

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

February 2025

- **Ridership**

In-house average weekday ridership for February was 3,021, up by 2.28% from last year. Supplemental providers average weekday ridership was 347, up by 0.17%. Combined in-house and supplemental providers average weekday ridership was 3,368, up by 2.06%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 16,582 boardings, up 2.44% 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 87.52% for February. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.30%. On-time performance for trips with a desired arrival time was 56.41% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 89.74% 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 February, Handi-Van operated 66,004 trips including 7,044 trips that were longer than one hour in trip time. The analysis found that 73.65% 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 636 or 9.03% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,220 or 17.32% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 78.00% for February, up by 2.99% from last year.

- **Call Center Performance**

Over the month of February, reservationists answered 36,538 calls. Of those calls, 98.64% were answered within 3 minutes, and 99.93% were answered in 5 minutes.

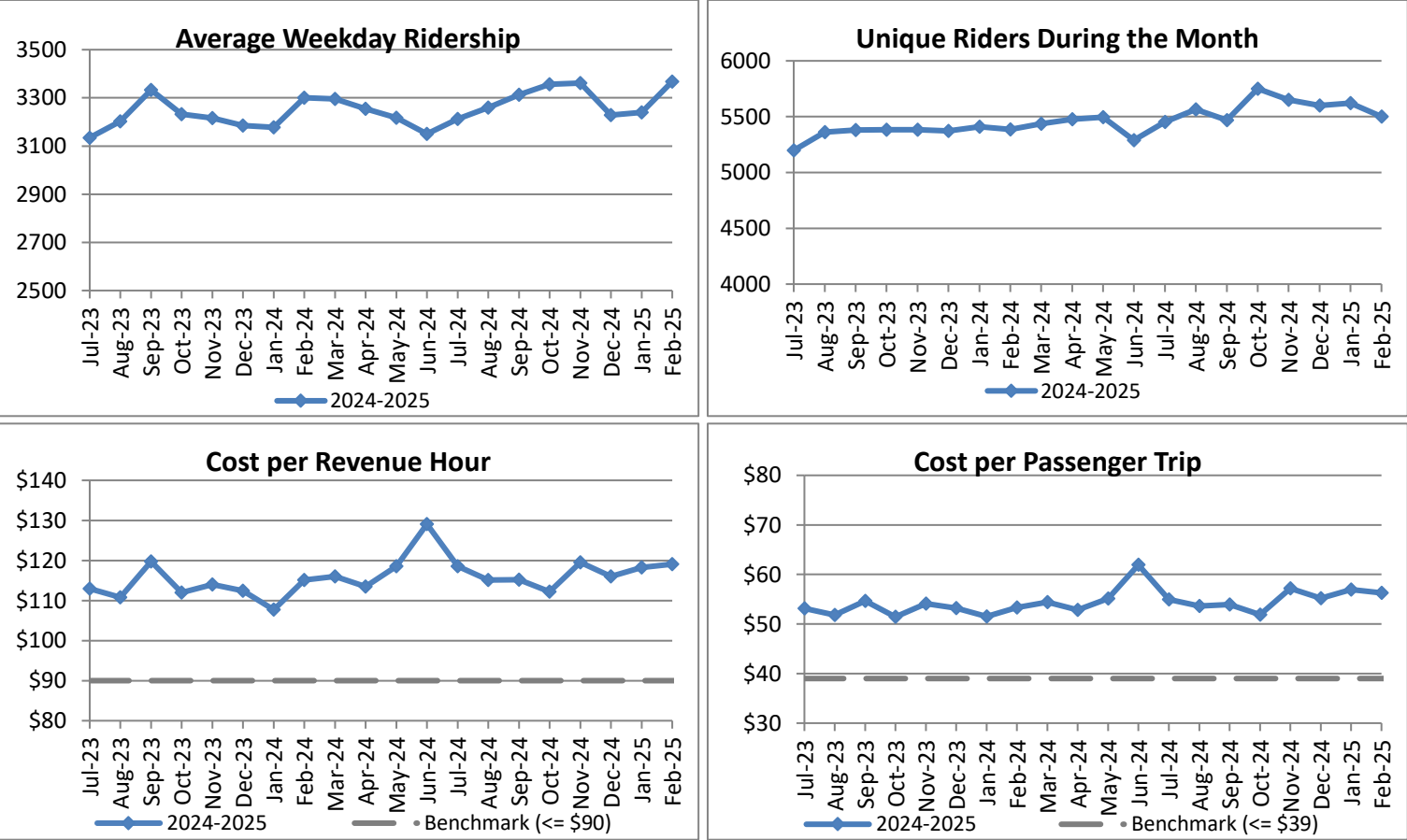
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Key Performance Indicators (KPI)	Feb FY2025	Feb FY2024	Feb FY2019 Pre-COVID	% Change FY 24-25	8 Month FY2025	8 Month FY2024	8 Month FY2019 Pre-COVID	% Change FY 24-25	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	81,477	83,068	91,406	-1.92%	695,216	678,634	789,598	2.44%	1,197,533	
Average Weekday Ridership	3,368	3,300	3,840	2.06%	3,292	3,223	3,847	2.16%	3,856	
Unique Riders During the Month	5,501	5,385	5,610	2.15%	5,576	5,360	5,778	4.05%	5,810	
Cost per Revenue Hour	\$119.04	\$115.08	\$87.25	3.44%	\$116.51	\$112.98	\$87.37	3.13%	\$87.76	<= \$90
Cost per Passenger Trip	\$56.26	\$53.35	\$40.25	5.45%	\$54.88	\$52.86	\$39.58	3.82%	\$39.61	<= \$39
Cost per Revenue Mile	\$8.25	\$7.90	\$5.97	4.38%	\$8.08	\$7.77	\$5.88	3.95%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.12	2.16	2.17	-1.91%	2.12	2.14	2.21	-0.66%	2.22	>= 2.2
Farebox Recovery	2.87%	3.34%	3.79%	-0.47%	2.87%	3.16%	4.30%	-0.29%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.44%	77.44%	76.69%	-1.00%	76.91%	77.93%	75.80%	-1.02%	75.93%	
Early Arrivals (> 10 Minutes)	0.78%	0.70%	2.06%	0.08%	0.83%	0.72%	2.18%	0.12%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.04%	0.09%	0.00%	0.04%	0.03%	0.13%	0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	87.52%	87.52%	88.81%	0.01%	88.56%	88.85%	88.09%	-0.29%	87.99%	>= 90%
On-Time and All Early Arrivals	88.30%	88.21%	90.87%	0.09%	89.39%	89.56%	90.27%	-0.17%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	0.96%	1.17%	0.58%	-0.21%	0.79%	0.86%	0.76%	-0.07%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	56.41%	54.77%	63.10%	1.64%	56.11%	56.02%	60.35%	0.09%	60.91%	> 90%
Comparative Trip Length Analysis	73.65%	73.90%	66.48%	-0.25%	73.56%	73.56%	68.80%	-0.01%	68.69%	50%
Excessive Trip Length	9.03%	8.59%	14.67%	0.44%	9.48%	9.11%	13.16%	0.37%	13.17%	1%
No Show / Late Cancellation Rate	4.16%	4.18%	4.84%	-0.03%	4.28%	4.20%	4.47%	0.08%	4.44%	< 5%
Advance Cancellation Rate	20.72%	20.98%	23.95%	-0.25%	21.31%	20.29%	23.50%	1.01%	23.11%	< 15%
Missed Trip Rate	1.19%	1.48%	0.79%	-0.29%	1.02%	1.07%	0.93%	-0.05%	0.95%	< 0.5%
Complaints per 1,000 Trips	1.67	2.45	1.63	-31.89%	2.27	2.46	1.44	-7.76%	1.57	<= 1.25
Calls Answered Within 5 Minutes	99.93%	95.18%	59.17%	4.75%	99.23%	97.68%	54.43%	1.54%	50.30%	94% ²
Vehicle Availability	78.00%	75.01%	86.08%	2.99%	75.34%	73.10%	87.78%	2.24%	86.16%	>= 80%

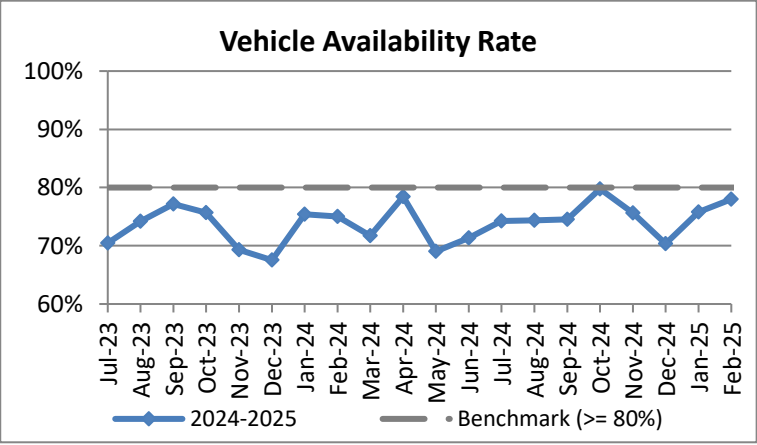
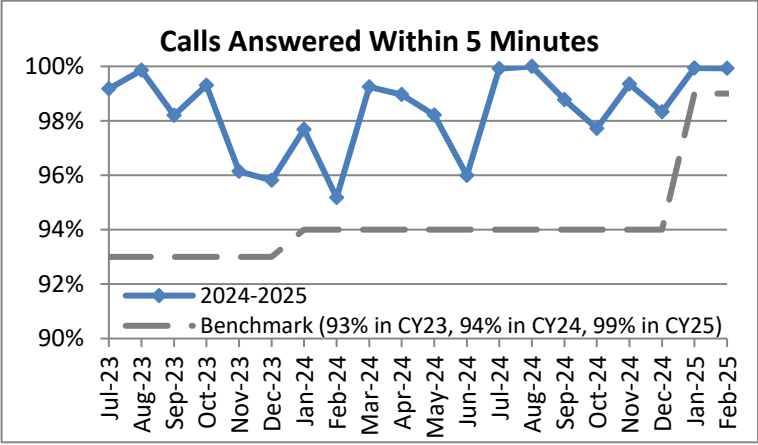
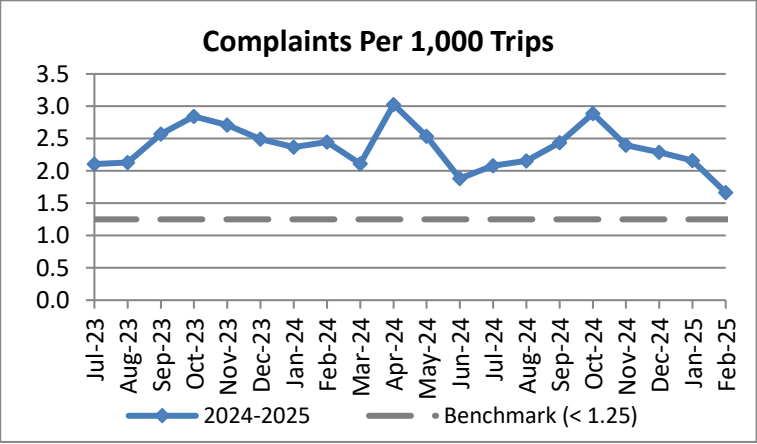
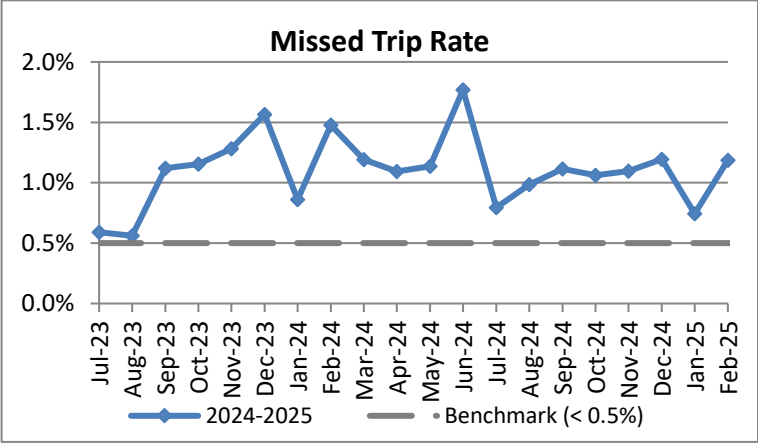
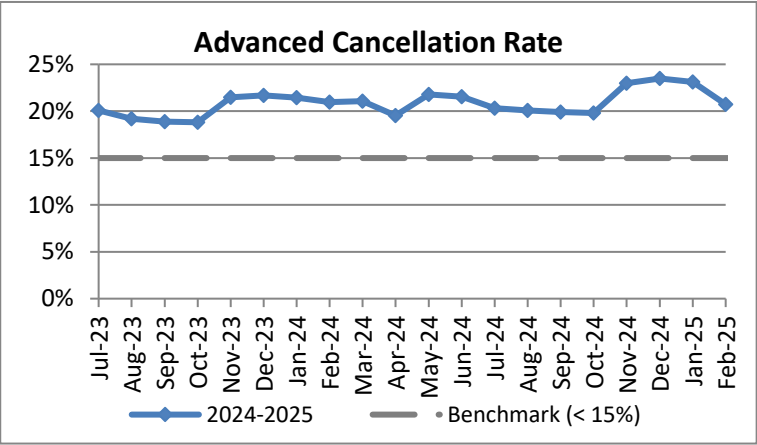
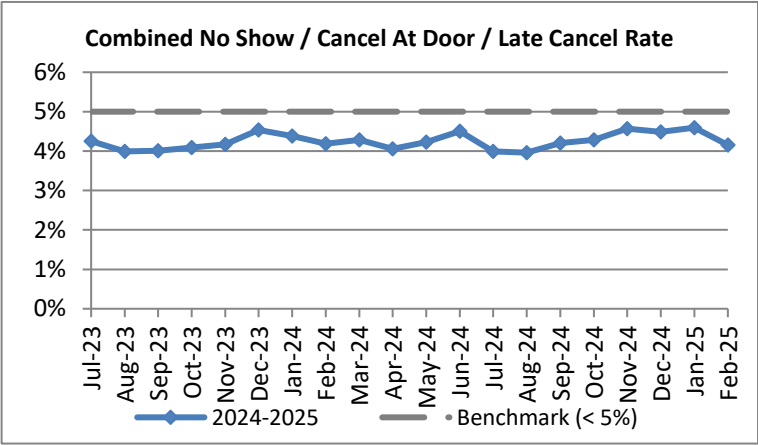
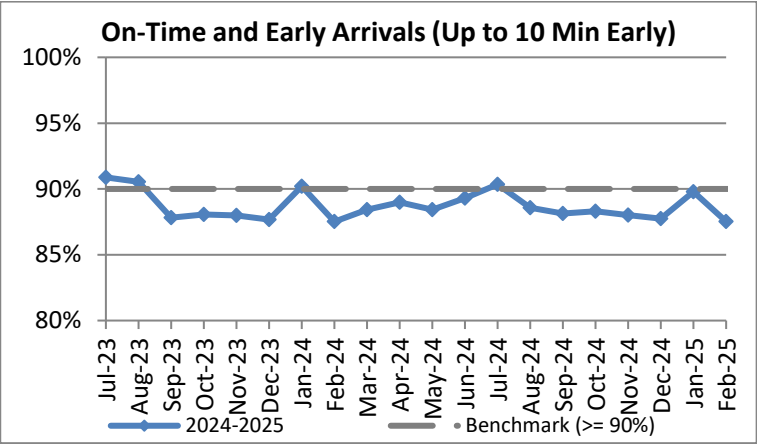
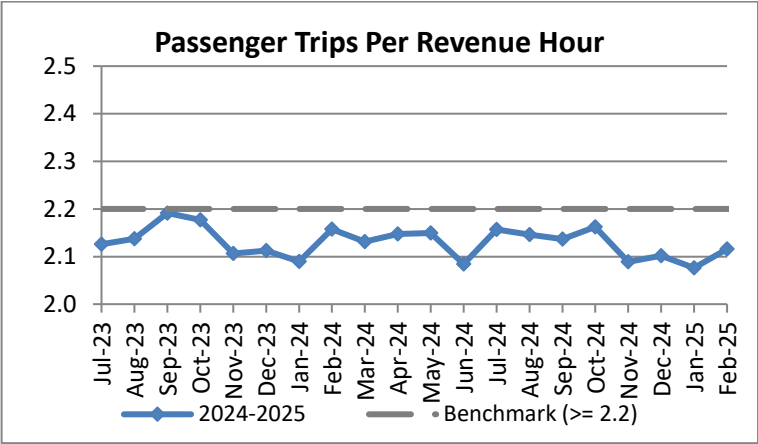
Notes:

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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