

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

June 2026

- **Ridership**

In-house average weekday ridership for June was 2,895, down by -2.26% from last year. Supplemental providers average weekday ridership was 526, up by 35.92%. Combined in-house and supplemental providers average weekday ridership was 3,420, up by 2.15%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 37,282 boardings, up 3.56% 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 90.07% for June. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 90.89%. On-time performance for trips with a desired arrival time was 50.84% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 92.05% 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 June, Handi-Van operated 70,151 trips including 6,813 trips that were longer than one hour in trip time. The analysis found that 77.73% 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 502 or 7.37% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,015 or 14.90% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 72.74% for June, down by -9.54% from last year.

- **Call Center Performance**

Over the month of June, reservationists answered 40,756 calls. Of those calls, 95.95% were answered within 3 minutes, and 98.18% were answered in 5 minutes.

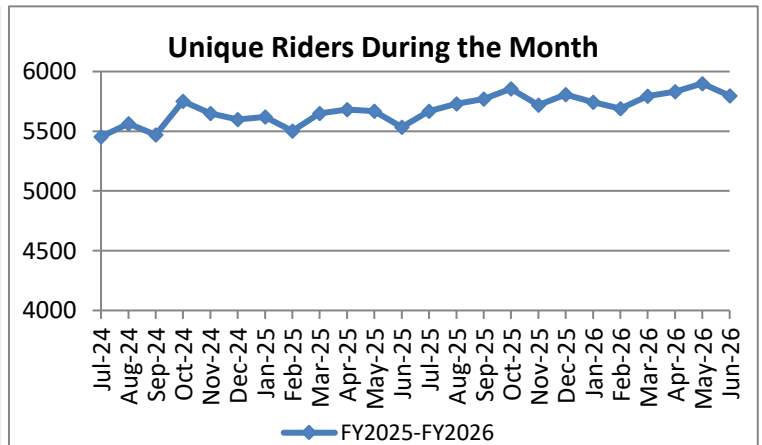
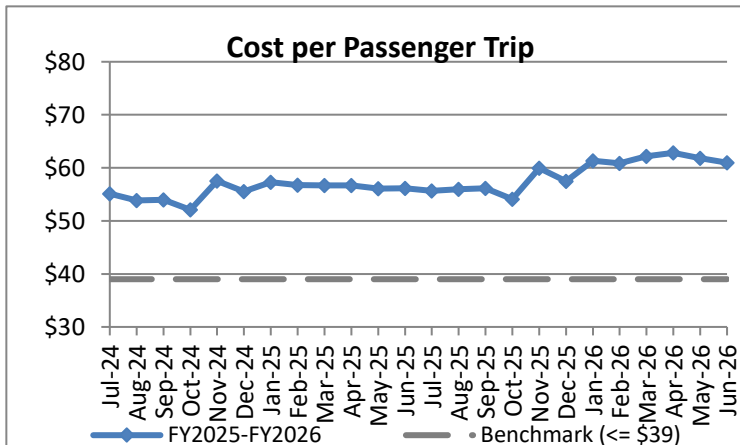
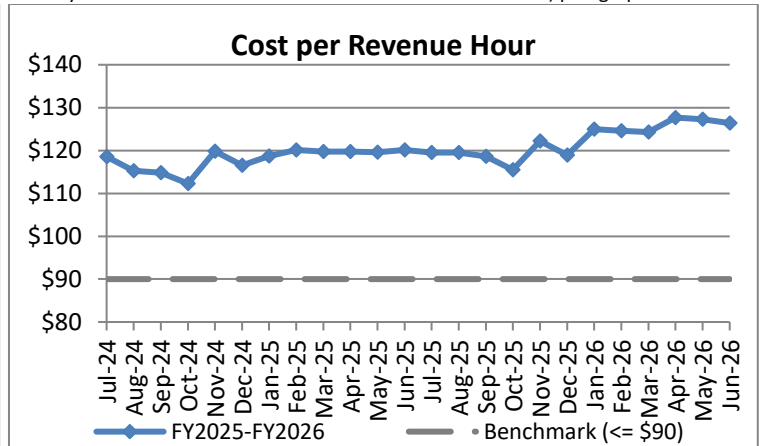
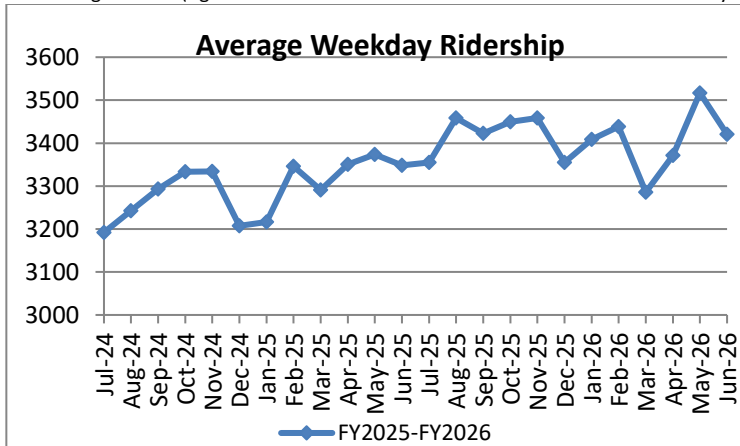
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For the Month Ending June 2026

Key Performance Indicators (KPI)	Jun FY2026	Jun FY2025	% Change FY 25-26	12 Month FY2026	12 Month FY2025	% Change FY 25-26	Benchmark ¹
Total Monthly Ridership	91,044	87,680	3.84%	1,083,413	1,046,131	3.56%	
Average Weekday Ridership	3,420	3,348	2.15%	3,412	3,294	3.57%	
Unique Riders During the Month	5,797	5,534	4.75%	5,775	5,595	3.22%	
Cost per Revenue Hour	\$126.38	\$120.09	5.24%	\$121.89	\$117.76	3.51%	<= \$90
Cost per Passenger Trip	\$61.00	\$56.14	8.66%	\$58.79	\$55.54	5.85%	<= \$39
Cost per Revenue Mile	\$8.59	\$8.04	6.84%	\$8.24	\$8.10	1.73%	<= \$6.20
Passenger Trips per Revenue Hour	2.07	2.14	-3.15%	2.07	2.12	-2.21%	>= 2.2
Farebox Recovery	2.81%	2.86%	-0.05%	2.55%	2.82%	-0.27%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.21%	79.10%	-0.89%	76.49%	77.08%	-0.59%	
Early Arrivals (> 10 Minutes)	0.82%	0.73%	0.09%	0.93%	0.81%	0.12%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.04%	0.00%	0.04%	0.04%	0.00%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	90.07%	90.91%	-0.84%	87.73%	88.70%	-0.97%	>= 90%
On-Time and All Early Arrivals	90.89%	91.64%	-0.75%	88.65%	89.51%	-0.86%	>= 90%
Very Late Arrivals (>30 Minutes)	0.91%	0.52%	0.39%	1.30%	0.81%	0.49%	< 1%
On-Time Drop-Offs (Within 45 Mins)	50.84%	58.14%	-7.30%	57.25%	58.10%	-0.85%	> 90%
Comparative Trip Length Analysis	77.73%	78.70%	-0.97%	75.82%	73.98%	1.84%	50%
Excessive Trip Length	7.37%	6.55%	0.82%	8.47%	9.24%	-0.77%	1%
No Show / Late Cancellation Rate	4.15%	4.13%	0.02%	4.19%	4.27%	-0.08%	< 5%
Advance Cancellation Rate	21.84%	20.41%	1.43%	23.20%	21.11%	2.09%	< 15%
Missed Trip Rate	1.11%	0.67%	0.44%	1.53%	1.03%	0.50%	< 0.5%
Complaints per 1,000 Trips	2.99	1.92	55.73%	2.60	2.24	16.07%	<= 1.25
Calls Answered Within 5 Minutes	98.18%	98.33%	-0.15%	93.34%	99.15%	-5.81%	99%
Vehicle Availability	72.74%	82.28%	-9.54%	78.04%	76.48%	1.56%	>= 80%

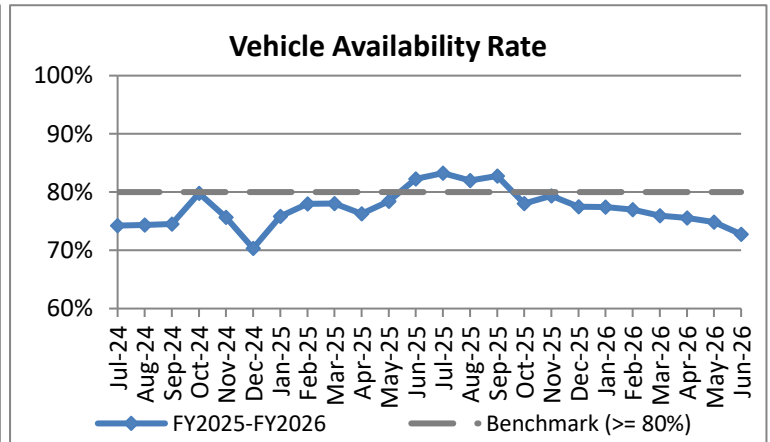
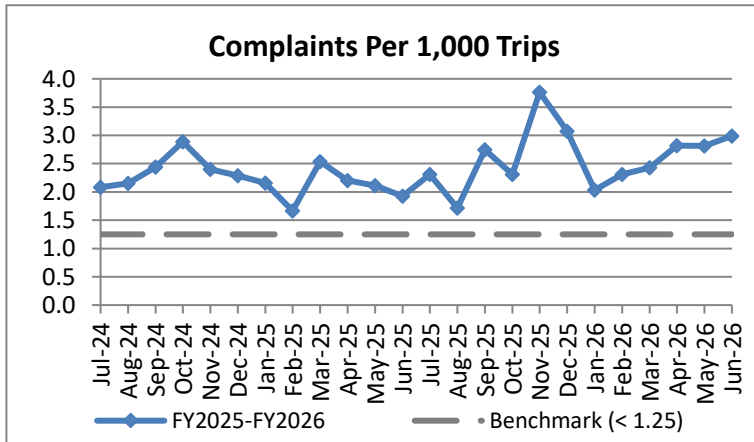
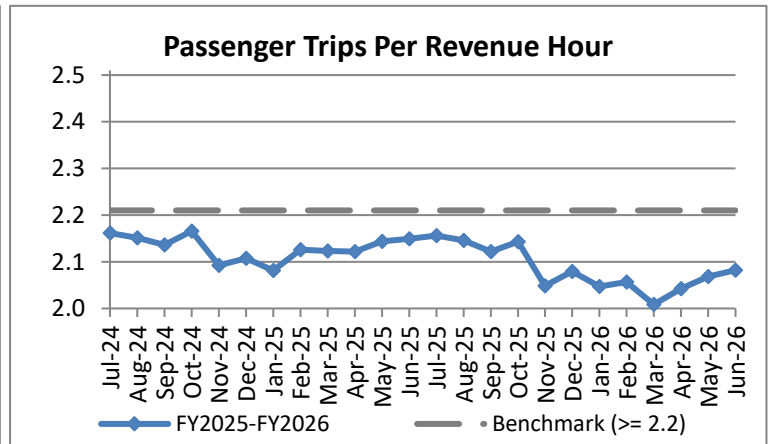
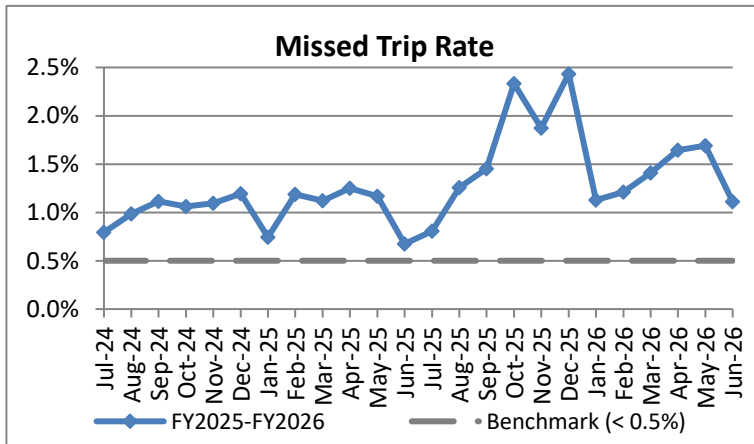
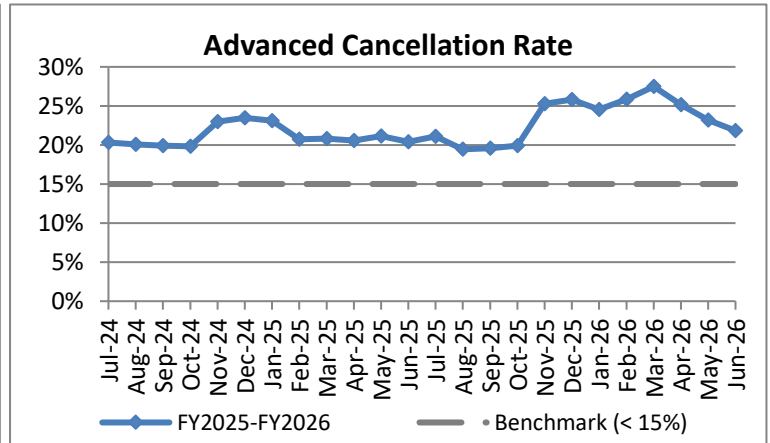
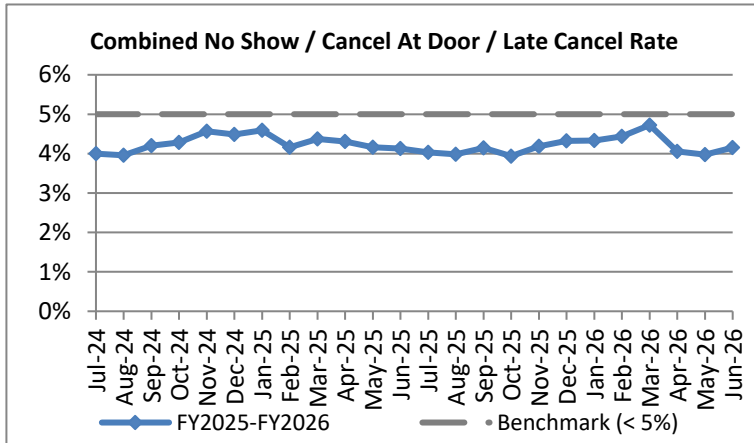
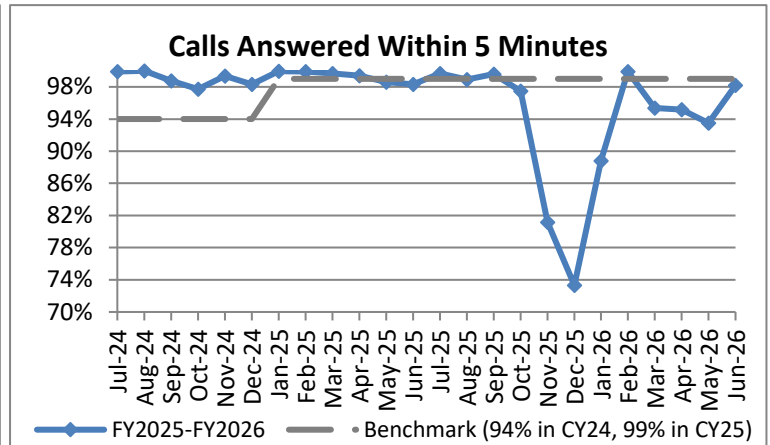
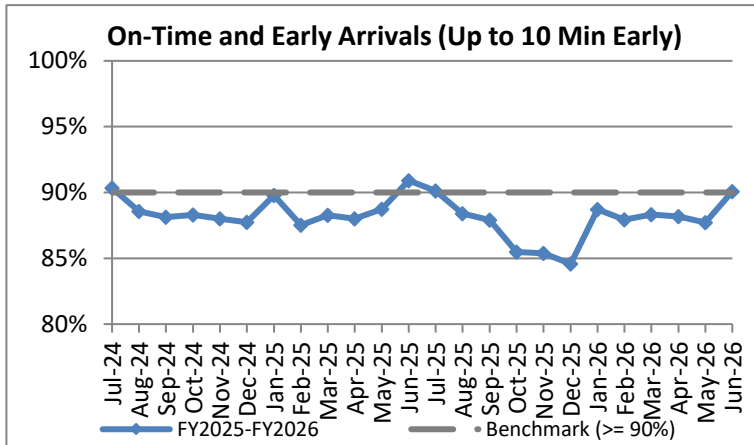
Notes:

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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