

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

June 2025

- **Ridership**

In-house average weekday ridership for June was 2,962, up by 6.20% from last year. Supplemental providers average weekday ridership was 416, up by 15.07%. Combined in-house and supplemental providers average weekday ridership was 3,377, up by 7.22%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 34,705 boardings, up 3.41% 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 90.91% for June. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 91.64%. On-time performance for trips with a desired arrival time was 58.14% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 94.57% 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 70,087 trips including 6,136 trips that were longer than one hour in trip time. The analysis found that 78.70% 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 402 or 6.55% of these trips were more than 15 minutes longer than comparable fixed-route trips. 905 or 14.75% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 82.28% for June, up by 10.96% from last year.

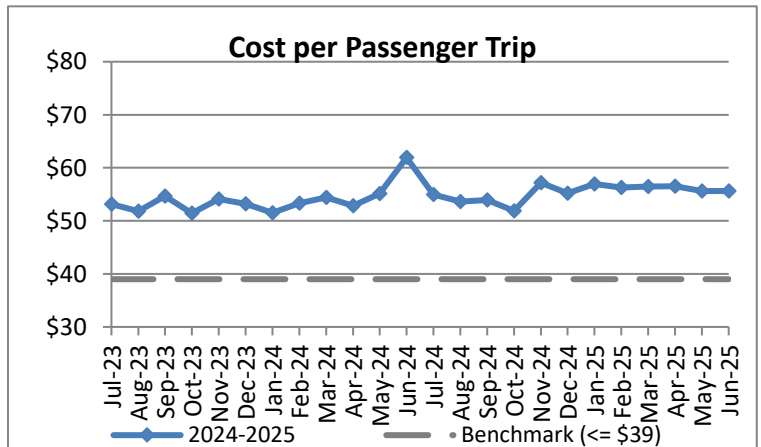
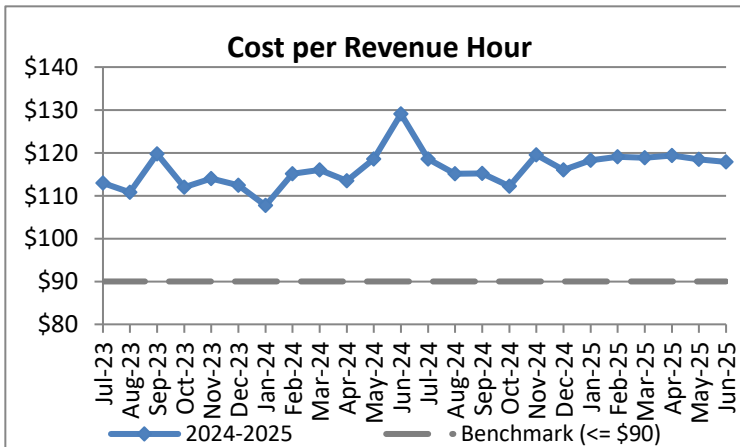
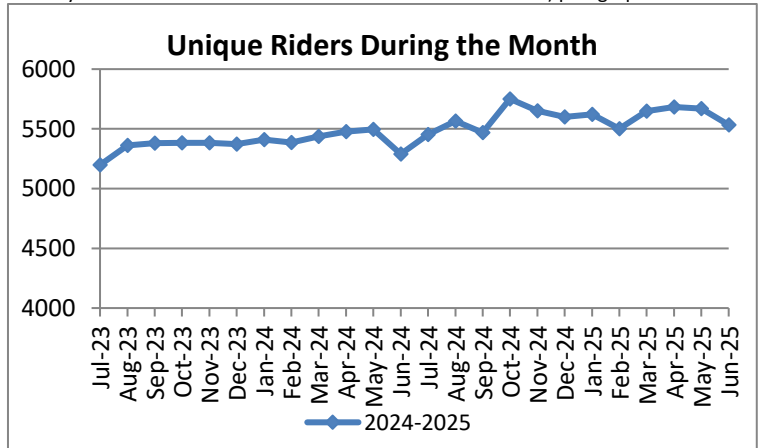
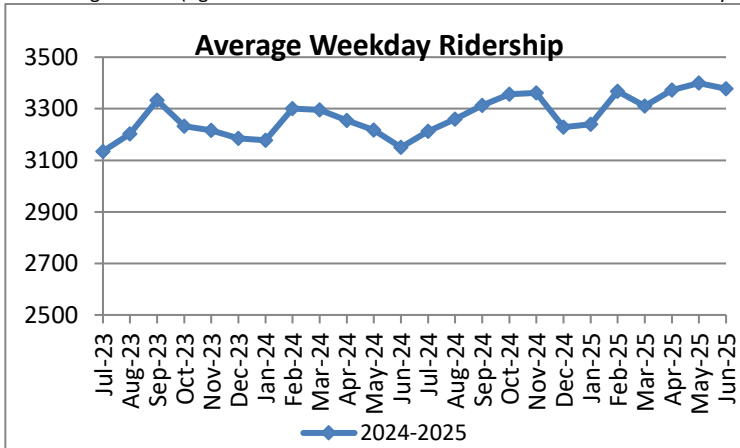
- **Call Center Performance**

Over the month of June, reservationists answered 39,250 calls. Of those calls, 93.65% were answered within 3 minutes, and 98.33% were answered in 5 minutes.

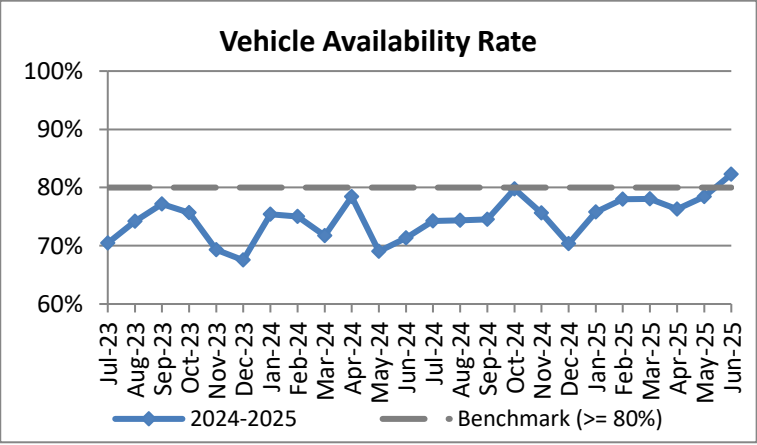
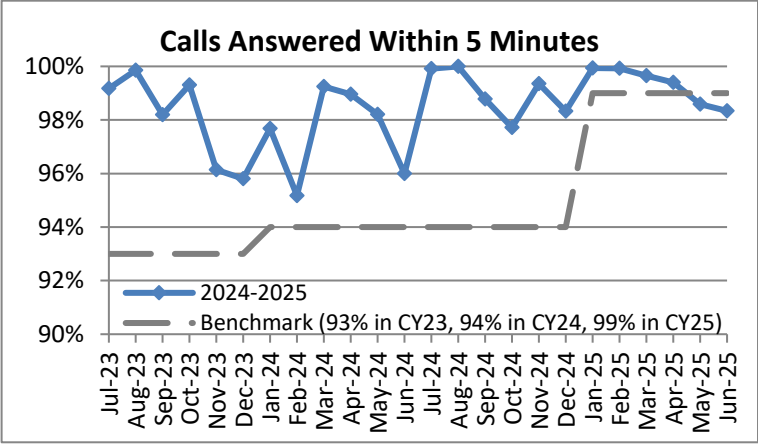
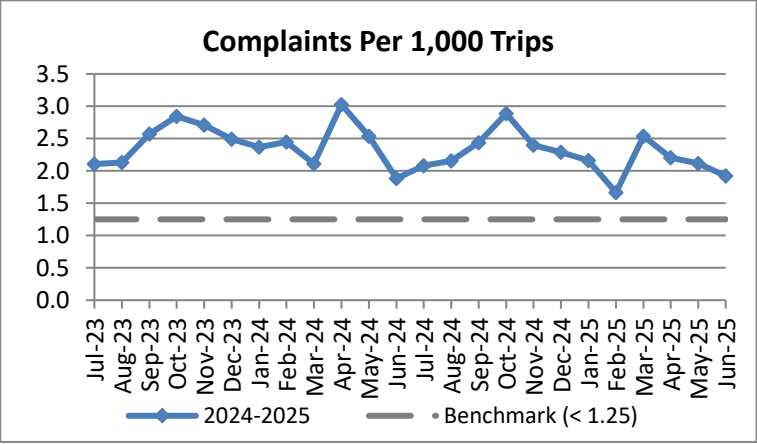
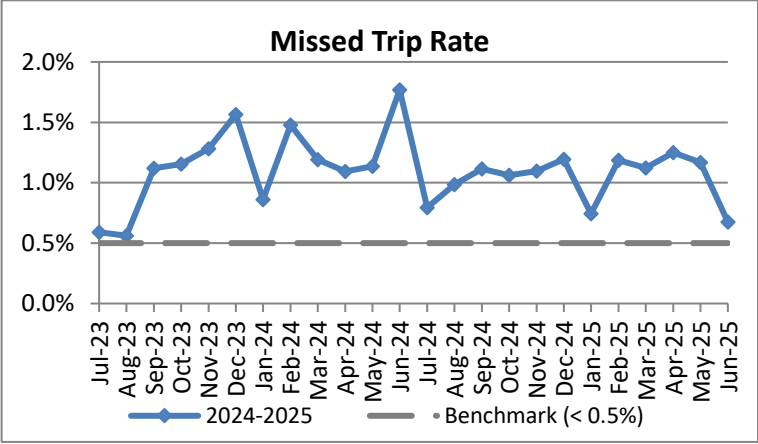
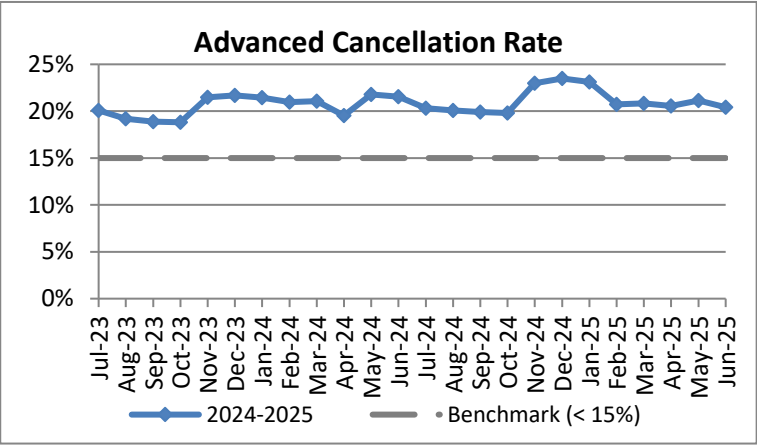
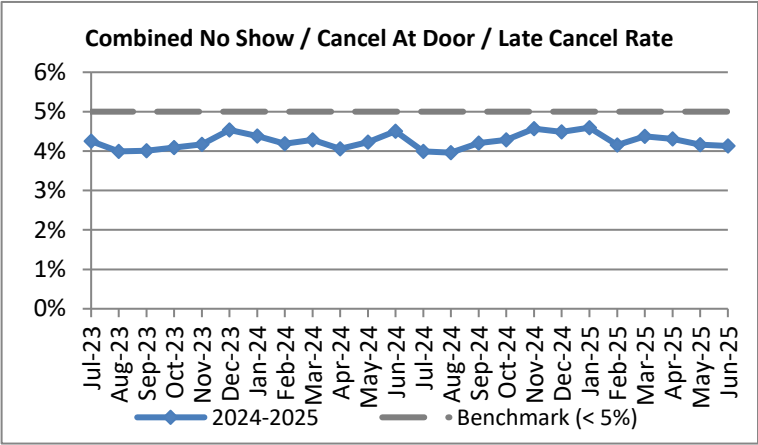
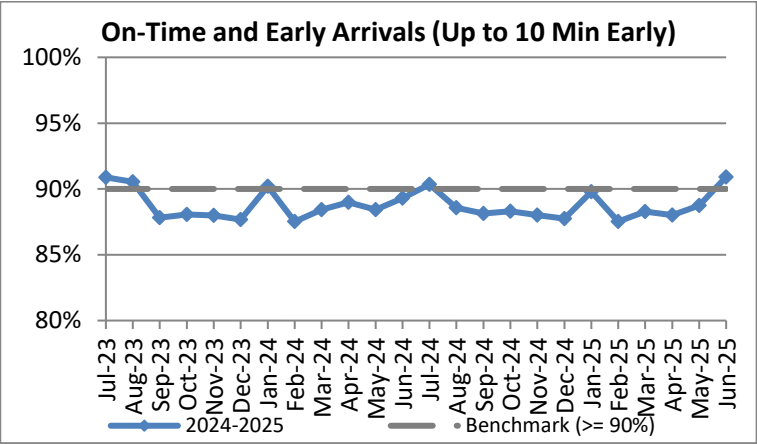
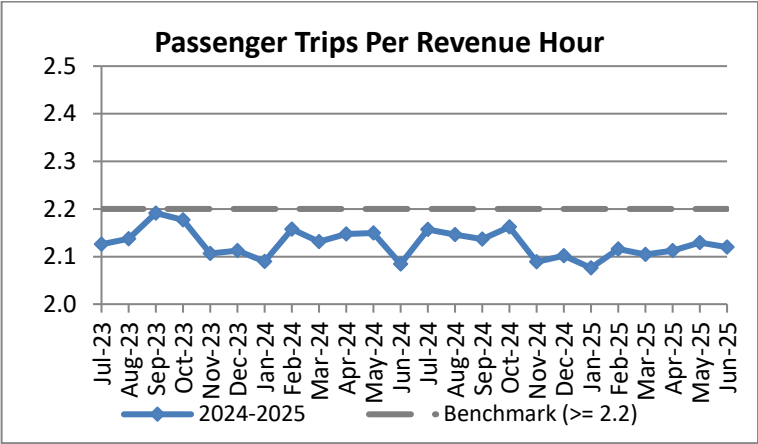
Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending June 2025

Key Performance Indicators (KPI)	June FY2025	June FY2024	June FY2019 Pre-COVID	% Change FY 24-25	12 Month FY2025	12 Month FY2024	12 Month FY2019 Pre-COVID	% Change FY 24-25	Benchmark ¹
Total Monthly Ridership	88,396	79,221	97,923	11.58%	1,053,087	1,018,382	1,197,533	3.41%	
Average Weekday Ridership	3,377	3,150	3,794	7.22%	3,316	3,225	3,856	2.84%	
Unique Riders During the Month	5,534	5,289	5,779	4.63%	5,595	5,381	5,810	3.98%	
Cost per Revenue Hour	\$117.88	\$129.07	\$92.08	-8.67%	\$117.20	\$114.99	\$87.76	1.92%	<= \$90
Cost per Passenger Trip	\$55.61	\$61.93	\$40.75	-10.21%	\$55.26	\$53.88	\$39.61	2.57%	<= \$39
Cost per Revenue Mile	\$8.04	\$8.69	\$6.10	-7.50%	\$8.12	\$7.89	\$5.87	2.99%	<= \$6.20
Passenger Trips per Revenue Hour	2.12	2.08	2.26	1.71%	2.12	2.13	2.22	-0.63%	>= 2.2
Farebox Recovery	2.86%	2.74%	4.18%	0.11%	2.82%	3.05%	4.30%	-0.23%	8%
On-Time Arrivals (Within 0-30 Min Window)	79.10%	77.96%	76.41%	1.14%	77.08%	77.87%	75.93%	-0.79%	
Early Arrivals (> 10 Minutes)	0.73%	0.78%	2.13%	-0.05%	0.81%	0.72%	2.14%	0.09%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.09%	0.14%	-0.05%	0.04%	0.03%	0.12%	0.00%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	90.91%	89.30%	88.03%	1.61%	88.70%	88.82%	87.99%	-0.13%	>= 90%
On-Time and All Early Arrivals	91.64%	90.08%	90.16%	1.56%	89.51%	89.54%	90.13%	-0.04%	>= 90%
Very Late Arrivals (>30 Minutes)	0.52%	1.31%	0.64%	-0.79%	0.81%	0.91%	0.78%	-0.09%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.14%	57.64%	63.44%	0.50%	58.10%	56.35%	60.91%	1.75%	> 90%
Comparative Trip Length Analysis	78.70%	75.69%	69.89%	3.01%	73.98%	73.89%	68.69%	0.09%	50%
Excessive Trip Length	6.55%	8.60%	12.47%	-2.05%	9.24%	9.04%	13.17%	0.21%	1%
No Show / Late Cancellation Rate	4.13%	4.51%	4.40%	-0.38%	4.27%	4.22%	4.44%	0.05%	< 5%
Advance Cancellation Rate	20.41%	21.54%	22.60%	-1.14%	21.11%	20.52%	23.11%	0.60%	< 15%
Missed Trip Rate	0.67%	1.77%	0.81%	-1.10%	1.03%	1.14%	0.95%	-0.11%	< 0.5%
Complaints per 1,000 Trips	1.92	1.88	1.58	2.14%	2.24	2.44	1.57	-8.03%	<= 1.25
Calls Answered Within 5 Minutes	98.33%	95.99%	43.43%	2.34%	99.15%	97.84%	50.30%	1.31%	99% ²
Vehicle Availability	82.28%	71.32%	83.86%	10.96%	76.48%	72.94%	86.16%	3.54%	>= 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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