

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### July 2024

---

- **Ridership**

In-house average weekday ridership for July was 2,873, down by -0.12% from last year. Supplemental providers average weekday ridership was 339, up by 31.18%. Combined in-house and supplemental providers average weekday ridership was 3,212, up by 2.46%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 5,120 boardings, up 6.25% 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 90.34% for July. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 91.21%. On-time performance for trips with a desired arrival time was 54.69% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 89.06% 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 20 minutes to account for walking, waiting, and transferring required on the fixed-route system. During the month of July, Handi-Van operated 68,357 trips including 6,694 trips that were longer than one hour in trip time. The analysis found that 62.32% 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 1,064 or 15.89% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,458 or 21.78% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 74.27% for July, up by 3.81% from last year.

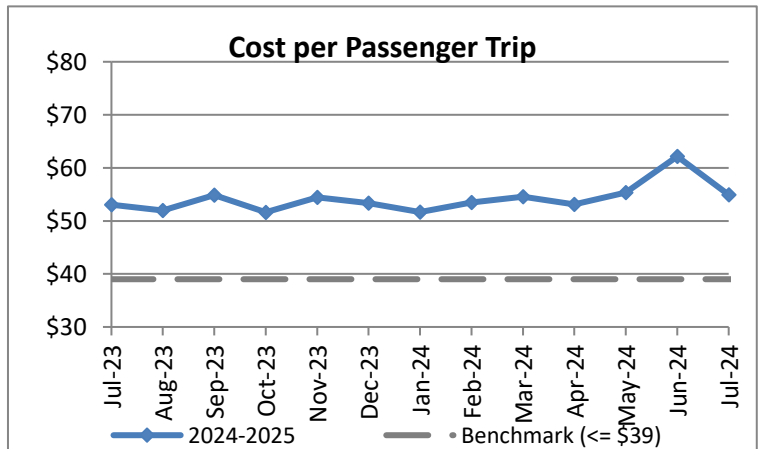
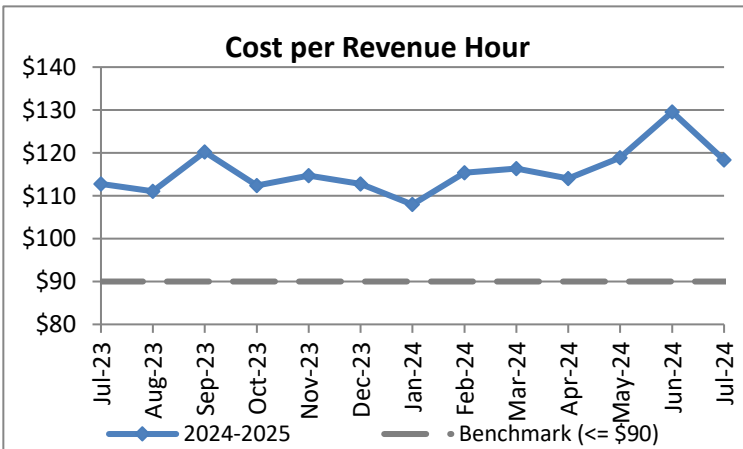
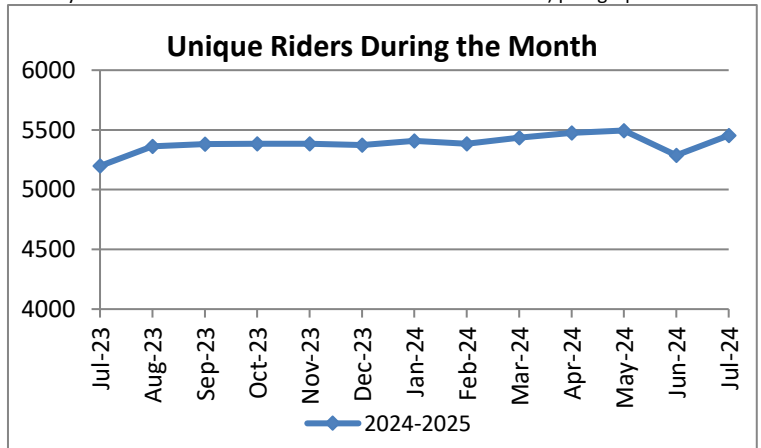
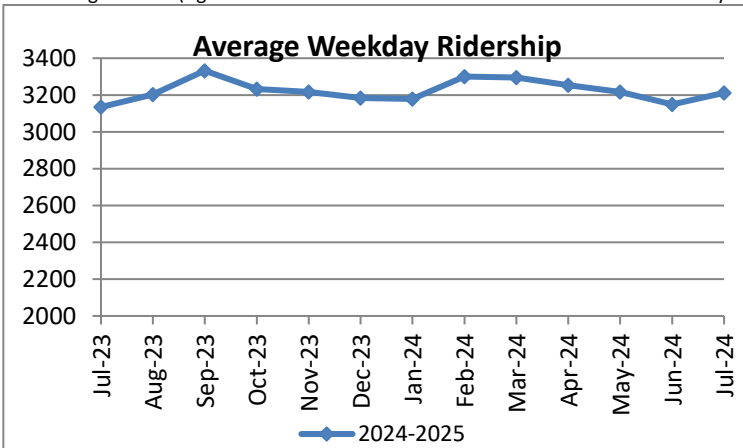
- **Call Center Performance**

Over the month of July, reservationists answered 37,791 calls. Of those calls, 99.26% were answered within 3 minutes, and 99.91% were answered in 5 minutes.

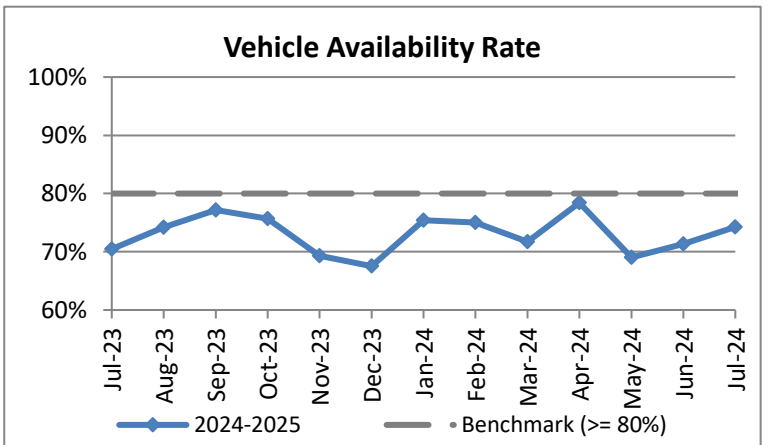
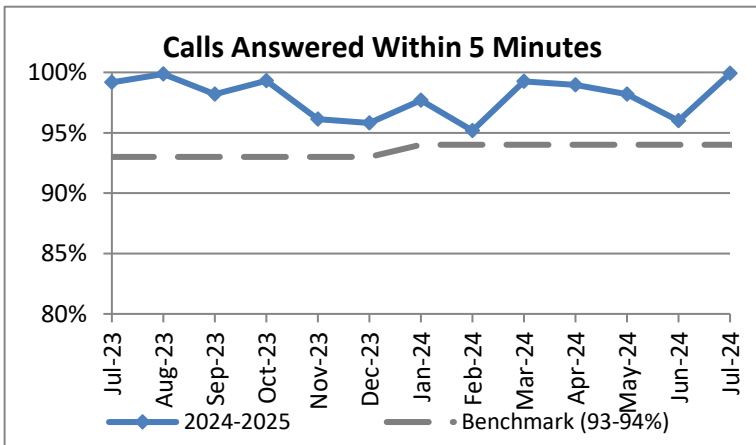
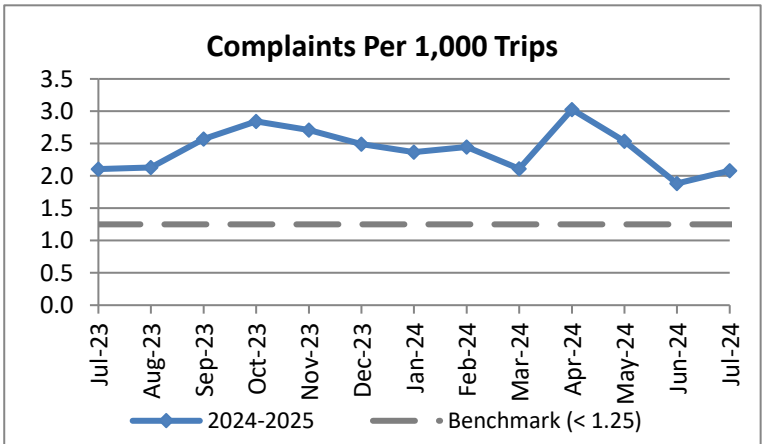
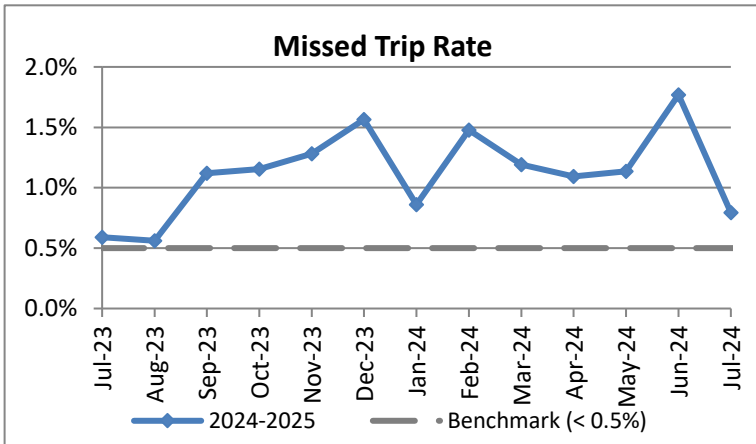
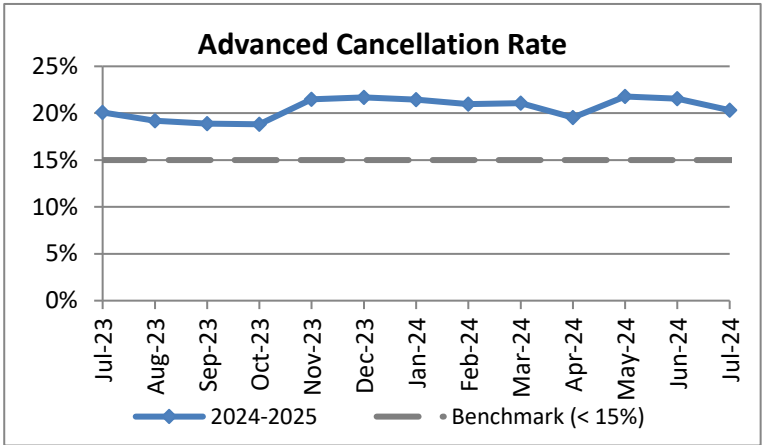
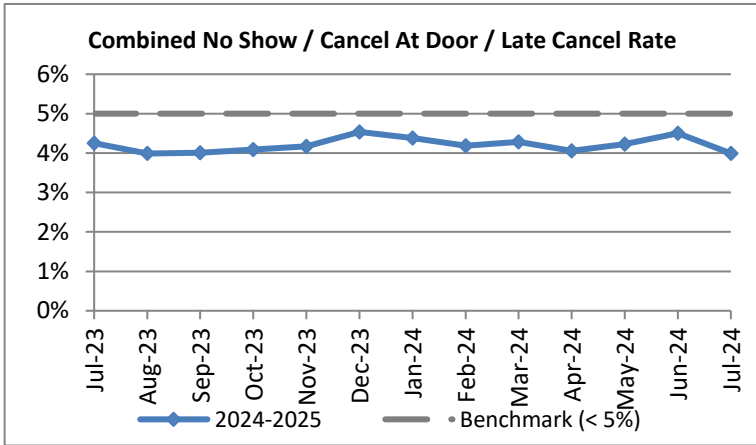
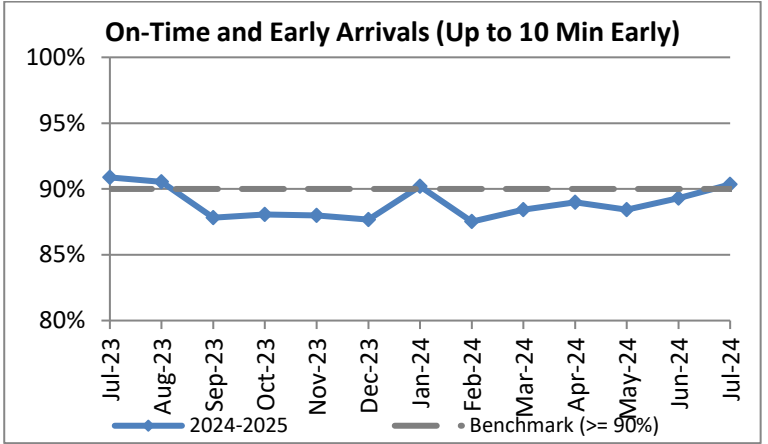
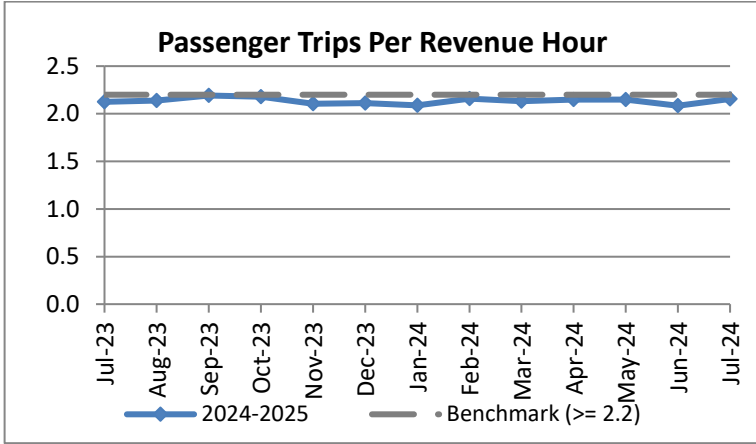
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending July 2024**

| Key Performance Indicators (KPI)              | Jul FY2025 | Jul FY2024 | Jul FY2019 Pre-COVID | % Change FY 24-25 | 1 Month FY2025 | 1 Month FY2024 | 1 Month FY2019 Pre-COVID | % Change FY 24-25 | 12 Month FY2019 Pre-COVID | Benchmark <sup>1</sup> |
|---|------------|------------|----------------------|-------------------|----------------|----------------|--------------------------|-------------------|---------------------------|------------------------|
| Total Monthly Ridership                       | 87,101     | 81,981     | 100,377              | 6.25%             | 87,101         | 81,981         | 100,377                  | 6.25%             | 1,197,533                 |                        |
| Average Weekday Ridership                     | 3,212      | 3,135      | 3,866                | 2.46%             | 3,212          | 3,135          | 3,866                    | 2.46%             | 3,856                     |                        |
| Unique Riders During the Month                | 5,454      | 5,198      | 5,816                | 4.92%             | 5,454          | 5,198          | 5,816                    | 4.92%             | 5,810                     |                        |
| Cost per Revenue Hour                         | \$118.38   | \$112.80   | \$87.13              | 4.95%             | \$117.98       | \$112.80       | \$87.13                  | 4.60%             | \$87.76                   | <= \$90                |
| Cost per Passenger Trip                       | \$54.89    | \$53.06    | \$38.80              | 3.46%             | \$54.71        | \$53.06        | \$38.80                  | 3.11%             | \$39.61                   | <= \$39                |
| Cost per Revenue Mile                         | \$8.15     | \$7.61     | \$5.71               | 7.08%             | \$8.12         | \$7.61         | \$5.71                   | 6.72%             | \$5.87                    | <= \$6.20              |
| Passenger Trips per Revenue Hour              | 2.16       | 2.13       | 2.25                 | 1.44%             | 2.16           | 2.13           | 2.25                     | 1.44%             | 2.22                      | >= 2.2                 |
| Farebox Recovery                              | 3.36%      | 3.33%      | 4.00%                | 0.03%             | 3.36%          | 3.33%          | 4.00%                    | 0.03%             | 4.30%                     | 8%                     |
| On-Time Arrivals (Within 0-30 Min Window)     | 78.18%     | 78.72%     | 75.86%               | -0.54%            | 78.18%         | 78.72%         | 75.86%                   | -0.54%            | 75.93%                    |                        |
| Early Arrivals (> 10 Minutes)                 | 0.88%      | 0.81%      | 2.27%                | 0.07%             | 0.88%          | 0.81%          | 2.27%                    | 0.07%             | 2.14%                     | < 2%                   |
| Very Early Arrivals (> 30 Minutes)            | 0.04%      | 0.03%      | 0.14%                | 0.02%             | 0.04%          | 0.03%          | 0.14%                    | 0.02%             | 0.12%                     | < 1%                   |
| On-Time & Early Arrivals (Up to 10 Min Early) | 90.34%     | 90.88%     | 88.33%               | -0.54%            | 90.34%         | 90.88%         | 88.33%                   | -0.54%            | 87.99%                    | >= 90%                 |
| On-Time and All Early Arrivals                | 91.21%     | 91.69%     | 90.60%               | -0.47%            | 91.21%         | 91.69%         | 90.60%                   | -0.47%            | 90.13%                    | >= 90%                 |
| Very Late Arrivals (>30 Minutes)              | 0.60%      | 0.45%      | 0.77%                | 0.16%             | 0.60%          | 0.45%          | 0.77%                    | 0.16%             | 0.78%                     | < 1%                   |
| On-Time Drop-Offs (Within 45 Mins)            | 54.69%     | 58.52%     | 59.57%               | -3.83%            | 54.69%         | 58.52%         | 59.57%                   | -3.83%            | 60.91%                    | > 90%                  |
| Comparative Trip Length Analysis <sup>2</sup> | 62.32%     | 76.57%     | 73.46%               | -14.24%           | 62.32%         | 76.57%         | 73.46%                   | -14.24%           | 68.69%                    | 50%                    |
| Excessive Trip Length <sup>2</sup>            | 15.89%     | 7.64%      | 10.80%               | 8.26%             | 15.89%         | 7.64%          | 10.80%                   | 8.26%             | 13.17%                    | 1%                     |
| No Show / Late Cancellation Rate              | 4.00%      | 4.25%      | 4.15%                | -0.25%            | 4.00%          | 4.25%          | 4.15%                    | -0.25%            | 4.44%                     | < 5%                   |
| Advance Cancellation Rate                     | 20.32%     | 20.09%     | 21.94%               | 0.22%             | 20.32%         | 20.09%         | 21.94%                   | 0.22%             | 23.11%                    | < 15%                  |
| Missed Trip Rate                              | 0.79%      | 0.59%      | 0.86%                | 0.20%             | 0.79%          | 0.59%          | 0.86%                    | 0.20%             | 0.95%                     | < 0.5%                 |
| Complaints per 1,000 Trips                    | 2.08       | 2.11       | 1.19                 | -1.07%            | 2.08           | 2.11           | 1.19                     | -1.07%            | 1.57                      | <= 1.25                |
| Calls Answered Within 5 Minutes               | 99.91%     | 99.17%     | 65.04%               | 0.74%             | 99.91%         | 99.17%         | 65.04%                   | 0.74%             | 50.30%                    | 94% <sup>3</sup>       |
| Vehicle Availability                          | 74.27%     | 70.46%     | 89.60%               | 3.81%             | 74.27%         | 70.46%         | 89.60%                   | 3.81%             | 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> Comparative Trip Length data for FY2025 uses 20 minutes to account for walking time and transfers, FY2024 data uses 30 minutes  
<sup>3</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



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



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

