

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

August 2026

- **Ridership**

In-house average weekday ridership for August was 2,866, down by -4.78% from last year. Supplemental providers average weekday ridership was 567, up by 26.56%. Combined in-house and supplemental providers average weekday ridership was 3,433, down by -0.74%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 250 boardings, up 0.14% 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 88.96% for August. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 89.69%. On-time performance for trips with a desired arrival time was 52.37% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 91.42% 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 August, Handi-Van operated 69,138 trips including 7,288 trips that were longer than one hour in trip time. The analysis found that 72.57% 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 714 or 9.80% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,285 or 17.63% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 74.01% for August, down by -8.01% from last year.

- **Call Center Performance**

Over the month of August, reservationists answered 42,084 calls. Of those calls, 99.66% were answered within 3 minutes, and 99.93% were answered in 5 minutes.

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

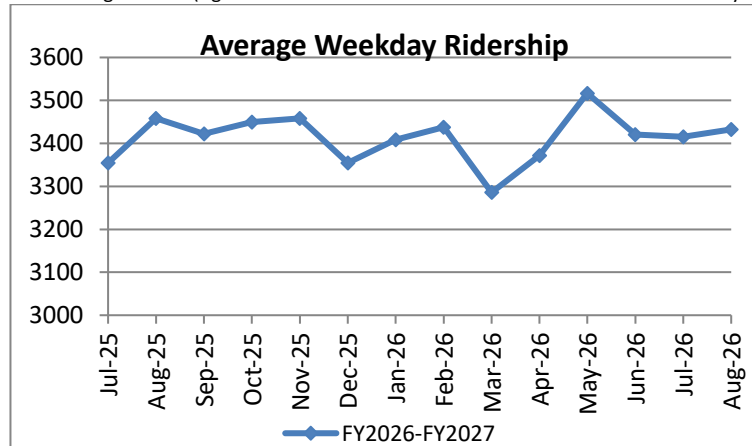
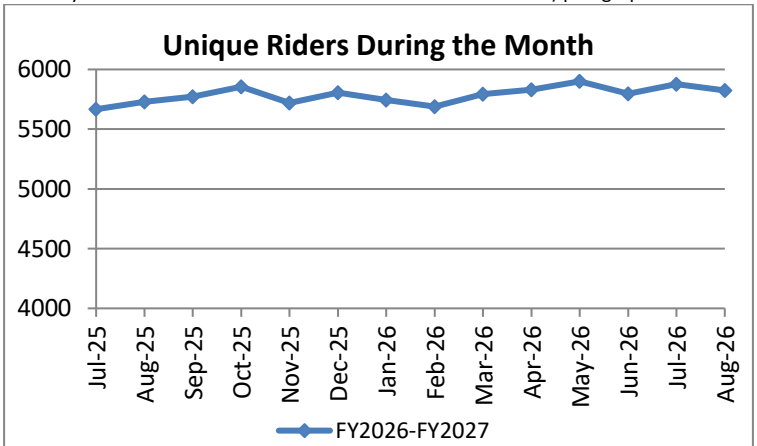
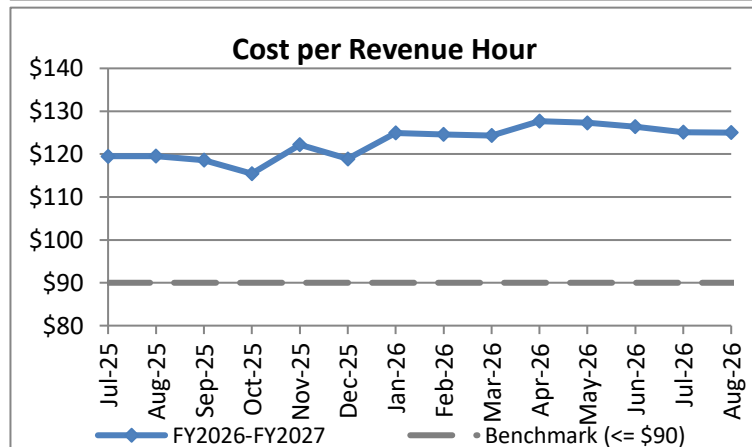
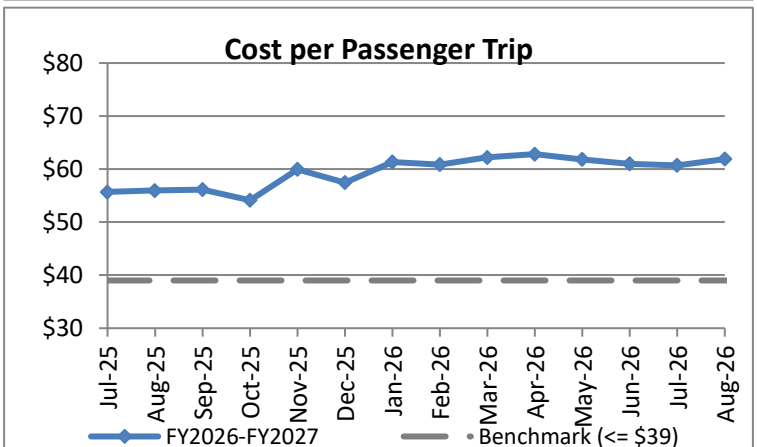
Key Performance Indicators (KPI)	Aug FY2027	Aug FY2026	% Change FY 26-27	2 Month FY2027	2 Month FY2026	% Change FY 26-27	Benchmark ¹
Total Monthly Ridership	90,602	92,198	-1.73%	184,864	184,614	0.14%	
Average Weekday Ridership	3,433	3,458	-0.74%	3,424	3,407	0.51%	
Unique Riders During the Month	5,825	5,730	1.66%	5,852	5,699	2.68%	
Cost per Revenue Hour	\$125.06	\$119.51	4.64%	\$124.70	\$118.90	4.88%	<= \$90
Cost per Passenger Trip	\$61.89	\$55.96	10.60%	\$61.09	\$55.54	9.99%	<= \$39
Cost per Revenue Mile	\$8.64	\$8.25	4.73%	\$8.59	\$8.16	5.27%	<= \$6.20
Passenger Trips per Revenue Hour	2.02	2.14	-5.39%	2.04	2.14	-4.65%	>= 2.2
Farebox Recovery ²	2.40%	2.87%	-0.47%	2.52%	3.10%	-0.58%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.88%	77.08%	0.80%	78.45%	77.72%	0.73%	
Early Arrivals (> 10 Minutes)	0.73%	0.67%	0.06%	0.86%	0.68%	0.18%	< 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)	88.96%	88.40%	0.56%	89.92%	89.27%	0.65%	>= 90%
On-Time and All Early Arrivals	89.69%	89.07%	0.62%	90.78%	89.95%	0.83%	>= 90%
Very Late Arrivals (>30 Minutes)	0.96%	1.05%	-0.09%	0.74%	0.83%	-0.09%	< 1%
On-Time Drop-Offs (Within 45 Mins)	52.37%	58.71%	-6.34%	54.75%	58.42%	-3.67%	> 90%
Comparative Trip Length Analysis	72.57%	73.47%	-0.90%	74.95%	75.27%	-0.32%	50%
Excessive Trip Length	9.80%	9.03%	0.77%	8.27%	8.36%	-0.09%	1%
No Show / Late Cancellation Rate	4.44%	3.98%	0.46%	4.27%	4.01%	0.26%	< 5%
Advance Cancellation Rate	23.83%	19.45%	4.38%	22.74%	20.27%	2.47%	< 15%
Missed Trip Rate	1.12%	1.26%	-0.14%	0.90%	1.03%	-0.13%	< 0.5%
Complaints per 1,000 Trips	2.58	1.72	50.00%	2.39	2.01	18.91%	<= 1.25
Calls Answered Within 5 Minutes ³	99.93%	98.92%	1.01%	99.97%	99.30%	0.67%	99%
Vehicle Availability	74.01%	82.02%	-8.01%	75.86%	82.64%	-6.78%	>= 80%

Notes:

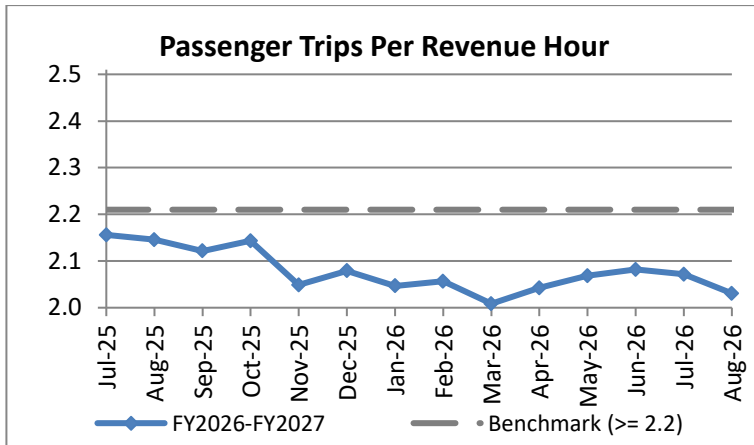
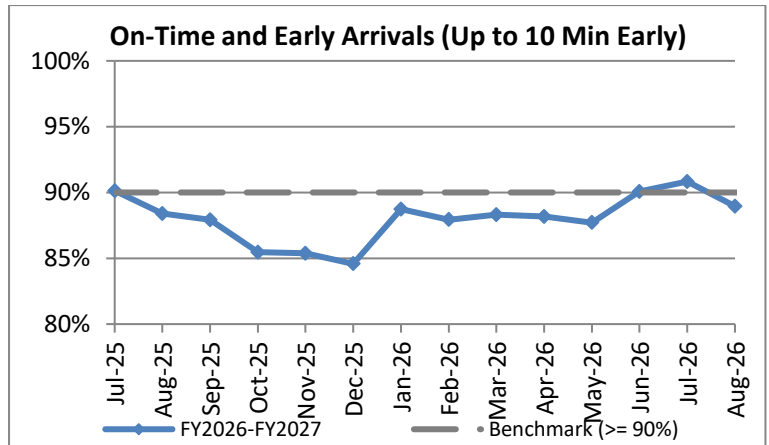
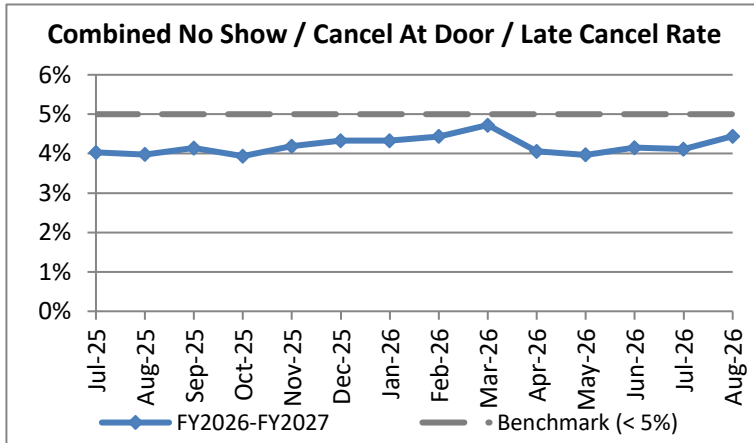
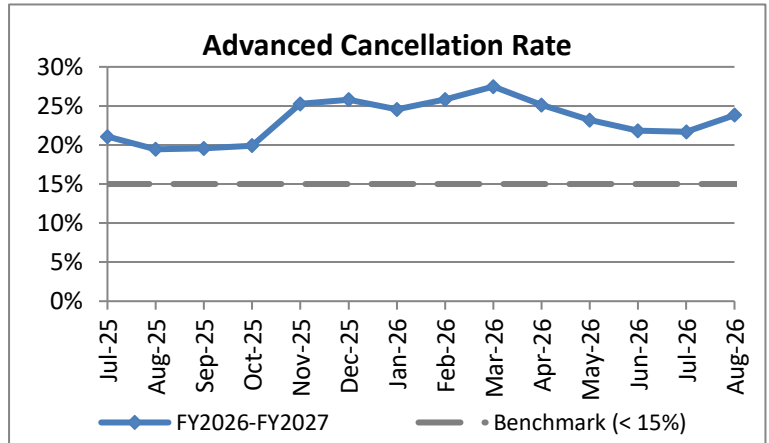
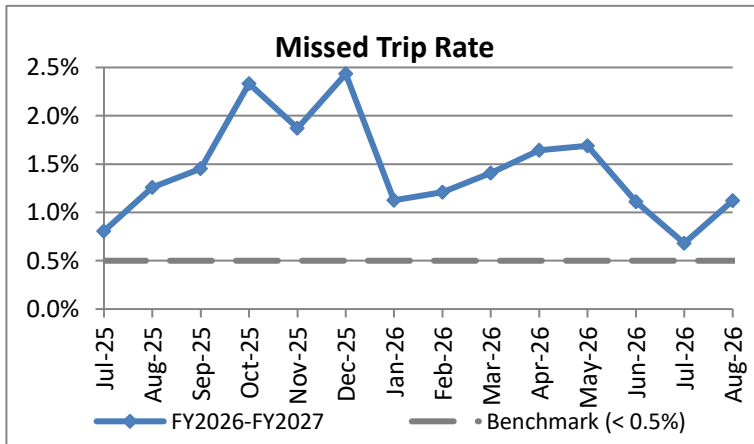
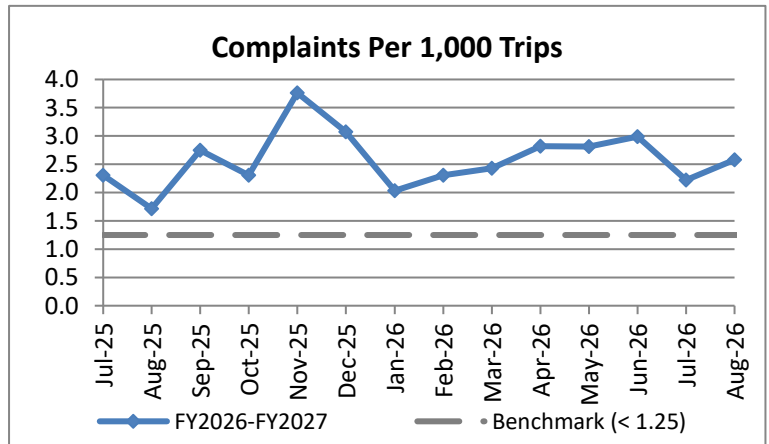
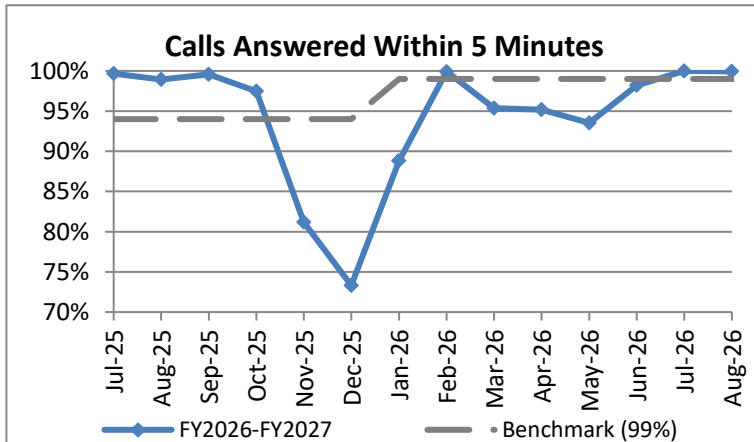
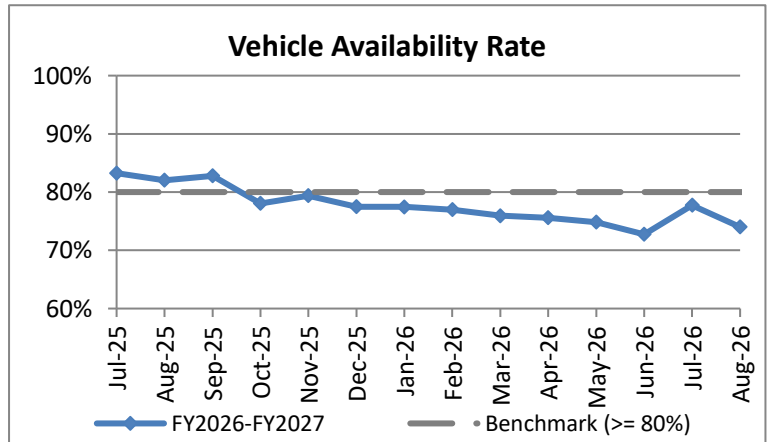
¹ Represents benchmarks based on DTS Analysis "Short Range Transit Operations Plan - Tools to Measure Performance (May 2012)"

² HOLO Card fares not included in August 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



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



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

