

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### November 2025

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- **Ridership**

In-house average weekday ridership for November was 3,029, up by 1.68% from last year. Supplemental providers average weekday ridership was 430, up by 21.13%. Combined in-house and supplemental providers average weekday ridership was 3,458, up by 3.73%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 20,880 boardings, up 4.78% 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 85.38% for November. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 86.50%. On-time performance for trips with a desired arrival time was 54.01% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 88.84% 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 November, Handi-Van operated 68,940 trips including 5,534 trips that were longer than one hour in trip time. The analysis found that 78.17% 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 432 or 7.81% of these trips were more than 15 minutes longer than comparable fixed-route trips. 776 or 14.02% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 79.36% for November, up by 3.71% from last year.

- **Call Center Performance**

Over the month of November, reservationists answered 39,216 calls. Of those calls, 68.68% were answered within 3 minutes, and 81.17% were answered in 5 minutes.

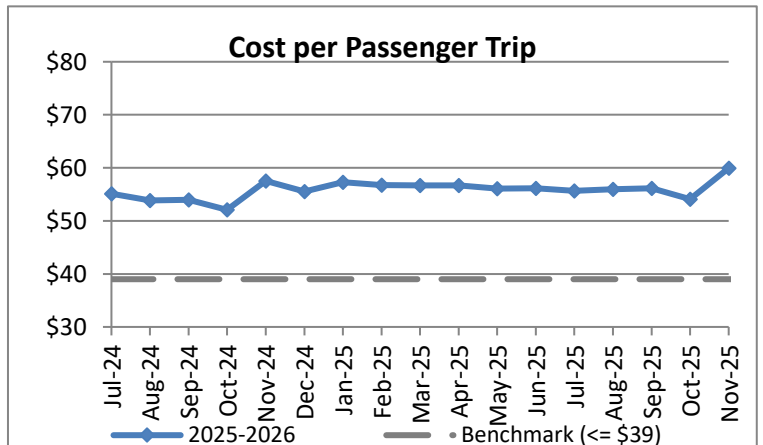
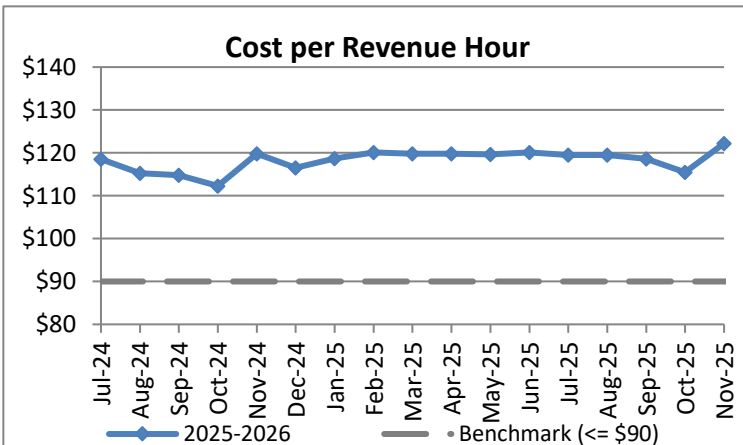
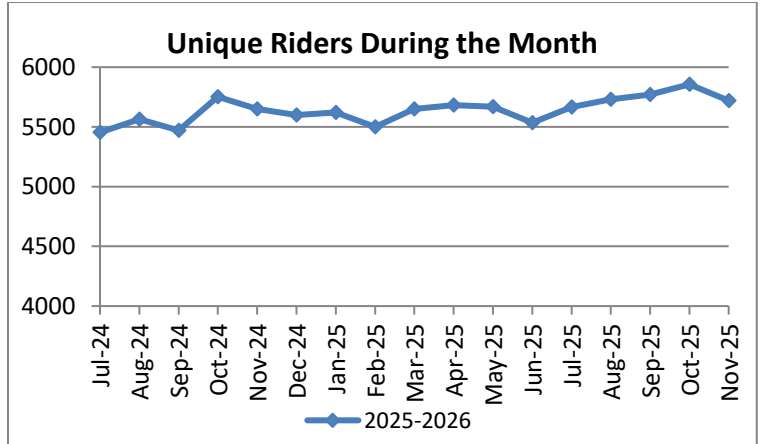
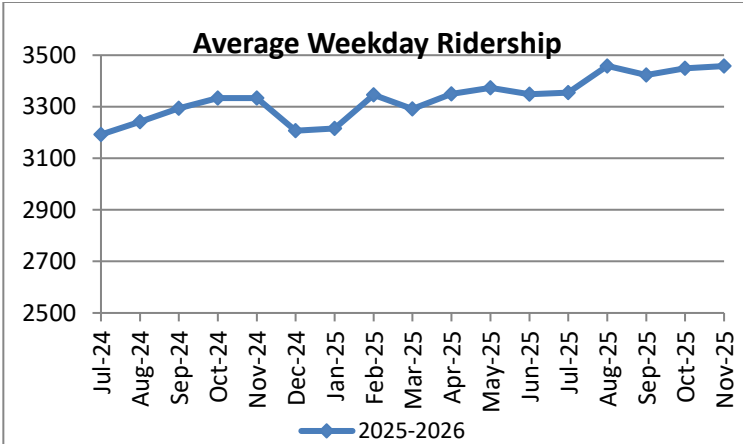
**Oahu Transit Services - The Handi-Van  
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For the Month Ending November 2025**

Key Performance Indicators (KPI)	Nov FY2026	Nov FY2025	% Change FY 25-26	5 Month FY2026	5 Month FY2025	% Change FY 25-26	Benchmark <sup>1</sup>
Total Monthly Ridership	86,201	85,149	1.24%	457,282	436,402	4.78%	
Average Weekday Ridership	3,458	3,334	3.73%	3,429	3,279	4.57%	
Unique Riders During the Month	5,719	5,650	1.22%	5,749	5,578	3.06%	
Cost per Revenue Hour	\$122.20	\$119.80	2.00%	\$118.41	\$115.86	2.20%	<= \$90
Cost per Passenger Trip	\$59.95	\$57.53	4.21%	\$56.02	\$54.35	3.07%	<= \$39
Cost per Revenue Mile	\$7.90	\$8.23	-4.01%	\$8.04	\$7.99	0.63%	<= \$6.20
Passenger Trips per Revenue Hour	2.04	2.08	-2.10%	2.11	2.13	-0.85%	>= 2.2
Farebox Recovery	2.49%	2.46%	0.03%	2.80%	2.98%	-0.18%	8%
On-Time Arrivals (Within 0-30 Min Window)	74.70%	76.56%	-1.86%	76.50%	77.02%	-0.52%	
Early Arrivals (> 10 Minutes)	1.12%	0.83%	0.29%	0.72%	0.85%	-0.13%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.02%	0.02%	0.03%	0.04%	-0.01%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	85.38%	88.01%	-2.63%	87.47%	88.67%	-1.20%	>= 90%
On-Time and All Early Arrivals	86.50%	88.84%	-2.34%	88.20%	89.52%	-1.32%	>= 90%
Very Late Arrivals (>30 Minutes)	1.66%	0.85%	0.81%	1.30%	0.78%	0.52%	< 1%
On-Time Drop-Offs (Within 45 Mins)	54.01%	60.18%	-6.17%	54.75%	54.76%	-0.01%	> 90%
Comparative Trip Length Analysis	78.17%	73.09%	5.08%	74.14%	73.49%	0.65%	50%
Excessive Trip Length	7.81%	10.17%	-2.36%	9.32%	9.64%	-0.32%	1%
No Show / Late Cancellation Rate	4.19%	4.57%	-0.38%	4.05%	4.20%	-0.15%	< 5%
Advance Cancellation Rate	25.26%	22.99%	2.27%	21.01%	20.61%	0.40%	< 15%
Missed Trip Rate	1.87%	1.10%	0.77%	1.55%	1.01%	0.54%	< 0.5%
Complaints per 1,000 Trips	3.76	2.40	56.67%	2.55	2.40	6.25%	<= 1.25
Calls Answered Within 5 Minutes	81.17%	99.35%	-18.18%	95.28%	99.14%	-3.86%	99% <sup>2</sup>
Vehicle Availability	79.36%	75.65%	3.71%	81.09%	75.71%	5.38%	>= 80%

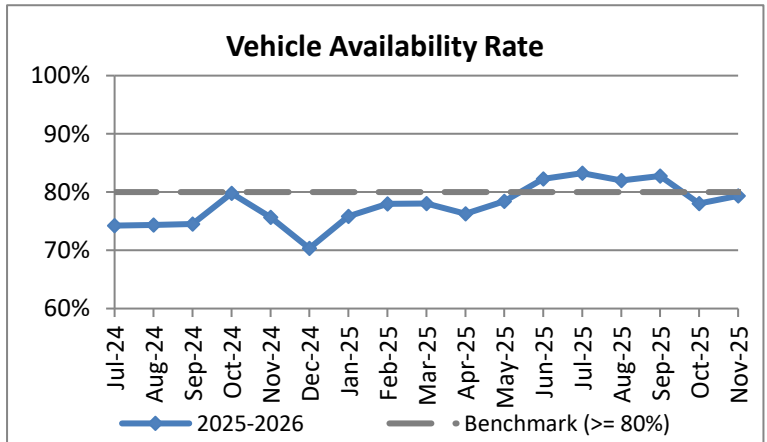
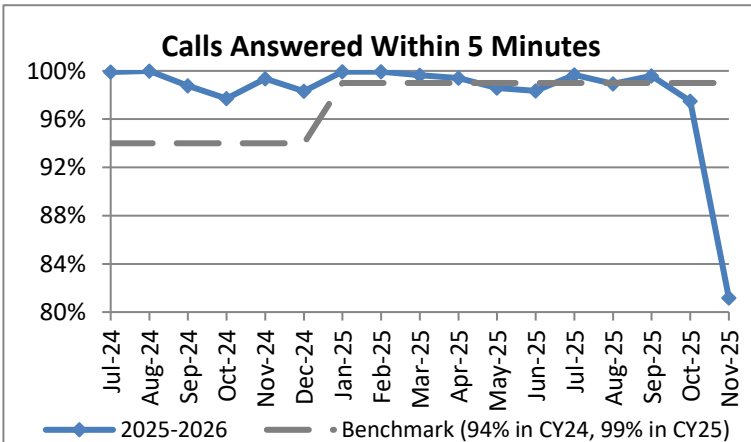
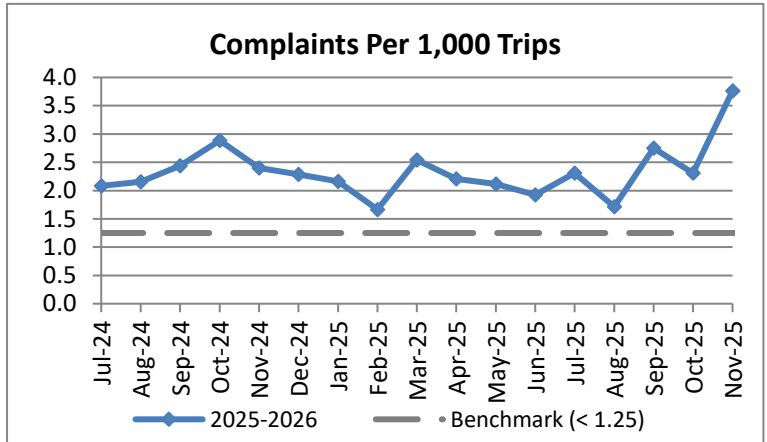
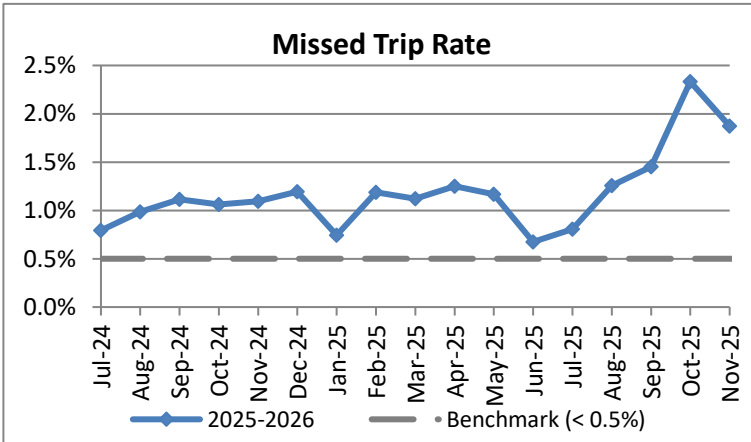
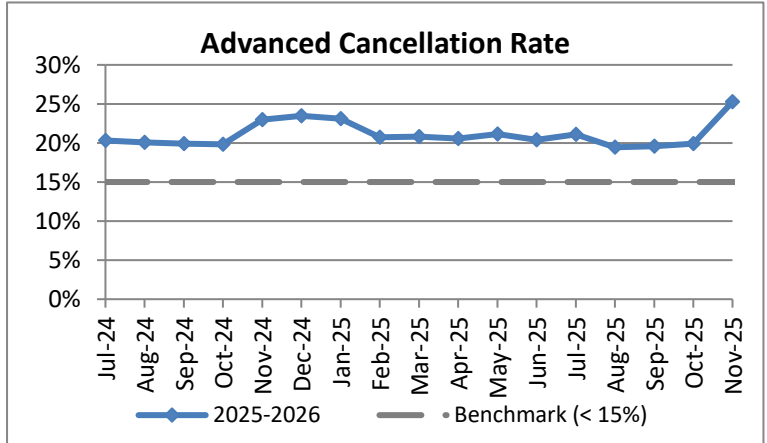
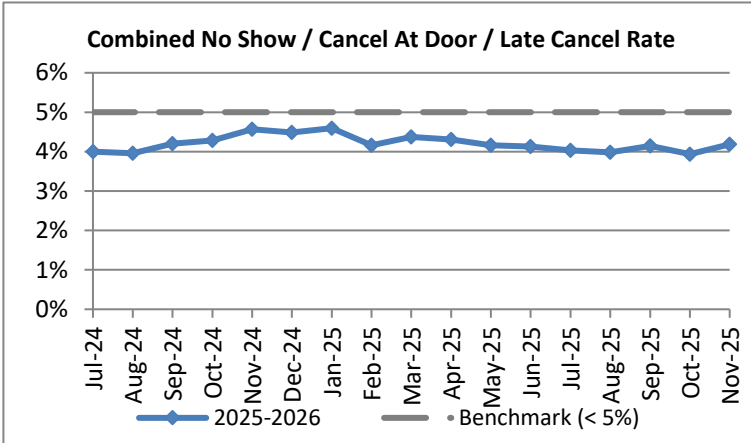
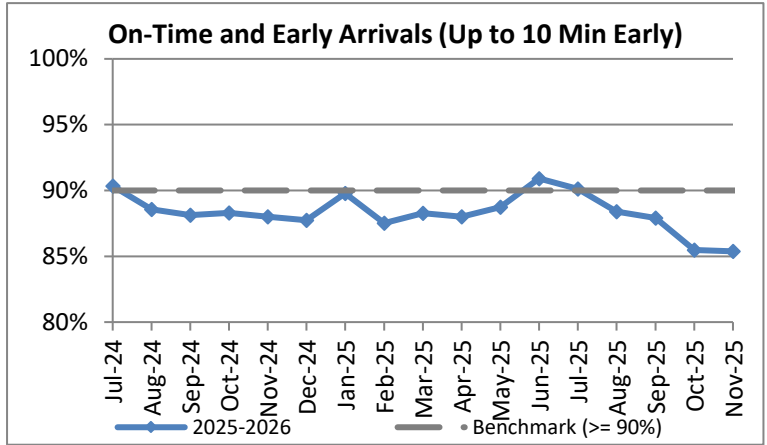
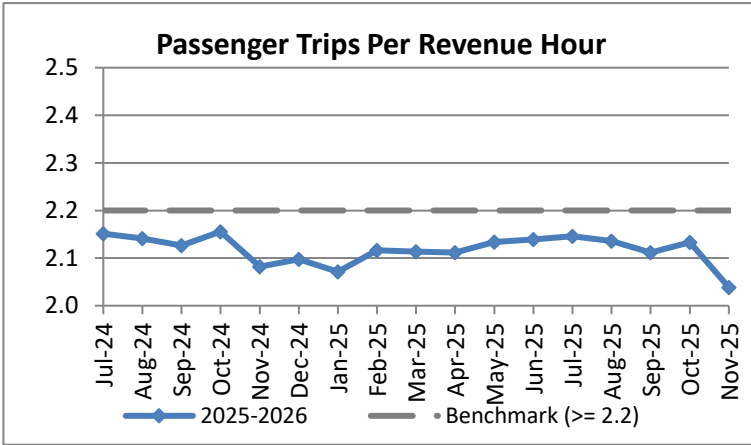
Notes:

<sup>1</sup> Represents benchmarks based on DTS Analysis "Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)"

<sup>2</sup> 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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