

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### December 2023

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- **Ridership**

In-house average weekday ridership for December was 2,855, up by 7.59% from last year. Supplemental providers average weekday ridership was 330, up by 16.02%. Combined in-house and supplemental providers average weekday ridership was 3,185, up by 8.41%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 45,586 boardings, up 9.79% 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 87.67% for December. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.33%. On-time performance for trips with a desired arrival time was 54.20% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.60% 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 December, Handi-Van operated 68,118 trips including 6,785 trips that were longer than one hour in trip time. The analysis found that 72.63% 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 671 or 9.89% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,186 or 17.48% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 67.53% for December, up by 3.64% from last year.

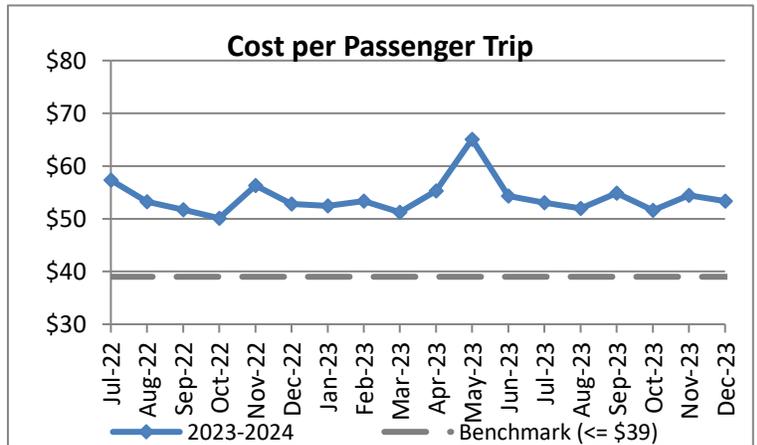
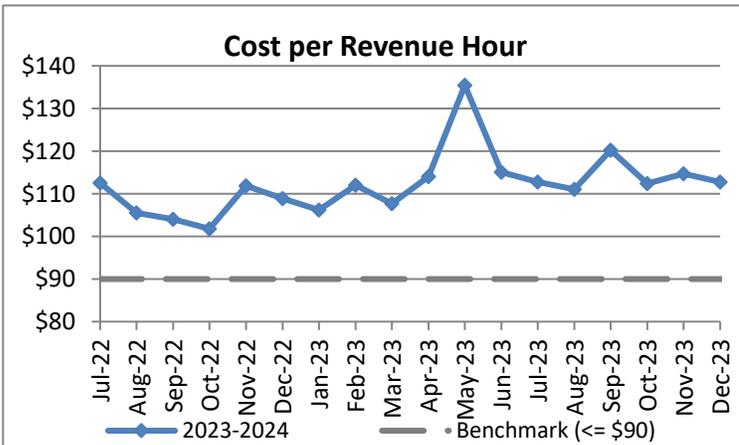
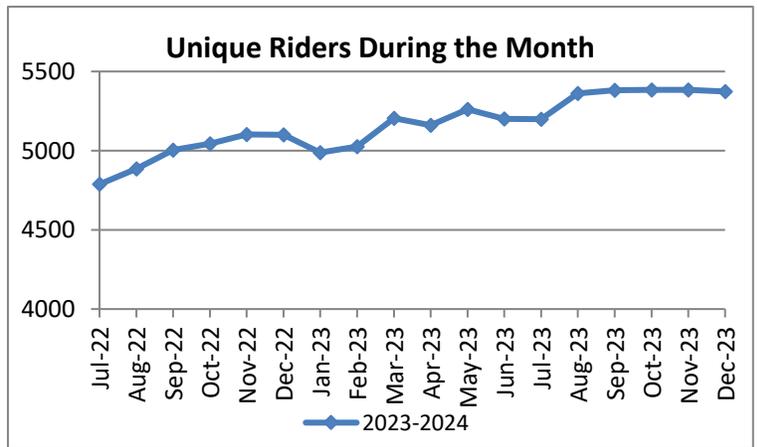
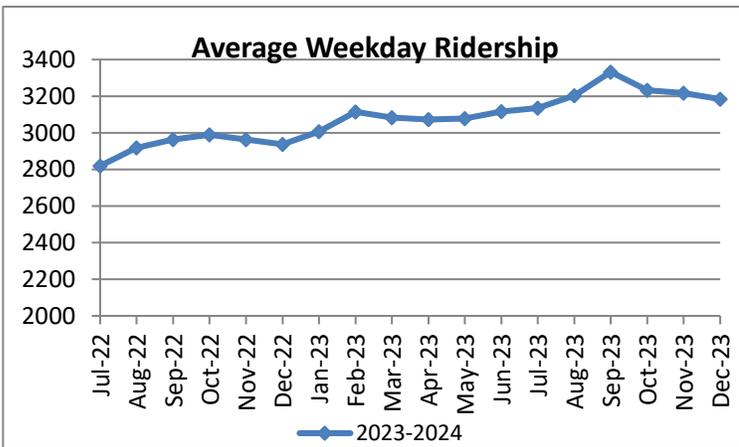
- **Call Center Performance**

Over the month of December, reservationists answered 38,920 calls. Of those calls, 95.81% were answered within 5 minutes.

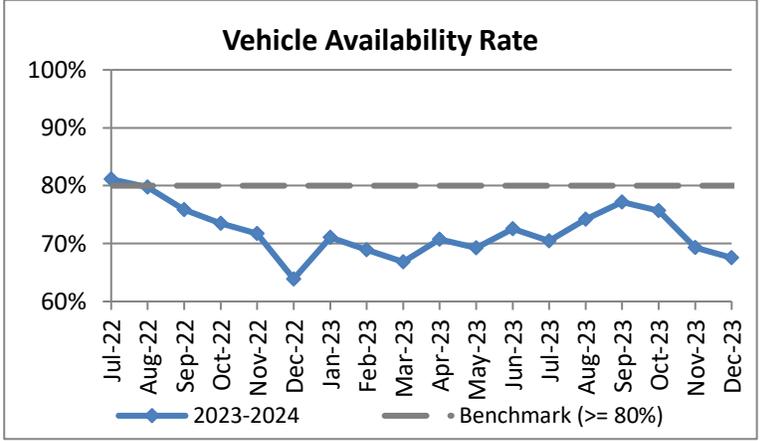
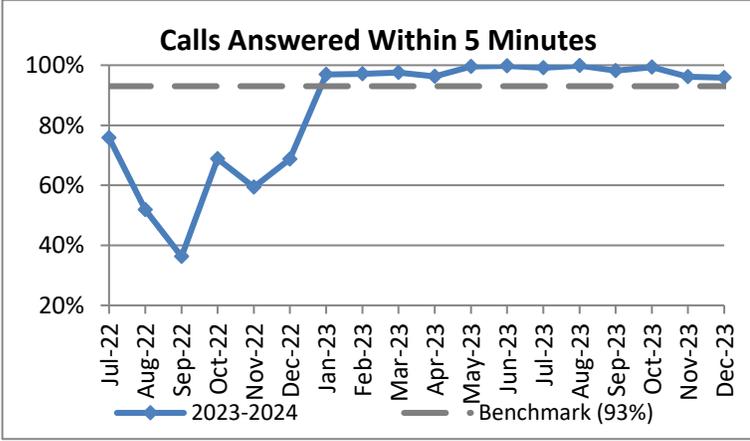
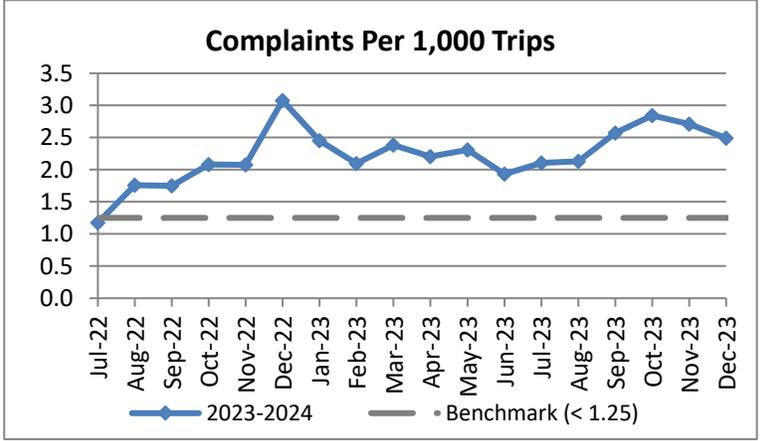
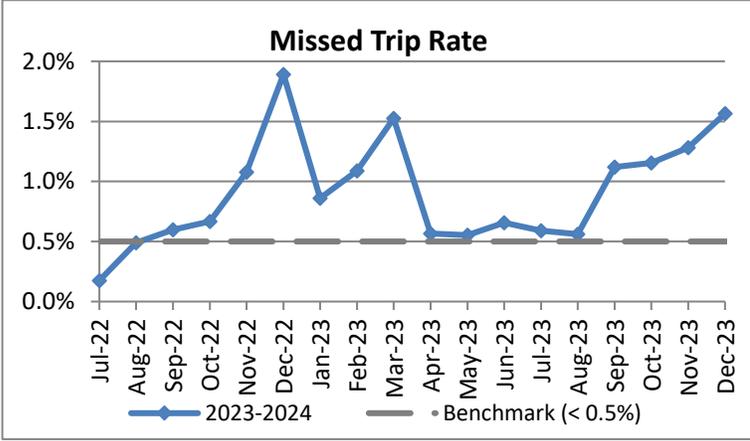
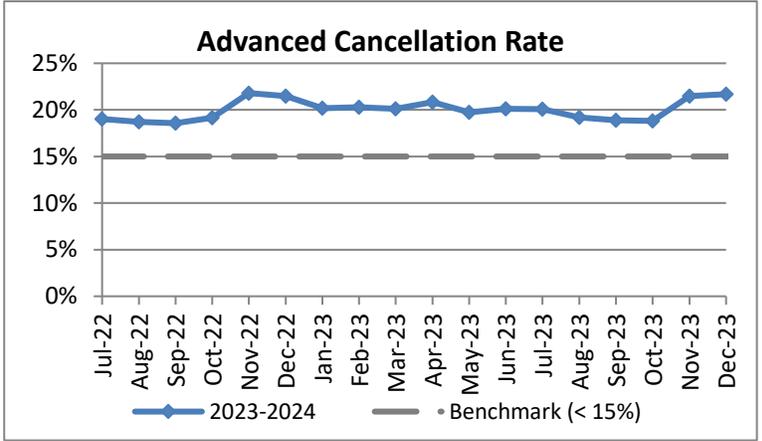
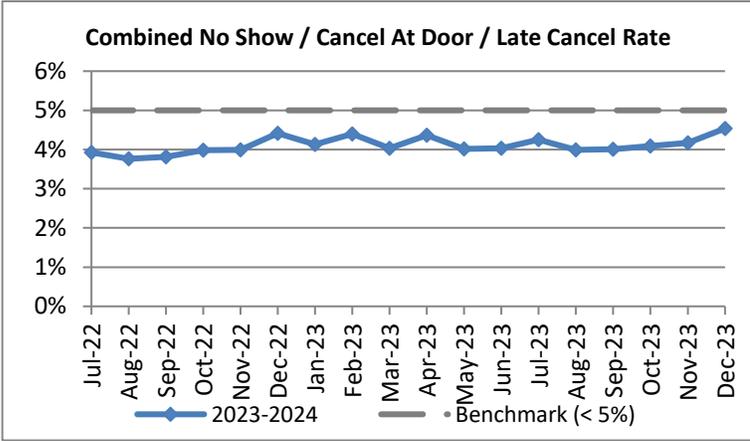
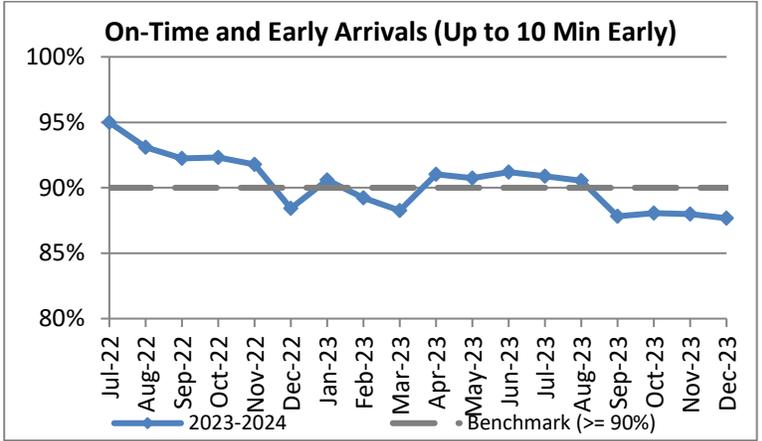
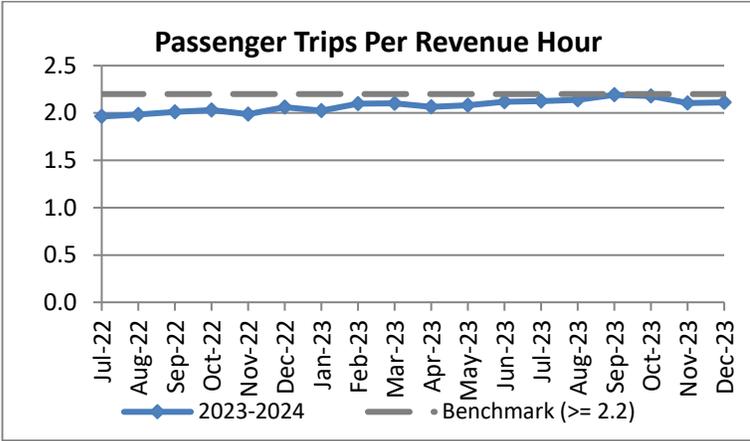
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending December 2023**

Key Performance Indicators (KPI)	Dec FY2024	Dec FY2023	Dec FY2019 Pre-COVID	% Change FY 23-24	6 Month FY2024	6 Month FY2023	6 Month FY2019 Pre-COVID	% Change FY 23-24	12 Month FY2019 Pre-COVID	Benchmark <sup>1</sup>
Total Monthly Ridership	84,112	78,338	97,503	7.37%	511,014	465,428	598,248	9.79%	1,197,533	
Average Weekday Ridership	3,185	2,938	3,754	8.41%	3,217	2,932	3,857	9.73%	3,856	
Unique Riders During the Month	5,373	5,101	5,732	5.33%	5,347	4,988	5,813	7.20%	5,810	
Cost per Revenue Hour	\$112.73	\$108.85	\$85.90	3.56%	\$113.89	\$107.37	\$87.82	6.07%	\$87.76	<= \$90
Cost per Passenger Trip	\$53.36	\$52.78	\$40.22	1.09%	\$53.17	\$53.52	\$39.50	-0.65%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.83	\$7.39	\$5.84	5.97%	\$7.82	\$7.32	\$5.87	6.86%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.11	2.06	2.14	2.45%	2.14	2.01	2.22	6.76%	2.22	>= 2.2
Farebox Recovery	3.28%	3.80%	4.48%	-0.52%	3.12%	3.40%	4.32%	-0.28%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.17%	76.56%	75.58%	0.61%	77.82%	78.30%	75.41%	-0.49%	75.93%	
Early Arrivals (> 10 Minutes)	0.66%	1.02%	2.17%	-0.36%	0.71%	1.17%	2.21%	-0.46%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.03%	0.12%	0.01%	0.03%	0.04%	0.14%	-0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	87.67%	88.42%	87.86%	-0.75%	88.83%	92.13%	87.62%	-3.30%	87.99%	>= 90%
On-Time and All Early Arrivals	88.33%	89.44%	90.03%	-1.11%	89.55%	93.30%	89.83%	-3.75%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	1.31%	1.62%	1.01%	-0.31%	0.85%	0.60%	0.84%	0.25%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	54.20%	58.22%	60.00%	-4.02%	56.50%	65.92%	59.52%	-9.42%	60.91%	> 90%
Comparative Trip Length Analysis	72.63%	72.81%	67.41%	-0.18%	73.33%	75.14%	69.07%	-1.80%	68.69%	50%
Excessive Trip Length	9.89%	9.34%	14.59%	0.55%	9.23%	8.01%	12.96	1.22%	13.17%	1%
No Show / Late Cancellation Rate	4.54%	4.41%	4.76%	0.13%	4.17%	3.98%	4.42%	0.19%	4.44%	< 5%
Advance Cancellation Rate	21.68%	21.47%	24.46%	0.20%	20.00%	19.78%	23.51%	0.22%	23.11%	< 15%
Missed Trip Rate	1.57%	1.89%	1.27%	-0.33%	1.04%	0.82%	1.02%	0.23%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.49	3.08	1.33	-19.01%	2.47	1.99	1.42	24.41%	1.57	<= 1.25
Calls Answered Within 5 Minutes	95.81%	68.69%	32.92%	27.12%	98.09%	60.39%	56.77%	37.71%	50.30%	93% <sup>2</sup>
Vehicle Availability	67.53%	63.89%	86.79%	3.64%	72.40%	74.31%	88.30%	-1.91%	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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