

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### March 2024

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- **Ridership**

In-house average weekday ridership for March was 2,924, up by 4.36% from last year. Supplemental providers average weekday ridership was 371, up by 32.06%. Combined in-house and supplemental providers average weekday ridership was 3,296, up by 6.88%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 62,666 boardings, up 8.93% as compared to the same time period in fiscal year 2023.

- **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 88.44% for March. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.15%. On-time performance for trips with a desired arrival time was 58.18% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 96.36% 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 69,735 trips including 6,828 trips that were longer than one hour in trip time. The analysis found that 74.82% 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 598 or 8.76% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,121 or 16.42% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 71.72% for March, up by 4.89% from last year.

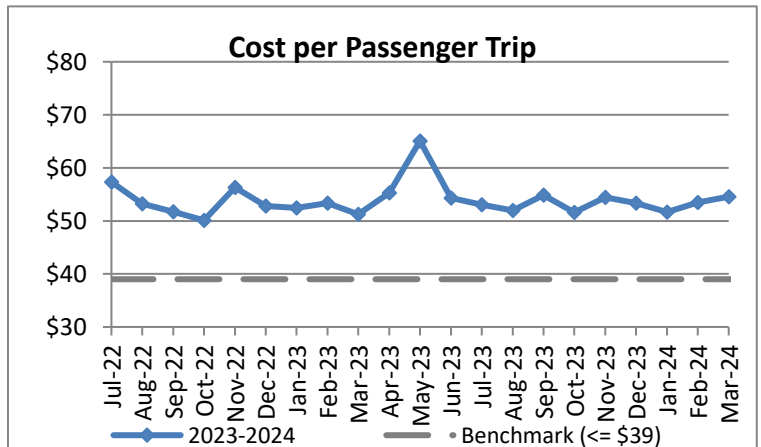
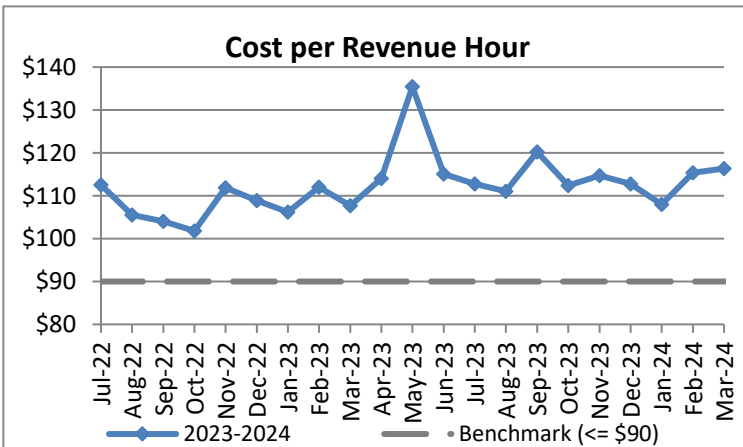
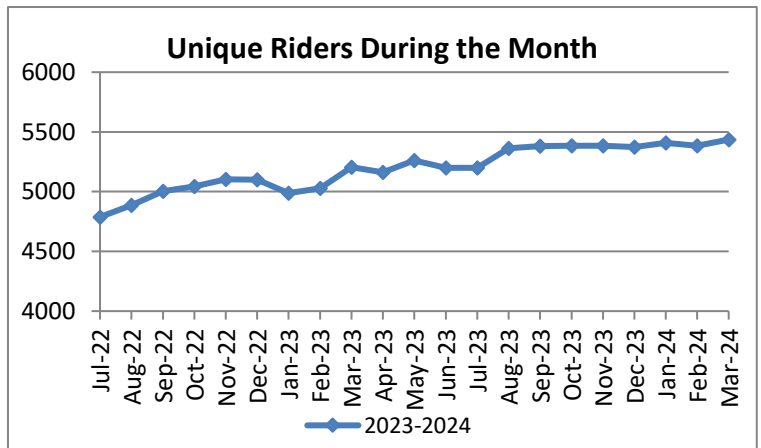
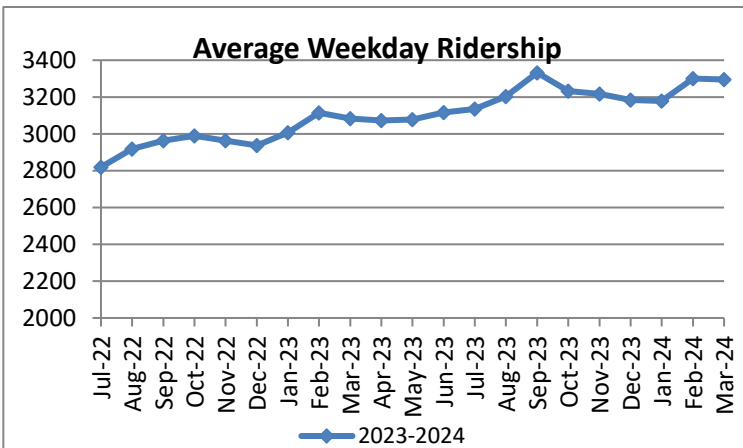
- **Call Center Performance**

Over the month of March, reservationists answered 40,063 calls. Of those calls, 97.24% were answered within 3 minutes, and 99.25% were answered in 5 minutes.

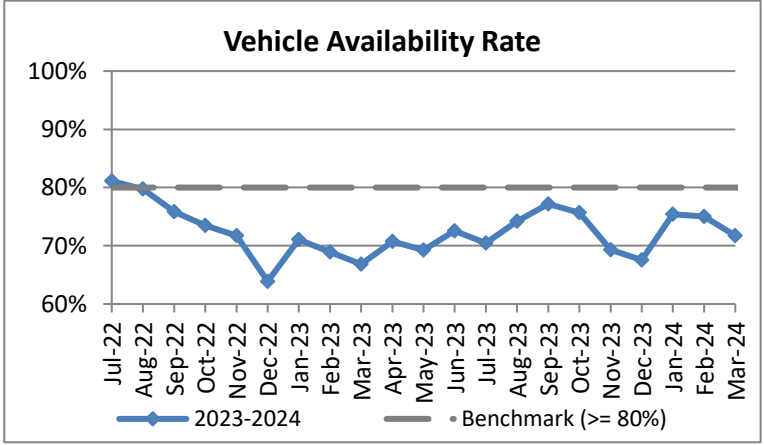
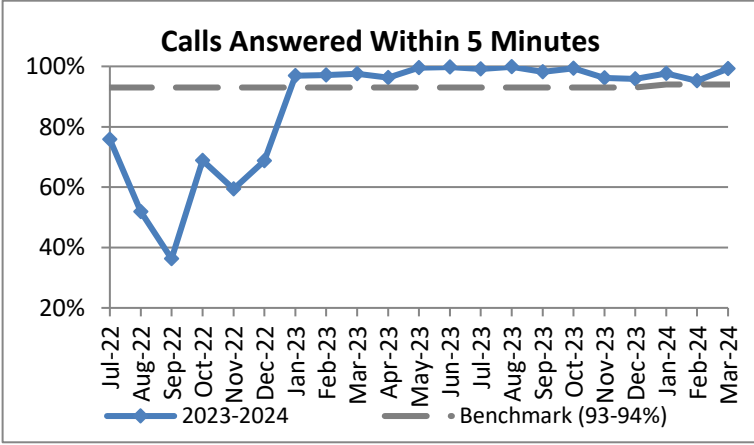
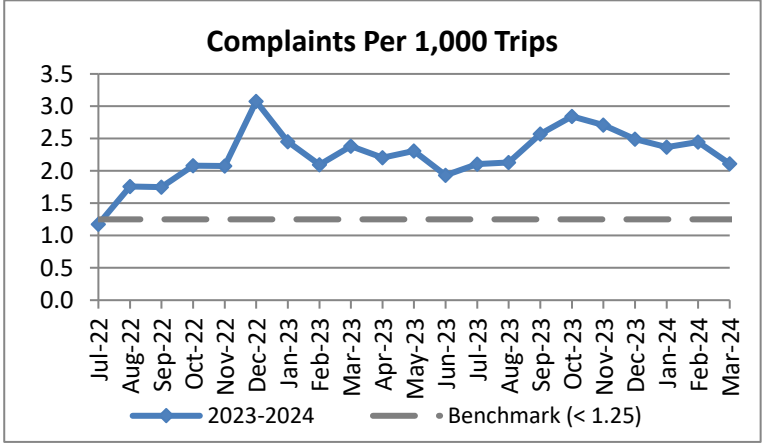
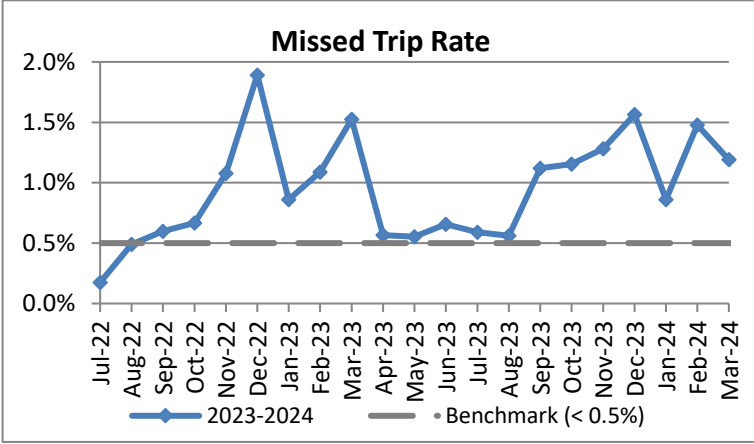
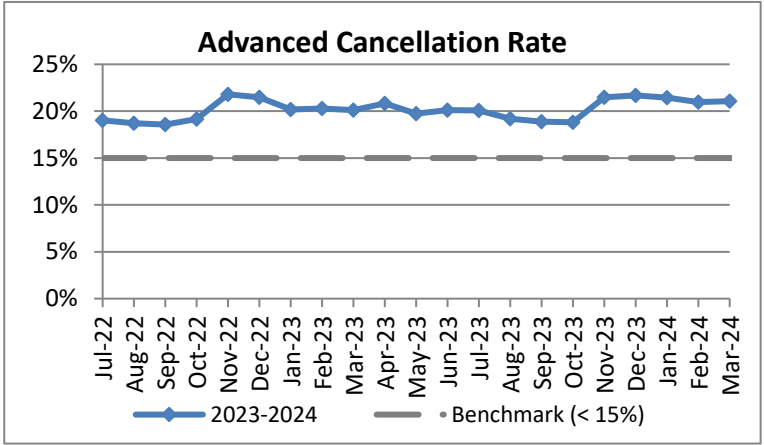
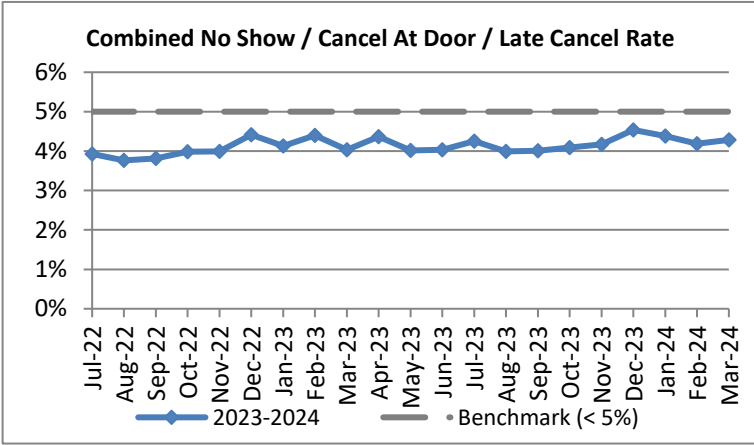
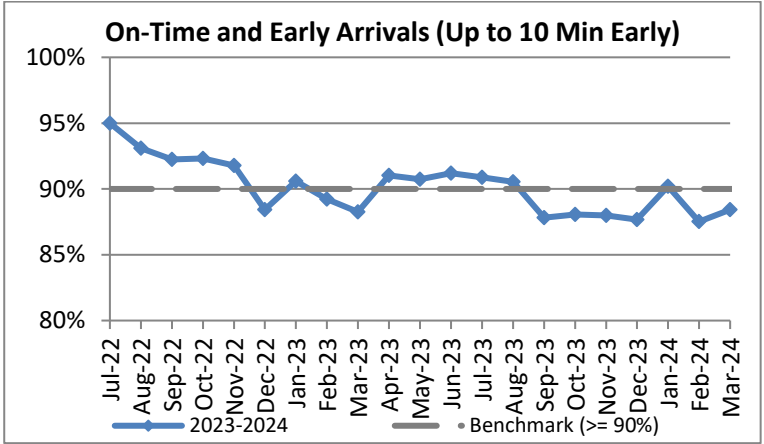
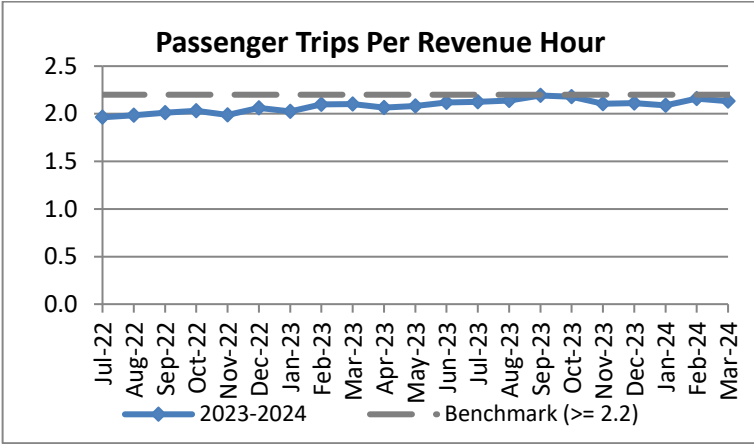
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending March 2024**

Key Performance Indicators (KPI)	Mar FY2024	Mar FY2023	Mar FY2019 Pre-COVID	% Change FY 23-24	9 Month FY2024	9 Month FY2023	9 Month FY2019 Pre-COVID	% Change FY 23-24	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	86,139	84,168	101,735	2.34%	764,773	702,107	891,333	8.93%	1,197,533	
Average Weekday Ridership	3,296	3,083	3,902	6.88%	3,231	2,977	3,853	8.52%	3,856	
Unique Riders During the Month	5,436	5,204	5,852	4.46%	5,368	5,016	5,786	7.02%	5,810	
Cost per Revenue Hour	\$116.35	\$107.72	\$84.10	8.02%	\$113.59	\$107.76	\$86.99	5.41%	\$87.76	<= \$90
Cost per Passenger Trip	\$54.59	\$51.25	\$38.56	6.51%	\$53.16	\$53.11	\$39.46	0.10%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.86	\$7.47	\$5.64	5.19%	\$7.80	\$7.37	\$5.85	5.79%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.13	2.10	2.18	1.41%	2.14	2.03	2.20	5.30%	2.22	>= 2.2
Farebox Recovery	2.81%	4.23%	4.74%	-1.41%	3.12%	3.55%	4.35%	-0.43%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.80%	76.97%	76.65%	0.83%	77.91%	78.14%	75.89%	-0.23%	75.93%	
Early Arrivals (> 10 Minutes)	0.71%	0.76%	2.20%	-0.04%	0.72%	1.04%	2.18%	-0.33%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.02%	0.09%	0.02%	0.03%	0.03%	0.12%	0.00%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.44%	88.25%	89.35%	0.19%	88.80%	91.18%	88.23%	-2.38%	87.99%	>= 90%
On-Time and All Early Arrivals	89.15%	89.00%	91.55%	0.14%	89.52%	92.23%	90.41%	-2.71%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.95%	1.30%	0.63%	-0.34%	0.87%	0.72%	0.74%	0.15%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.18%	51.34%	62.42%	6.85%	56.13%	64.44%	60.58%	-8.30%	60.91%	> 90%
Comparative Trip Length Analysis	74.82%	72.51%	69.33%	2.32%	73.70%	74.18%	68.86%	-0.48%	68.69%	50%
Excessive Trip Length	8.76%	10.05%	12.42%	-1.29%	9.07%	8.60%	13.07%	0.47%	13.17%	1%
No Show / Late Cancellation Rate	4.28%	4.04%	4.37%	0.24%	4.21%	4.05%	4.46%	0.16%	4.44%	< 5%
Advance Cancellation Rate	21.06%	20.10%	22.87%	0.96%	20.38%	19.91%	23.43%	0.47%	23.11%	< 15%
Missed Trip Rate	1.19%	1.52%	0.76%	-0.33%	1.09%	0.93%	0.91%	0.15%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.11	2.38	1.64	-11.46%	2.42	2.10	1.46	15.27%	1.57	<= 1.25
Calls Answered Within 5 Minutes	99.25%	97.58%	48.20%	1.67%	97.86%	73.54%	53.67%	24.32%	50.30%	94% <sup>2</sup>
Vehicle Availability	71.72%	66.83%	86.23%	4.89%	72.95%	72.51%	87.61%	0.43%	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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