

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

May 2026

- **Ridership**

In-house average weekday ridership for May was 2,985, down by -0.47% from last year. Supplemental providers average weekday ridership was 532, up by 42.25%. Combined in-house and supplemental providers average weekday ridership was 3,517, up by 4.25%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 33,918 boardings, up 3.54% 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 87.71% for May. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.92%. On-time performance for trips with a desired arrival time was 60.67% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.49% 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 May, Handi-Van operated 71,205 trips including 6,523 trips that were longer than one hour in trip time. The analysis found that 77.71% 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 478 or 7.33% of these trips were more than 15 minutes longer than comparable fixed-route trips. 976 or 14.96% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 74.84% for May, down by -3.58% from last year.

- **Call Center Performance**

Over the month of May, reservationists answered 42,025 calls. Of those calls, 84.58% were answered within 3 minutes, and 93.52% were answered in 5 minutes.

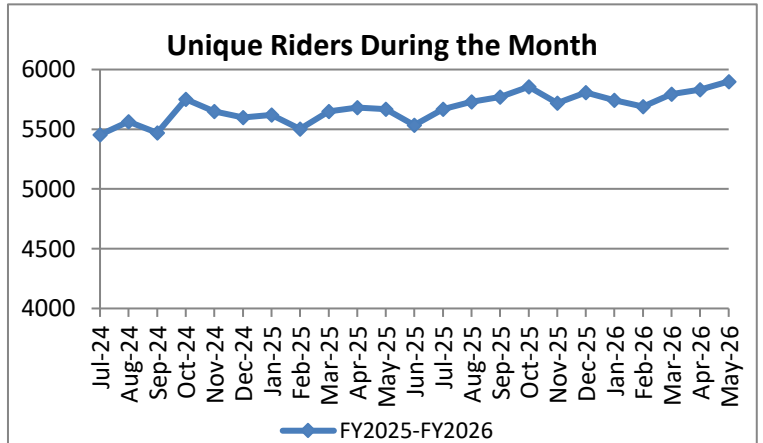
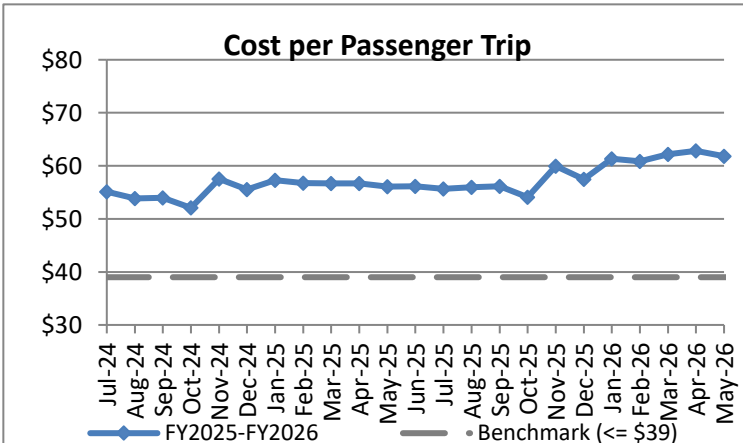
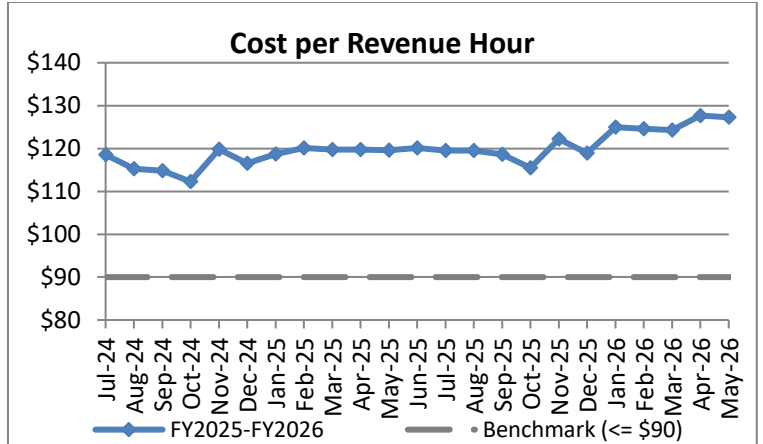
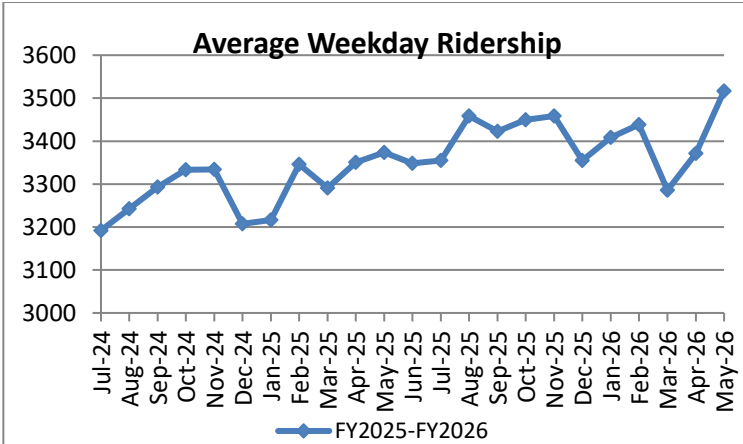
**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending May 2026**

Key Performance Indicators (KPI)	May FY2026	May FY2025	% Change FY 25-26	11 Month FY2026	11 Month FY2025	% Change FY 25-26	Benchmark ¹
Total Monthly Ridership	92,257	90,673	1.75%	992,369	958,451	3.54%	
Average Weekday Ridership	3,517	3,374	4.25%	3,411	3,289	3.70%	
Unique Riders During the Month	5,900	5,669	4.07%	5,773	5,601	3.08%	
Cost per Revenue Hour	\$127.30	\$119.61	6.43%	\$121.52	\$117.59	3.34%	<= \$90
Cost per Passenger Trip	\$61.83	\$56.06	10.29%	\$58.61	\$55.51	5.58%	<= \$39
Cost per Revenue Mile	\$8.46	\$8.20	3.17%	\$8.21	\$8.11	1.23%	<= \$6.20
Passenger Trips per Revenue Hour	2.06	2.13	-3.52%	2.07	2.12	-2.12%	>= 2.2
Farebox Recovery	2.26%	2.42%	-0.16%	2.52%	2.81%	-0.29%	8%
On-Time Arrivals (Within 0-30 Min Window)	76.17%	77.56%	-1.39%	76.33%	76.90%	-0.57%	
Early Arrivals (> 10 Minutes)	1.21%	0.68%	0.53%	0.94%	0.82%	0.12%	< 2%
Very Early Arrivals (> 30 Minutes)	0.03%	0.03%	0.00%	0.04%	0.03%	0.01%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	87.71%	88.74%	-1.03%	87.52%	88.50%	-0.98%	>= 90%
On-Time and All Early Arrivals	88.92%	89.42%	-0.50%	88.45%	89.31%	-0.86%	>= 90%
Very Late Arrivals (>30 Minutes)	1.47%	0.94%	0.53%	1.34%	0.84%	0.50%	< 1%
On-Time Drop-Offs (Within 45 Mins)	60.67%	61.68%	-1.01%	57.51%	58.09%	-0.58%	> 90%
Comparative Trip Length Analysis	77.71%	74.62%	3.09%	75.64%	73.62%	2.02%	50%
Excessive Trip Length	7.33%	8.98%	-1.65%	8.57%	9.45%	-0.88%	1%
No Show / Late Cancellation Rate	3.97%	4.16%	-0.19%	4.19%	4.28%	-0.09%	< 5%
Advance Cancellation Rate	23.19%	21.15%	2.04%	23.33%	21.18%	2.15%	< 15%
Missed Trip Rate	1.69%	1.17%	0.52%	1.57%	1.07%	0.50%	< 0.5%
Complaints per 1,000 Trips	2.81	2.12	32.55%	2.57	2.27	13.22%	<= 1.25
Calls Answered Within 5 Minutes	93.52%	98.59%	-5.07%	92.89%	99.22%	-6.33%	99%
Vehicle Availability	74.84%	78.42%	-3.58%	78.52%	75.95%	2.57%	>= 80%

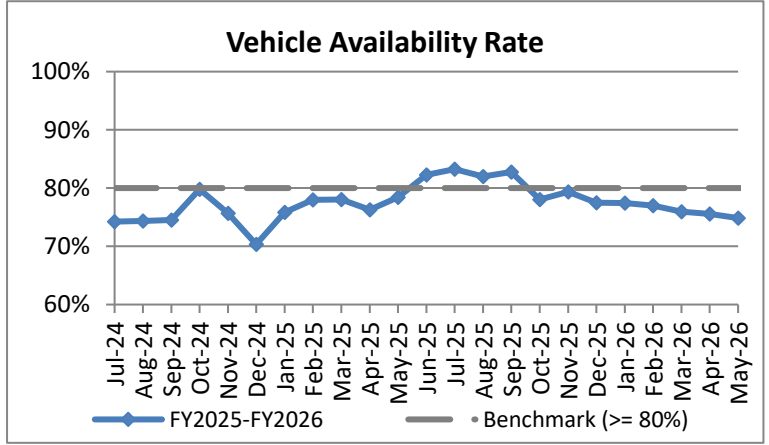
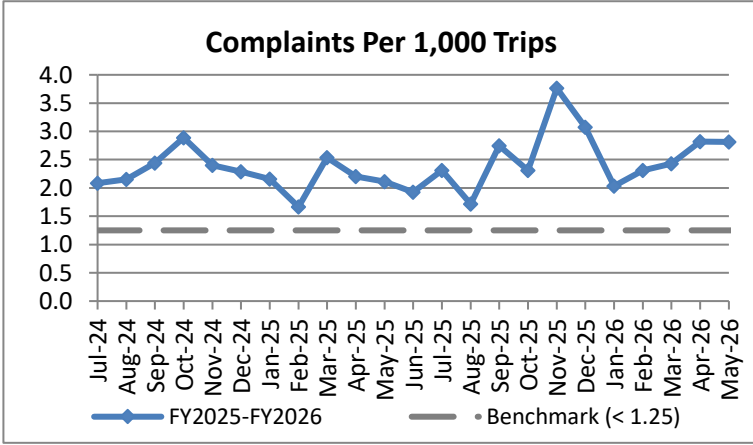
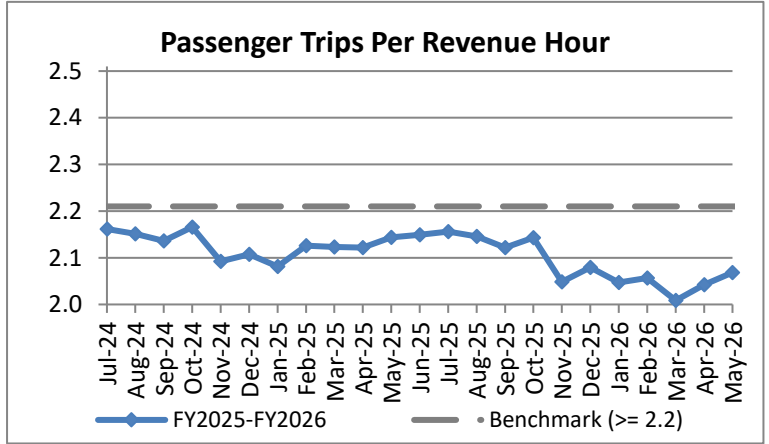
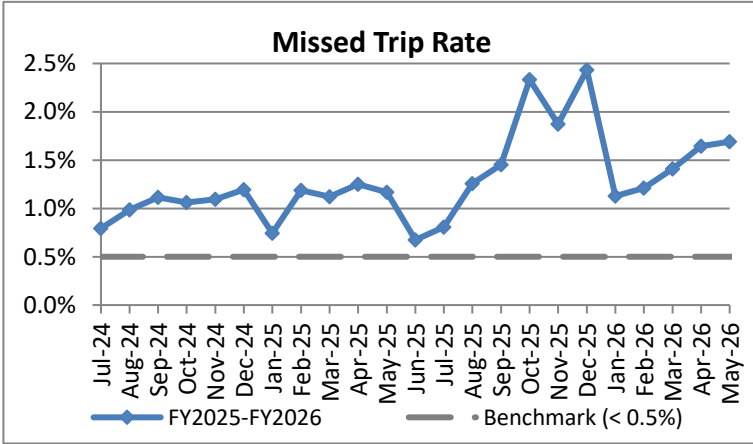
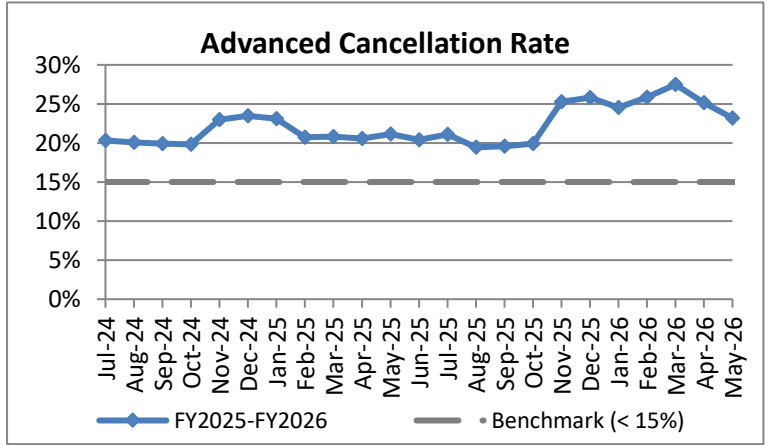
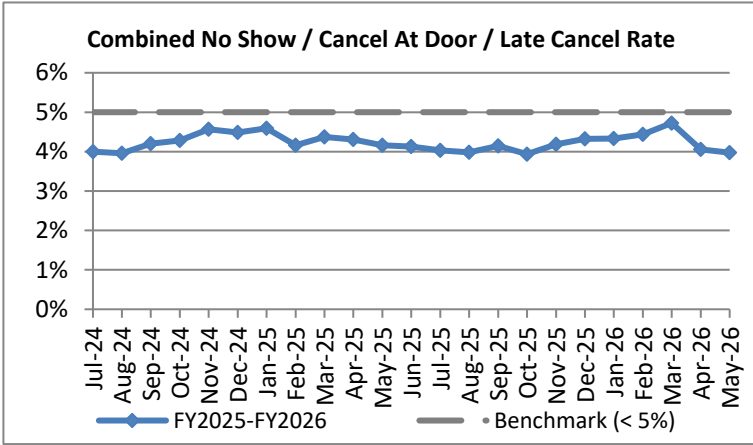
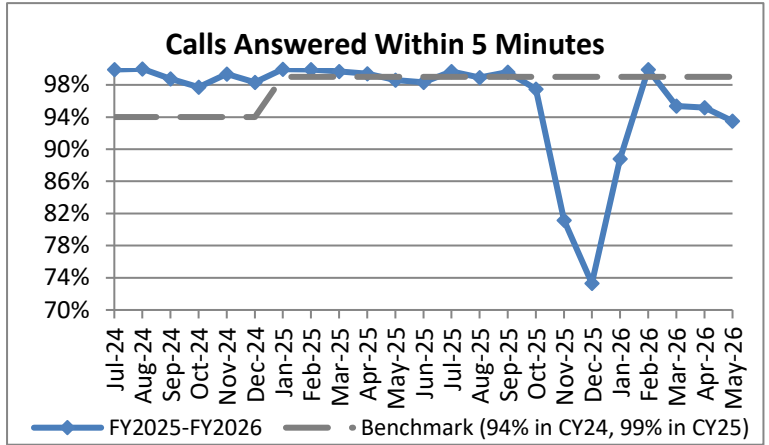
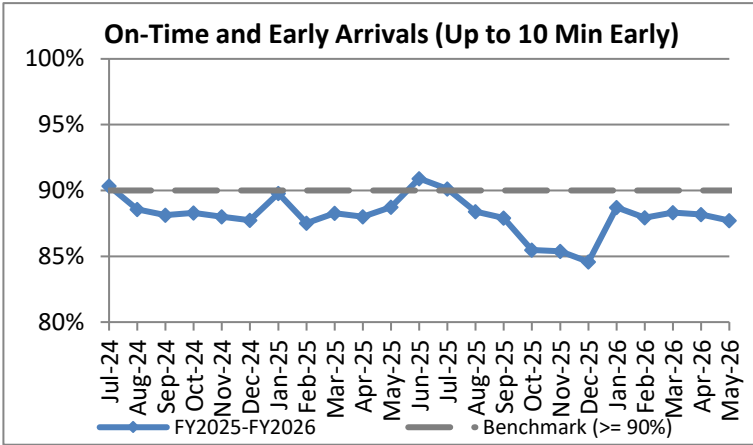
Notes:

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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