

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

April 2024

- **Ridership**

In-house average weekday ridership for April was 2,909, up by 4.40% from last year. Supplemental providers average weekday ridership was 346, up by 20.54%. Combined in-house and supplemental providers average weekday ridership was 3,254, up by 5.91%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 71,021 boardings, up 9.10% 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 88.99% for April. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.71%. On-time performance for trips with a desired arrival time was 55.10% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 94.56% 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 70,312 trips including 7,472 trips that were longer than one hour in trip time. The analysis found that 73.72% 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 688 or 9.21% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,276 or 17.08% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 78.42% for April, up by 7.69% from last year.

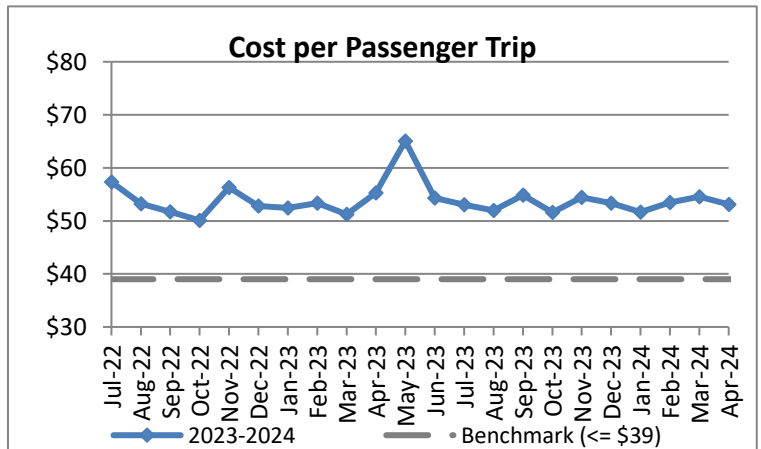
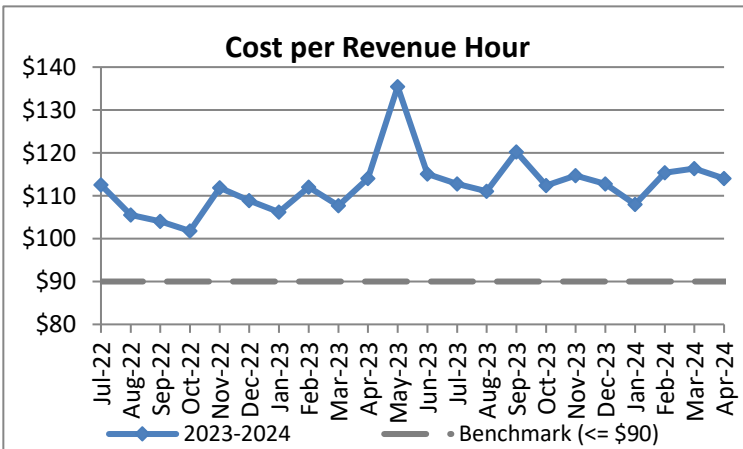
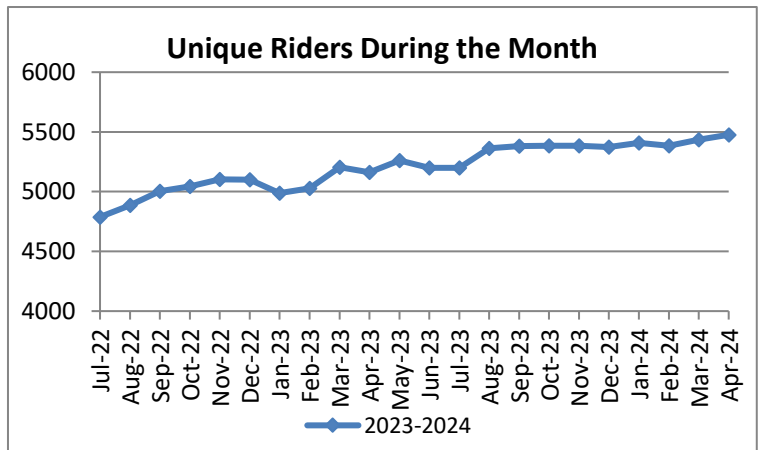
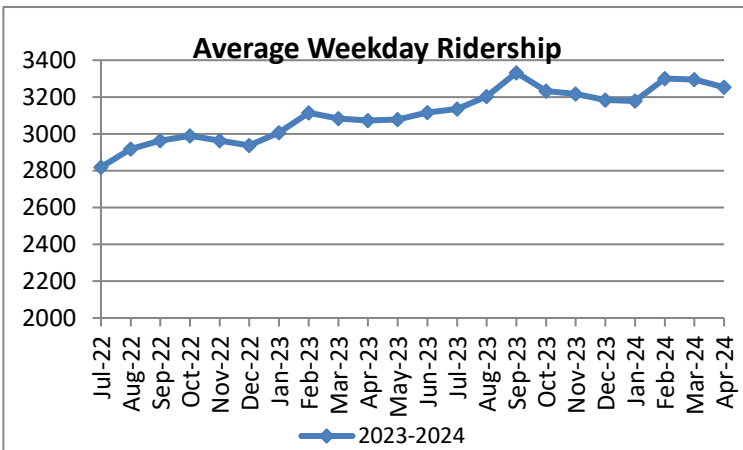
- **Call Center Performance**

Over the month of April, reservationists answered 40,733 calls. Of those calls, 96.31% were answered within 3 minutes, and 98.96% were answered in 5 minutes.

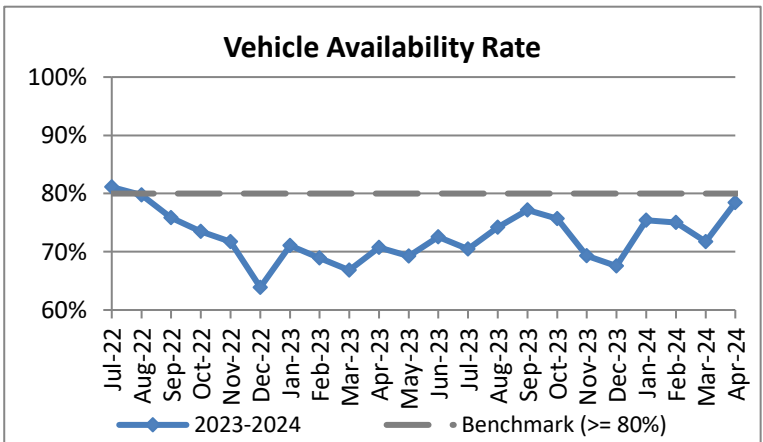
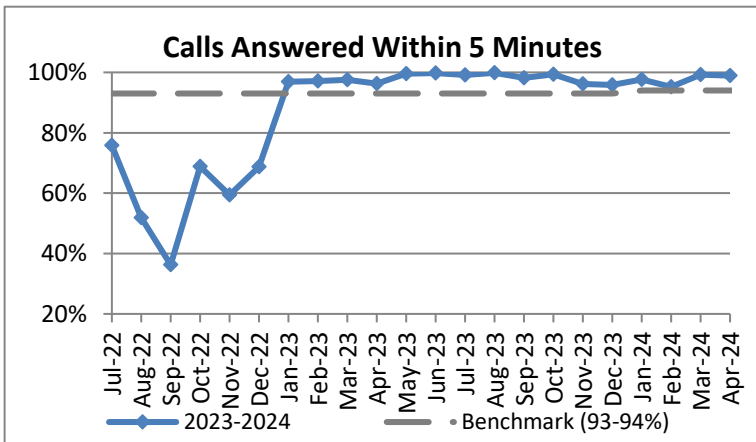
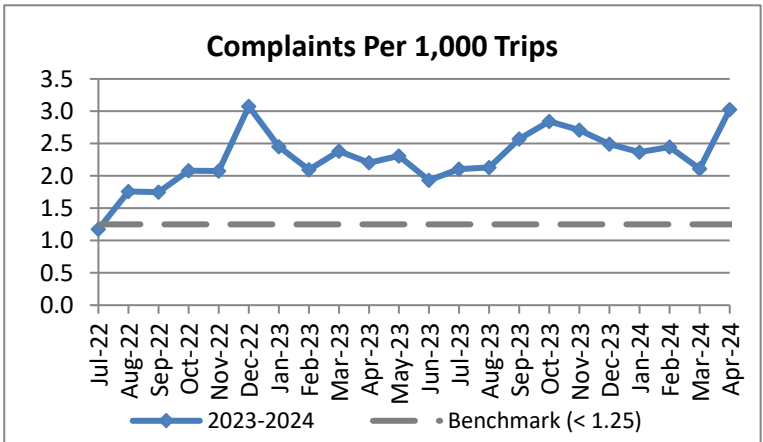
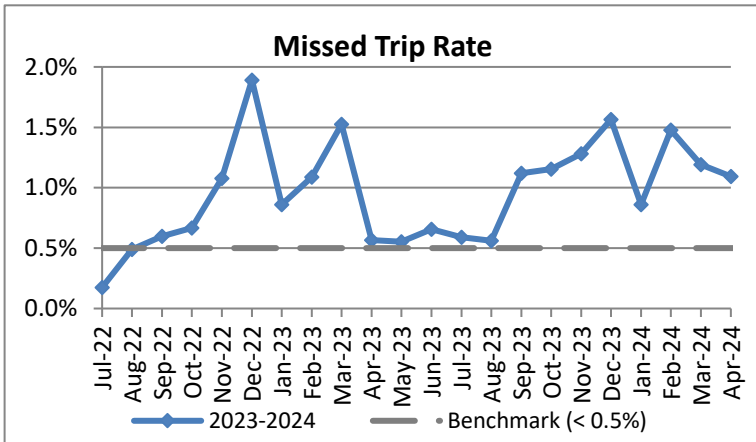
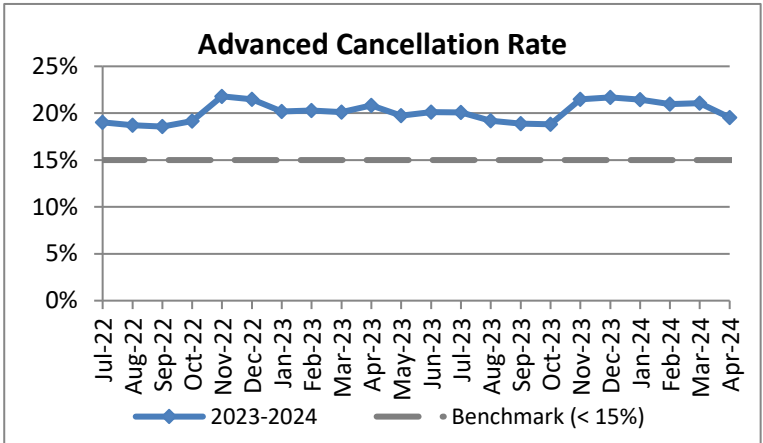
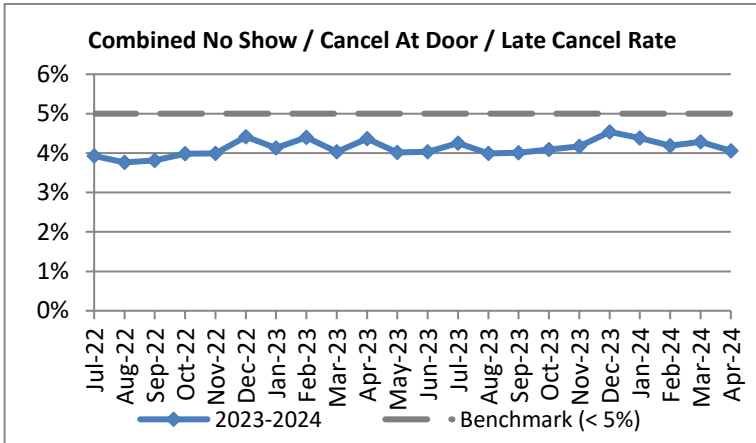
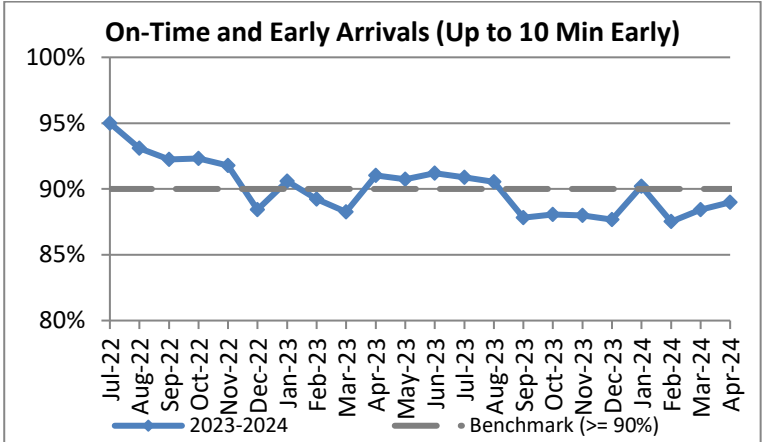
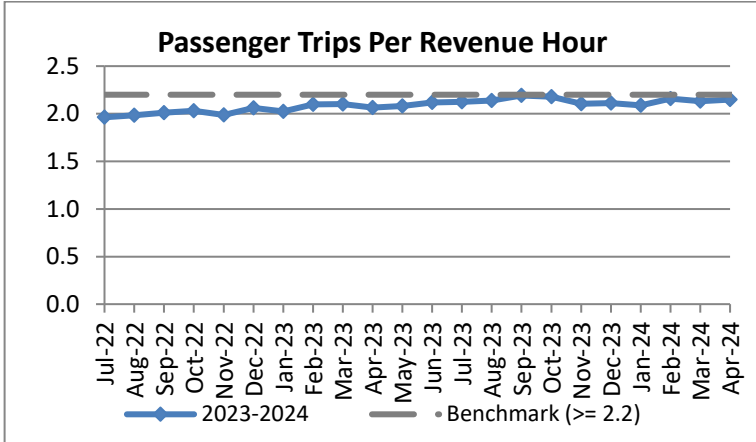
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending April 2024**

Key Performance Indicators (KPI)	Apr FY2024	Apr FY2023	Apr FY2019 Pre-COVID	% Change FY 23-24	10 Month FY2024	10 Month FY2023	10 Month FY2019 Pre-COVID	% Change FY 23-24	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	86,787	78,432	103,547	10.65%	851,560	780,539	994,880	9.10%	1,197,533	
Average Weekday Ridership	3,254	3,073	3,927	5.91%	3,233	2,987	3,860	8.25%	3,856	
Unique Riders During the Month	5,476	5,161	5,945	6.10%	5,379	5,031	5,802	6.92%	5,810	
Cost per Revenue Hour	\$114.03	\$114.04	\$90.16	-0.01%	\$113.61	\$108.38	\$87.32	4.83%	\$87.76	<= \$90
Cost per Passenger Trip	\$53.10	\$55.27	\$40.26	-3.93%	\$53.15	\$53.33	\$39.55	-0.34%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.86	\$7.82	\$5.79	0.43%	\$7.80	\$7.42	\$5.84	5.21%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.15	2.06	2.24	4.08%	2.14	2.03	2.21	5.18%	2.22	>= 2.2
Farebox Recovery	3.03%	3.12%	4.09%	-0.10%	3.11%	3.51%	4.32%	-0.40%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.94%	78.77%	76.33%	-0.83%	77.92%	78.21%	75.94%	-0.29%	75.93%	
Early Arrivals (> 10 Minutes)	0.72%	0.77%	1.94%	-0.05%	0.72%	1.02%	2.15%	-0.30%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.01%	0.12%	0.01%	0.03%	0.03%	0.12%	0.00%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.99%	91.03%	87.72%	-2.04%	88.82%	91.17%	88.18%	-2.35%	87.99%	>= 90%
On-Time and All Early Arrivals	89.71%	91.80%	89.66%	-2.08%	89.54%	92.18%	90.33%	-2.65%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.88%	0.41%	0.82%	0.48%	0.87%	0.69%	0.75%	0.18%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	55.10%	48.64%	62.37%	6.46%	56.06%	64.02%	60.76%	-7.96%	60.91%	> 90%
Comparative Trip Length Analysis	73.72%	73.65%	67.93%	0.07%	73.70%	74.12%	68.75%	-0.42%	68.69%	50%
Excessive Trip Length	9.21%	9.28%	13.14%	-0.07%	9.09%	8.68%	13.08%	0.41%	13.17%	1%
No Show / Late Cancellation Rate	4.06%	4.37%	4.30%	-0.31%	4.19%	4.08%	4.44%	0.11%	4.44%	< 5%
Advance Cancellation Rate	19.53%	20.84%	21.28%	-1.31%	20.29%	20.00%	23.21%	0.29%	23.11%	< 15%
Missed Trip Rate	1.09%	0.57%	0.98%	0.53%	1.09%	0.90%	0.92%	0.19%	0.95%	< 0.5%
Complaints per 1,000 Trips	3.03	2.21	2.09	37.25%	2.48	2.11	1.53	17.57%	1.57	<= 1.25
Calls Answered Within 5 Minutes	98.96%	96.23%	37.09%	2.73%	97.97%	75.92%	51.92%	22.05%	50.30%	94% ²
Vehicle Availability	78.42%	70.73%	79.85%	7.69%	73.49%	72.34%	86.83%	1.16%	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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