

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

April 2025

- **Ridership**

In-house average weekday ridership for April was 3,003, up by 3.24% from last year. Supplemental providers average weekday ridership was 369, up by 6.93%. Combined in-house and supplemental providers average weekday ridership was 3,372, up by 3.63%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 21,783 boardings, up 2.56% 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 88.00% for April. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.77%. On-time performance for trips with a desired arrival time was 65.52% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 93.10% 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 April, Handi-Van operated 72,909 trips including 7,719 trips that were longer than one hour in trip time. The analysis found that 72.52% 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 787 or 10.20% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,328 or 17.20% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 76.29% for April, down by -2.13% from last year.

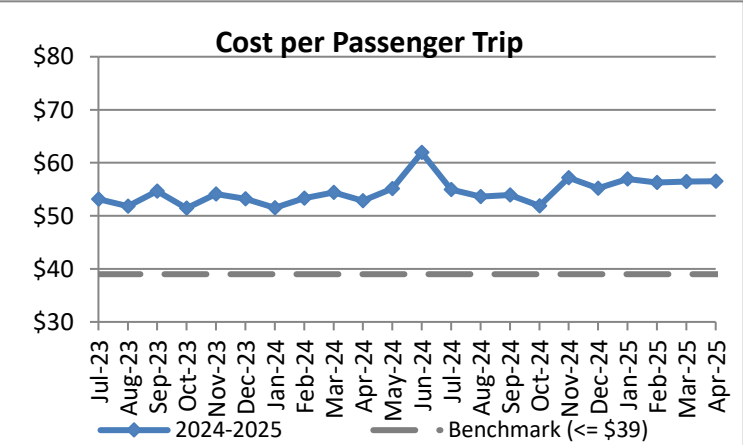
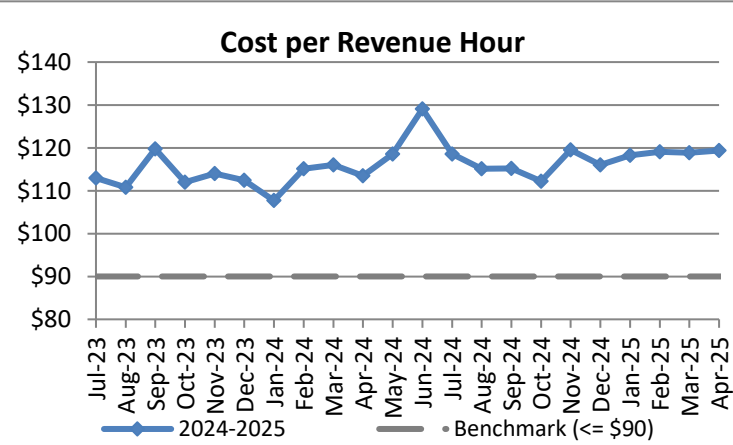
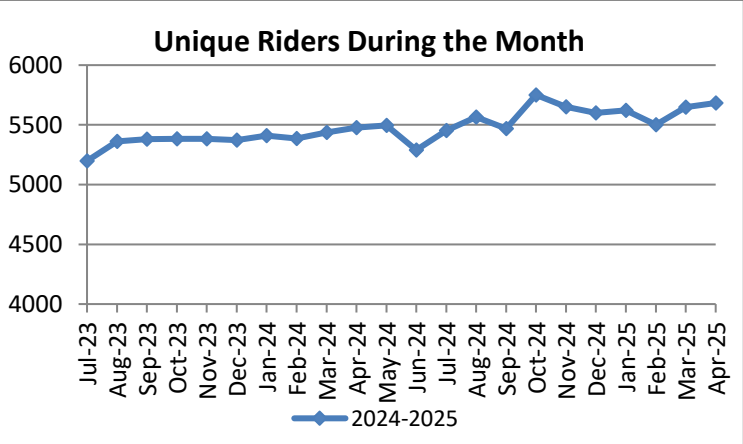
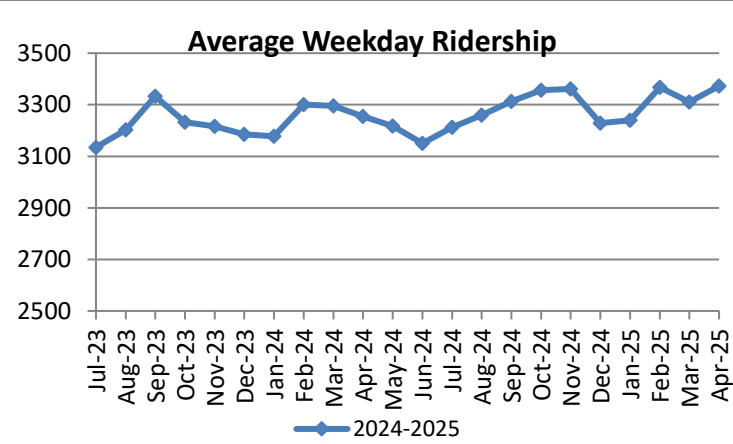
- **Call Center Performance**

Over the month of April, reservationists answered 41,219 calls. Of those calls, 97.63% were answered within 3 minutes, and 99.40% were answered in 5 minutes.

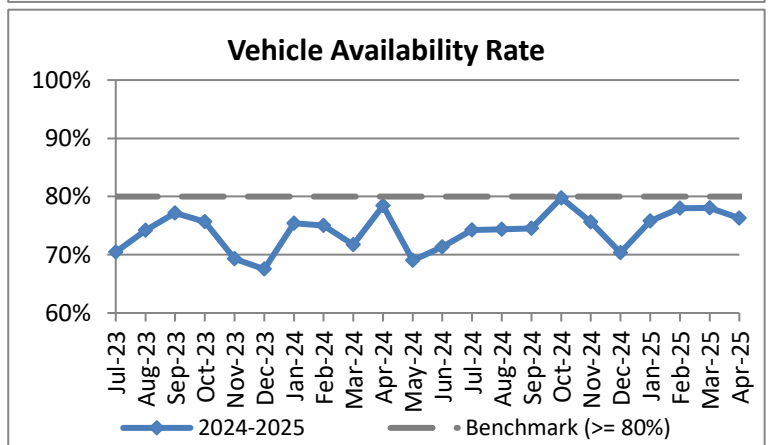
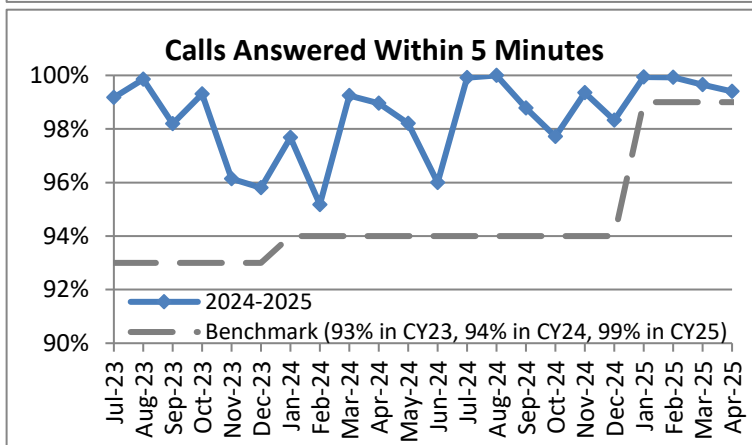
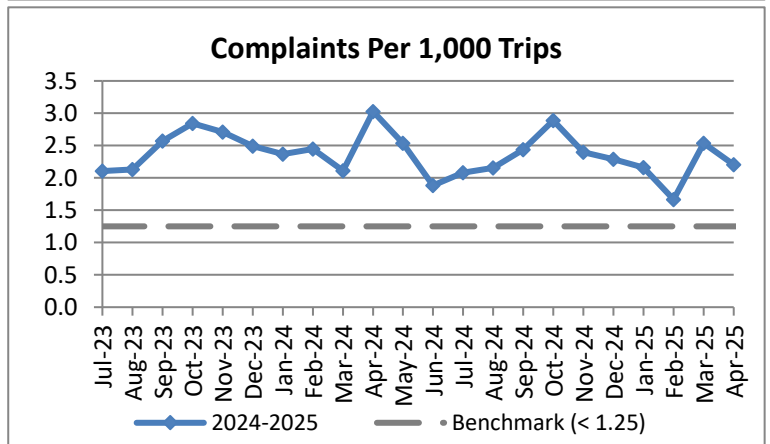
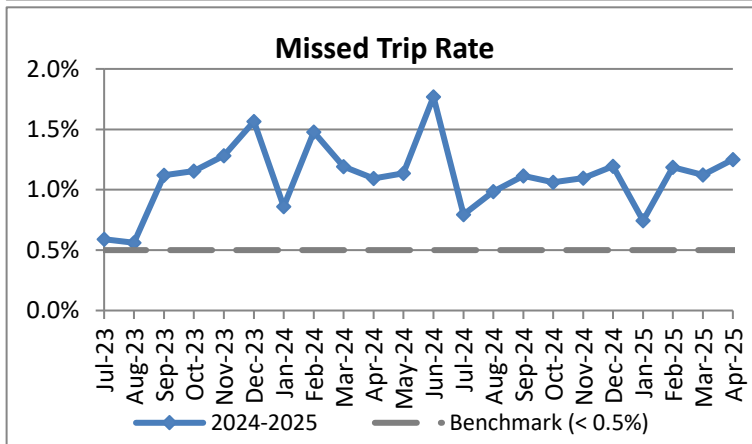
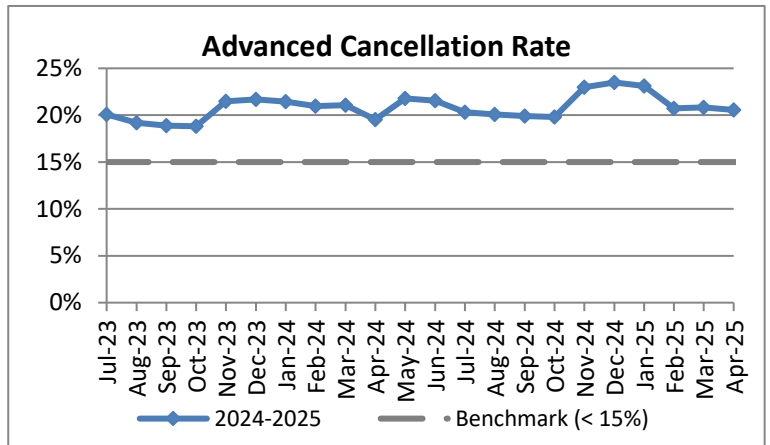
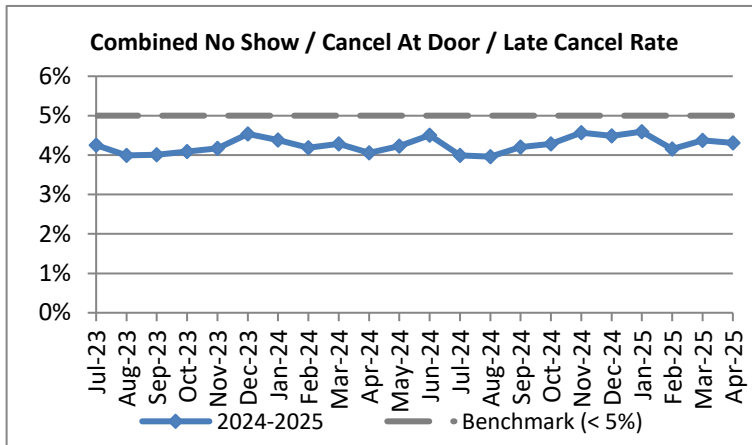
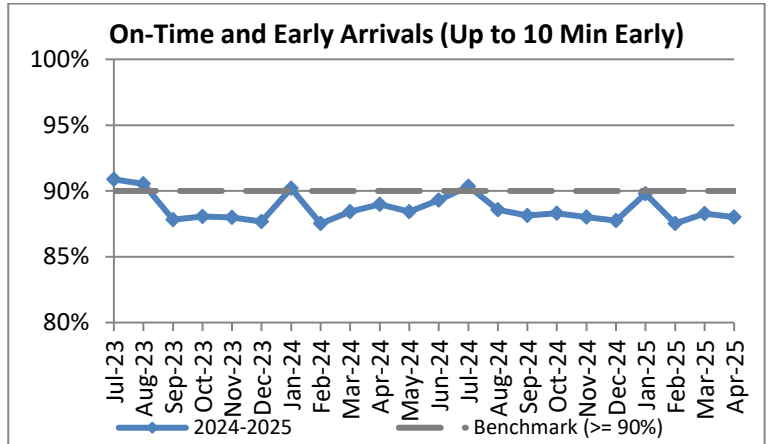
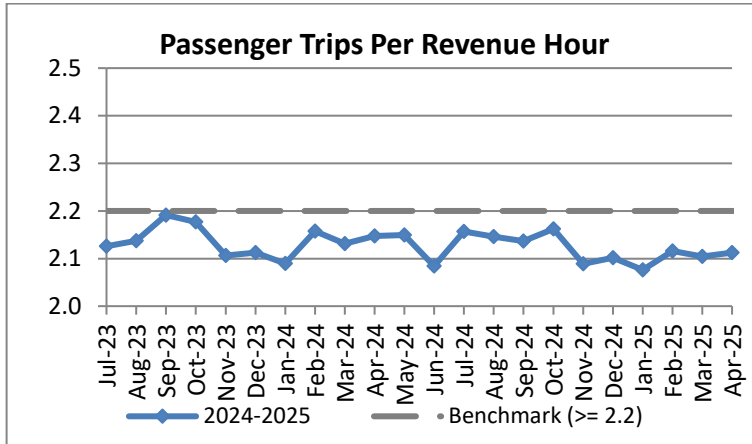
Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending April 2025

Key Performance Indicators (KPI)	Apr FY2025	Apr FY2024	Apr FY2019 Pre-COVID	% Change FY 24-25	10 Month FY2025	10 Month FY2024	10 Month FY2019 Pre-COVID	% Change FY 24-25	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	90,000	86,787	103,547	3.70%	873,34	851,56	994,88	2.56%	1,197,533	
Average Weekday Ridership	3,372	3,254	3,927	3.63%	3,302	3,233	3,860	2.14%	3,856	
Unique Riders During the Month	5,682	5,476	5,945	3.76%	5,594	5,379	5,802	4.00%	5,810	
Cost per Revenue Hour	\$119.37	\$113.48	\$90.16	5.19%	\$117.05	\$113.31	\$87.32	3.30%	\$87.76	<= \$90
Cost per Passenger Trip	\$56.51	\$52.85	\$40.26	6.93%	\$55.21	\$53.01	\$39.55	4.15%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.36	\$7.82	\$5.79	6.87%	\$8.13	\$7.78	\$5.84	4.40%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.11	2.15	2.24	-1.62%	2.12	2.14	2.21	-0.82%	2.22	>= 2.2
Farebox Recovery	2.73%	3.03%	4.09%	-0.30%	2.85%	3.11%	4.32%	-0.25%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.71	77.94	76.33%	-1.24%	76.83	77.92	75.94	-1.09%	75.93%	
Early Arrivals (> 10 Minutes)	0.77%	0.72%	1.94%	0.05%	0.83%	0.72%	2.15%	0.11%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.02%	0.12%	0.01%	0.04%	0.03%	0.12%	0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.00%	88.99%	87.72%	-0.99%	88.47%	88.82%	88.18%	-0.35%	87.99%	>= 90%
On-Time and All Early Arrivals	88.77%	89.71%	89.66%	-0.94%	89.30%	89.54%	90.33%	-0.23%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	1.03%	0.88%	0.82%	0.15%	0.83%	0.87%	0.75%	-0.04%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	65.52%	55.10%	62.37%	10.42%	57.76%	56.06%	60.76%	1.69%	60.91%	> 90%
Comparative Trip Length Analysis	72.52%	73.72%	67.93%	-1.19%	73.51%	73.70%	68.75%	-0.19%	68.69%	50%
Excessive Trip Length	10.20%	9.21%	13.14%	0.99%	9.50%	9.09%	13.08%	0.41%	13.17%	1%
No Show / Late Cancellation Rate	4.31%	4.06%	4.30%	0.25%	4.29%	4.19%	4.44%	0.10%	4.44%	< 5%
Advance Cancellation Rate	20.58%	19.53%	21.28%	1.05%	21.18%	20.29%	23.21%	0.89%	23.11%	< 15%
Missed Trip Rate	1.25%	1.09%	0.98%	0.16%	1.05%	1.09%	0.92%	-0.03%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.20	3.03	2.09	-27.20%	2.29	2.48	1.53	-7.73%	1.57	<= 1.25
Calls Answered Within 5 Minutes	99.40%	98.96%	37.09%	0.44%	99.29%	97.97%	51.92%	1.32%	50.30%	99% ²
Vehicle Availability	76.29%	78.42%	79.85%	-2.13%	75.70%	73.49%	86.83%	2.21%	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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