

# Oahu Transit Services, Inc.

## Paratransit Services

### Monthly Performance Report

#### April 2026

---

- **Ridership**

In-house average weekday ridership for April was 2,903, down by -3.33% from last year. Supplemental providers average weekday ridership was 469, up by 35.16%. Combined in-house and supplemental providers average weekday ridership was 3,371, up by 0.64%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 32,334 boardings, up 3.73% 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 88.18% for April. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.35%. On-time performance for trips with a desired arrival time was 58.28% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 92.38% 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 April, Handi-Van operated 71,560 trips including 6,308 trips that were longer than one hour in trip time. The analysis found that 77.38% 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 484 or 7.67% of these trips were more than 15 minutes longer than comparable fixed-route trips. 943 or 14.95% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 75.57% for April, down by -0.72% from last year.

- **Call Center Performance**

Over the month of April, reservationists answered 41,600 calls. Of those calls, 86.93% were answered within 3 minutes, and 95.19% were answered in 5 minutes.

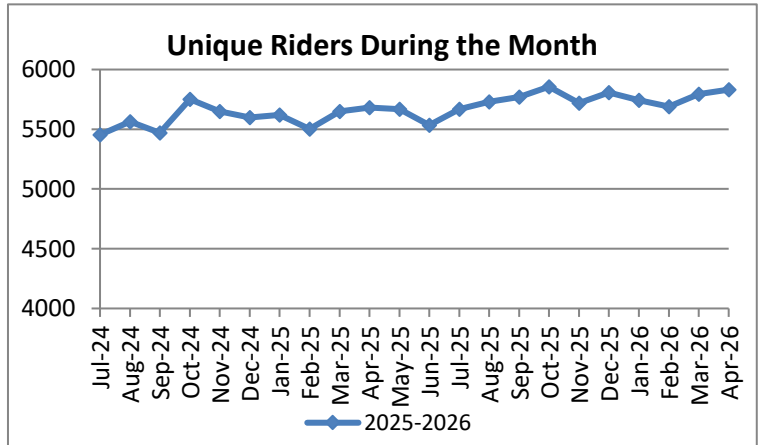
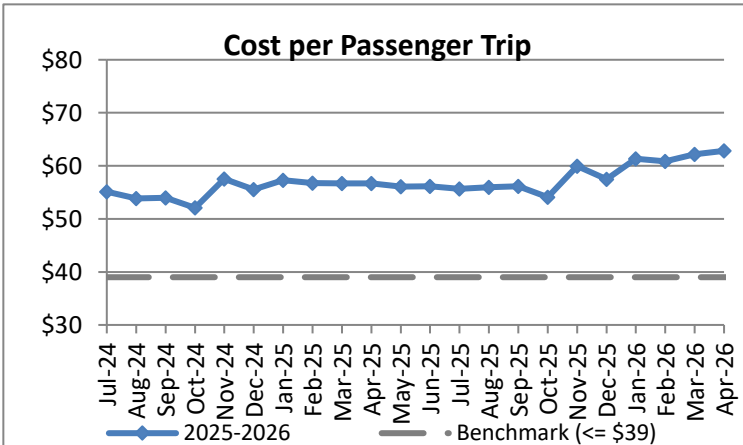
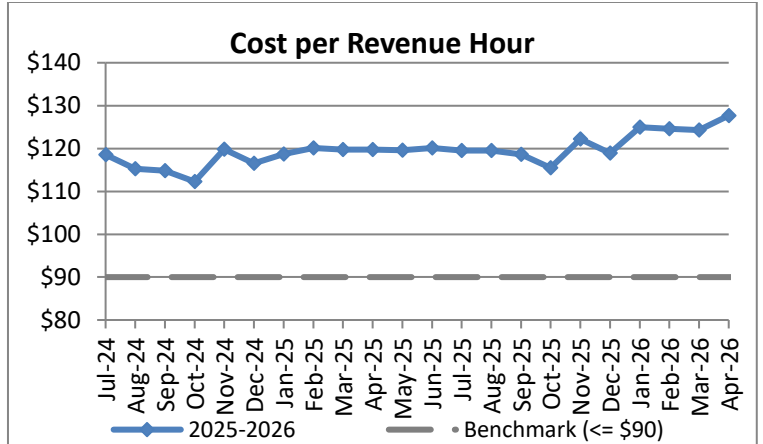
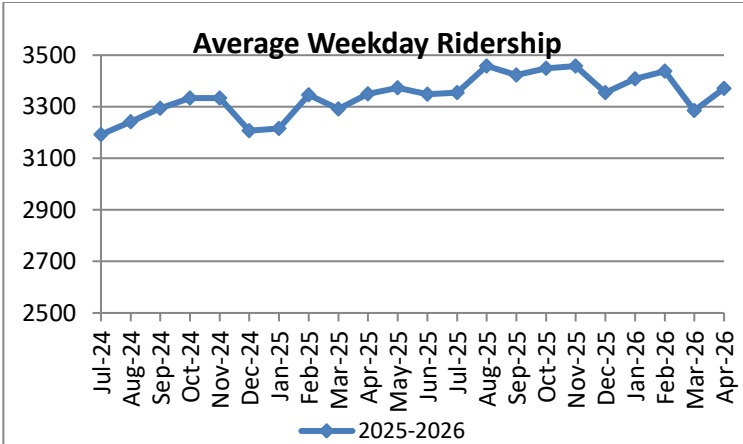
**Oahu Transit Services - The Handi-Van  
Monthly Performance Report  
For the Month Ending April 2026**

Key Performance Indicators (KPI)	Apr FY2026	Apr FY2025	% Change FY 25-26	10 Month FY2026	10 Month FY2025	% Change FY 25-26	Benchmark <sup>1</sup>
Total Monthly Ridership	90,744	89,413	1.49%	900,112	867,778	3.73%	
Average Weekday Ridership	3,371	3,350	0.64%	3,400	3,281	3.65%	
Unique Riders During the Month	5,831	5,682	2.62%	5,761	5,594	2.98%	
Cost per Revenue Hour	\$127.68	\$119.77	6.60%	\$120.98	\$117.41	3.04%	<= \$90
Cost per Passenger Trip	\$62.82	\$56.72	10.75%	\$58.30	\$55.46	5.12%	<= \$39
Cost per Revenue Mile	\$8.58	\$8.33	3.00%	\$8.18	\$8.10	0.99%	<= \$6.20
Passenger Trips per Revenue Hour	2.03	2.11	-3.76%	2.07	2.12	-1.98%	>= 2.2
Farebox Recovery	2.12%	2.73%	-0.61%	2.55%	2.85%	-0.30%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.36%	76.71%	-0.35%	76.35%	76.83%	-0.48%	
Early Arrivals (> 10 Minutes)	1.17%	0.77%	0.40%	0.91%	0.83%	0.08%	< 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)	88.18%	88.00%	0.18%	87.50%	88.47%	-0.97%	>= 90%
On-Time and All Early Arrivals	89.35%	88.77%	0.58%	88.41%	89.30%	-0.89%	>= 90%
Very Late Arrivals (>30 Minutes)	1.46%	1.03%	0.43%	1.33%	0.83%	0.50%	< 1%
On-Time Drop-Offs (Within 45 Mins)	58.28%	65.52%	-7.24%	57.00%	57.76%	-0.76%	> 90%
Comparative Trip Length Analysis	77.38%	72.52%	4.86%	75.44%	73.51%	1.93%	50%
Excessive Trip Length	7.67%	10.20%	-2.53%	8.69%	9.50%	-0.81%	1%
No Show / Late Cancellation Rate	4.06%	4.31%	-0.25%	4.21%	4.29%	-0.08%	< 5%
Advance Cancellation Rate	25.14%	20.58%	4.56%	23.34%	21.18%	2.16%	< 15%
Missed Trip Rate	1.64%	1.25%	0.39%	1.56%	1.05%	0.51%	< 0.5%
Complaints per 1,000 Trips	2.82	2.20	28.18%	2.55	2.29	11.35%	<= 1.25
Calls Answered Within 5 Minutes	95.19%	99.40%	-4.21%	92.82%	99.29%	-6.47%	99%
Vehicle Availability	75.57%	76.29%	-0.72%	78.89%	75.70%	3.19%	>= 80%

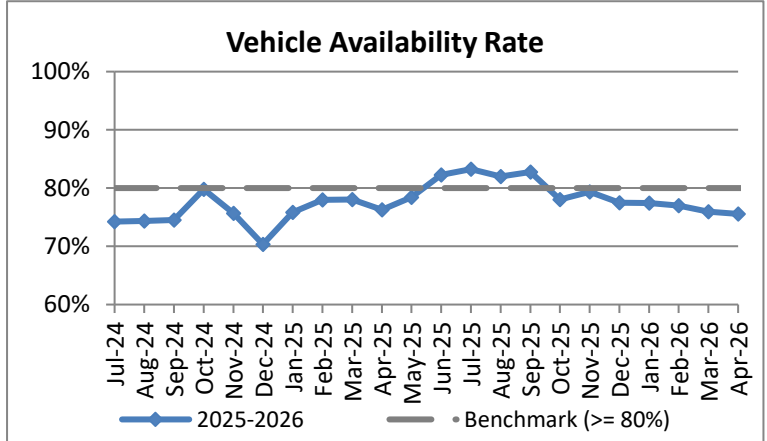
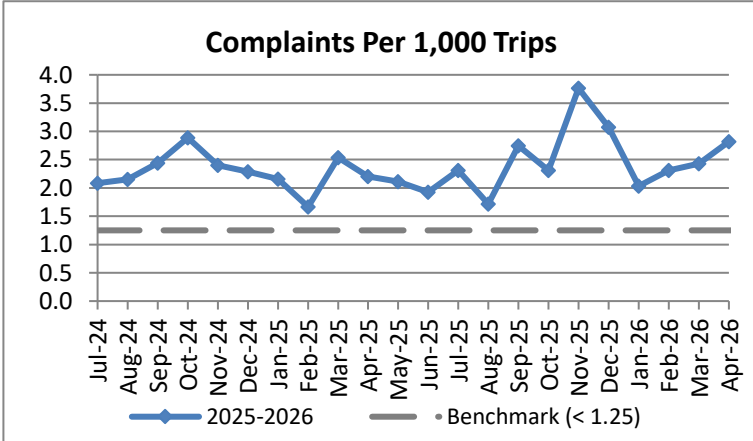
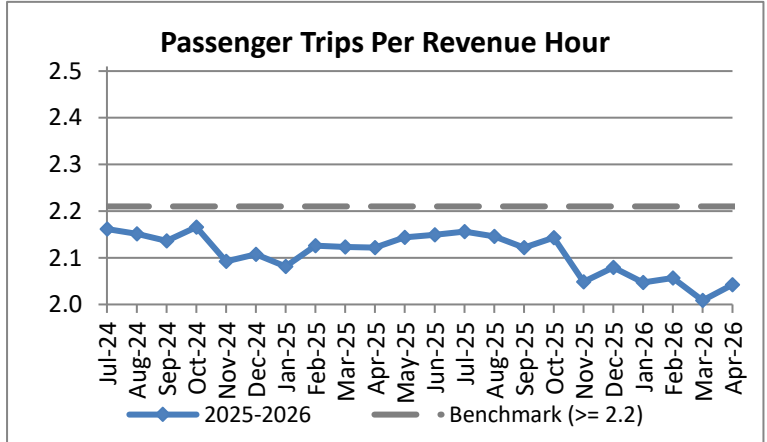
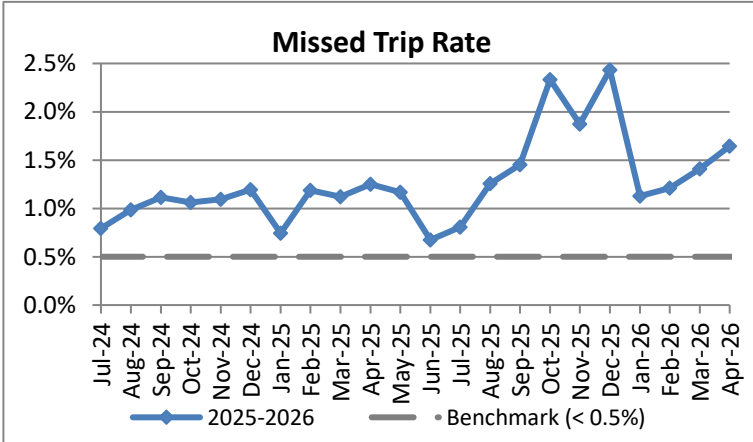
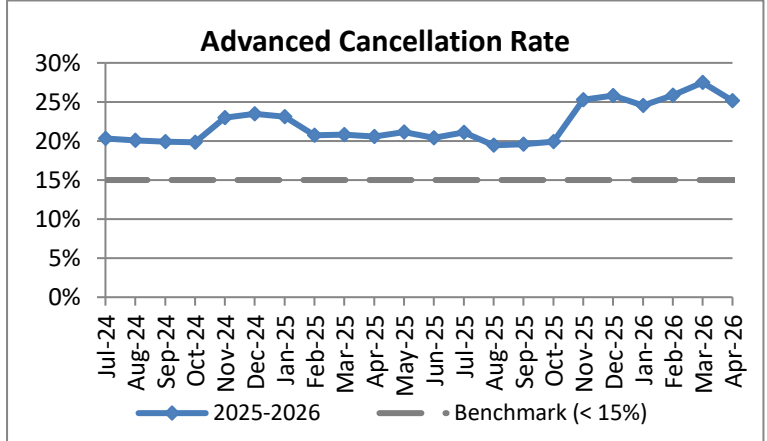
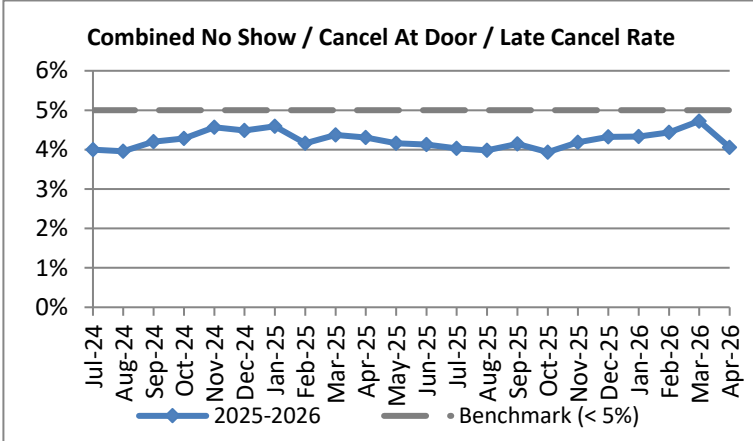
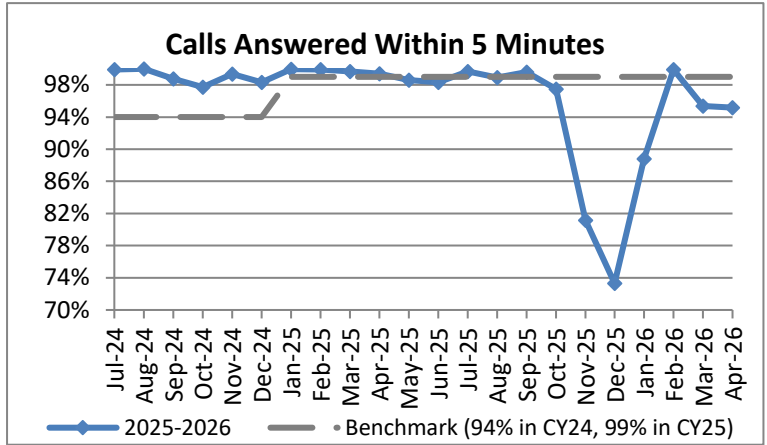
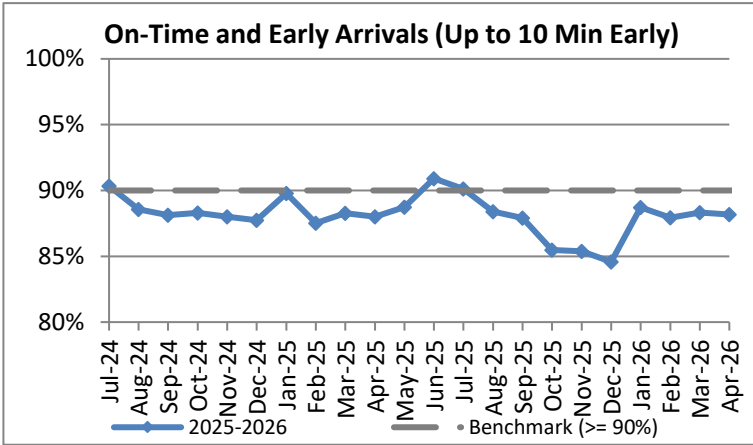
Notes:

<sup>1</sup> Represents benchmarks based on DTS Analysis "Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)"

<sup>2</sup> 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



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



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

