

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

June 2024

- **Ridership**

In-house average weekday ridership for June was 2,789, down by -2.34% from last year. Supplemental providers average weekday ridership was 361, up by 38.19%. Combined in-house and supplemental providers average weekday ridership was 3,150, up by 1.06%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 72,514 boardings, up 7.67% 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 89.30% for June. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 90.08%. On-time performance for trips with a desired arrival time was 57.64% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 94.44% 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 June, Handi-Van operated 64,050 trips including 5,943 trips that were longer than one hour in trip time. The analysis found that 75.69% 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 511 or 8.60% of these trips were more than 15 minutes longer than comparable fixed-route trips. 934 or 15.72% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 71.32% for June, down by -1.24% from last year.

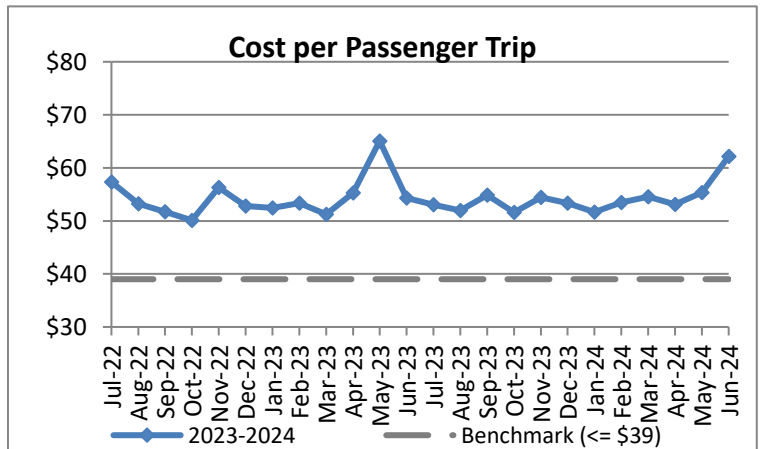
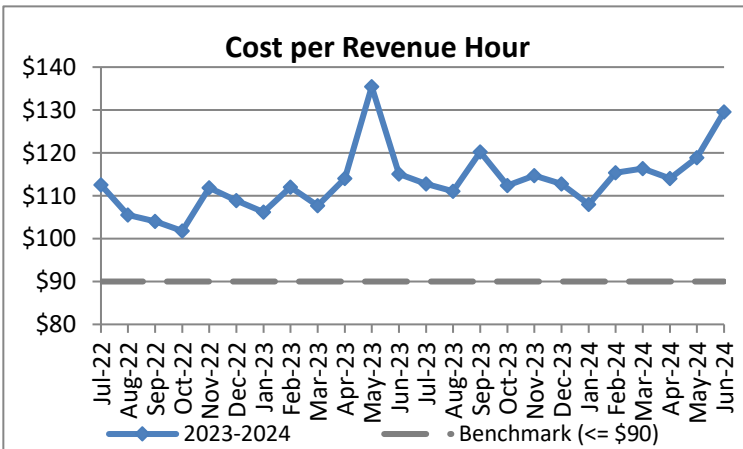
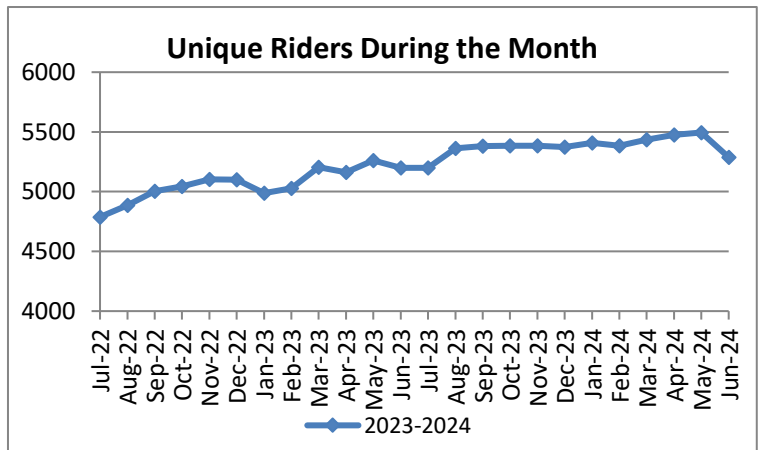
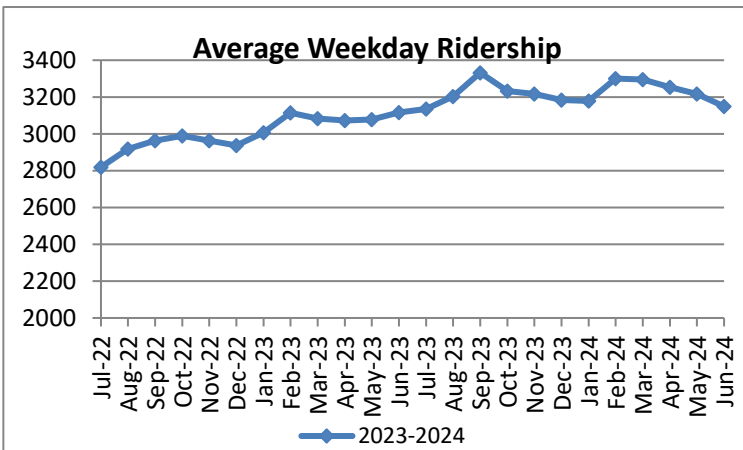
- **Call Center Performance**

Over the month of June, reservationists answered 37,163 calls. Of those calls, 92.85% were answered within 3 minutes, and 95.99% were answered in 5 minutes.

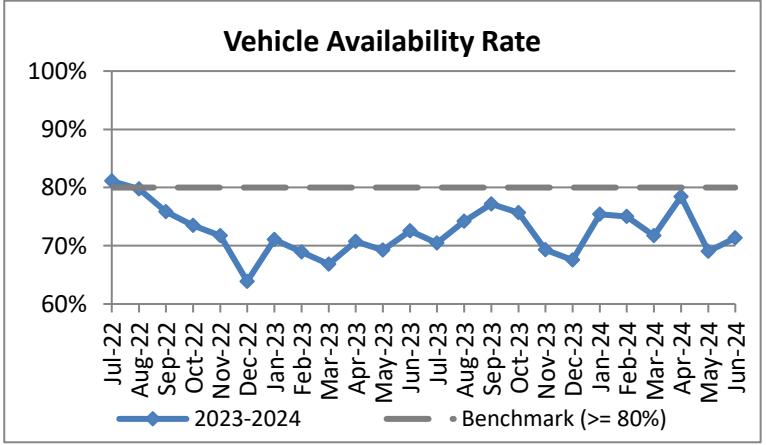
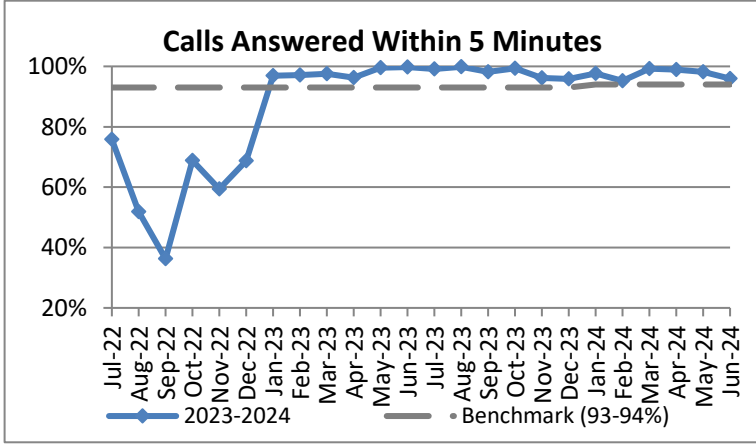
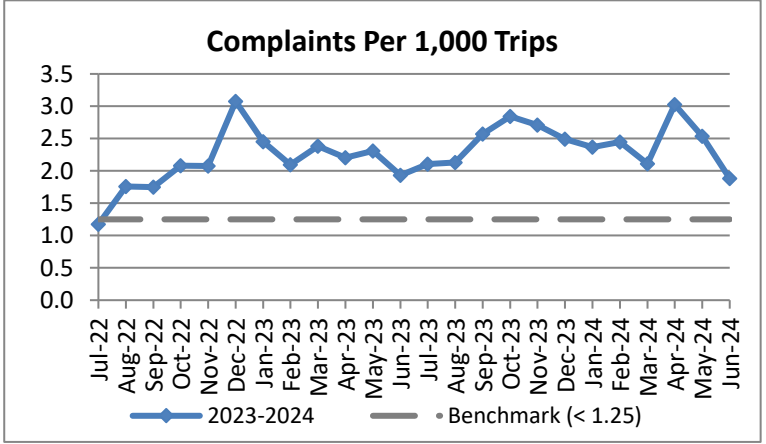
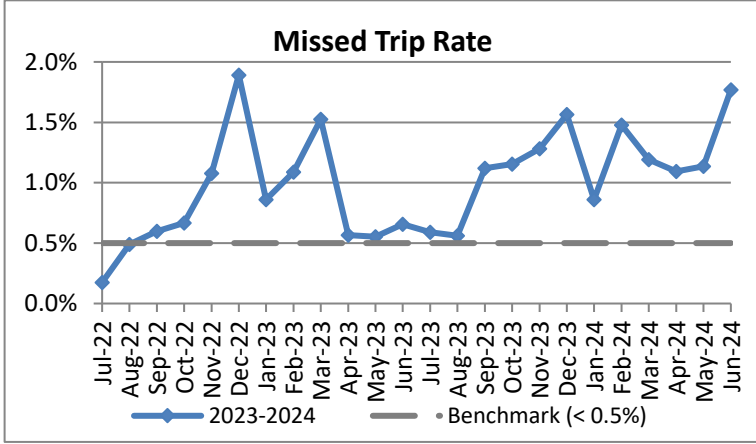
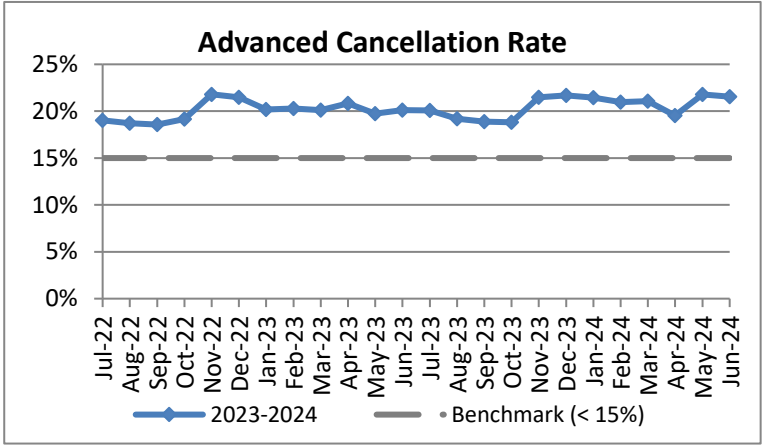
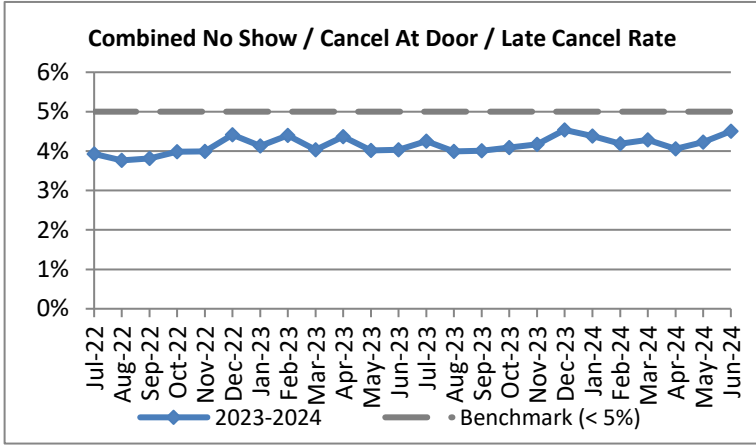
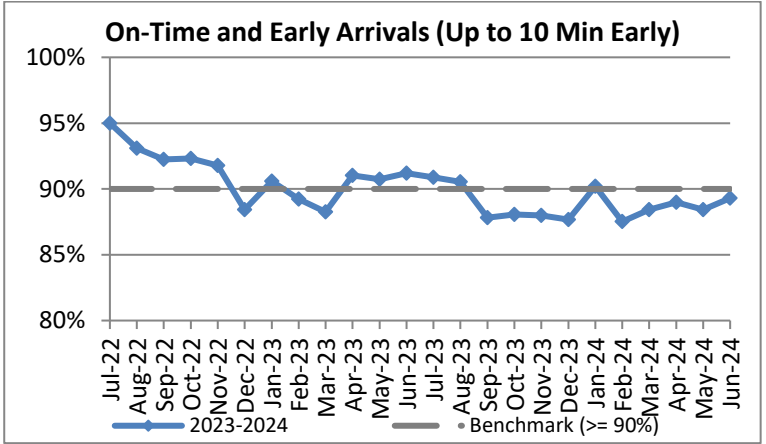
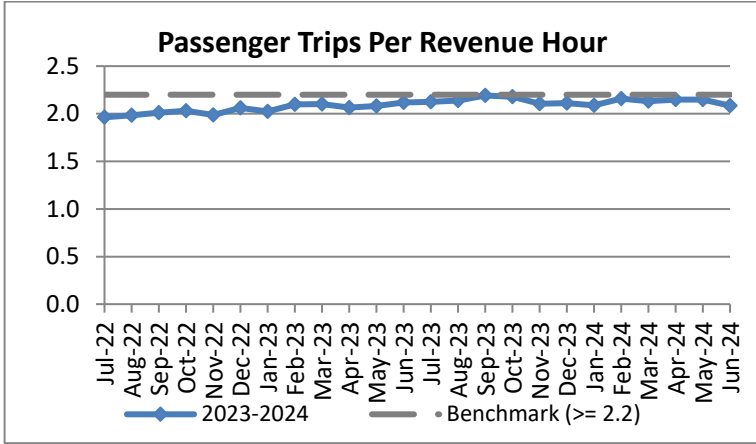
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending June 2024**

Key Performance Indicators (KPI)	Jun FY2024	Jun FY2023	Jun FY2019 Pre-COVID	% Change FY 23-24	12 Month FY2024	12 Month FY2023	12 Month FY2019 Pre-COVID	% Change FY 23-24	Benchmark ¹
Total Monthly Ridership	79,221	81,971	97,923	-3.35%	1,018,382	945,868	1,197,533	7.67%	
Average Weekday Ridership	3,150	3,117	3,794	1.06%	3,225	3,005	3,856	7.31%	
Unique Riders During the Month	5,289	5,200	5,779	1.71%	5,381	5,064	5,810	6.26%	
Cost per Revenue Hour	\$129.55	\$115.11	\$92.08	12.54%	\$115.29	\$111.28	\$87.76	3.60%	<= \$90
Cost per Passenger Trip	\$62.16	\$54.33	\$40.75	14.40%	\$54.02	\$54.45	\$39.61	-0.80%	<= \$39
Cost per Revenue Mile	\$8.73	\$7.84	\$6.10	11.29%	\$7.91	\$7.62	\$5.87	3.76%	<= \$6.20
Passenger Trips per Revenue Hour	2.08	2.12	2.26	-1.63%	2.13	2.04	2.22	4.43%	>= 2.2
Farebox Recovery	2.74%	3.87%	4.18%	-1.12%	3.05%	3.46%	4.30%	-0.41%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.96%	78.58%	76.41%	-0.61%	77.87%	78.25%	75.93%	-0.38%	
Early Arrivals (> 10 Minutes)	0.78%	0.82%	2.13%	-0.04%	0.72%	0.99%	2.14%	-0.27%	< 2%
Very Early Arrivals (> 30 Minutes)	0.09%	0.04%	0.14%	0.06%	0.03%	0.03%	0.12%	0.00%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	89.30%	91.20%	88.03%	-1.90%	88.82%	91.13%	87.99%	-2.31%	>= 90%
On-Time and All Early Arrivals	90.08%	92.02%	90.16%	-1.94%	89.54%	92.12%	90.13%	-2.57%	>= 90%
Very Late Arrivals (>30 Minutes)	1.31%	0.49%	0.64%	0.82%	0.91%	0.65%	0.78%	0.26%	< 1%
On-Time Drop-Offs (Within 45 Mins)	57.64%	58.61%	63.44%	-0.97%	56.35%	63.58%	60.91%	-7.23%	> 90%
Comparative Trip Length Analysis	75.69%	76.10%	69.89%	-0.41%	73.89%	74.25%	68.69%	-0.36%	50%
Excessive Trip Length	8.60%	7.15%	12.47%	1.45%	9.04%	8.56%	13.17%	0.47%	1%
No Show / Late Cancellation Rate	4.51%	4.03%	4.40%	0.47%	4.22%	4.07%	4.44%	0.15%	< 5%
Advance Cancellation Rate	21.54%	20.11%	22.60%	1.43%	20.52%	19.99%	23.11%	0.53%	< 15%
Missed Trip Rate	1.77%	0.66%	0.81%	1.11%	1.14%	0.85%	0.95%	0.30%	< 0.5%
Complaints per 1,000 Trips	1.88	1.93	1.58	-2.48%	2.44	2.11	1.57	15.52%	<= 1.25
Calls Answered Within 5 Minutes	95.99%	99.77%	43.43%	-3.78%	97.84%	80.13%	50.30%	17.71%	94% ²
Vehicle Availability	71.32%	72.56%	83.86%	-1.24%	72.94%	72.10%	86.16%	0.84%	>= 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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