

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

July 2026

- **Ridership**

In-house average weekday ridership for July was 2,903, down by -1.19% from last year. Supplemental providers average weekday ridership was 512, up by 23.08%. Combined in-house and supplemental providers average weekday ridership was 3,415, up by 1.80%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 1,846 boardings, up 2.00% as compared to the same time period in fiscal year 2026.

- **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 90.83% for July. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 91.82%. On-time performance for trips with a desired arrival time was 57.60% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 94.35% 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 July, Handi-Van operated 72,193 trips including 7,010 trips that were longer than one hour in trip time. The analysis found that 77.42% 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 469 or 6.69% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,114 or 15.89% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 77.71% for July, down by -5.54% from last year.

- **Call Center Performance**

Over the month of July, reservationists answered 41,372 calls. Of those calls, 99.95% were answered within 3 minutes, and 100.00% were answered in 5 minutes.

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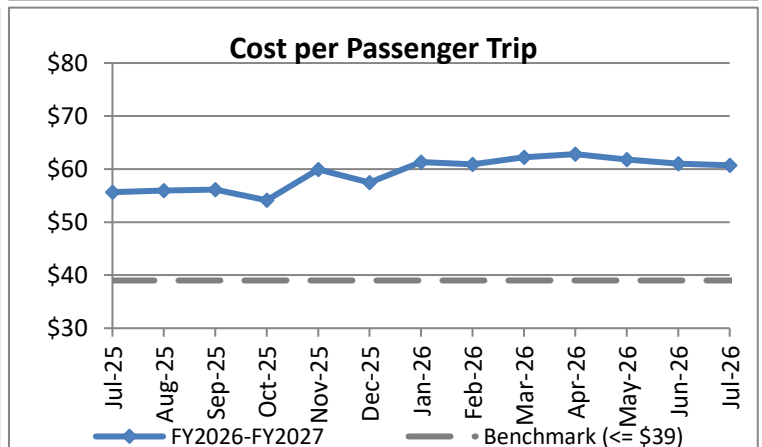
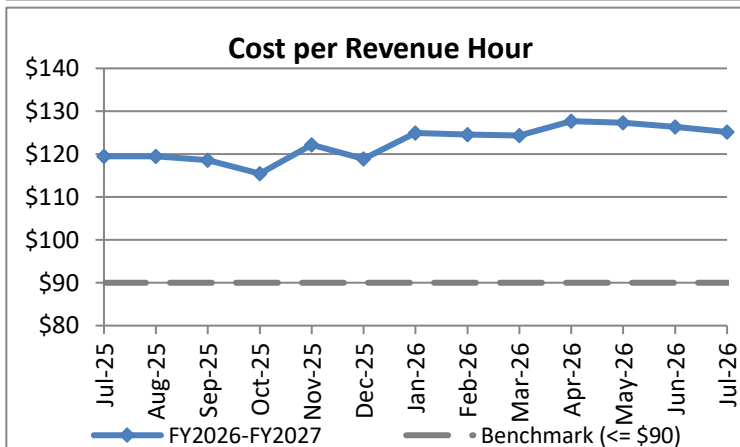
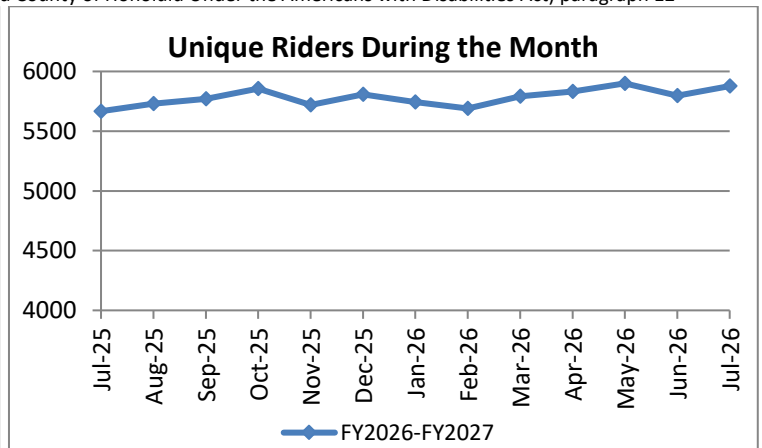
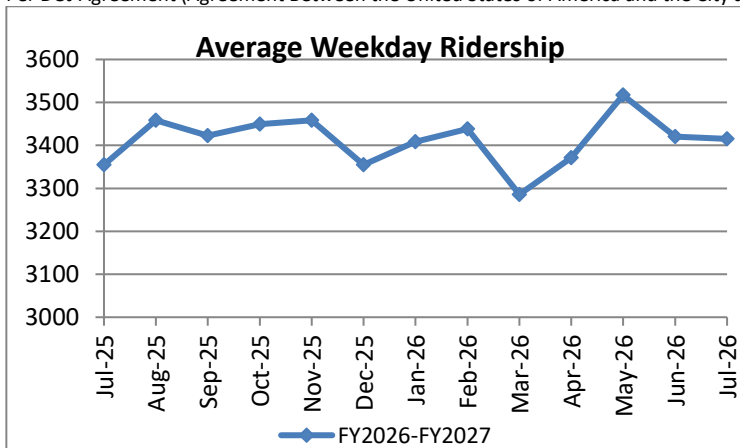
Key Performance Indicators (KPI)	Jul FY2027	Jul FY2026	% Change FY 26-27	1 Month FY2027	1 Month FY2026	% Change FY 26-27	Benchmark ¹
Total Monthly Ridership	94,262	92,416	2.00%	94,262	92,416	2.00%	
Average Weekday Ridership	3,415	3,355	1.80%	3,415	3,355	1.80%	
Unique Riders During the Month	5,878	5,667	3.72%	5,878	5,667	3.72%	
Cost per Revenue Hour	\$125.13	\$119.48	4.73%	\$124.72	\$118.86	4.93%	<= \$90
Cost per Passenger Trip	\$60.70	\$55.68	9.02%	\$60.50	\$55.39	9.23%	<= \$39
Cost per Revenue Mile	\$8.59	\$8.15	5.40%	\$8.56	\$8.11	5.55%	<= \$6.20
Passenger Trips per Revenue Hour	2.06	2.15	-3.94%	2.06	2.15	-3.94%	>= 2.2
Farebox Recovery ²	2.64%	3.34%	-0.70%	2.64%	3.34%	-0.70%	8%
On-Time Arrivals (Within 0-30 Min Window)	78.99%	78.36%	0.63%	78.99%	78.36%	0.63%	
Early Arrivals (> 10 Minutes)	0.99%	0.70%	0.29%	0.99%	0.70%	0.29%	< 2%
Very Early Arrivals (> 30 Minutes)	0.05%	0.04%	0.01%	0.05%	0.04%	0.01%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	90.83%	90.13%	0.70%	90.83%	90.13%	0.70%	>= 90%
On-Time and All Early Arrivals	91.82%	90.84%	0.98%	91.82%	90.84%	0.98%	>= 90%
Very Late Arrivals (>30 Minutes)	0.53%	0.61%	-0.08%	0.53%	0.61%	-0.08%	< 1%
On-Time Drop-Offs (Within 45 Mins)	57.60%	58.11%	-0.51%	57.60%	58.11%	-0.51%	> 90%
Comparative Trip Length Analysis	77.42%	77.26%	0.16%	77.42%	77.26%	0.16%	50%
Excessive Trip Length	6.69%	7.62%	-0.93%	6.69%	7.62%	-0.93%	1%
No Show / Late Cancellation Rate	4.11%	4.03%	0.08%	4.11%	4.03%	0.08%	< 5%
Advance Cancellation Rate	21.70%	21.09%	0.61%	21.70%	21.09%	0.61%	< 15%
Missed Trip Rate	0.68%	0.81%	-0.13%	0.68%	0.81%	-0.13%	< 0.5%
Complaints per 1,000 Trips	2.22	2.31	-3.90%	2.22	2.31	-3.90%	<= 1.25
Calls Answered Within 5 Minutes ³	100.00%	99.68%	0.32%	100.00%	99.68%	0.32%	99%
Vehicle Availability	77.71%	83.25%	-5.54%	77.71%	83.25%	-5.54%	>= 80%

Notes:

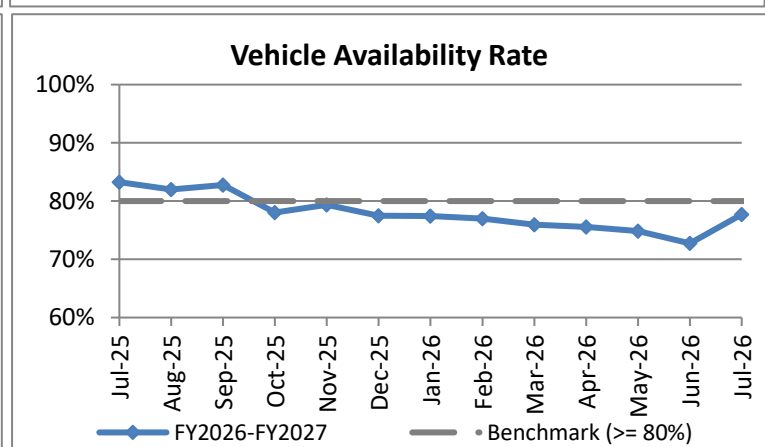
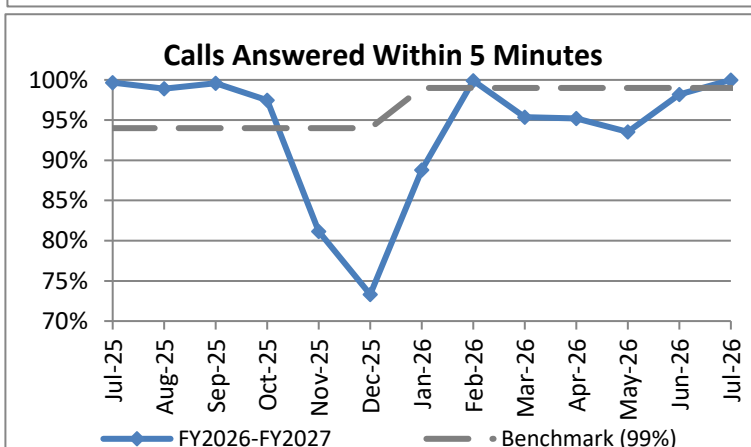
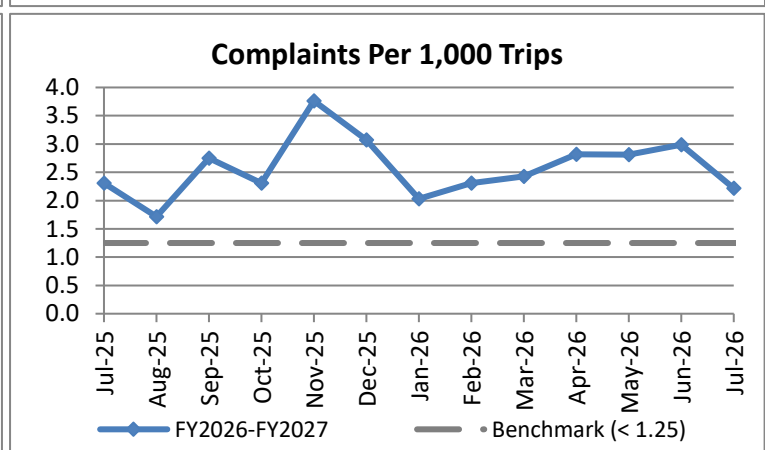
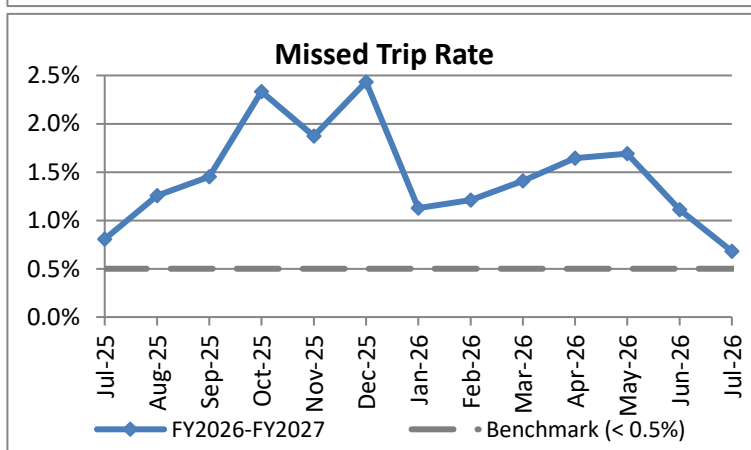
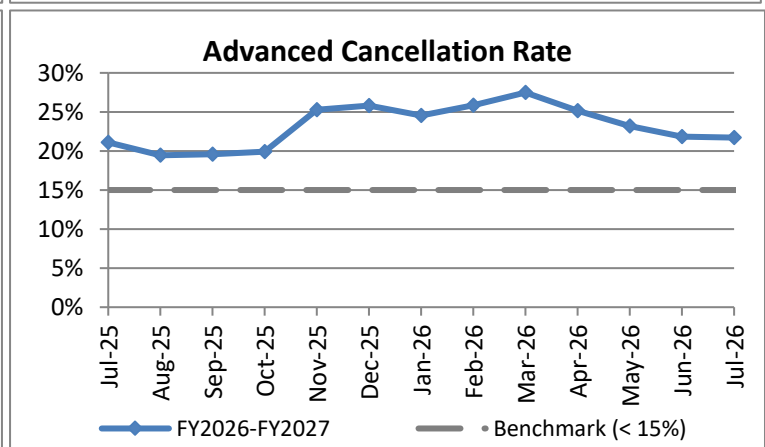
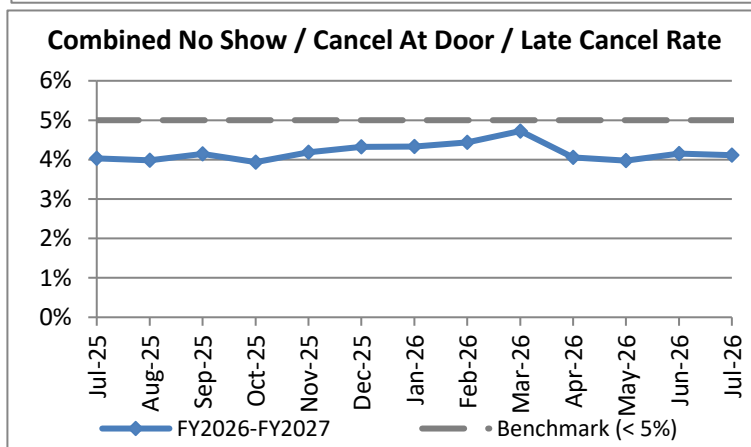
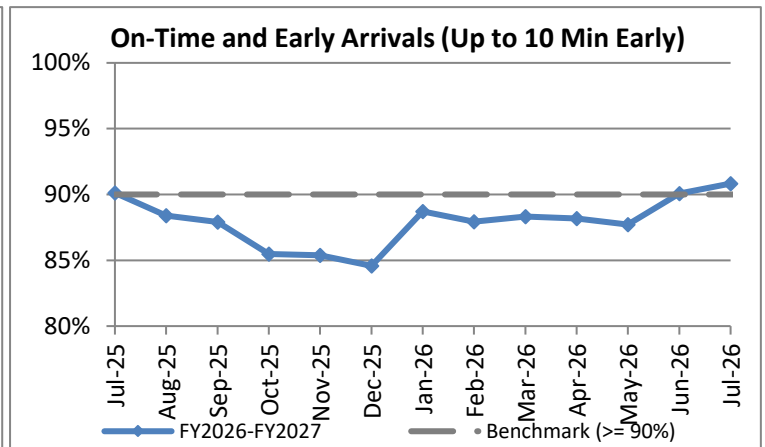
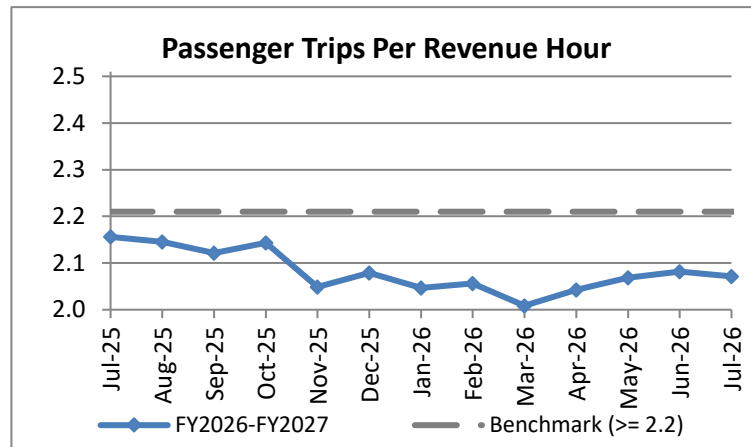
¹ Represents benchmarks based on DTS Analysis "Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)"

² HOLO Card fares not included in July 2026 revenue

³ 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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