

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

February 2024

- **Ridership**

In-house average weekday ridership for February was 2,954, up by 3.69% from last year. Supplemental providers average weekday ridership was 347, up by 30.63%. Combined in-house and supplemental providers average weekday ridership was 3,300, up by 5.99%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 60,695 boardings, up 9.82% 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 87.52% for February. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.21%. On-time performance for trips with a desired arrival time was 54.77% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 84.42% 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 66,865 trips including 7,169 trips that were longer than one hour in trip time. The analysis found that 73.90% 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 616 or 8.59% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,255 or 17.51% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 75.01% for February, up by 6.11% from last year.

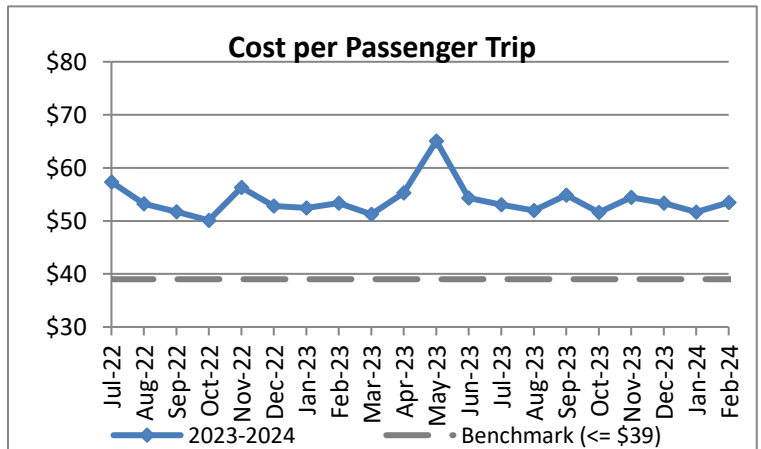
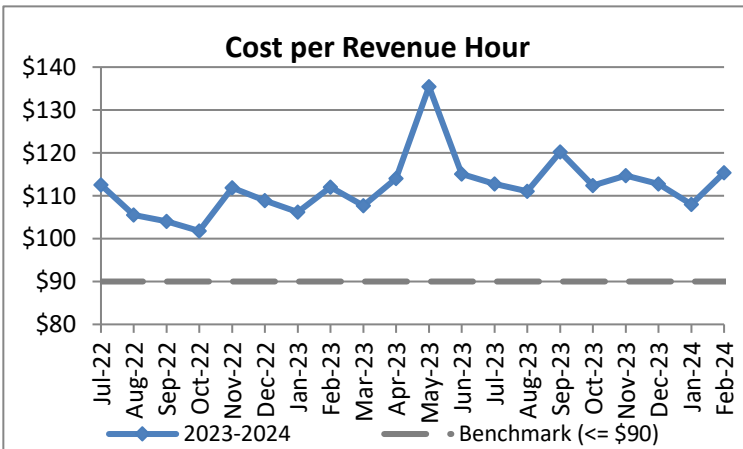
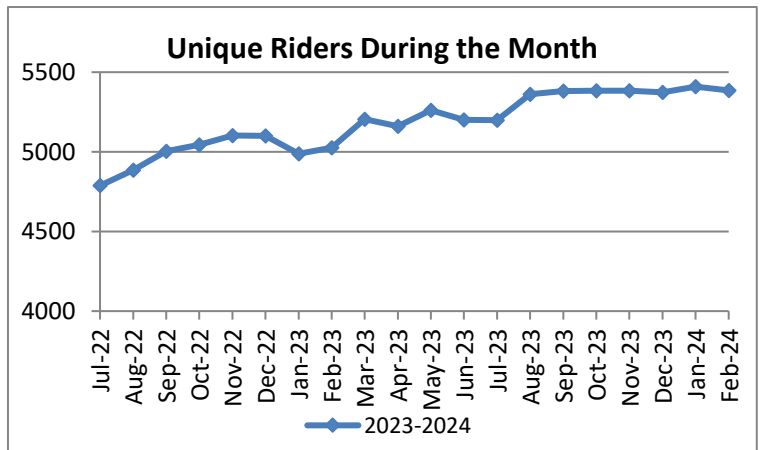
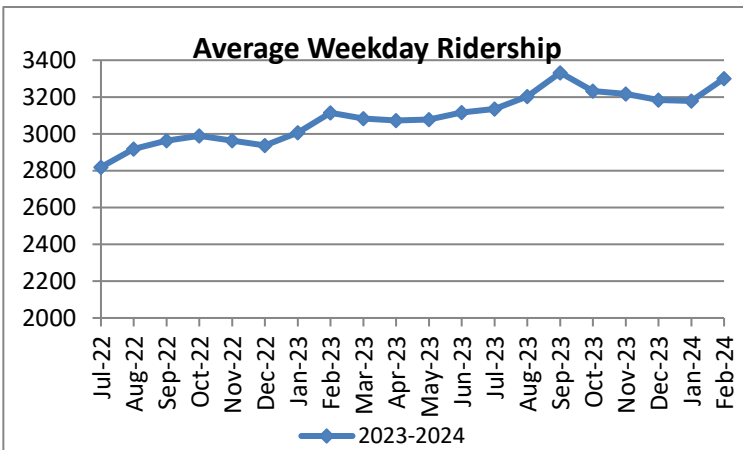
- **Call Center Performance**

Over the month of February, reservationists answered 38,419 calls. Of those calls, 95.18% were answered within 5 minutes.

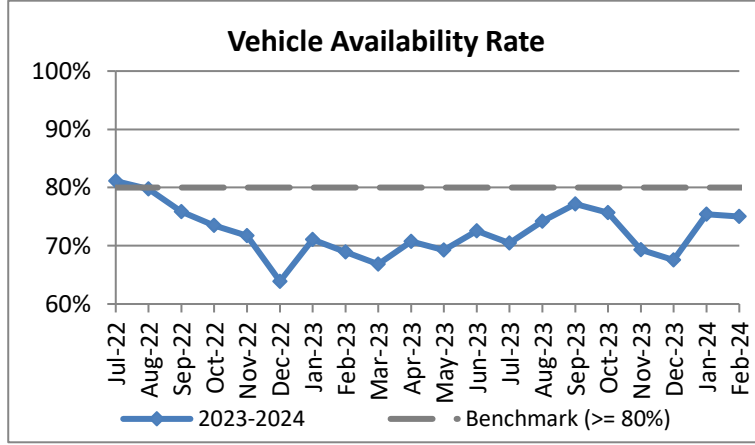
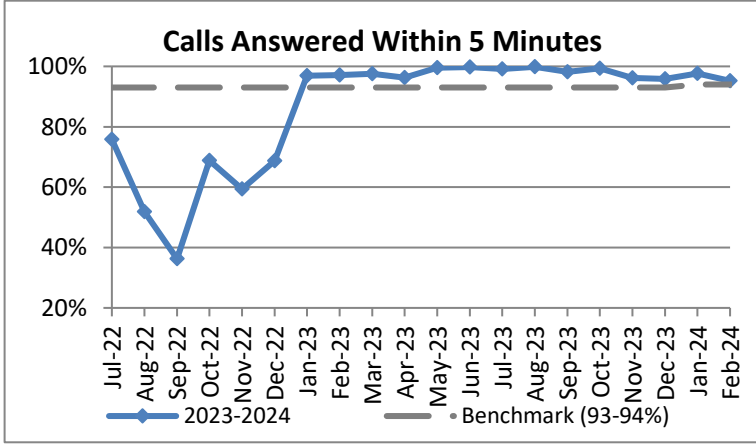
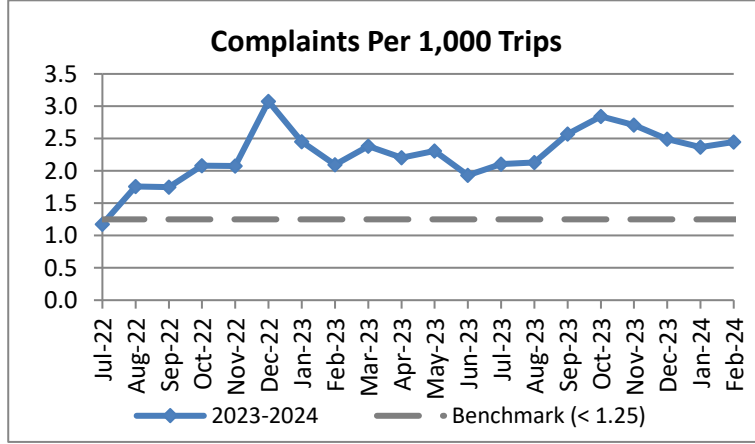
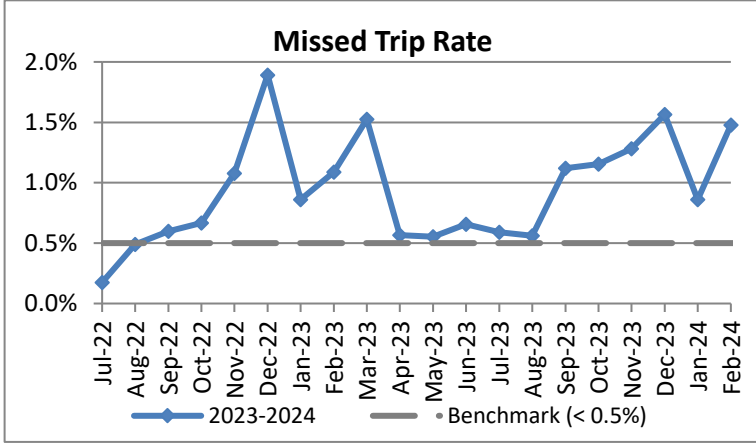
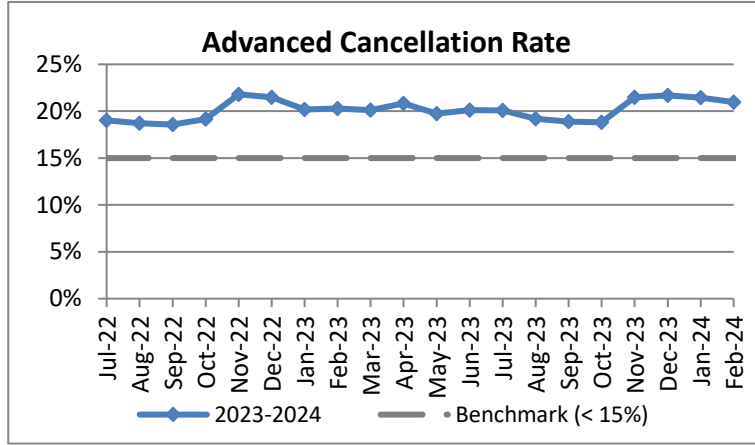
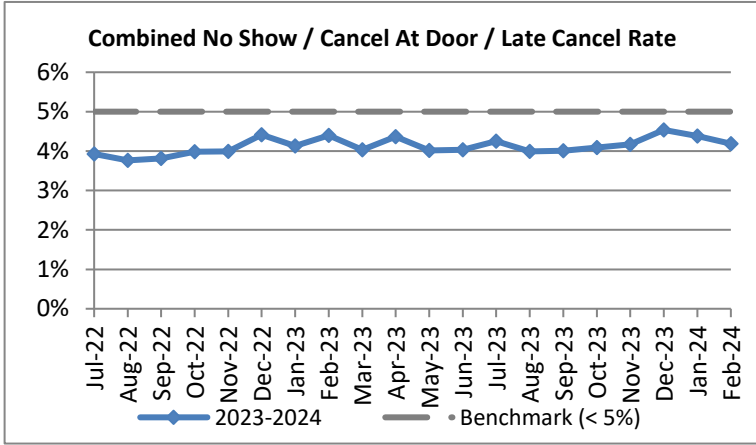
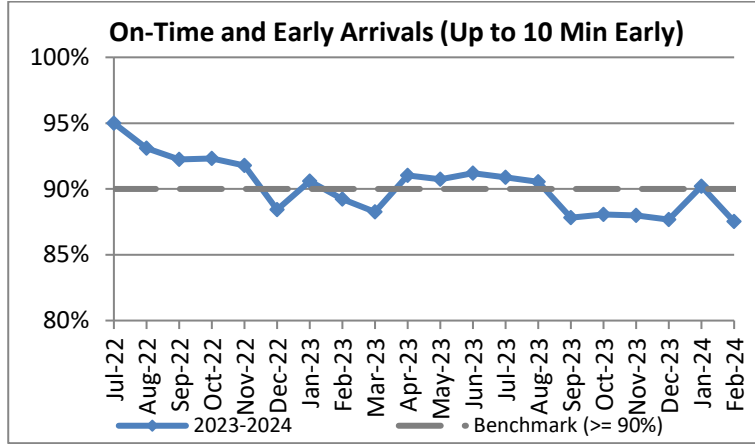
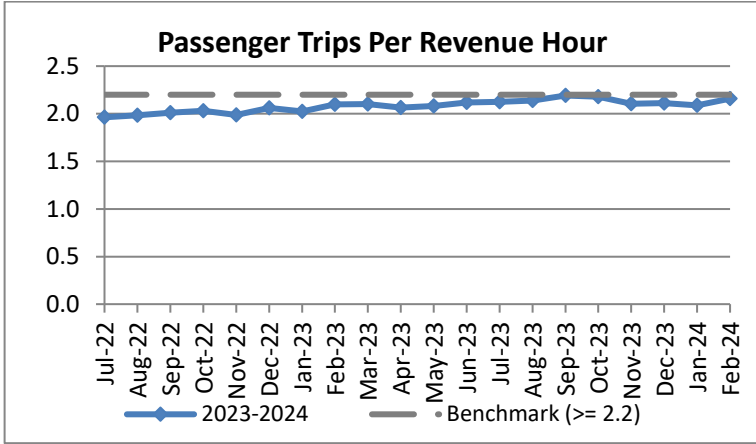
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending February 2024**

Key Performance Indicators (KPI)	Feb FY2024	Feb FY2023	Feb FY2019 Pre-COVID	% Change FY 23-24	8 Month FY2024	8 Month FY2023	8 Month FY2019 Pre-COVID	% Change FY 23-24	12 Month FY2019 Pre-COVID	Benchmark ¹
Total Monthly Ridership	83,068	74,530	91,406	11.46%	678,634	617,939	789,598	9.82%	1,197,533	
Average Weekday Ridership	3,300	3,114	3,840	5.99%	3,223	2,964	3,847	8.73%	3,856	
Unique Riders During the Month	5,385	5,027	5,610	7.12%	5,360	4,993	5,778	7.35%	5,810	
Cost per Revenue Hour	\$115.36	\$112.05	\$87.25	2.96%	\$113.26	\$107.76	\$87.37	5.10%	\$87.76	<= \$90
Cost per Passenger Trip	\$53.48	\$53.37	\$40.25	0.20%	\$53.00	\$53.36	\$39.58	-0.69%	\$39.61	<= \$39
Cost per Revenue Mile	\$7.92	\$7.71	\$5.97	2.77%	\$7.79	\$7.36	\$5.88	5.89%	\$5.87	<= \$6.20
Passenger Trips per Revenue Hour	2.16	2.10	2.17	2.75%	2.14	2.02	2.21	5.83%	2.22	>= 2.2
Farebox Recovery	3.34%	3.71%	3.79%	-0.37%	3.16%	3.47%	4.30%	-0.31%	4.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.44%	77.99%	76.69%	-0.55%	77.93%	78.30%	75.80%	-0.37%	75.93%	
Early Arrivals (> 10 Minutes)	0.70%	0.75%	2.06%	-0.06%	0.72%	1.08%	2.18%	-0.37%	2.14%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.02%	0.09%	0.01%	0.03%	0.04%	0.13%	-0.01%	0.12%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	87.52%	89.24%	88.81%	-1.72%	88.85%	91.59%	88.09%	-2.74%	87.99%	>= 90%
On-Time and All Early Arrivals	88.21%	89.99%	90.87%	-1.78%	89.56%	92.67%	90.27%	-3.11%	90.13%	>= 90%
Very Late Arrivals (>30 Minutes)	1.17%	0.91%	0.58%	0.26%	0.86%	0.65%	0.76%	0.22%	0.78%	< 1%
On-Time Drop-Offs (Within 45 Mins)	54.77%	59.57%	63.10%	-4.80%	56.02%	64.92%	60.35%	-8.91%	60.91%	> 90%
Comparative Trip Length Analysis	73.90%	71.49%	66.48%	2.41%	73.56%	74.44%	68.80%	-0.87%	68.69%	50%
Excessive Trip Length	8.59%	10.47	14.67%	-1.88%	9.11%	8.38%	13.16	0.73%	13.17%	1%
No Show / Late Cancellation Rate	4.18%	4.40%	4.84%	-0.21%	4.20%	4.05%	4.47%	0.15%	4.44%	< 5%
Advance Cancellation Rate	20.98%	20.27%	23.95%	0.71%	20.29%	19.89%	23.50%	0.41%	23.11%	< 15%
Missed Trip Rate	1.48%	1.09%	0.79%	0.39%	1.07%	0.85%	0.93%	0.22%	0.95%	< 0.5%
Complaints per 1,000 Trips	2.45	2.10	1.63	16.71%	2.46	2.06	1.44	19.29%	1.57	<= 1.25
Calls Answered Within 5 Minutes	95.18%	97.07%	59.17%	-1.89%	97.68%	70.12%	54.43%	27.56%	50.30%	94% ²
Vehicle Availability	75.01%	68.90%	86.08%	6.11%	73.10%	73.23%	87.78%	-0.13%	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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