

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

August 2025

- **Ridership**

In-house average weekday ridership for August was 3,010, up by 3.15% from last year. Supplemental providers average weekday ridership was 448, up by 38.27%. Combined in-house and supplemental providers average weekday ridership was 3,458, up by 6.66%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 10,147 boardings, up 5.82% 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 88.40% for August. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.07%. On-time performance for trips with a desired arrival time was 58.71% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 92.26% 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 August, Handi-Van operated 73,072 trips including 7,517 trips that were longer than one hour in trip time. The analysis found that 73.47% 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 679 or 9.03% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,315 or 17.49% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 82.02% for August, up by 7.68% from last year.

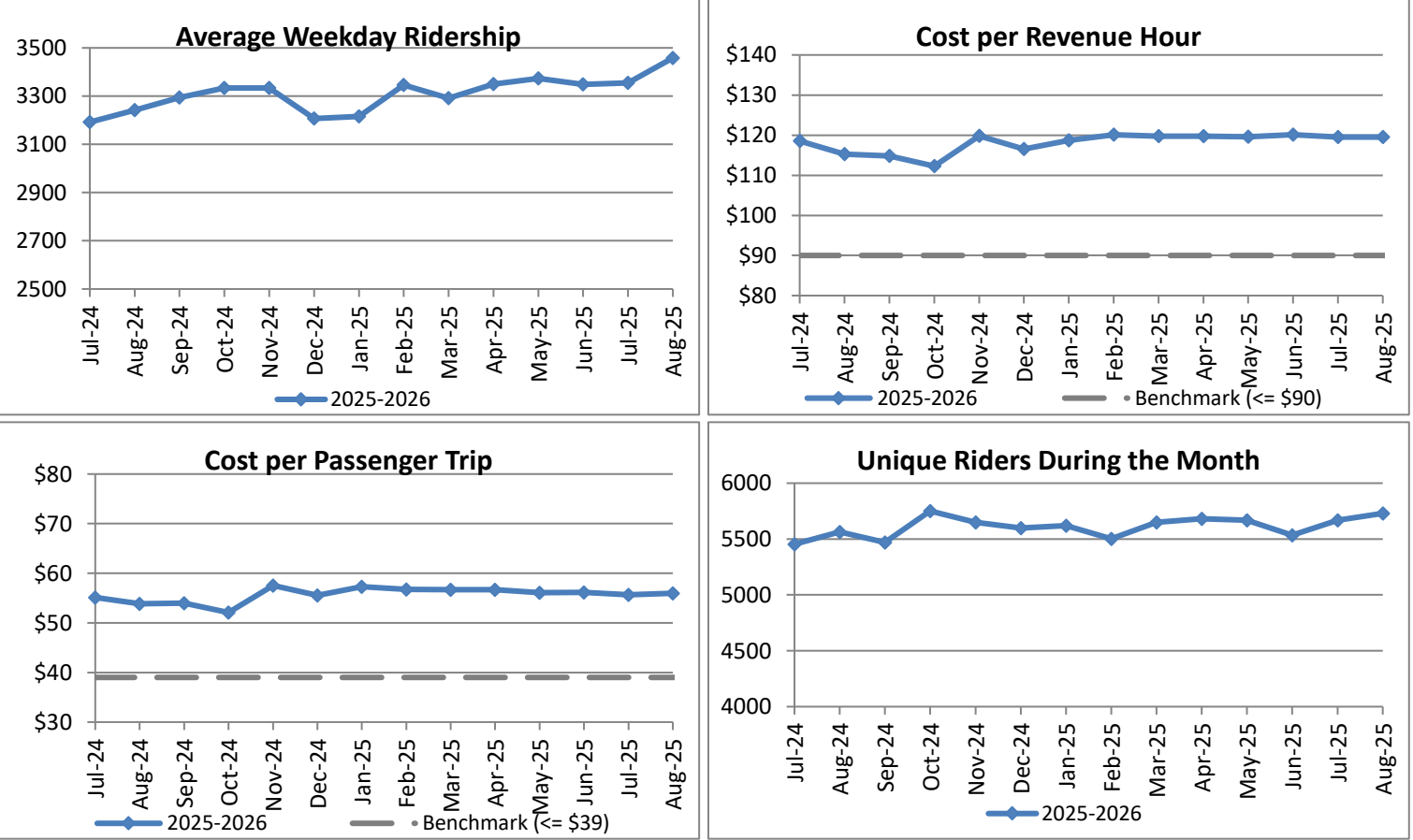
- **Call Center Performance**

Over the month of August, reservationists answered 40,733 calls. Of those calls, 95.05% were answered within 3 minutes, and 98.92% were answered in 5 minutes.

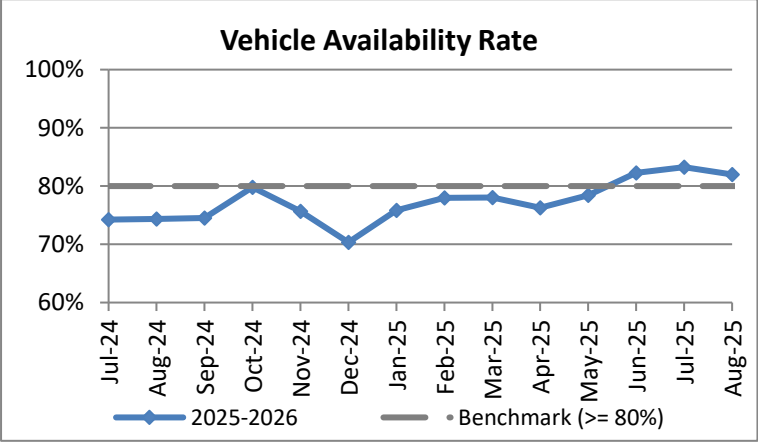
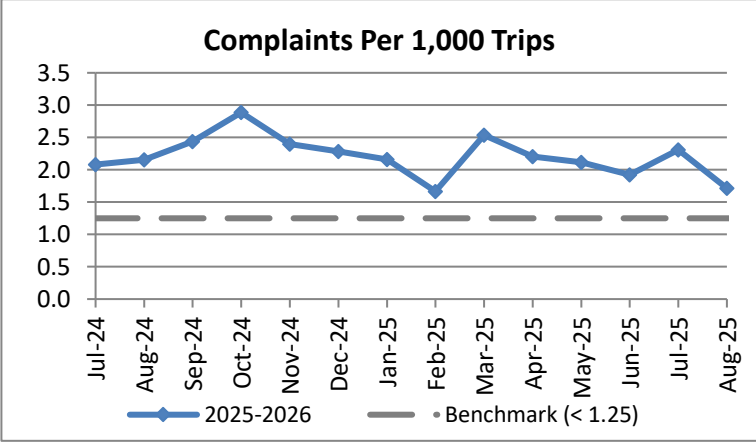
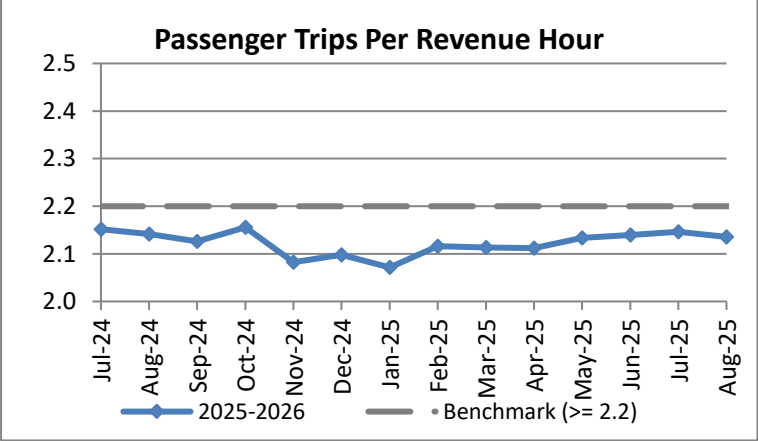
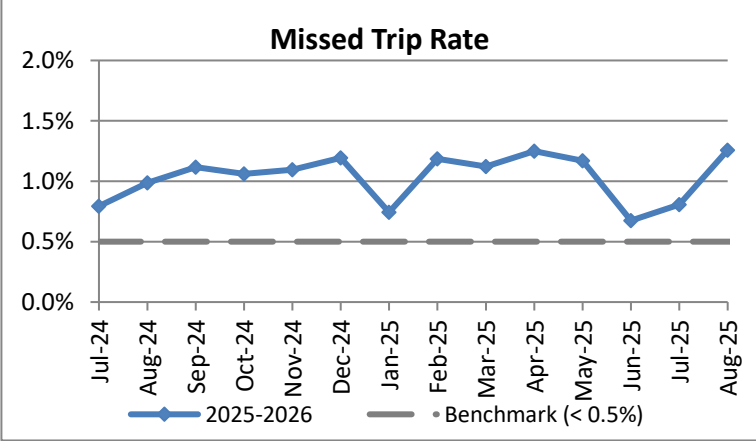
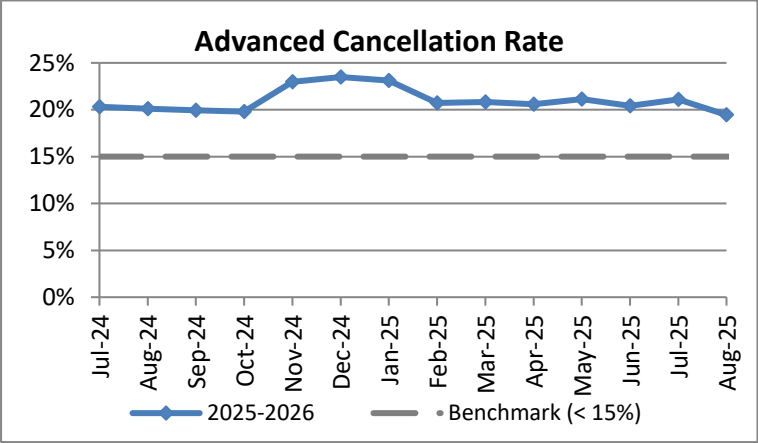
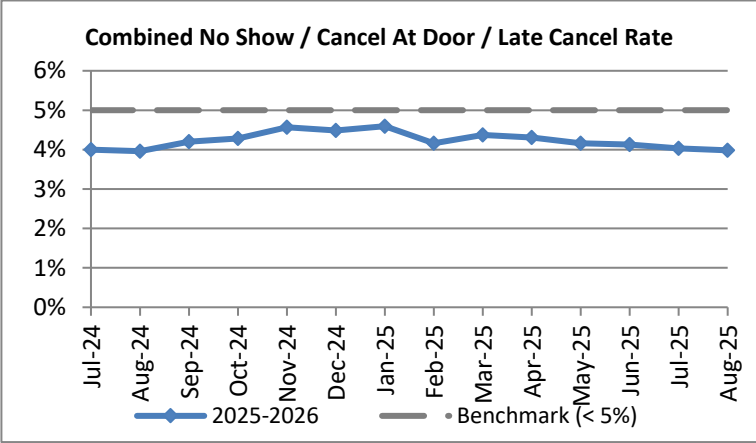
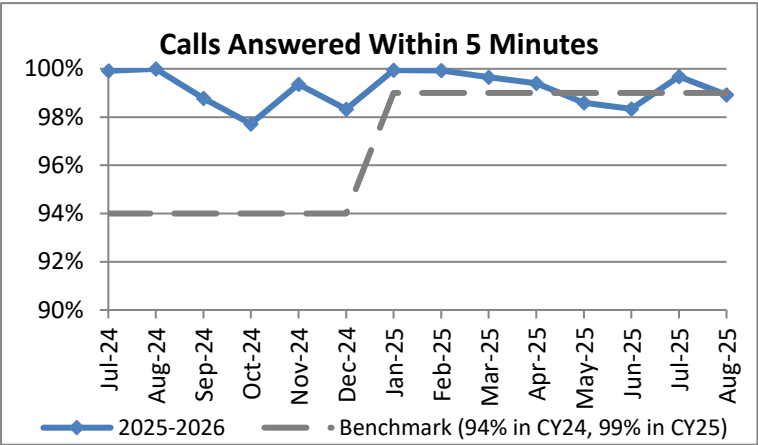
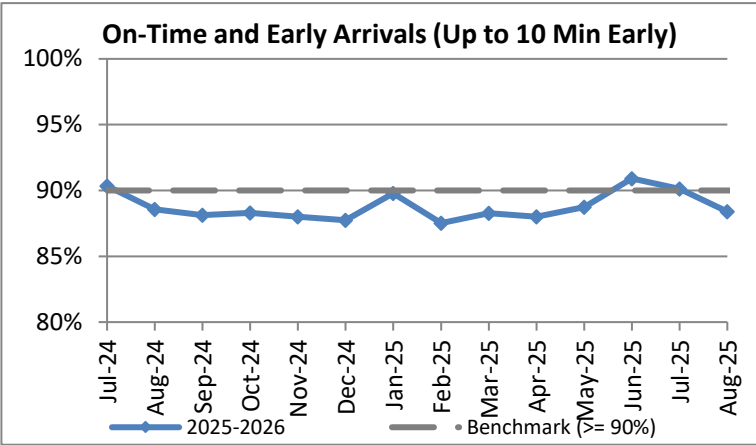
Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending August 2025

Key Performance Indicators (KPI)	Aug FY2026	Aug FY2025	% Change FY 25-26	2 Month FY2026	2 Month FY2025	% Change FY 25-26	Benchmark ¹
Total Monthly Ridership	92,198	87,910	4.88%	184,614	174,467	5.82%	
Average Weekday Ridership	3,458	3,242	6.66%	3,407	3,217	5.89%	
Unique Riders During the Month	5,730	5,564	2.98%	5,699	5,509	3.44%	
Cost per Revenue Hour	\$119.51	\$115.26	3.69%	\$118.90	\$116.64	1.94%	<= \$90
Cost per Passenger Trip	\$55.96	\$53.83	3.96%	\$55.54	\$54.34	2.21%	<= \$39
Cost per Revenue Mile	\$8.25	\$8.00	3.13%	\$8.16	\$8.04	1.49%	<= \$6.20
Passenger Trips per Revenue Hour	2.14	2.14	-0.27%	2.14	2.15	-0.26%	>= 2.2
Farebox Recovery	2.87%	3.07%	-0.20%	3.10%	3.21%	-0.11%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.08%	77.13%	-0.05%	77.72%	77.65%	0.07%	
Early Arrivals (> 10 Minutes)	0.67%	0.89%	-0.22%	0.68%	0.88%	-0.20%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.08%	-0.04%	0.04%	0.06%	-0.02%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.40%	88.58%	-0.18%	89.27%	89.45%	-0.18%	>= 90%
On-Time and All Early Arrivals	89.07%	89.46%	-0.39%	89.95%	90.33%	-0.38%	>= 90%
Very Late Arrivals (>30 Minutes)	1.05%	0.77%	0.28%	0.83%	0.69%	0.14%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.71%	50.45%	8.26%	58.42%	52.72%	5.70%	> 90%
Comparative Trip Length Analysis	73.47%	71.85%	1.62%	75.27%	74.57%	0.70%	50%
Excessive Trip Length	9.03%	10.65%	-1.62%	8.36%	9.02%	-0.66%	1%
No Show / Late Cancellation Rate	3.98%	3.96%	0.02%	4.01%	3.98%	0.03%	< 5%
Advance Cancellation Rate	19.45%	20.09%	-0.64%	20.27%	20.20%	0.07%	< 15%
Missed Trip Rate	1.26%	0.99%	0.27%	1.03%	0.89%	0.14%	< 0.5%
Complaints per 1,000 Trips	1.72	2.15	-20.00%	2.01	2.12	-5.19%	<= 1.25
Calls Answered Within 5 Minutes	98.92%	100.00%	-1.08%	99.30%	99.96%	-0.66%	99% ²
Vehicle Availability	82.02%	74.34%	7.68%	82.64%	74.31%	8.33%	>= 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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