

Oahu Transit Services, Inc.

Paratransit Services

Monthly Performance Report

September 2026

- **Ridership**

In-house average weekday ridership for September was 2,877, down by -4.20% from last year. Supplemental providers average weekday ridership was 568, up by 35.56%. Combined in-house and supplemental providers average weekday ridership was 3,445, up by 0.65%.

Fiscal year-to-date in-house and supplemental provider total ridership is up by 769 boardings, up 0.28% 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 87.49% for September. The Handi-Van on-time performance (all early to scheduled pickup time to 30 minutes after scheduled pickup time) was 88.18%. On-time performance for trips with a desired arrival time was 52.45% (drop-offs completed within a 45-minute window before the clients' desired arrival time) and 87.61% 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 September, Handi-Van operated 69,035 trips including 7,661 trips that were longer than one hour in trip time. The analysis found that 71.37% 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 810 or 10.57% of these trips were more than 15 minutes longer than comparable fixed-route trips. 1,383 or 18.05% of trips were slower than their comparable fixed-route trip by less than 15 minutes.

- **Maintenance**

Average vehicle availability was 72.61% for September, down by -10.16% from last year.

- **Call Center Performance**

Over the month of September, reservationists answered 42,019 calls. Of those calls, 98.04% were answered within 3 minutes, and 99.79% were answered in 5 minutes.

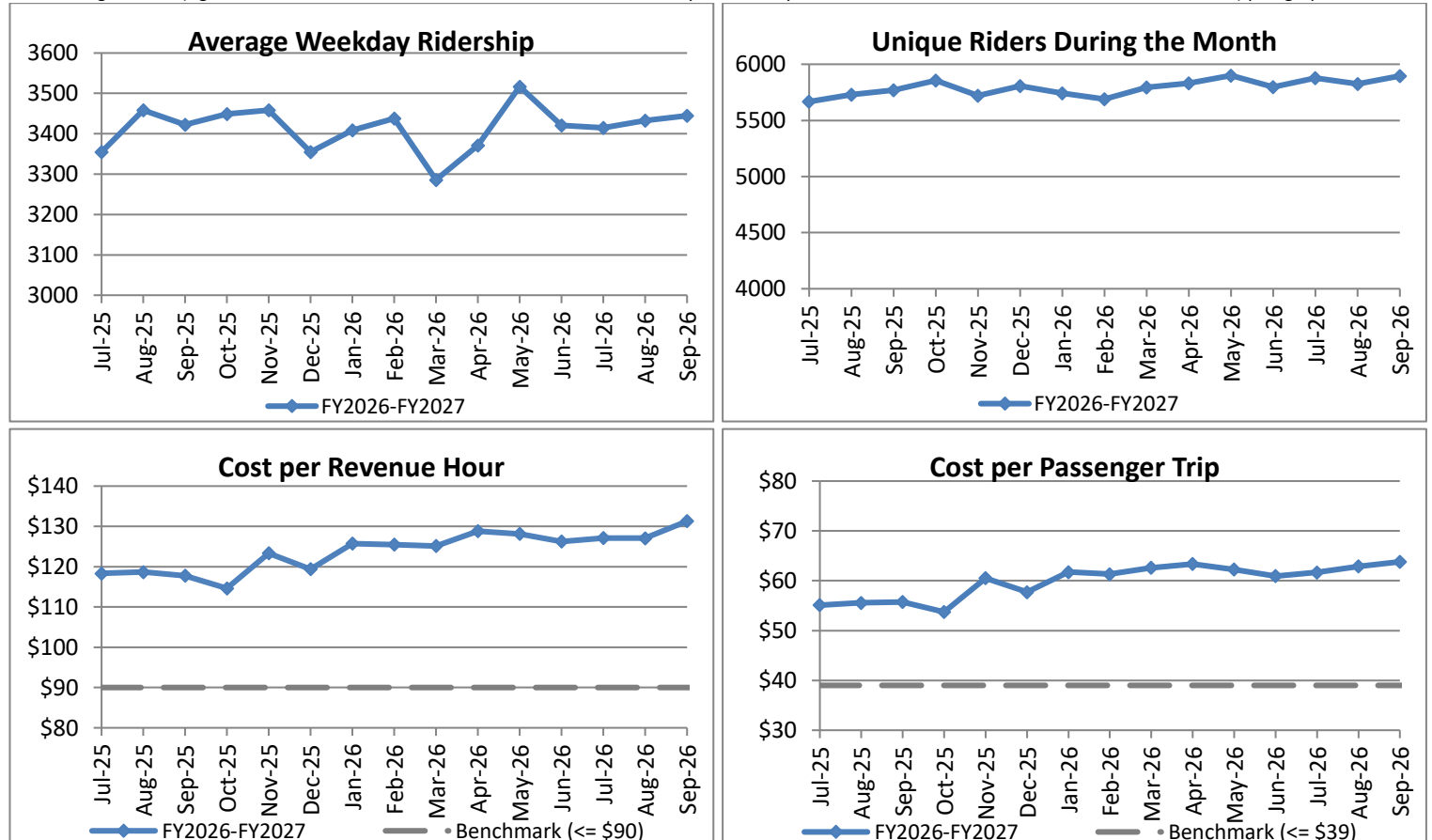
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Key Performance Indicators (KPI)	Sep FY2027	Sep FY2026	% Change FY 26-27	3 Month FY2027	3 Month FY2026	% Change FY 26-27	Benchmark ¹
Total Monthly Ridership	90,852	90,333	0.57%	275,716	274,947	0.28%	
Average Weekday Ridership	3,445	3,423	0.65%	3,431	3,412	0.56%	
Unique Riders During the Month	5,897	5,771	2.18%	5,867	5,723	2.52%	
Cost per Revenue Hour	\$131.28	\$117.73	11.51%	\$127.95	\$117.60	8.80%	<= \$90
Cost per Passenger Trip	\$63.80	\$55.75	14.44%	\$62.52	\$55.18	13.30%	<= \$39
Cost per Revenue Mile	\$9.02	\$8.12	11.08%	\$8.81	\$8.08	9.03%	<= \$6.20
Passenger Trips per Revenue Hour	2.06	2.11	-2.56%	2.05	2.13	-3.97%	>= 2.2
Farebox Recovery ²	2.44%	2.68%	-0.24%	2.49%	2.96%	-0.47%	8%
On-Time Arrivals (Within 0-30 Min Window)	77.16%	76.86%	0.30%	78.03%	77.44%	0.59%	
Early Arrivals (> 10 Minutes)	0.68%	0.61%	0.07%	0.81%	0.66%	0.15%	< 2%
Very Early Arrivals (> 30 Minutes)	0.04%	0.03%	0.01%	0.04%	0.04%	0.00%	< 1%
On-Time & Early Arrivals (Up to 10 Min Early)	87.49%	87.91%	-0.42%	89.12%	88.82%	0.30%	>= 90%
On-Time and All Early Arrivals	88.18%	88.53%	-0.35%	89.93%	89.48%	0.45%	>= 90%
Very Late Arrivals (>30 Minutes)	1.60%	1.16%	0.44%	1.02%	0.94%	0.08%	< 1%
On-Time Drop-Offs (Within 45 Mins)	52.45%	57.89%	-5.44%	53.93%	58.20%	-4.27%	> 90%
Comparative Trip Length Analysis	71.37%	71.06%	0.31%	73.70%	73.77%	-0.07%	50%
Excessive Trip Length	10.57%	10.43%	0.14%	9.08%	9.10%	-0.02%	1%
No Show / Late Cancellation Rate	4.63%	4.14%	0.49%	4.39%	4.05%	0.34%	< 5%
Advance Cancellation Rate	24.95%	19.56%	5.39%	23.46%	20.04%	3.42%	< 15%
Missed Trip Rate	1.91%	1.45%	0.46%	1.23%	1.17%	0.06%	< 0.5%
Complaints per 1,000 Trips	3.52	2.75	28.00%	2.76	2.25	22.67%	<= 1.25
Calls Answered Within 5 Minutes ²	99.79%	99.59%	0.20%	99.91%	99.38%	0.53%	99%
Vehicle Availability	72.61%	82.77%	-10.16%	74.78%	82.68%	-7.90%	>= 80%

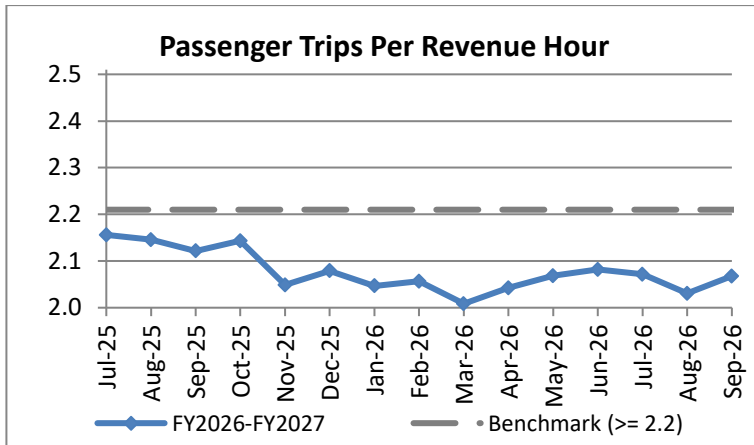
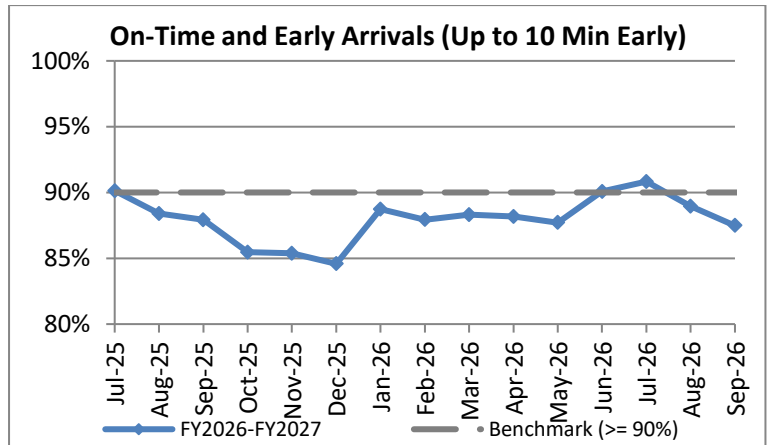
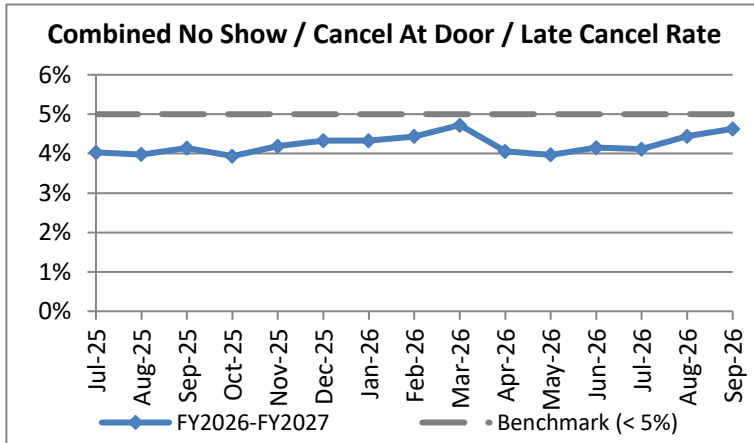
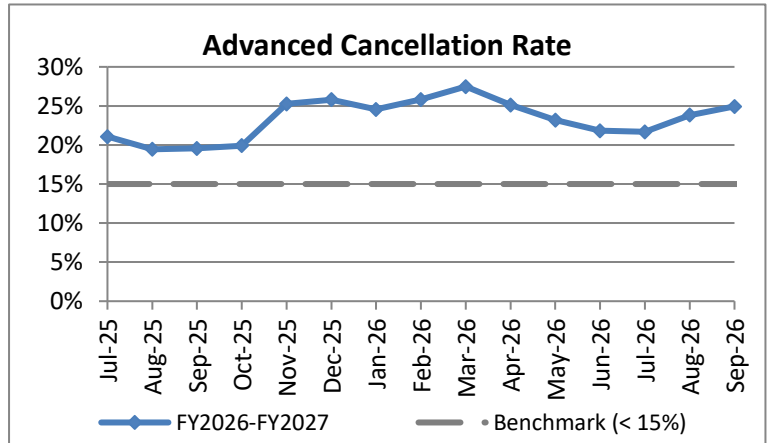
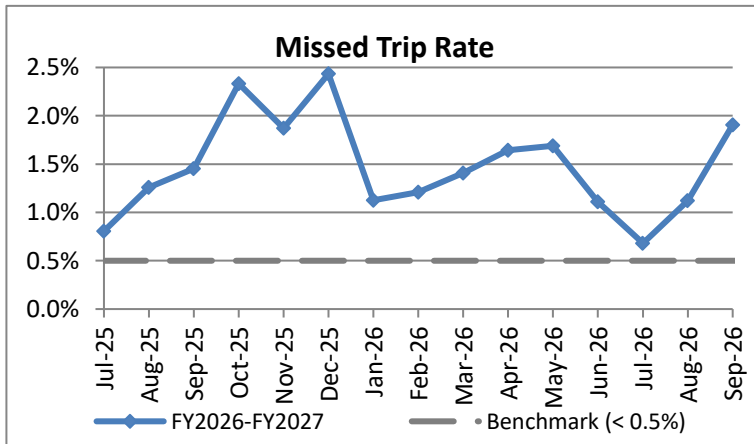
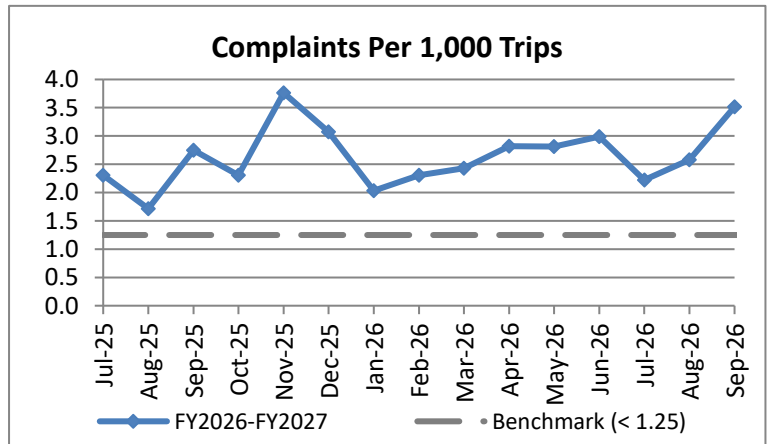
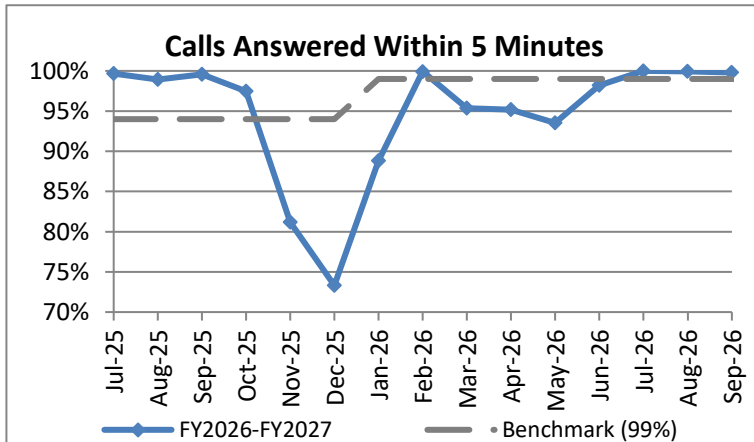
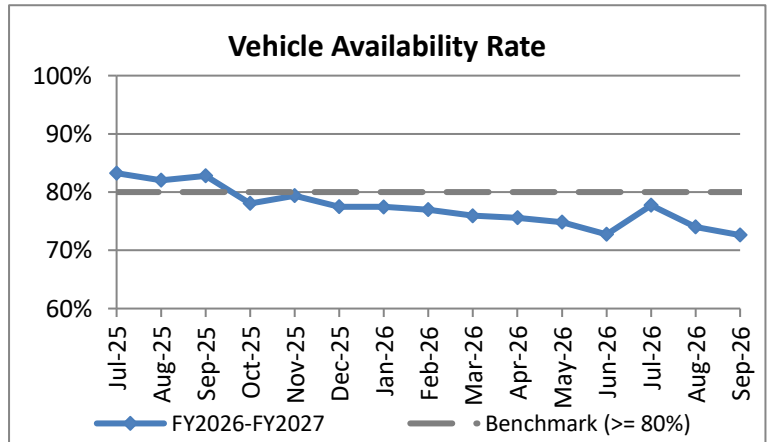
Notes:

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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