

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

September 2025

- **Ridership**

In-house average weekday ridership for September was 3,003, up by 2.14% from last year. Supplemental providers average weekday ridership was 419, up by 18.36%. Combined in-house and supplemental providers average weekday ridership was 3,422, up by 3.92%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 16,153 boardings, up 6.24% 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 87.91% for September. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.53%. On-time performance for trips with a desired arrival time was 57.89% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 93.78% 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 September, Handi-Van operated 71,975 trips including 7,926 trips that were longer than one hour in trip time. The analysis found that 71.06% 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 827 or 10.43% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,467 or 18.51% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 82.77% for September, up by 8.24% from last year.

- **Call Center Performance**

Over the month of September, reservationists answered 32,150 calls. Of those calls, 96.58% were answered within 3 minutes, and 99.59% were answered in 5 minutes.

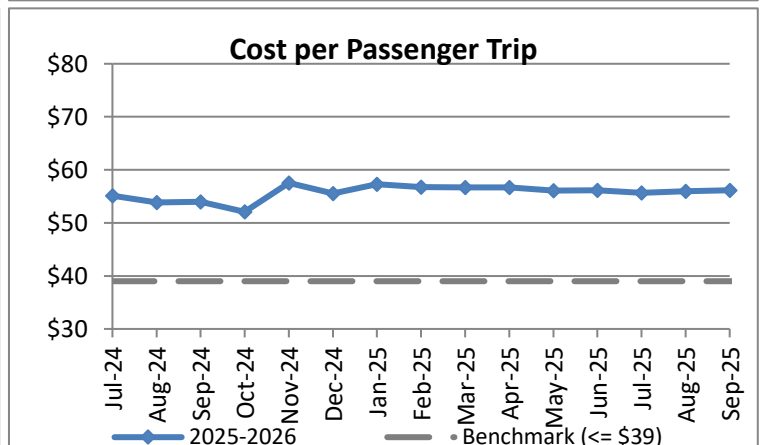
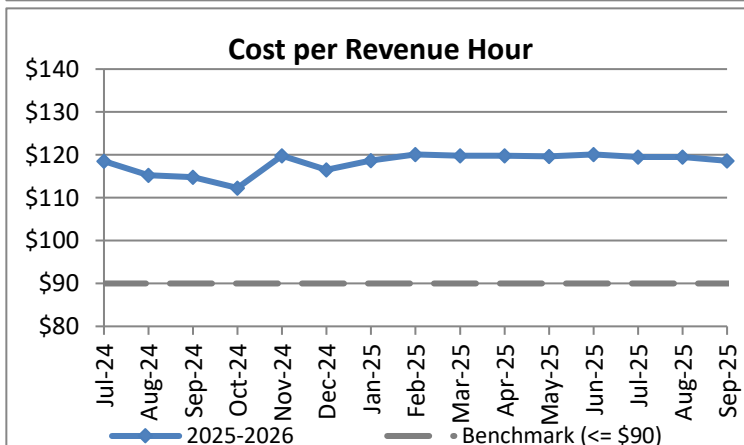
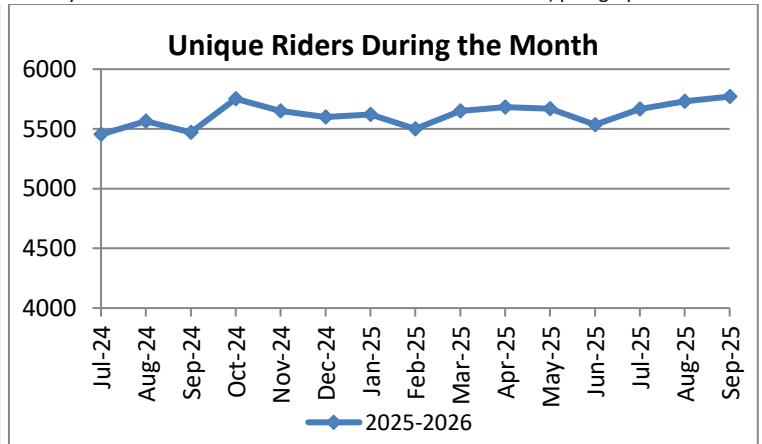
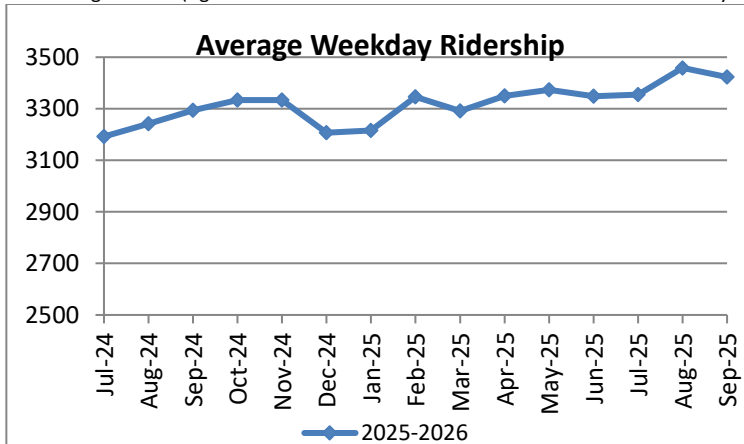
Oahu Transit Services - The Handi-Van
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For the Month Ending September 2025

Key Performance Indicators (KPI)	Sep FY2026	Sep FY2025	% Change FY 25-26	3 Month FY2026	3 Month FY2025	% Change FY 25-26	Benchmark ¹
Total Monthly Ridership	90,333	84,327	7.12%	274,947	258,794	6.24%	
Average Weekday Ridership	3,422	3,293	3.92%	3,412	3,243	5.22%	
Unique Riders During the Month	5,771	5,470	5.50%	5,723	5,496	4.12%	
Cost per Revenue Hour	\$118.58	\$114.82	3.27%	\$118.60	\$115.97	2.27%	<= \$90
Cost per Passenger Trip	\$56.16	\$54.00	4.00%	\$55.65	\$54.19	2.69%	<= \$39
Cost per Revenue Mile	\$8.18	\$7.97	2.63%	\$8.15	\$8.01	1.75%	<= \$6.20
Passenger Trips per Revenue Hour	2.11	2.13	-0.69%	2.13	2.14	-0.41%	>= 2.2
Farebox Recovery	2.68%	3.12%	-0.44%	2.96%	3.18%	-0.22%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.86%	76.52%	0.34%	77.44%	77.28%	0.16%	
Early Arrivals (> 10 Minutes)	0.61%	0.82%	-0.21%	0.66%	0.86%	-0.20%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.03%	0.00%	0.04%	0.05%	-0.01%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	87.91%	88.13%	-0.22%	88.82%	89.02%	-0.20%	>= 90%
On-Time and All Early Arrivals	88.53%	88.95%	-0.42%	89.48%	89.88%	-0.40%	>= 90%
Very Late Arrivals (>30 Minutes)	1.16%	0.88%	0.28%	0.94%	0.75%	0.19%	< 1%
On-Time Drop-Offs (Within 45 Mins)	57.89%	55.65%	2.24%	58.20%	53.72%	4.48%	> 90%
Comparative Trip Length Analysis	71.06%	72.32%	-1.26%	73.77%	73.82%	-0.05%	50%
Excessive Trip Length	10.43%	10.04%	0.39%	9.10%	9.36%	-0.26%	1%
No Show / Late Cancellation Rate	4.14%	4.21%	-0.07%	4.05%	4.05%	0.00%	< 5%
Advance Cancellation Rate	19.56%	19.93%	-0.37%	20.04%	20.11%	-0.07%	< 15%
Missed Trip Rate	1.45%	1.12%	0.33%	1.17%	0.96%	0.21%	< 0.5%
Complaints per 1,000 Trips	2.75	2.44	12.70%	2.25	2.22	1.35%	<= 1.25
Calls Answered Within 5 Minutes	99.59%	98.78%	0.81%	99.38%	99.56%	-0.18%	99% ²
Vehicle Availability	82.77%	74.53%	8.24%	82.68%	74.38%	8.30%	>= 80%

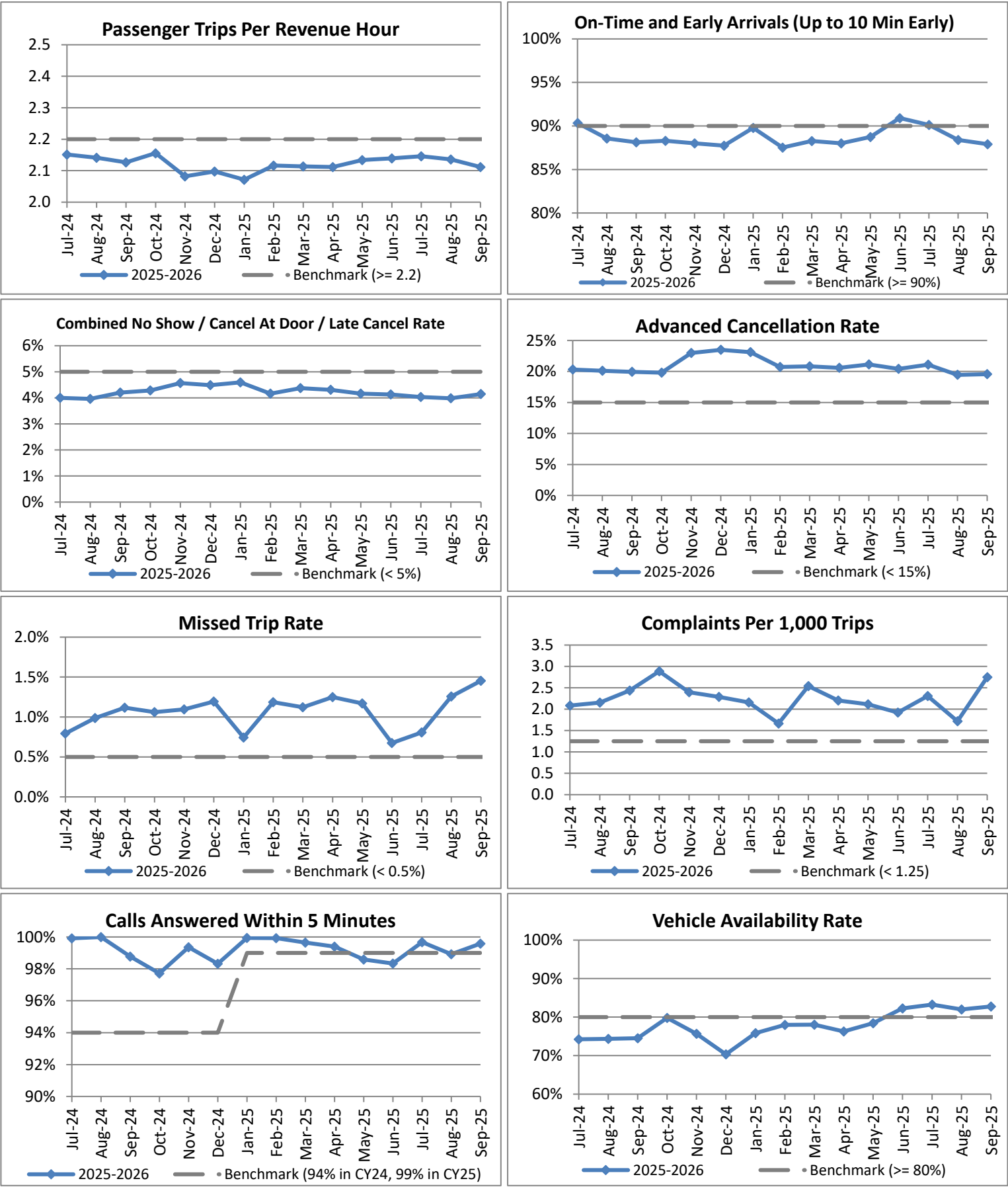
Notes:

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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