

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### May 2025

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- **Ridership**

In-house average weekday ridership for May was 2,999, up by 5.01% from last year. Supplemental providers average weekday ridership was 400, up by 10.94%. Combined in-house and supplemental providers average weekday ridership was 3,399, up by 5.68%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 25,530 boardings, up 2.72% 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 88.74% for May. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.42%. On-time performance for trips with a desired arrival time was 61.68% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 92.52% 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 May, Handi-Van operated 72,536 trips including 7,525 trips that were longer than one hour in trip time. The analysis found that 74.62% 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 676 or 8.98% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,234 or 16.40% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 78.42% for May, up by 9.37% from last year.

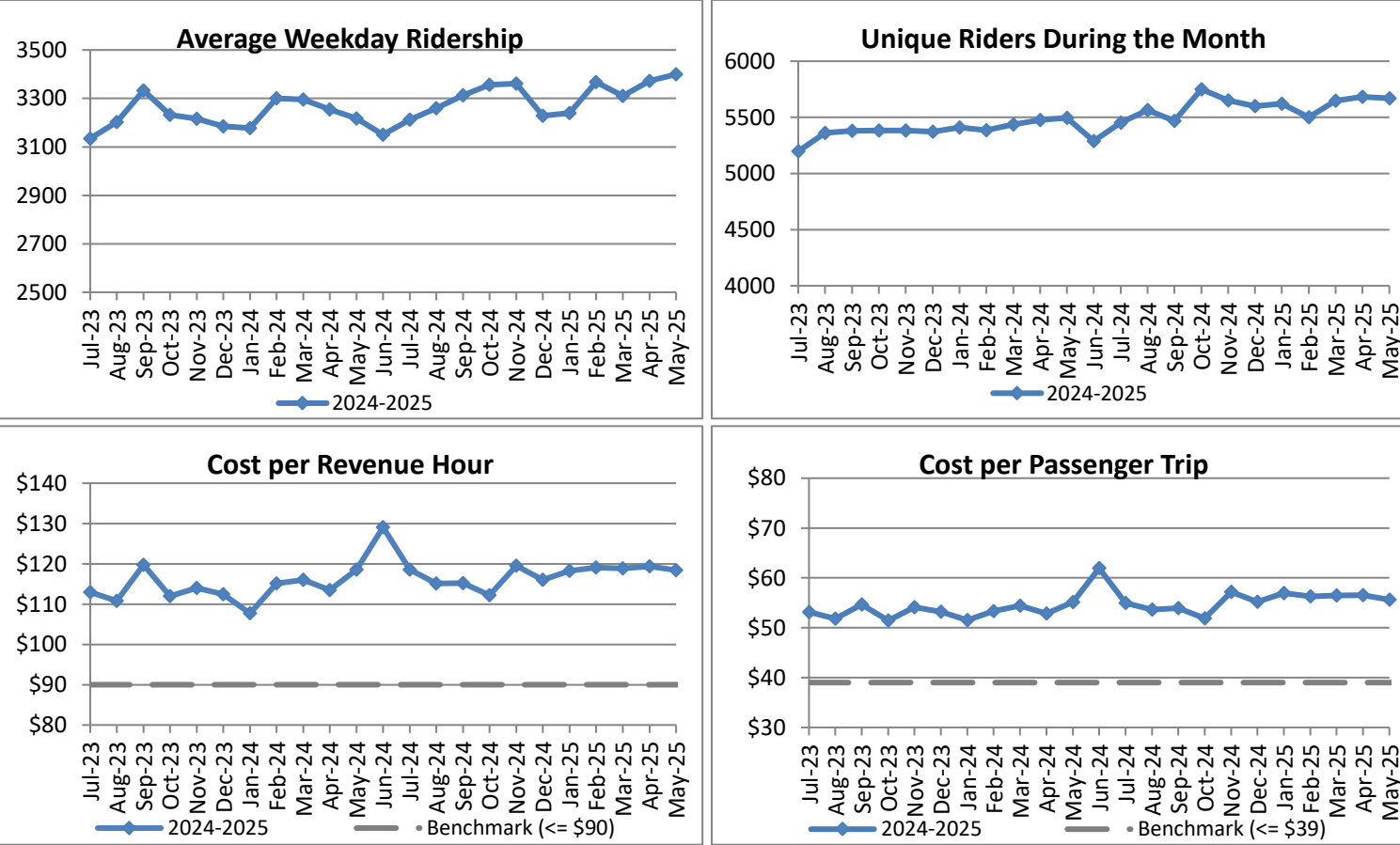
- **Call Center Performance**

Over the month of May, reservationists answered 40,804 calls. Of those calls, 95.21% were answered within 3 minutes, and 98.59% were answered in 5 minutes.

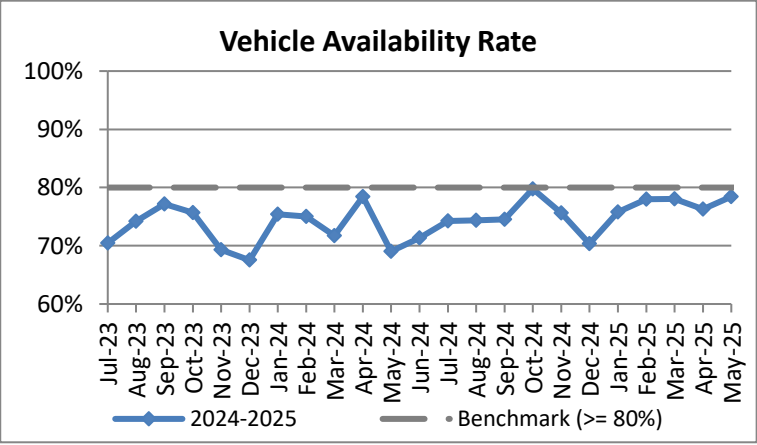
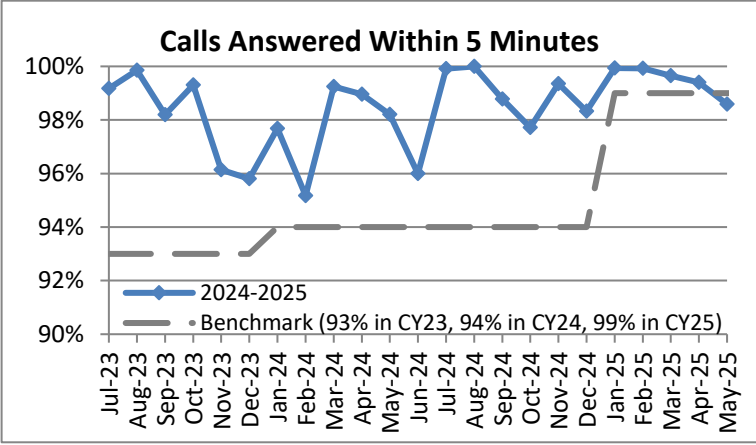
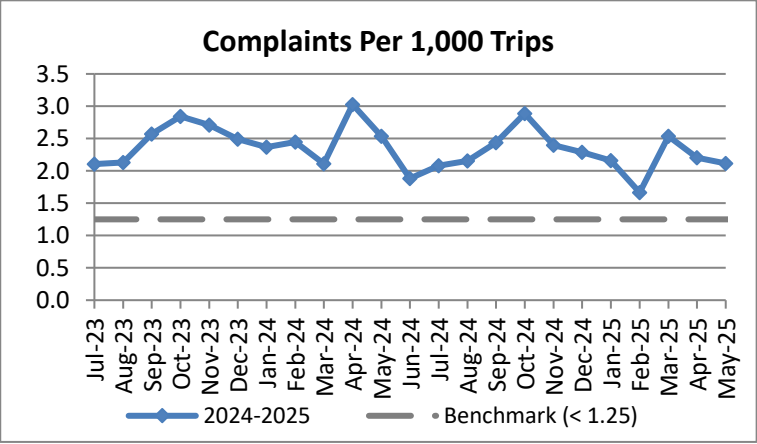
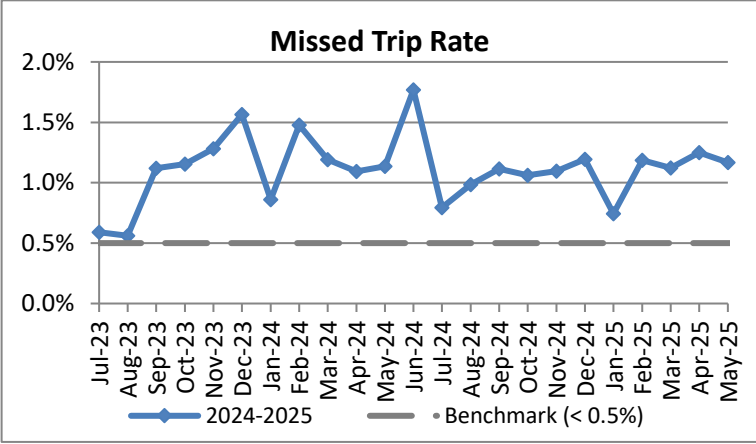
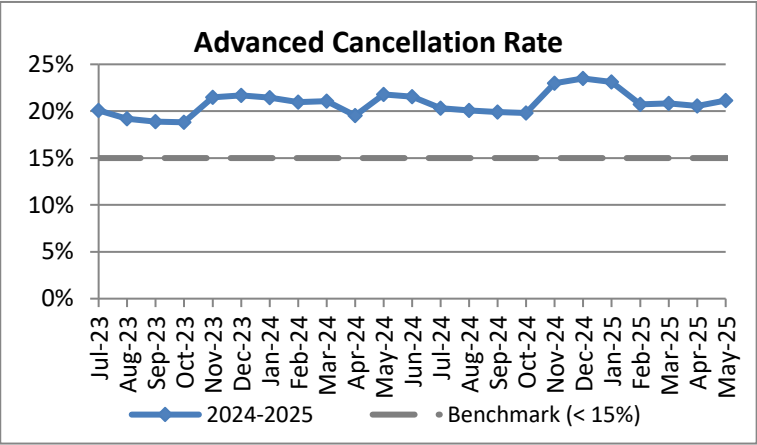
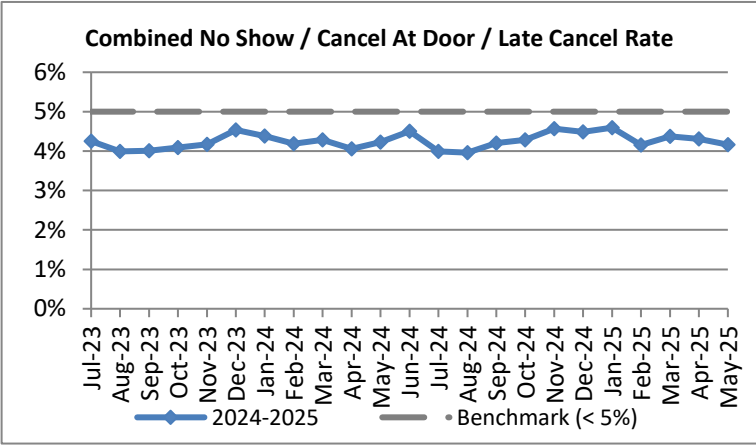
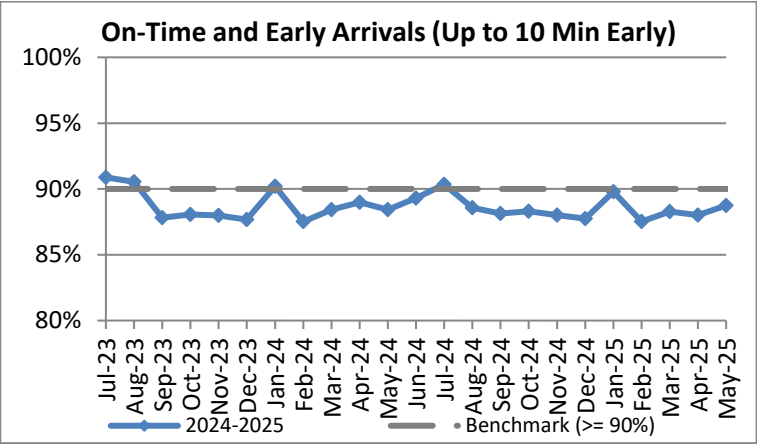
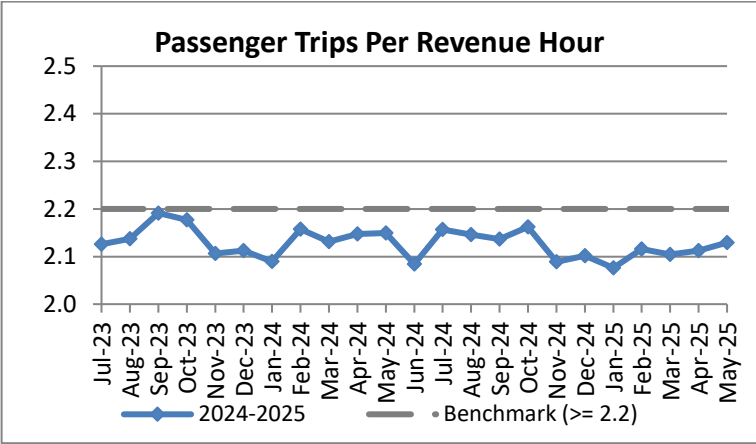
Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending May 2025

Key Performance Indicators (KPI)	May FY2025	May FY2024	May FY2019 Pre-COVID	% Change FY 24-25	11 Month FY2025	11 Month FY2024	11 Month FY2019 Pre-COVID	% Change FY 24-25	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	91,348	87,601	104,730	4.28%	964,691	939,161	1,099,610	2.72%	1,197,533	
Average Weekday Ridership	3,399	3,217	3,878	5.68%	3,311	3,232	3,862	2.46%	3,856	
Unique Riders During the Month	5,669	5,495	5,922	3.17%	5,601	5,389	5,813	3.93%	5,810	
Cost per Revenue Hour	\$118.41	\$118.52	\$88.08	-0.10%	\$117.16	\$113.78	\$87.39	2.97%	\$87.76	<= \$90
Cost per Passenger Trip	\$55.61	\$55.15	\$39.20	0.84%	\$55.24	\$53.20	\$39.51	3.83%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.20	\$8.14	\$5.88	0.70%	\$8.13	\$7.82	\$5.85	4.04%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.13	2.15	2.25	-0.93%	2.12	2.14	2.21	-0.83%	2.22	>= 2.2
Farebox Recovery	2.42%	2.82%	4.26%	-0.40%	2.81%	3.08%	4.31%	-0.27%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.56%	77.30%	75.45%	0.26%	76.90%	77.86%	75.89%	-0.96%	75.93%	
Early Arrivals (> 10 Minutes)	0.68%	0.70%	1.98%	-0.03%	0.82%	0.72%	2.14%	0.10%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.03%	0.12%	0.00%	0.03%	0.03%	0.12%	0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.74%	88.43%	86.14%	0.31%	88.50%	88.78%	87.99%	-0.29%	87.99%	>= 90%
On-Time and All Early Arrivals	89.42%	89.13%	88.12%	0.29%	89.31%	89.50%	90.13%	-0.19%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.94%	0.89%	1.16%	0.05%	0.84%	0.88%	0.79%	-0.03%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	61.68%	60.58%	60.24%	1.11%	58.09%	56.27%	60.71%	1.82%	60.91%	> 90%
Comparative Trip Length Analysis	74.62%	74.21%	67.13%	0.40%	73.62%	73.75%	68.58%	-0.13%	68.69%	50%
Excessive Trip Length	8.98%	8.89%	14.55%	0.10%	9.45%	9.07%	13.24%	0.38%	13.17%	1%
No Show / Late Cancellation Rate	4.16%	4.23%	4.41%	-0.07%	4.28%	4.20%	4.44%	0.09%	4.44%	< 5%
Advance Cancellation Rate	21.15%	21.78%	22.65%	-0.63%	21.18%	20.43%	23.15%	0.75%	23.11%	< 15%
Missed Trip Rate	1.17%	1.14%	1.40%	0.03%	1.07%	1.09%	0.97%	-0.03%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.12	2.54	1.95	-16.59%	2.27	2.48	1.57	-8.58%	1.57	<= 1.25
Calls Answered Within 5 Minutes	98.59%	98.21%	41.59%	0.39%	99.22%	97.99%	50.94%	1.23%	50.30%	99% <sup>2</sup>
Vehicle Availability	78.42%	69.05%	81.74%	9.37%	75.95%	73.09%	86.37%	2.86%	86.16%	>= 80%

Notes:  
<sup>1</sup> Represents benchmarks based on DTS Analysis "Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)"  
<sup>2</sup> 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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