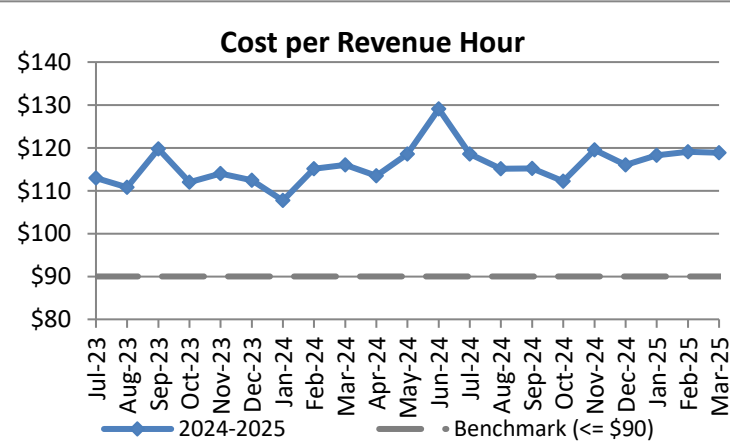
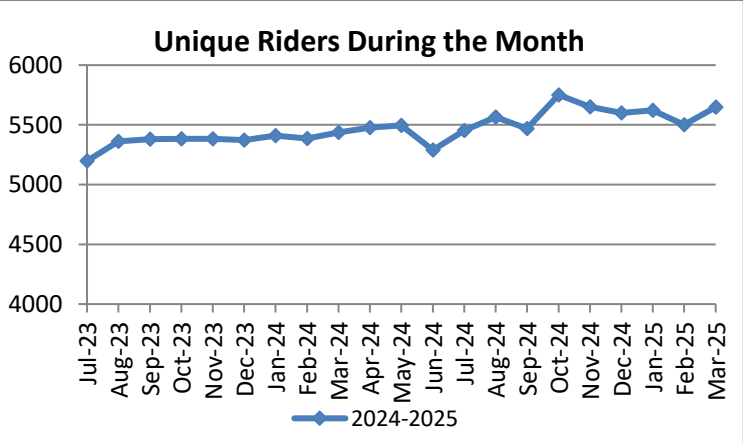
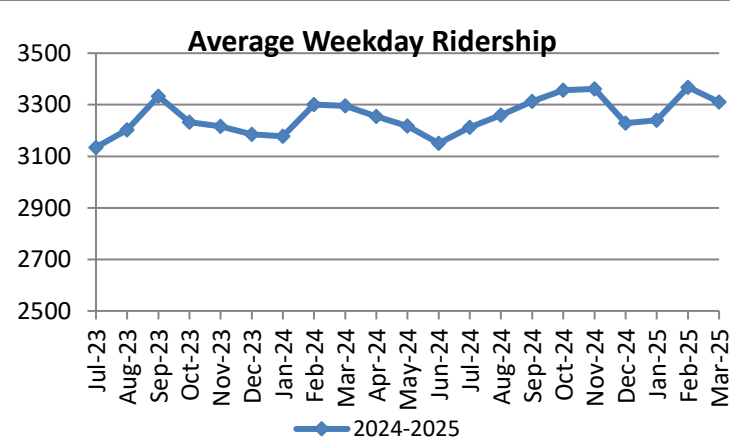
- **Call Center Performance**

Over the month of March, reservationists answered 40,798 calls. Of those calls, 98.99% were answered within 3 minutes, and 99.65% were answered in 5 minutes.

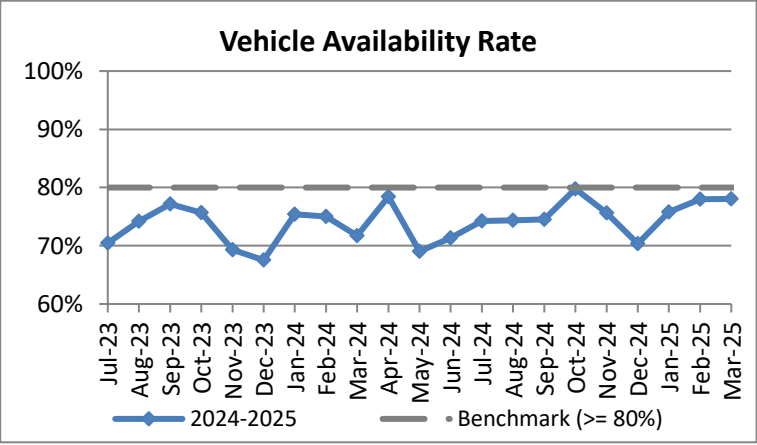
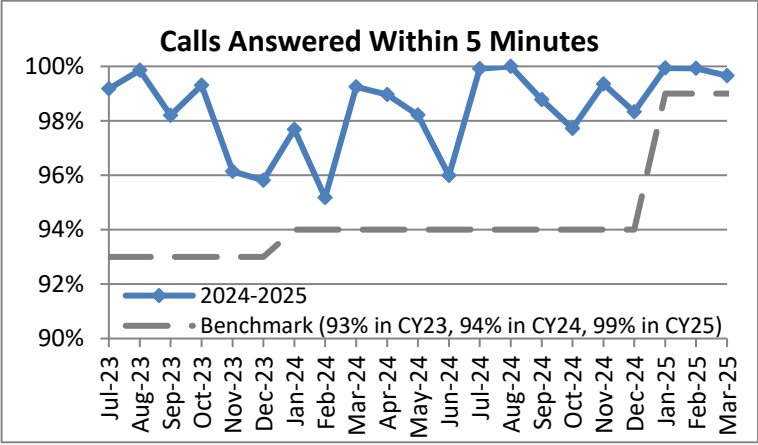
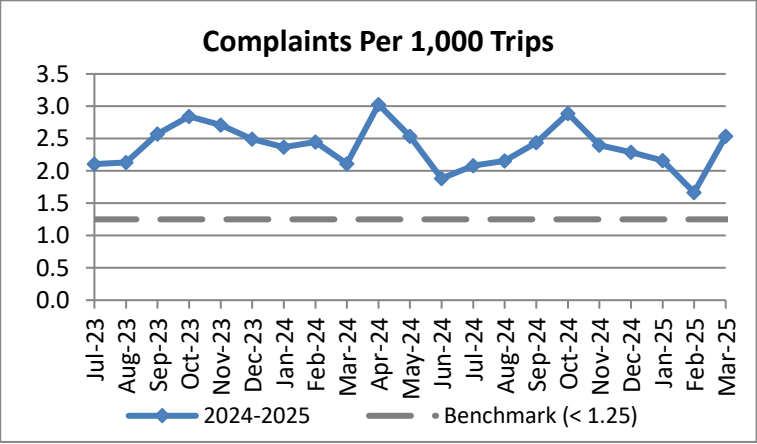
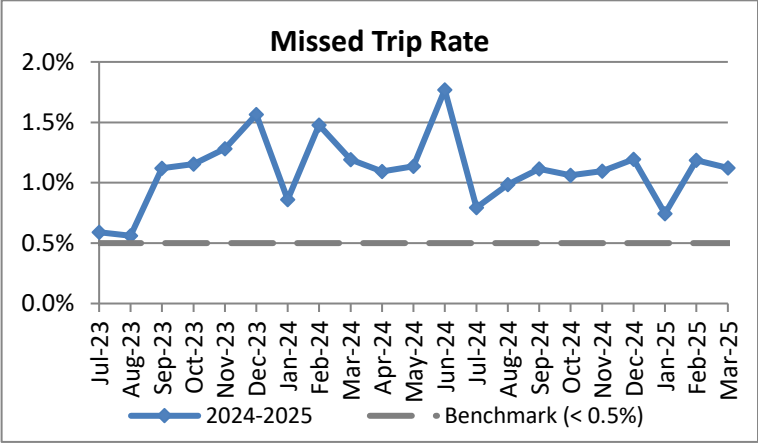
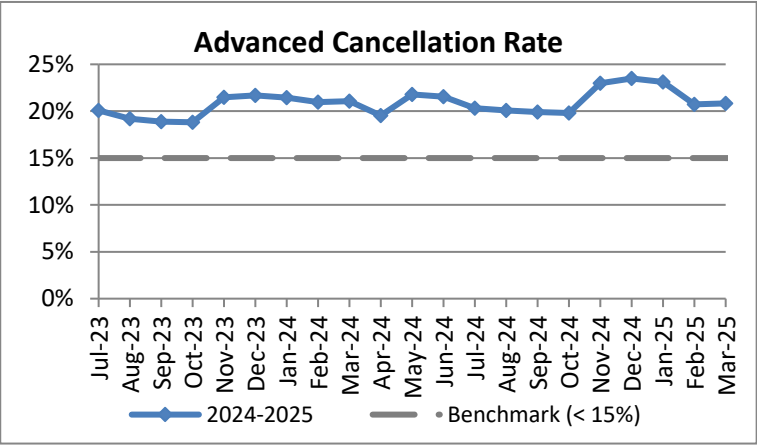
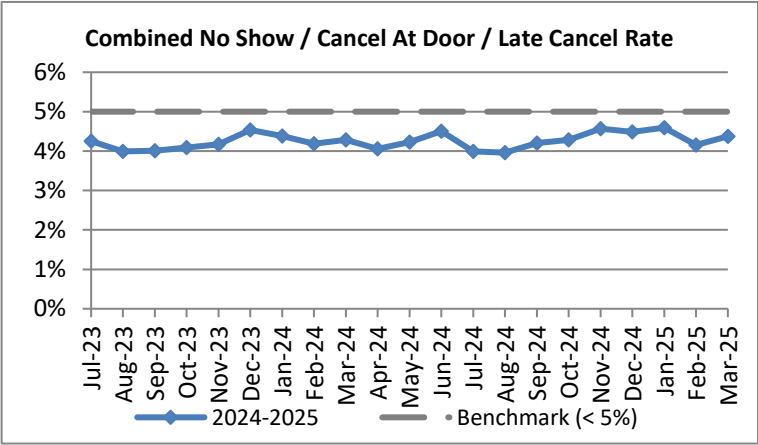
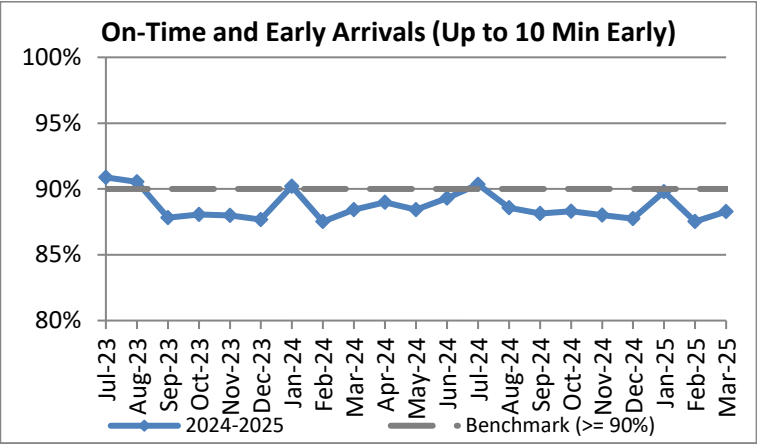
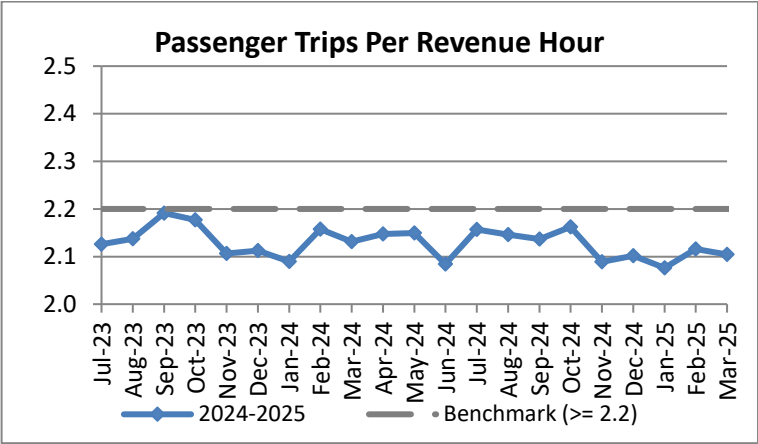
Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending March 2025

Key Performance Indicators (KPI)	Mar FY2025	Mar FY2024	Mar FY2019 Pre-COVID	% Change FY 24-25	9 Month FY2025	9 Month FY2024	9 Month FY2019 Pre-COVID	% Change FY 24-25	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	88,127	86,139	101,735	2.31%	783,343	764,773	891,333	2.43%	1,197,53	
Average Weekday Ridership	3,310	3,296	3,902	0.45%	3,294	3,231	3,853	1.97%	3,856	
Unique Riders During the Month	5,649	5,436	5,852	3.92%	5,584	5,368	5,786	4.03%	5,810	
Cost per Revenue Hour	\$118.87	\$116.04	\$84.10	2.44%	\$116.78	\$113.31	\$86.99	3.07%	\$87.76	<= \$90
Cost per Passenger Trip	\$56.49	\$54.44	\$38.56	3.76%	\$55.06	\$53.04	\$39.46	3.82%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.24	\$7.83	\$5.64	5.20%	\$8.10	\$7.78	\$5.85	4.10%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.10	2.13	2.18	-1.28%	2.12	2.14	2.20	-0.73%	2.22	>= 2.2
Farebox Recovery	2.86%	2.81%	4.74%	0.05%	2.87%	3.12%	4.35%	-0.25%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.31%	77.80%	76.65%	-1.49%	76.84%	77.91%	75.89%	-1.07%	75.93%	
Early Arrivals (> 10 Minutes)	0.88%	0.71%	2.20%	0.16%	0.84%	0.72%	2.18%	0.12%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.03%	0.09%	-0.01%	0.04%	0.03%	0.12%	0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.28%	88.44%	89.35%	-0.15%	88.53%	88.80%	88.23%	-0.27%	87.99%	>= 90%
On-Time and All Early Arrivals	89.16%	89.15%	91.55%	0.01%	89.36%	89.52%	90.41%	-0.15%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.95%	0.95%	0.63%	0.00%	0.81%	0.87%	0.74%	-0.06%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	64.00%	58.18%	62.42%	5.82%	56.88%	56.13%	60.58%	0.74%	60.91%	> 90%
Comparative Trip Length Analysis	74.24%	74.82%	69.33%	-0.59%	73.63%	73.70%	68.86%	-0.07%	68.69%	50%
Excessive Trip Length	8.85%	8.76%	12.42%	0.09%	9.41%	9.07%	13.07%	0.34%	13.17%	1%
No Show / Late Cancellation Rate	4.37%	4.28%	4.37%	0.09%	4.29%	4.21%	4.46%	0.08%	4.44%	< 5%
Advance Cancellation Rate	20.82%	21.06%	22.87%	-0.24%	21.25%	20.38%	23.43%	0.87%	23.11%	< 15%
Missed Trip Rate	1.12%	1.19%	0.76%	-0.07%	1.03%	1.09%	0.91%	-0.05%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.54	2.11	1.64	20.38%	2.30	2.42	1.46	-5.01%	1.57	<= 1.25
Calls Answered Within 5 Minutes	99.65%	99.25%	48.20%	0.41%	99.28%	97.86%	53.67%	1.42%	50.30%	94% ²
Vehicle Availability	78.03%	71.72%	86.23%	6.31%	75.64%	72.95%	87.61%	2.69%	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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