

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

December 2025

- **Ridership**

In-house average weekday ridership for December was 2,956, up by 1.86% from last year. Supplemental providers average weekday ridership was 399, up by 30.82%. Combined in-house and supplemental providers average weekday ridership was 3,355, up by 4.60%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 25,358 boardings, up 4.84% 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 84.58% for December. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 85.60%. On-time performance for trips with a desired arrival time was 56.23% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 88.00% 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 December, Handi-Van operated 73,319 trips including 6,695 trips that were longer than one hour in trip time. The analysis found that 76.12% 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 587 or 8.77% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,012 or 15.12% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 77.48% for December, up by 7.14% from last year.

- **Call Center Performance**

Over the month of December, reservationists answered 40,673 calls. Of those calls, 60.97% were answered within 3 minutes, and 73.31% were answered in 5 minutes.

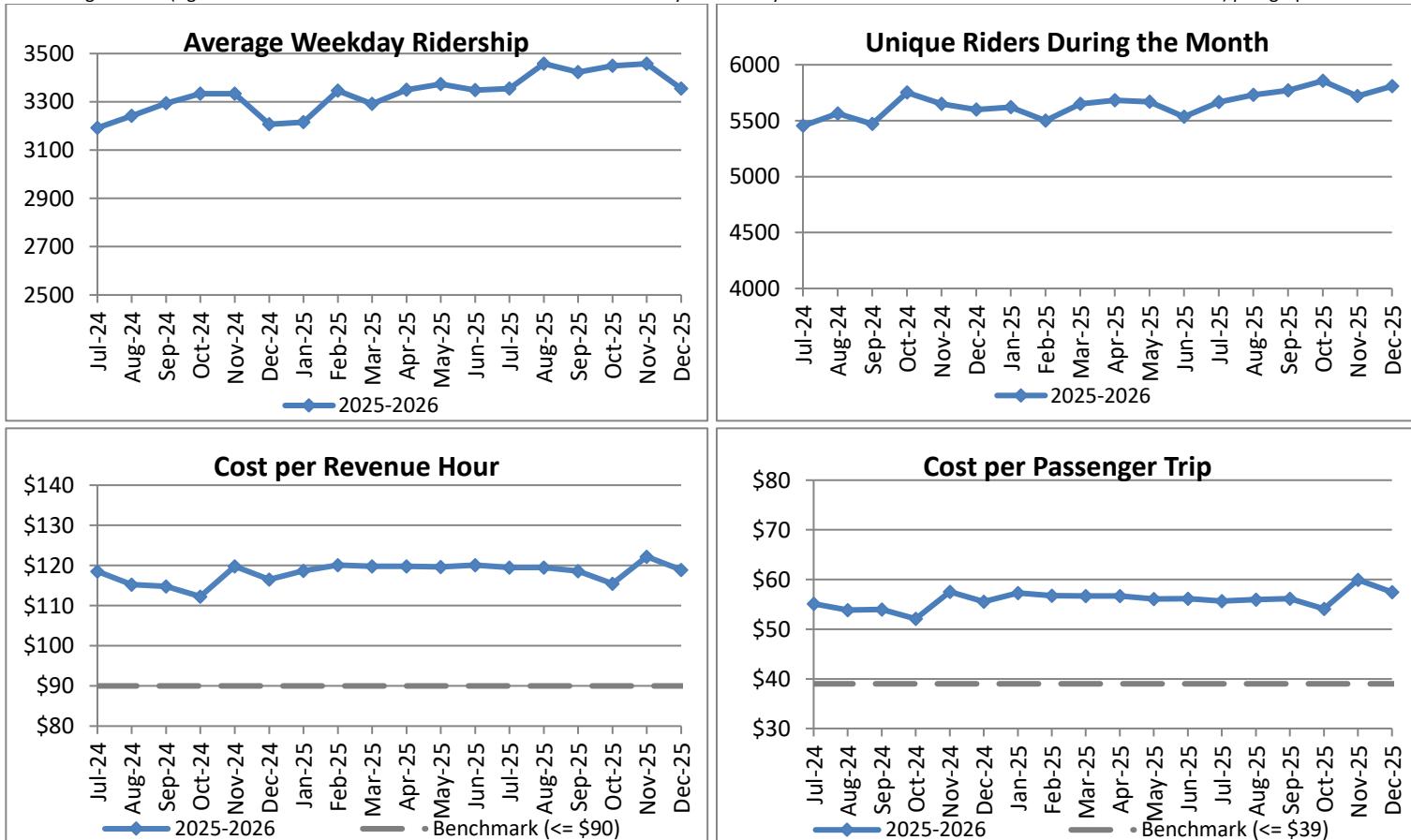
Oahu Transit Services - The Handi-Van
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Key Performance Indicators (KPI)	Dec FY2026	Dec FY2025	% Change FY 25-26	6 Month FY2026	6 Month FY2025	% Change FY 25-26	Benchmark ¹
Total Monthly Ridership	91,664	87,186	5.14%	548,946	523,588	4.84%	
Average Weekday Ridership	3,355	3,208	4.60%	3,416	3,267	4.57%	
Unique Riders During the Month	5,807	5,600	3.70%	5,758	5,582	3.17%	
Cost per Revenue Hour	\$118.89	\$116.54	2.02%	\$118.39	\$115.98	2.08%	<= \$90
Cost per Passenger Trip	\$57.46	\$55.56	3.42%	\$56.22	\$54.55	3.06%	<= \$39
Cost per Revenue Mile	\$8.04	\$8.06	-0.25%	\$8.03	\$8.00	0.37%	<= \$6.20
Passenger Trips per Revenue Hour	2.07	2.10	-1.36%	2.11	2.13	-0.94%	>= 2.2
Farebox Recovery	2.54%	2.87%	-0.33%	2.75%	2.96%	-0.21%	8%
On-Time Arrivals (Within 0-30 Min Window)	74.32%	76.29%	-1.97%	76.14%	76.90%	-0.76%	
Early Arrivals (> 10 Minutes)	1.02%	0.79%	0.23%	0.77%	0.84%	-0.07%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.02%	0.02%	0.04%	0.04%	0.00%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	84.58%	87.74%	-3.16%	86.99%	88.51%	-1.52%	>= 90%
On-Time and All Early Arrivals	85.60%	88.54%	-2.94%	87.76%	89.35%	-1.59%	>= 90%
Very Late Arrivals (>30 Minutes)	2.15%	0.98%	1.17%	1.44%	0.81%	0.63%	< 1%
On-Time Drop-Offs (Within 45 Mins)	56.23%	62.10%	-5.87%	55.33%	55.97%	-0.64%	> 90%
Comparative Trip Length Analysis	76.12%	72.36%	3.76%	74.45%	73.30%	1.15%	50%
Excessive Trip Length	8.77%	10.24%	-1.47%	9.23%	9.74%	-0.51%	1%
No Show / Late Cancellation Rate	4.33%	4.49%	-0.16%	4.10%	4.25%	-0.15%	< 5%
Advance Cancellation Rate	25.81%	23.49%	2.32%	21.81%	21.10%	0.71%	< 15%
Missed Trip Rate	2.43%	1.19%	1.24%	1.69%	1.04%	0.65%	< 0.5%
Complaints per 1,000 Trips	3.07	2.29	34.06%	2.64	2.38	10.92%	<= 1.25
Calls Answered Within 5 Minutes	73.31%	98.33%	-25.02%	91.46%	99.00%	-7.54%	99% ²
Vehicle Availability	77.48%	70.34%	7.14%	80.49%	74.82%	5.67%	>= 80%

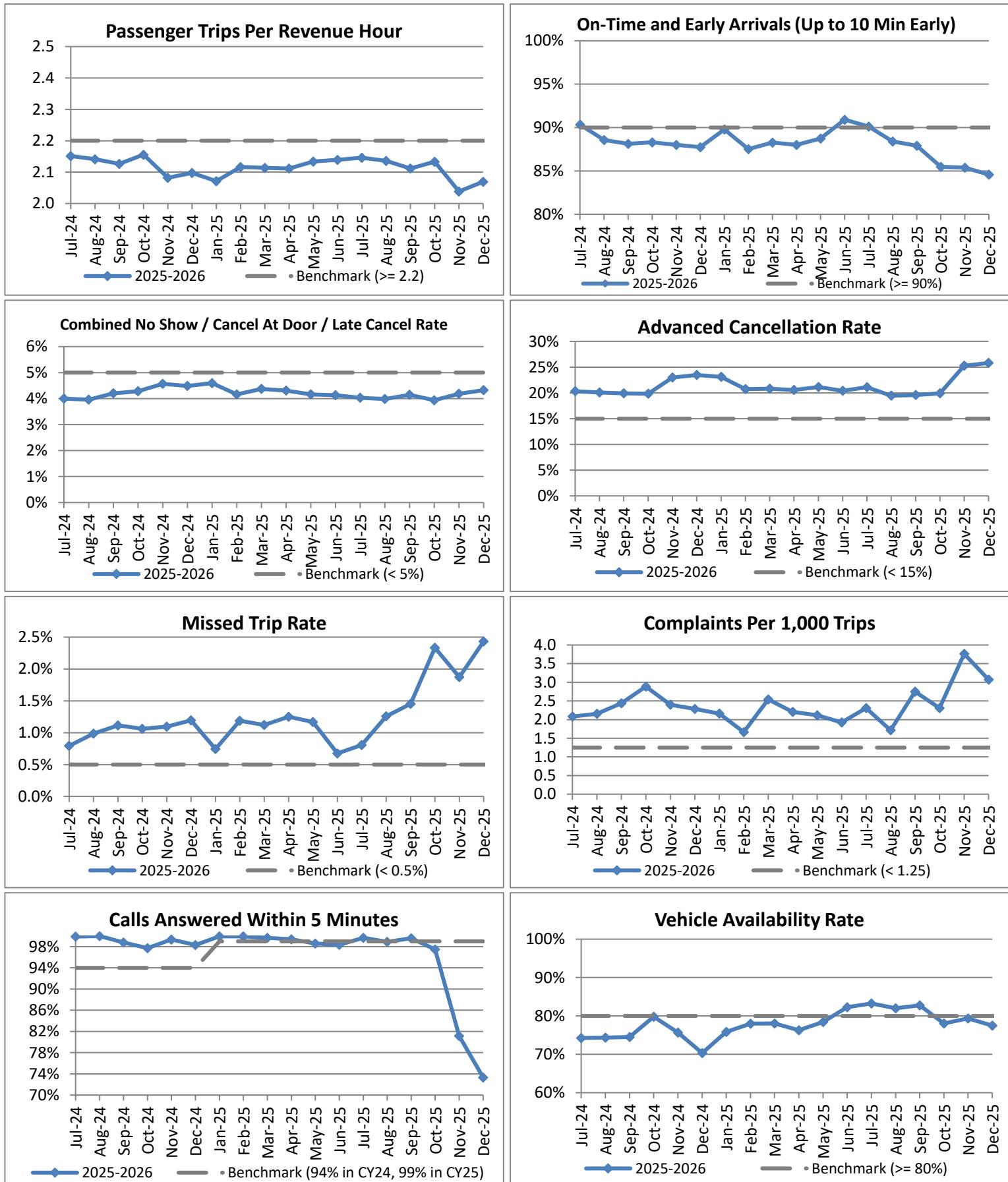
Notes:

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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