

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

October 2025

- **Ridership**

In-house average weekday ridership for October was 2,999, up by 0.44% from last year. Supplemental providers average weekday ridership was 451, up by 29.60%. Combined in-house and supplemental providers average weekday ridership was 3,449, up by 3.48%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 19,828 boardings, up 5.64% 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 85.47% for October. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 86.01%. On-time performance for trips with a desired arrival time was 52.47% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 88.79% 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 October, Handi-Van operated 75,717 trips including 8,293 trips that were longer than one hour in trip time. The analysis found that 72.43% 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 905 or 10.91% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,381 or 16.65% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 78.03% for October, down by -1.74% from last year.

- **Call Center Performance**

Over the month of October, reservationists answered 40,399 calls. Of those calls, 92.08% were answered within 3 minutes, and 97.48% were answered in 5 minutes.

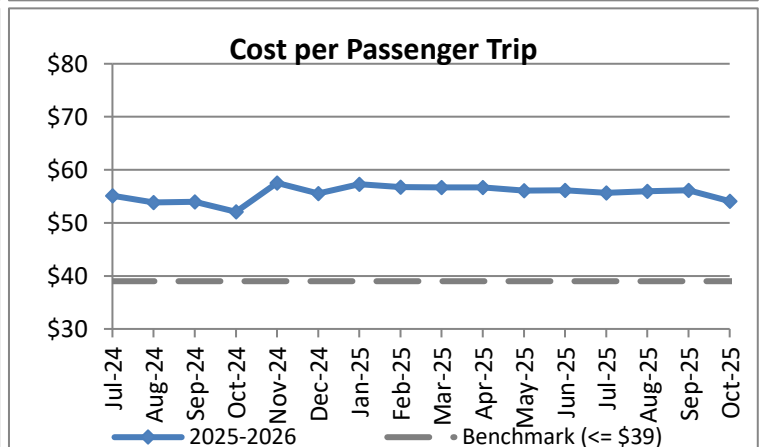
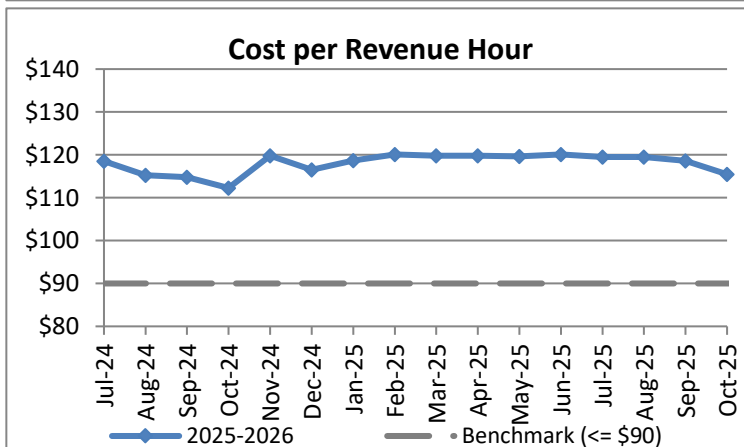
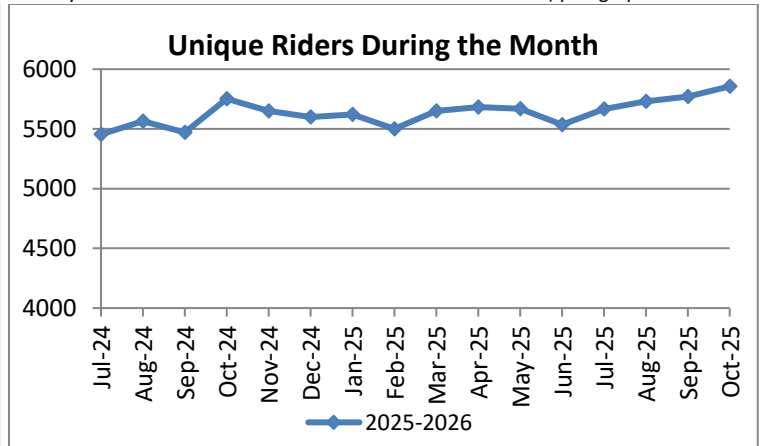
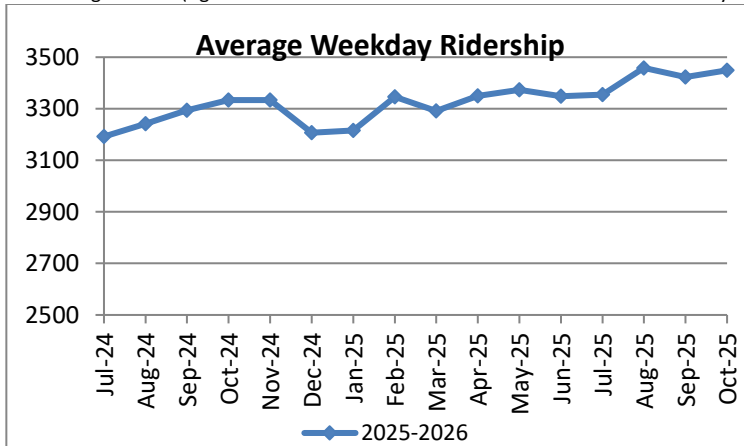
Oahu Transit Services - The Handi-Van
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For the Month Ending October 2025

Key Performance Indicators (KPI)	Oct FY2026	Oct FY2025	% Change FY 25-26	4 Month FY2026	4 Month FY2025	% Change FY 25-26	Benchmark ¹
Total Monthly Ridership	96,134	92,459	3.97%	371,081	351,253	5.64%	
Average Weekday Ridership	3,449	3,333	3.48%	3,421	3,265	4.78%	
Unique Riders During the Month	5,856	5,751	1.83%	5,756	5,560	3.53%	
Cost per Revenue Hour	\$115.45	\$112.28	2.82%	\$117.60	\$114.93	2.32%	<= \$90
Cost per Passenger Trip	\$54.12	\$52.08	3.92%	\$55.17	\$53.61	2.91%	<= \$39
Cost per Revenue Mile	\$7.92	\$7.74	2.33%	\$8.08	\$7.94	1.76%	<= \$6.20
Passenger Trips per Revenue Hour	2.13	2.16	-1.04%	2.13	2.14	-0.57%	>= 2.2
Farebox Recovery	2.64%	2.93%	-0.29%	2.88%	3.12%	-0.24%	8%
On-Time Arrivals (Within 0-30 Min Window)	75.42%	76.70%	-1.28%	76.92%	77.13%	-0.21%	
Early Arrivals (> 10 Minutes)	0.55%	0.83%	-0.28%	0.63%	0.85%	-0.22%	< 2%
Very Early Arrivals (> 30 Minutes)	0.02%	0.02%	0.00%	0.03%	0.04%	-0.01%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	85.47%	88.30%	-2.83%	87.96%	88.83%	-0.87%	>= 90%
On-Time and All Early Arrivals	86.01%	89.12%	-3.11%	88.59%	89.68%	-1.09%	>= 90%
Very Late Arrivals (>30 Minutes)	2.02%	0.77%	1.25%	1.22%	0.76%	0.46%	< 1%
On-Time Drop-Offs (Within 45 Mins)	52.47%	53.25%	-0.78%	56.46%	53.58%	2.88%	> 90%
Comparative Trip Length Analysis	72.43%	72.93%	-0.50%	73.41%	73.59%	-0.18%	50%
Excessive Trip Length	10.91%	9.98%	0.93%	9.59%	9.52%	0.07%	1%
No Show / Late Cancellation Rate	3.94%	4.29%	-0.35%	4.02%	4.11%	-0.09%	< 5%
Advance Cancellation Rate	19.92%	19.81%	0.11%	20.01%	20.03%	-0.02%	< 15%
Missed Trip Rate	2.33%	1.06%	1.27%	1.47%	0.99%	0.48%	< 0.5%
Complaints per 1,000 Trips	2.31	2.89	-20.07%	2.27	2.40	-5.42%	<= 1.25
Calls Answered Within 5 Minutes	97.48%	97.72%	-0.24%	98.88%	99.08%	-0.20%	99% ²
Vehicle Availability	78.03%	79.77%	-1.74%	81.52%	75.73%	5.79%	>= 80%

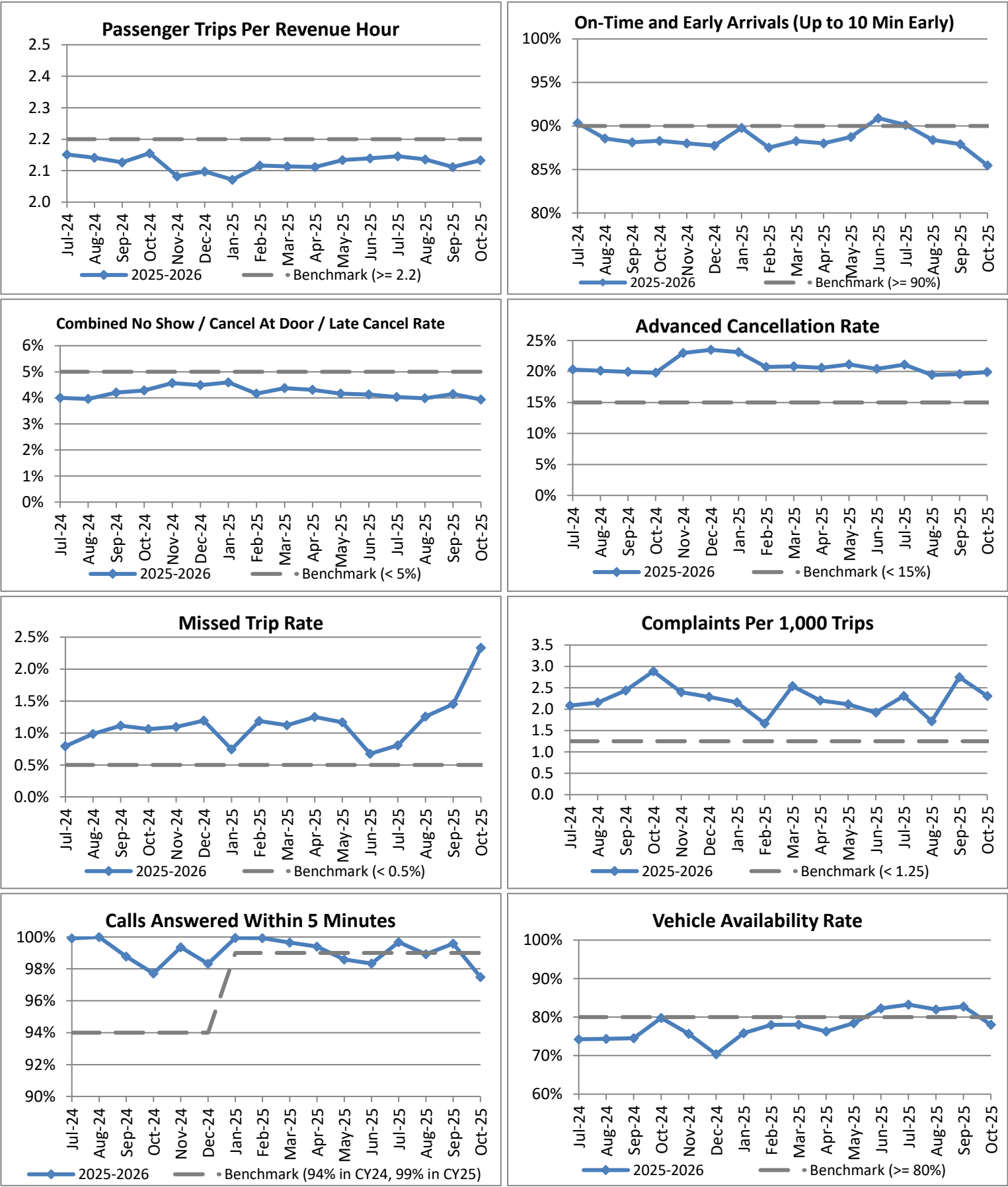
Notes:

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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