

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

February 2026

- **Ridership**

In-house average weekday ridership for February was 2,979, down by -1.39% from last year. Supplemental providers average weekday ridership was 459, up by 41.23%. Combined in-house and supplemental providers average weekday ridership was 3,438, up by 2.75%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 30,402 boardings, up 4.40% 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 87.94% for February. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.94%. On-time performance for trips with a desired arrival time was 58.13% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 90.44% 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 February, Handi-Van operated 64,991 trips including 5,793 trips that were longer than one hour in trip time. The analysis found that 77.92% 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 385 or 6.65% of these trips were more than 15 minutes longer than comparable fixed-route trips. 894 or 15.43% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 76.99% for February, down by -1.01% from last year.

- **Call Center Performance**

Over the month of February, reservationists answered 38,271 calls. Of those calls, 98.52% were answered within 3 minutes, and 99.92% were answered in 5 minutes.

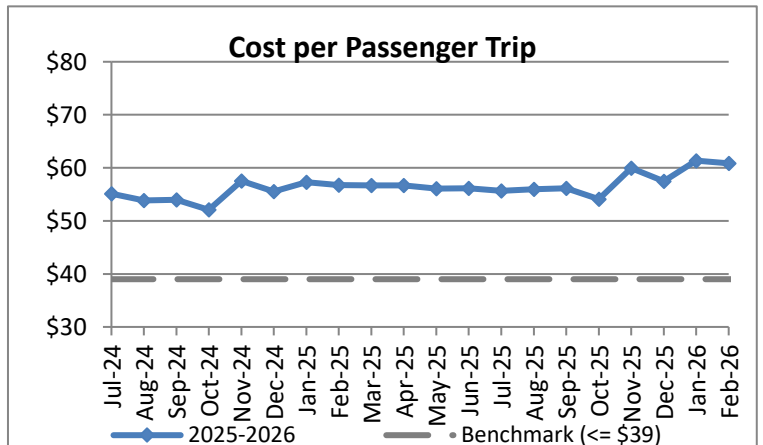
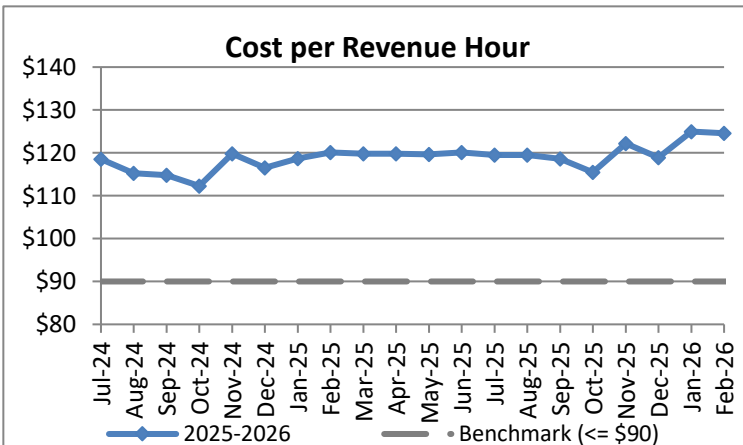
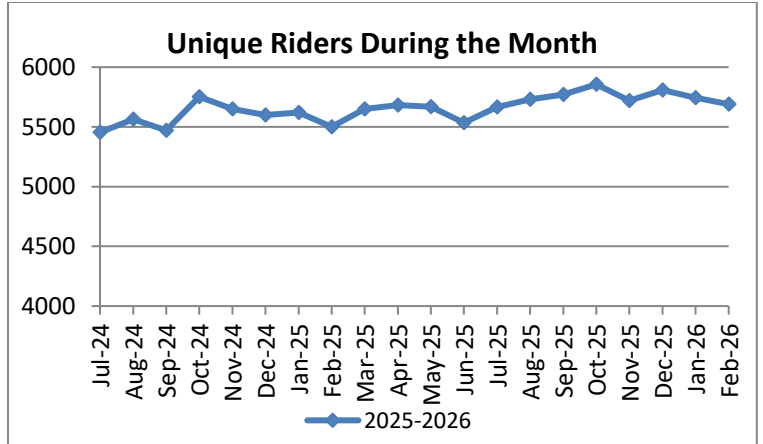
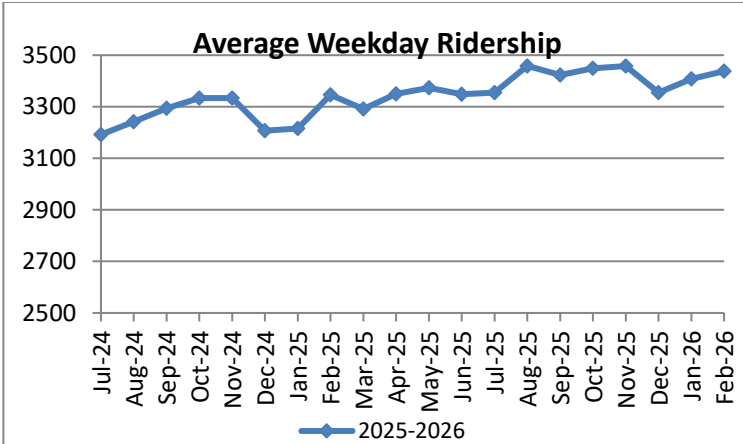
**Oahu Transit Services - The Handi-Van
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For the Month Ending February 2026**

Key Performance Indicators (KPI)	Feb FY2026	Feb FY2025	% Change FY 25-26	8 Month FY2026	8 Month FY2025	% Change FY 25-26	Benchmark ¹
Total Monthly Ridership	82,806	80,953	2.29%	721,127	690,725	4.40%	
Average Weekday Ridership	3,438	3,346	2.75%	3,418	3,271	4.51%	
Unique Riders During the Month	5,690	5,501	3.44%	5,748	5,576	3.08%	
Cost per Revenue Hour	\$124.58	\$120.10	3.73%	\$119.82	\$116.80	2.59%	<= \$90
Cost per Passenger Trip	\$60.87	\$56.75	7.26%	\$57.32	\$55.15	3.93%	<= \$39
Cost per Revenue Mile	\$8.39	\$8.26	1.57%	\$8.11	\$8.06	0.62%	<= \$6.20
Passenger Trips per Revenue Hour	2.05	2.12	-3.29%	2.09	2.12	-1.31%	>= 2.2
Farebox Recovery	2.48%	2.87%	-0.39%	2.66%	2.87%	-0.21%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.71%	76.44%	0.27%	76.32%	76.91%	-0.59%	
Early Arrivals (> 10 Minutes)	1.01%	0.78%	0.23%	0.85%	0.83%	0.02%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.04%	-0.01%	0.04%	0.04%	0.00%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	87.94%	87.52%	0.42%	87.31%	88.56%	-1.25%	>= 90%
On-Time and All Early Arrivals	88.94%	88.30%	0.64%	88.16%	89.39%	-1.23%	>= 90%
Very Late Arrivals (>30 Minutes)	0.99%	0.96%	0.03%	1.33%	0.79%	0.54%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.13%	56.41%	1.72%	56.38%	56.11%	0.27%	> 90%
Comparative Trip Length Analysis	77.92%	73.65%	4.27%	75.20%	73.56%	1.64%	50%
Excessive Trip Length	6.65%	9.03%	-2.38%	8.83%	9.48%	-0.65%	1%
No Show / Late Cancellation Rate	4.44%	4.16%	0.28%	4.17%	4.28%	-0.11%	< 5%
Advance Cancellation Rate	25.85%	20.72%	5.13%	22.61%	21.31%	1.30%	< 15%
Missed Trip Rate	1.21%	1.19%	0.02%	1.57%	1.02%	0.55%	< 0.5%
Complaints per 1,000 Trips	2.31	1.67	38.32%	2.53	2.27	11.45%	<= 1.25
Calls Answered Within 5 Minutes	99.92%	99.93%	-0.01%	92.16%	99.23%	-7.07%	99%
Vehicle Availability	76.99%	78.00%	-1.01%	79.67%	75.34%	4.33%	>= 80%

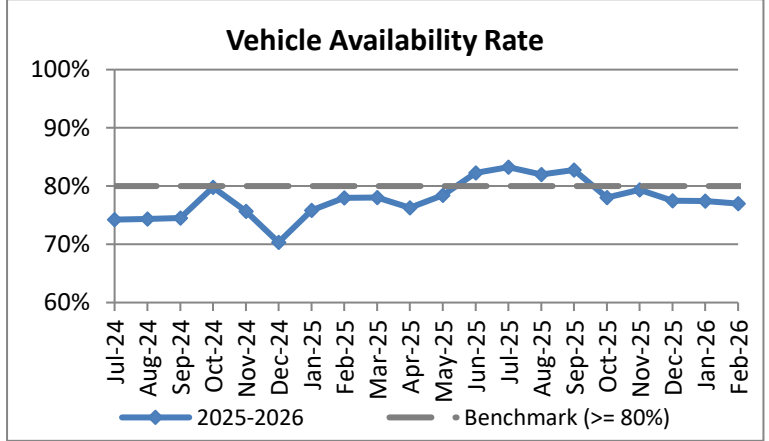
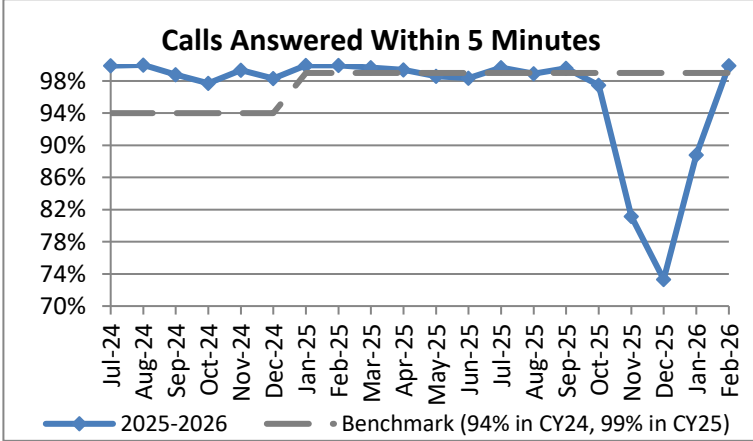
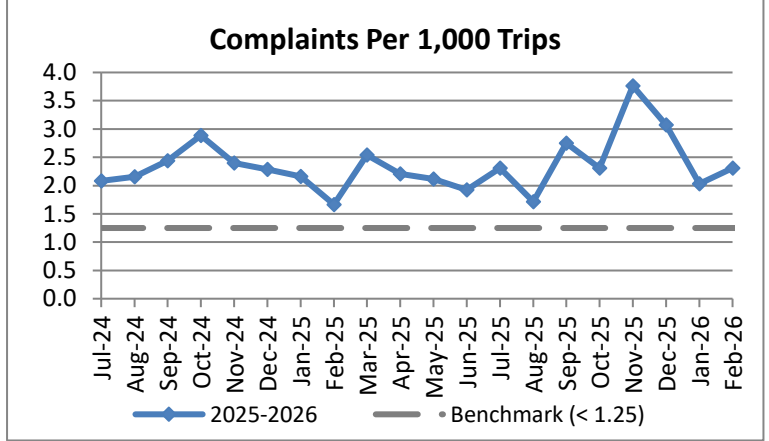
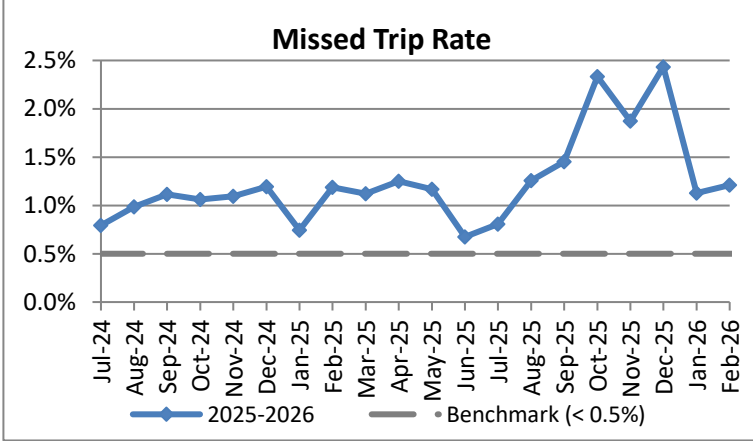
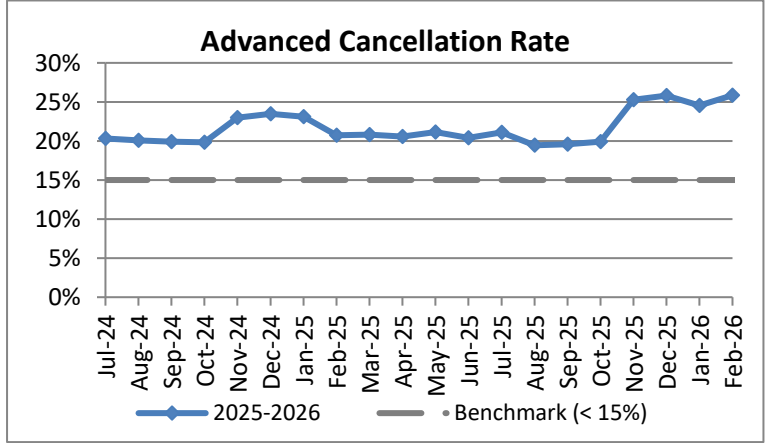
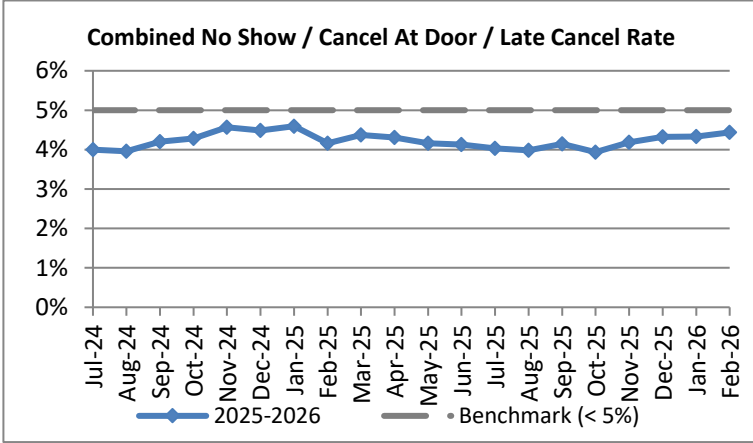
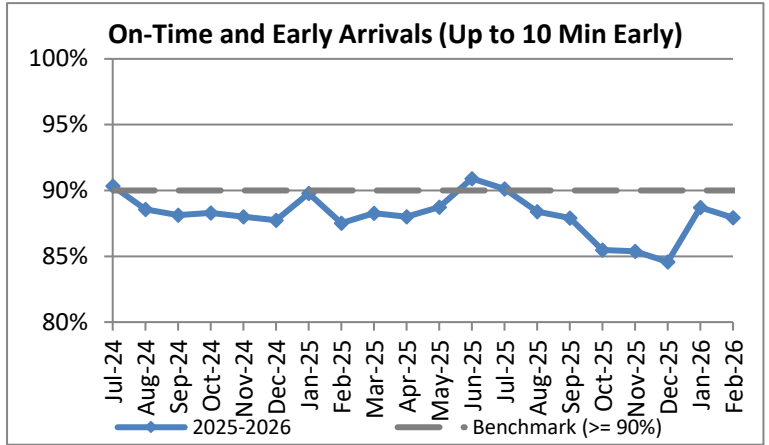
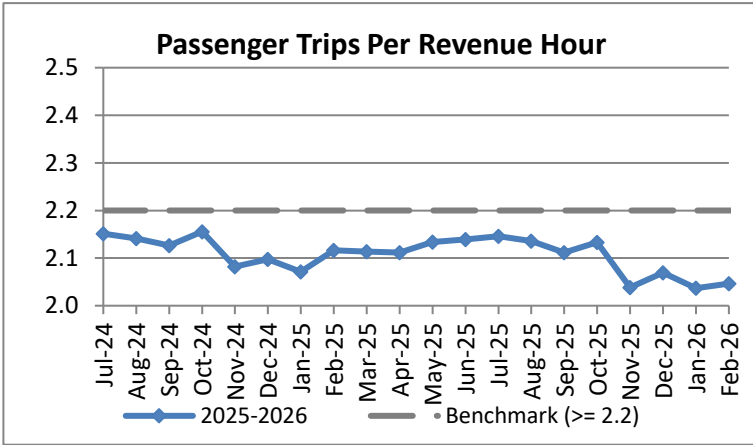
Notes:

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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