

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

January 2026

- **Ridership**

In-house average weekday ridership for January was 3,002, up by 3.02% from last year. Supplemental providers average weekday ridership was 407, up by 34.77%. Combined in-house and supplemental providers average weekday ridership was 3,408, up by 5.98%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 28,549 boardings, up 4.68% 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 88.72% for January. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.91%. On-time performance for trips with a desired arrival time was 57.45% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.66% 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 January, Handi-Van operated 71,947 trips including 6,157 trips that were longer than one hour in trip time. The analysis found that 77.81% 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 497 or 8.07% of these trips were more than 15 minutes longer than comparable fixed-route trips. 869 or 14.11% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 77.45% for January, up by 1.63% from last year.

- **Call Center Performance**

Over the month of January, reservationists answered 39,919 calls. Of those calls, 81.05% were answered within 3 minutes, and 88.80% were answered in 5 minutes.

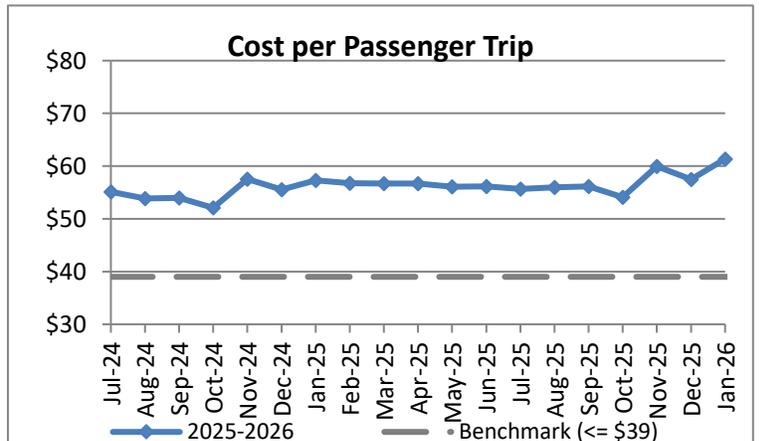
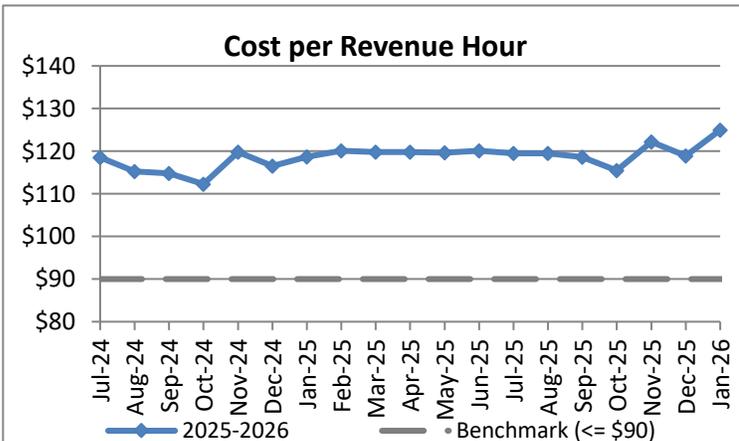
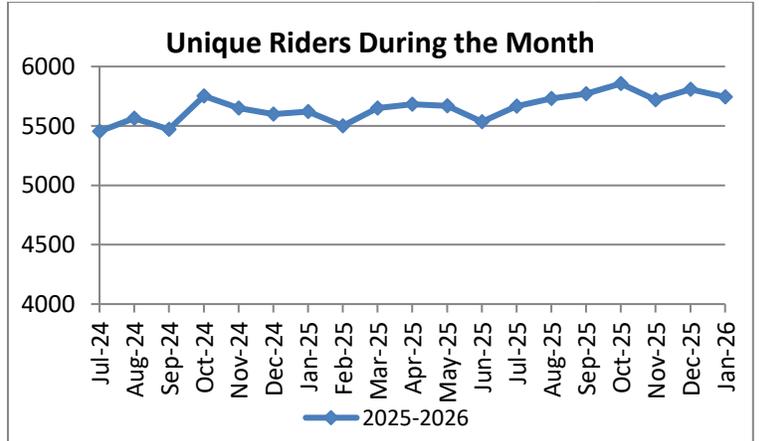
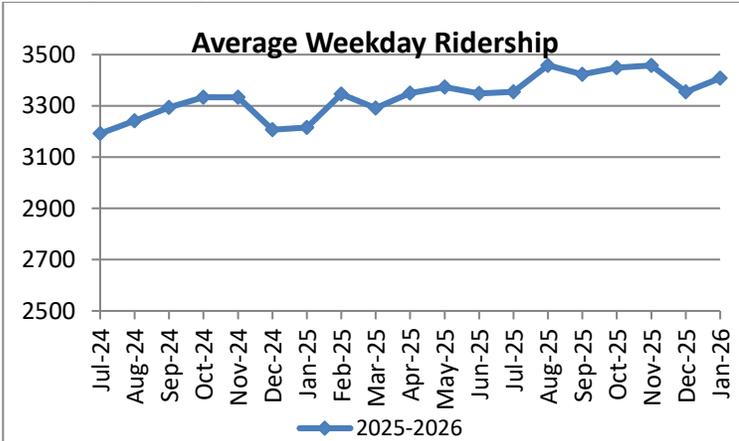
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending January 2026**

| Key Performance Indicators (KPI) | Jan FY2026 | Jan FY2025 | % Change FY 25-26 | 7 Month FY2026 | 7 Month FY2025 | % Change FY 25-26 | Benchmark ¹ |
|---|------------|------------|-------------------|----------------|----------------|-------------------|------------------------|
| Total Monthly Ridership | 89,375 | 86,184 | 3.70% | 638,321 | 609,772 | 4.68% | |
| Average Weekday Ridership | 3,408 | 3,216 | 5.98% | 3,415 | 3,260 | 4.77% | |
| Unique Riders During the Month | 5,743 | 5,621 | 2.17% | 5,756 | 5,587 | 3.02% | |
| Cost per Revenue Hour | \$124.97 | \$118.67 | 5.31% | \$119.26 | \$116.37 | 2.48% | <= \$90 |
| Cost per Passenger Trip | \$61.36 | \$57.29 | 7.10% | \$56.90 | \$54.94 | 3.57% | <= \$39 |
| Cost per Revenue Mile | \$8.43 | \$8.20 | 2.80% | \$8.08 | \$8.03 | 0.62% | <= \$6.20 |
| Passenger Trips per Revenue Hour | 2.04 | 2.07 | -1.68% | 2.10 | 2.12 | -1.04% | >= 2.2 |
| Farebox Recovery | 2.34% | 2.36% | -0.02% | 2.69% | 2.87% | -0.18% | 8% |
| On-Time Arrivals (Within 0-30 Min Window) | 77.07% | 77.44% | -0.37% | 76.27% | 76.98% | -0.71% | |
| Early Arrivals (> 10 Minutes) | 1.19% | 0.85% | 0.34% | 0.83% | 0.84% | -0.01% | < 2% |
| Very Early Arrivals (> 30 Minutes) | 0.04% | 0.05% | -0.01% | 0.04% | 0.04% | 0.00% | < 1% |
| On-Time & Early Arrivals (Up to 10 Min Early) | 88.72% | 89.78% | -1.06% | 87.24% | 88.69% | -1.45% | >= 90% |
| On-Time and All Early Arrivals | 89.91% | 90.62% | -0.71% | 88.06% | 89.53% | -1.47% | >= 90% |
| Very Late Arrivals (>30 Minutes) | 0.95% | 0.51% | 0.44% | 1.37% | 0.77% | 0.60% | < 1% |
| On-Time Drop-Offs (Within 45 Mins) | 57.45% | 56.99% | 0.46% | 55.91% | 56.08% | -0.17% | > 90% |
| Comparative Trip Length Analysis | 77.81% | 75.09% | 2.72% | 74.87% | 73.54% | 1.33% | 50% |
| Excessive Trip Length | 8.07% | 8.29% | -0.22% | 9.09% | 9.55% | -0.46% | 1% |
| No Show / Late Cancellation Rate | 4.33% | 4.59% | -0.26% | 4.13% | 4.30% | -0.17% | < 5% |
| Advance Cancellation Rate | 24.55% | 23.12% | 1.43% | 22.20% | 21.38% | 0.82% | < 15% |
| Missed Trip Rate | 1.13% | 0.74% | 0.39% | 1.61% | 1.00% | 0.61% | < 0.5% |
| Complaints per 1,000 Trips | 2.03 | 2.16 | -6.02% | 2.55 | 2.35 | 8.51% | <= 1.25 |
| Calls Answered Within 5 Minutes | 88.80% | 99.94% | -11.14% | 91.08% | 99.13% | -8.05% | 99% ² |
| Vehicle Availability | 77.45% | 75.82% | 1.63% | 80.05% | 74.96% | 5.09% | >= 80% |

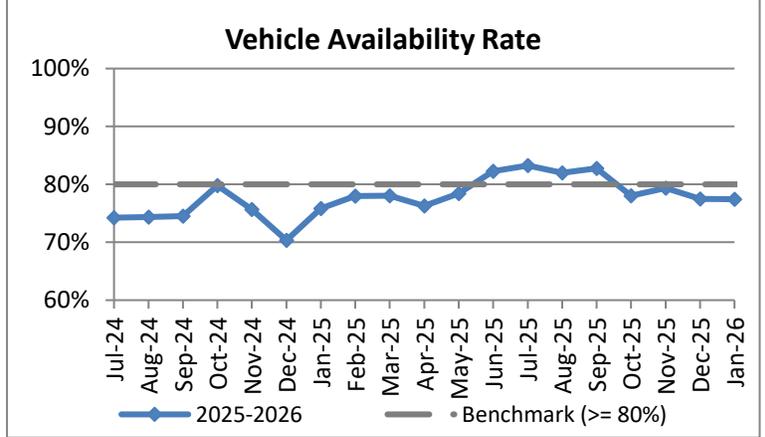
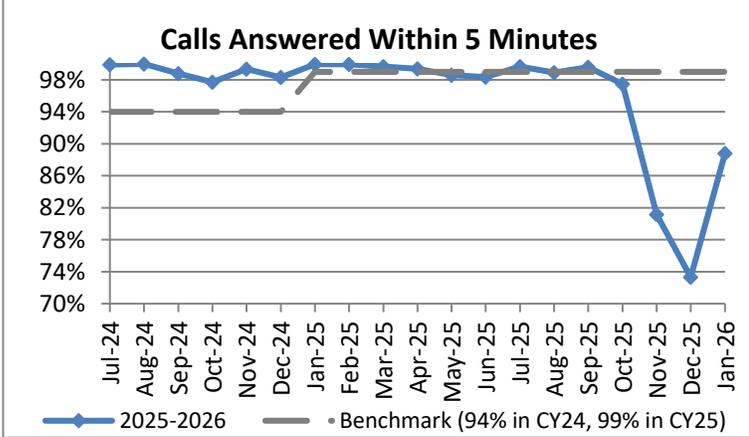
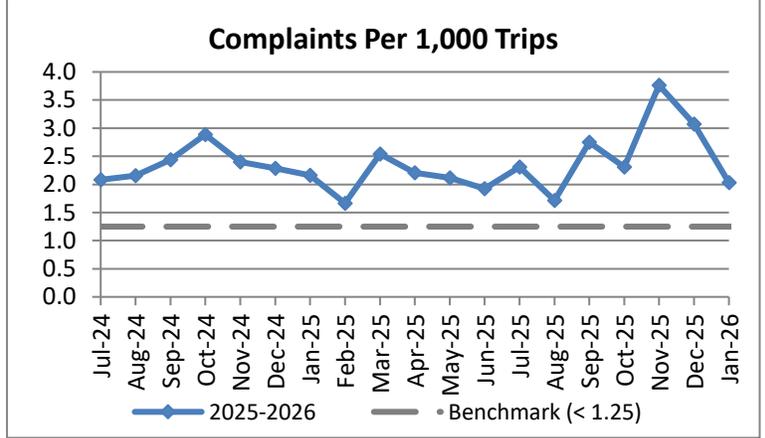
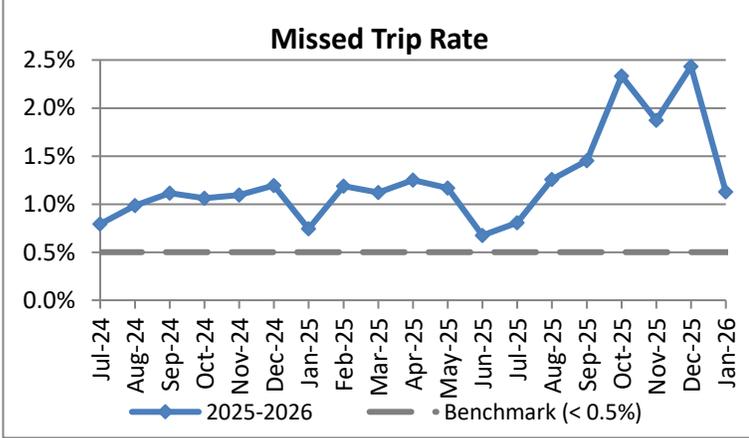
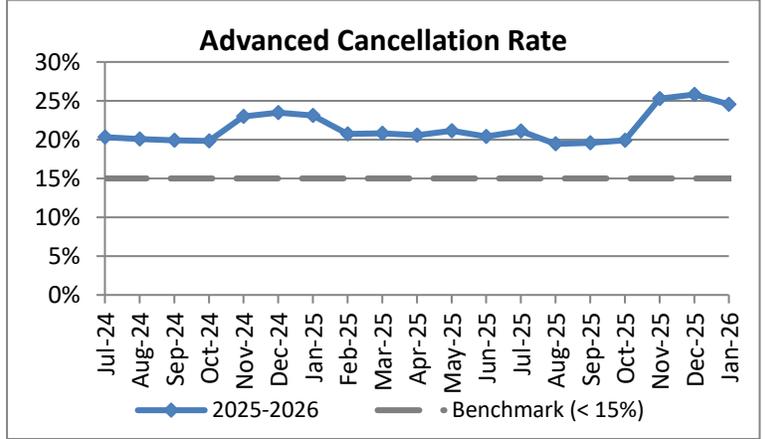
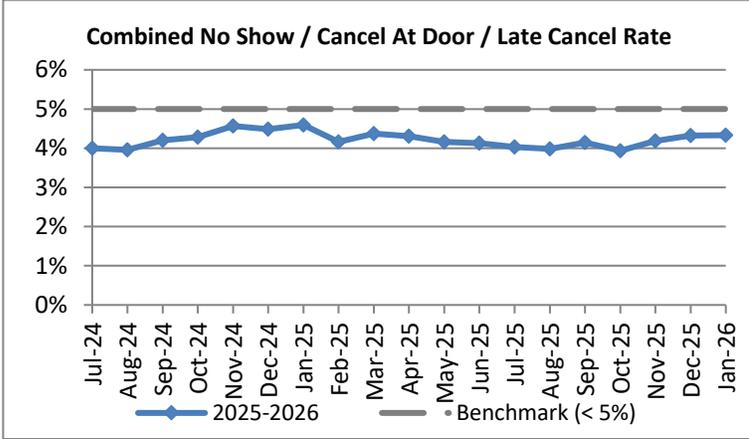
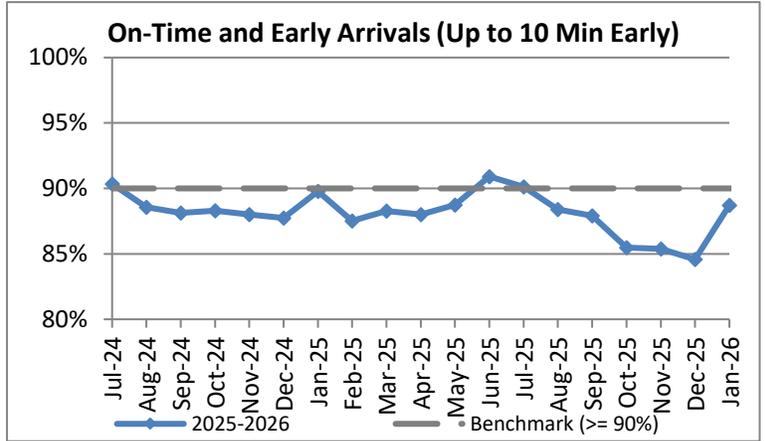
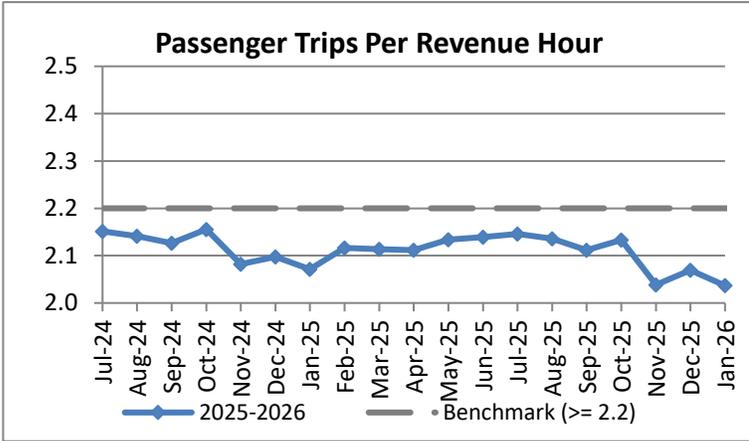
Notes:

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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