

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

March 2026

- **Ridership**

In-house average weekday ridership for March was 2,856, down by -3.81% from last year. Supplemental providers average weekday ridership was 429, up by 33.23%. Combined in-house and supplemental providers average weekday ridership was 3,286, down by -0.16%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 31,003 boardings, up 3.98% 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 88.32% for March. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.45%. On-time performance for trips with a desired arrival time was 58.22% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 92.06% 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 March, Handi-Van operated 70,353 trips including 6,075 trips that were longer than one hour in trip time. The analysis found that 75.65% 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 519 or 8.54% of these trips were more than 15 minutes longer than comparable fixed-route trips. 960 or 15.80% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 75.93% for March, down by -2.10% from last year.

- **Call Center Performance**

Over the month of March, reservationists answered 41,879 calls. Of those calls, 89.89% were answered within 3 minutes, and 95.37% were answered in 5 minutes.

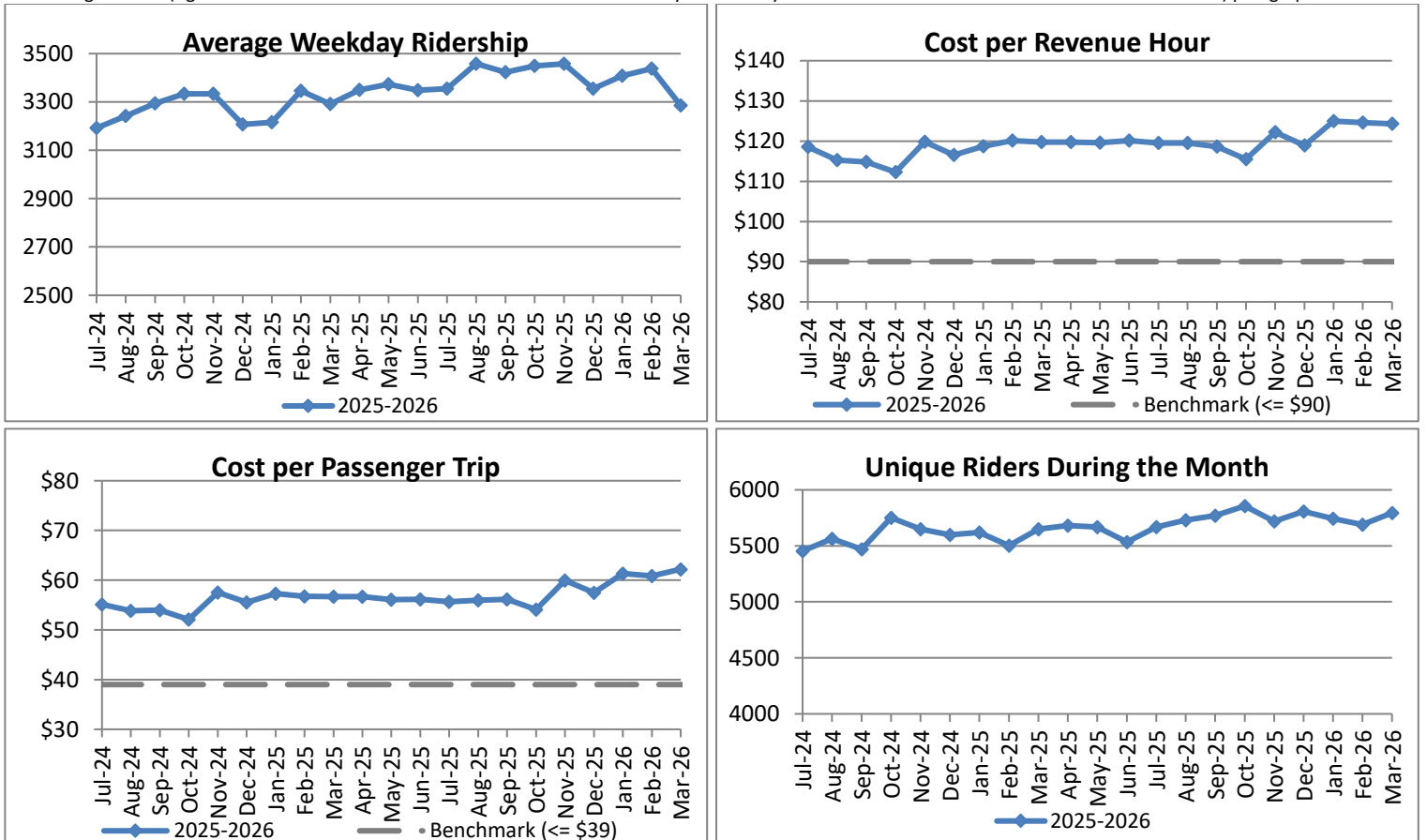
**Oahu Transit Services - The Handi-Van
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For the Month Ending March 2026**

Key Performance Indicators (KPI)	Mar FY2026	Mar FY2025	% Change FY 25-26	9 Month FY2026	9 Month FY2025	% Change FY 25-26	Benchmark ¹
Total Monthly Ridership	88,241	87,640	0.69%	809,368	778,365	3.98%	
Average Weekday Ridership	3,286	3,291	-0.16%	3,403	3,273	3.99%	
Unique Riders During the Month	5,793	5,649	2.55%	5,753	5,584	3.02%	
Cost per Revenue Hour	\$124.32	\$119.76	3.81%	\$120.27	\$117.13	2.68%	<= \$90
Cost per Passenger Trip	\$62.21	\$56.67	9.78%	\$57.83	\$55.32	4.54%	<= \$39
Cost per Revenue Mile	\$8.40	\$8.21	2.31%	\$8.14	\$8.08	0.74%	<= \$6.20
Passenger Trips per Revenue Hour	2.00	2.11	-5.44%	2.08	2.12	-1.77%	>= 2.2
Farebox Recovery	2.12%	2.86%	-0.74%	2.60%	2.87%	-0.27%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.60%	76.31%	0.29%	76.35%	76.84%	-0.49%	
Early Arrivals (> 10 Minutes)	1.13%	0.88%	0.25%	0.88%	0.84%	0.04%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.03%	0.00%	0.04%	0.04%	0.00%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	88.32%	88.28%	0.04%	87.42%	88.53%	-1.11%	>= 90%
On-Time and All Early Arrivals	89.45%	89.16%	0.29%	88.30%	89.36%	-1.06%	>= 90%
Very Late Arrivals (>30 Minutes)	1.17%	0.95%	0.22%	1.31%	0.81%	0.50%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.22%	64.00%	-5.78%	56.73%	56.88%	-0.15%	> 90%
Comparative Trip Length Analysis	75.65%	74.24%	1.41%	75.24%	73.63%	1.61%	50%
Excessive Trip Length	8.54%	8.85%	-0.31%	8.80%	9.41%	-0.61%	1%
No Show / Late Cancellation Rate	4.73%	4.37%	0.36%	4.23%	4.29%	-0.06%	< 5%
Advance Cancellation Rate	27.48%	20.82%	6.66%	23.14%	21.25%	1.89%	< 15%
Missed Trip Rate	1.41%	1.12%	0.29%	1.55%	1.03%	0.52%	< 0.5%
Complaints per 1,000 Trips	2.43	2.54	-4.33%	2.52	2.30	9.57%	<= 1.25
Calls Answered Within 5 Minutes	95.37%	99.65%	-4.28%	92.54%	99.28%	-6.74%	99%
Vehicle Availability	75.93%	78.03%	-2.10%	79.25%	75.64%	3.61%	>= 80%

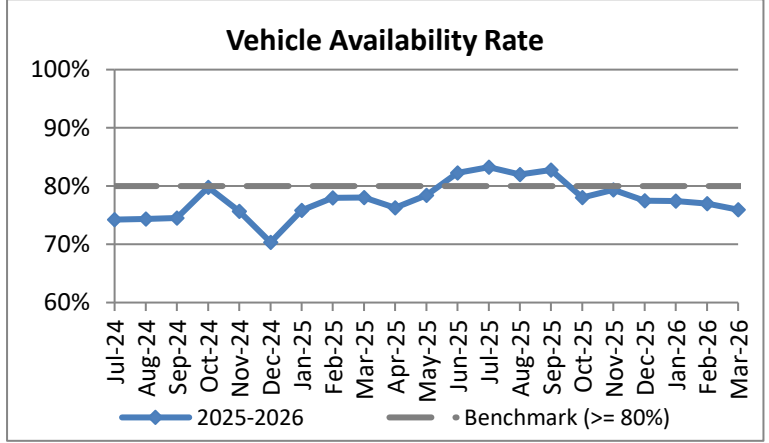
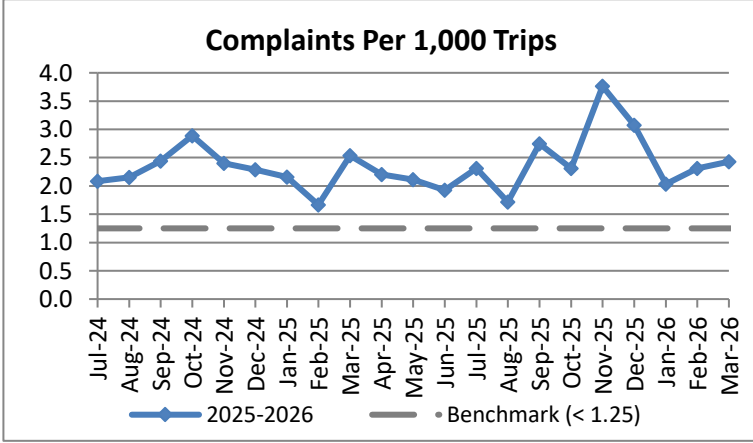
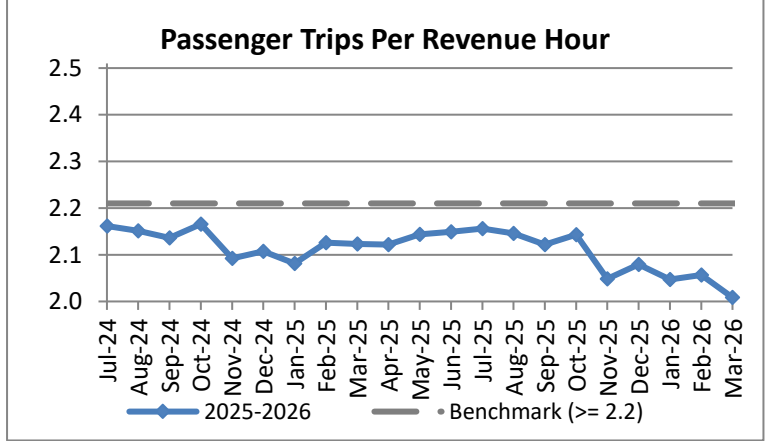
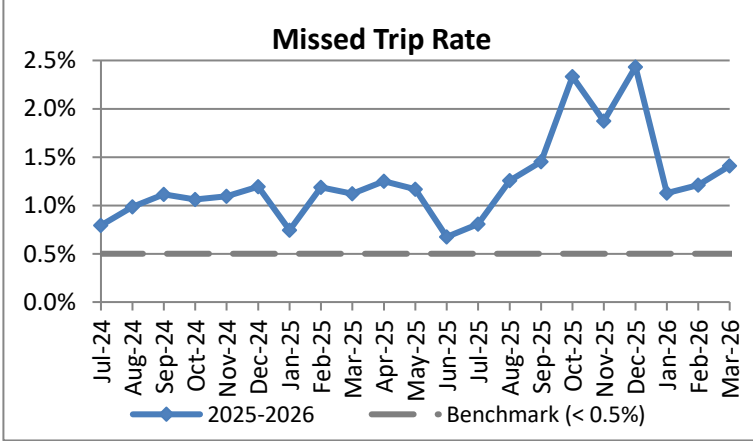
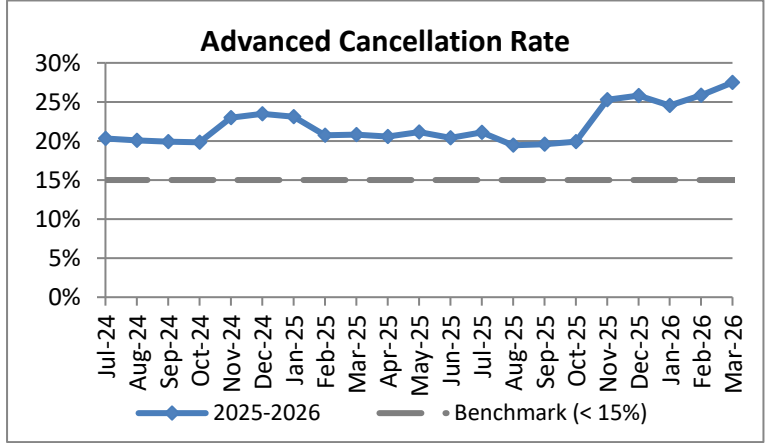
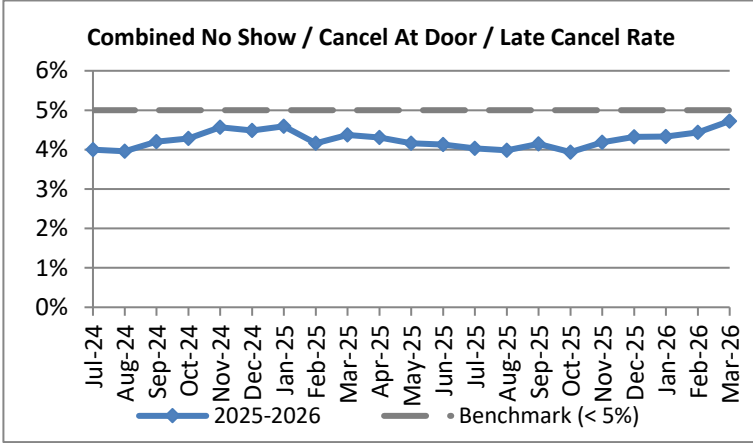
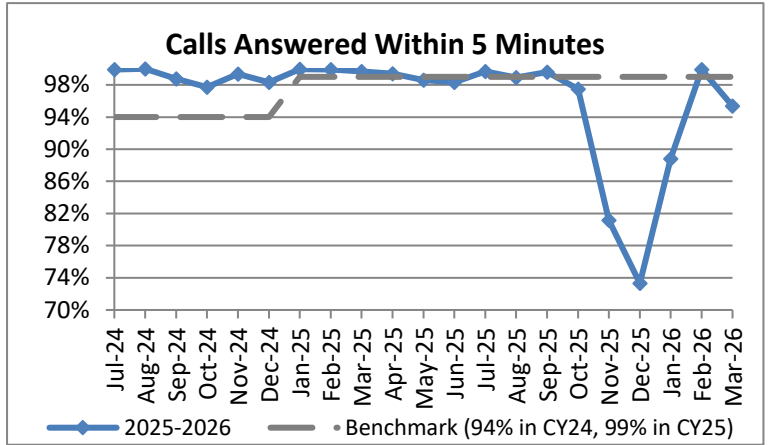
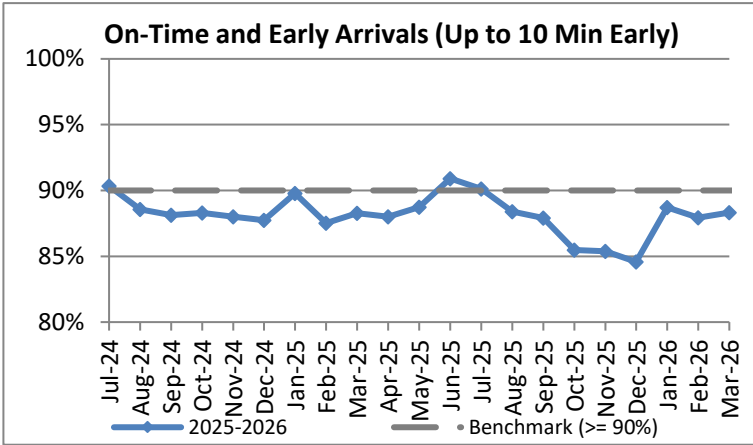
Notes:

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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