

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

July 2025

- **Ridership**

In-house average weekday ridership for July was 2,938, up by 2.28% from last year. Supplemental providers average weekday ridership was 417, up by 22.78%. Combined in-house and supplemental providers average weekday ridership was 3,355, up by 4.45%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 5,315 boardings, up 6.10% as compared to the same time period in fiscal year 2025.

- **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 90.13% for July. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 90.84%. On-time performance for trips with a desired arrival time was 58.11% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 93.92% 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 July, Handi-Van operated 72,654 trips including 6,808 trips that were longer than one hour in trip time. The analysis found that 77.26% 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 519 or 7.62% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,029 or 15.11% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 83.25% for July, up by 8.98% from last year.

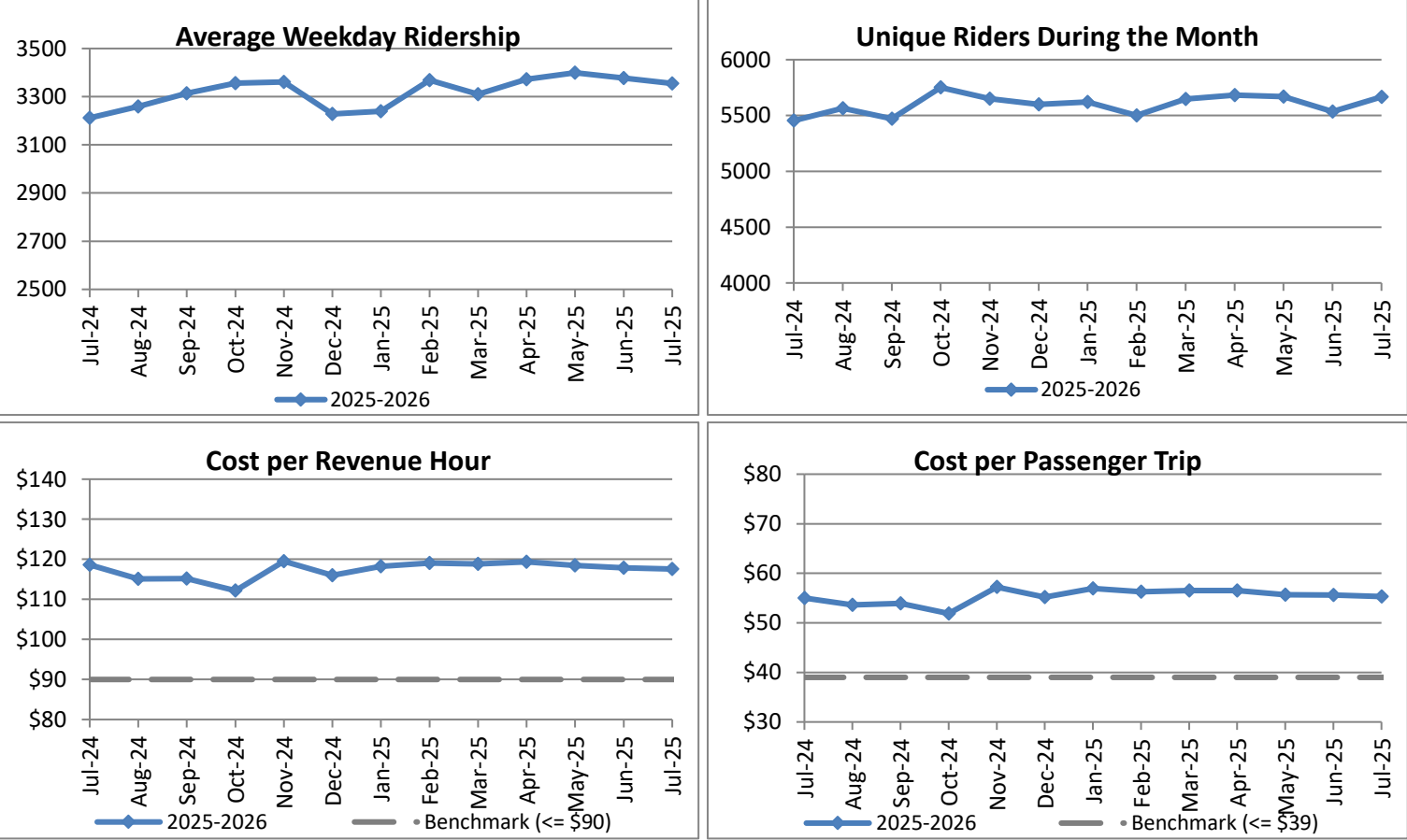
- **Call Center Performance**

Over the month of July, reservationists answered 40,666 calls. Of those calls, 97.57% were answered within 3 minutes, and 99.68% were answered in 5 minutes.

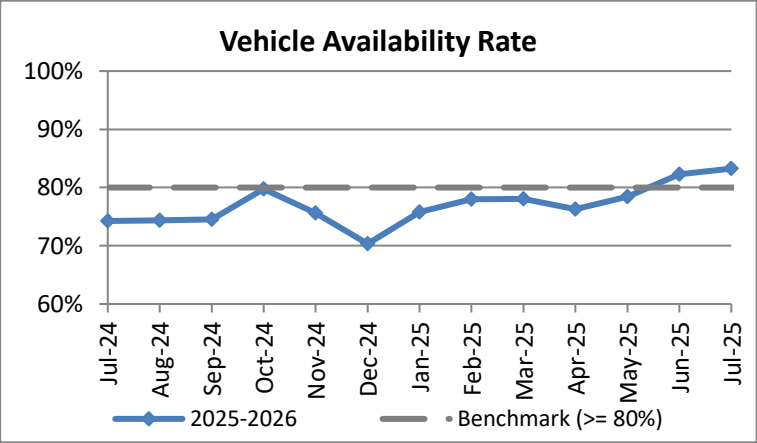
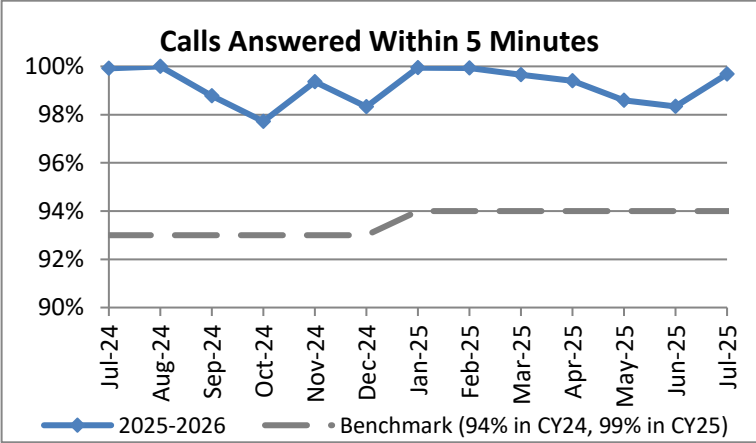
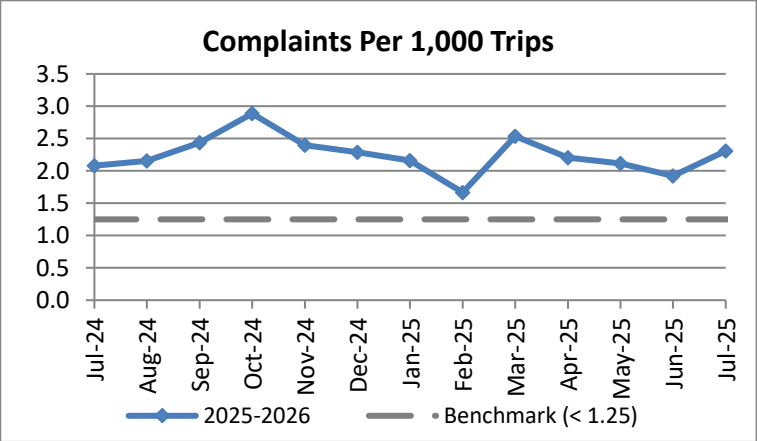
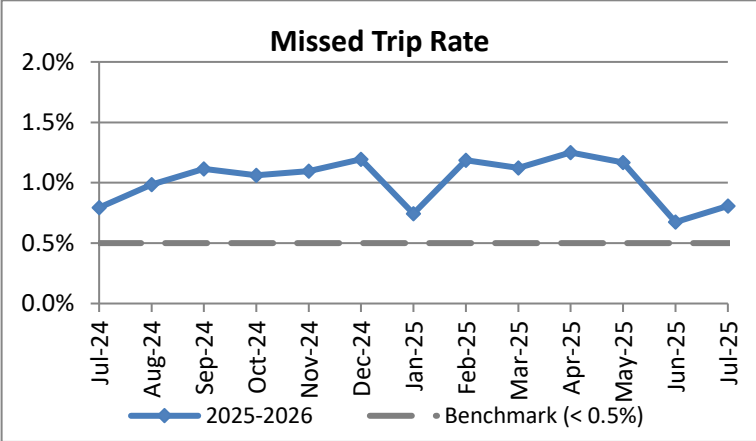
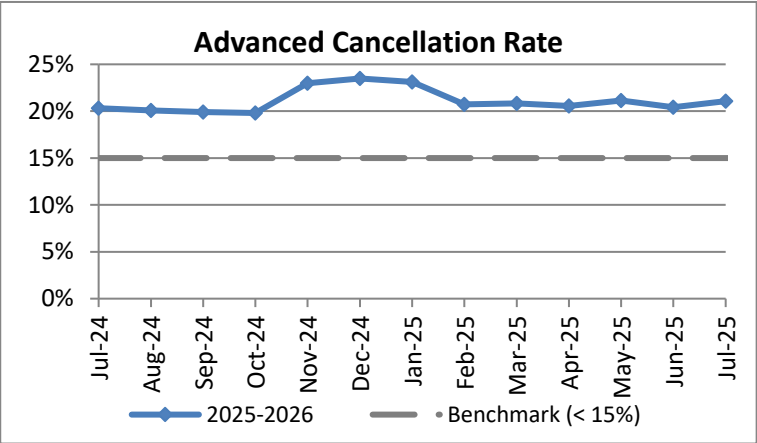
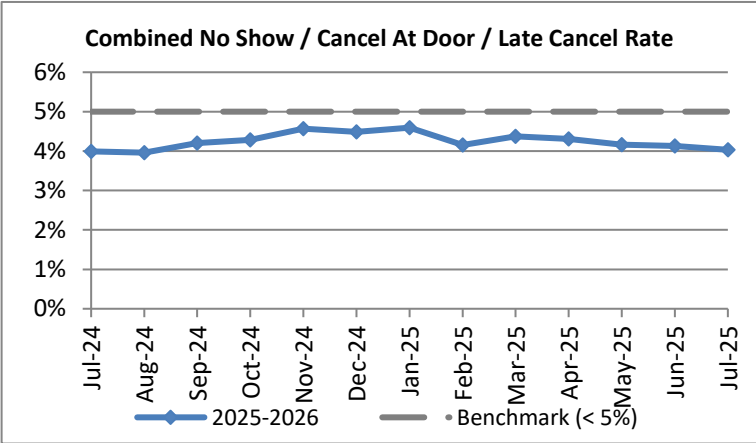
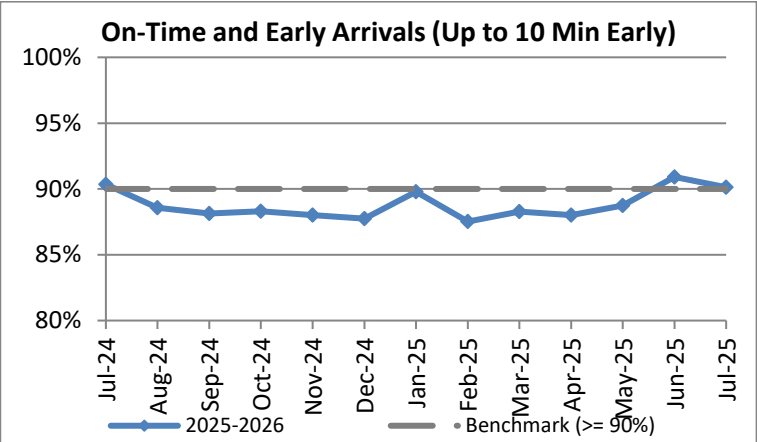
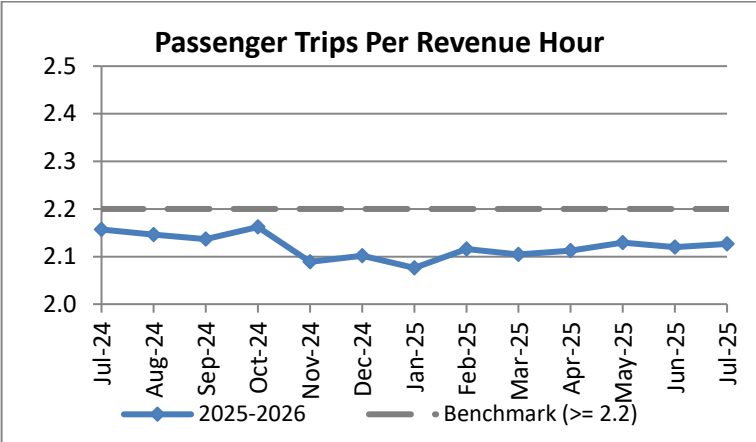
Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending July 2025

Key Performance Indicators (KPI)	Jul FY2026	Jul FY2025	% Change FY 25-26	1 Month FY2026	1 Month FY2025	% Change FY 25-26	Benchmark ¹
Total Monthly Ridership	92,416	87,101	6.10%	92,416	87,101	6.10%	
Average Weekday Ridership	3,355	3,212	4.45%	3,355	3,212	4.45%	
Unique Riders During the Month	5,667	5,454	3.91%	5,667	5,454	3.91%	
Cost per Revenue Hour	\$117.59	\$118.58	-0.83%	\$117.07	\$118.30	-1.03%	<= \$90
Cost per Passenger Trip	\$55.30	\$54.98	0.57%	\$55.06	\$54.85	0.37%	<= \$39
Cost per Revenue Mile	\$8.09	\$8.16	-0.88%	\$8.06	\$8.15	-1.08%	<= \$6.20
Passenger Trips per Revenue Hour	2.13	2.16	-1.40%	2.13	2.16	-1.40%	>= 2.2
Farebox Recovery	3.34%	3.36%	-0.02%	3.34%	3.36%	-0.02%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.36%	78.18%	0.18%	78.36%	78.18%	0.18%	
Early Arrivals (> 10 Minutes)	0.70%	0.88%	-0.17%	0.70%	0.88%	-0.17%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.04%	0.00%	0.04%	0.04%	0.00%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	90.13%	90.34%	-0.20%	90.13%	90.34%	-0.20%	>= 90%
On-Time and All Early Arrivals	90.84%	91.21%	-0.37%	90.84%	91.21%	-0.37%	>= 90%
Very Late Arrivals (>30 Minutes)	0.61%	0.60%	0.00%	0.61%	0.60%	0.00%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.11%	54.69%	3.42%	58.11%	54.69%	3.42%	> 90%
Comparative Trip Length Analysis	77.26%	77.80%	-0.54%	77.26%	77.80%	-0.54%	50%
Excessive Trip Length	7.62%	7.07%	0.56%	7.62%	7.07%	0.56%	1%
No Show / Late Cancellation Rate	4.03%	4.00%	0.04%	4.03%	4.00%	0.04%	< 5%
Advance Cancellation Rate	21.09%	20.32%	0.77%	21.09%	20.32%	0.77%	< 15%
Missed Trip Rate	0.81%	0.79%	0.01%	0.81%	0.79%	0.01%	< 0.5%
Complaints per 1,000 Trips	2.31	2.08	10.88%	2.31	2.08	10.88%	<= 1.25
Calls Answered Within 5 Minutes	99.68%	99.91%	-0.24%	99.68%	99.91%	-0.24%	99% ²
Vehicle Availability	83.25%	74.27%	8.98%	83.25%	74.27%	8.98%	>= 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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