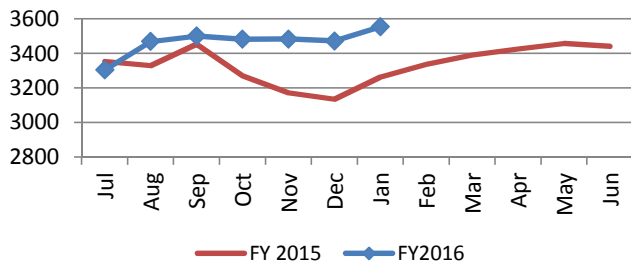


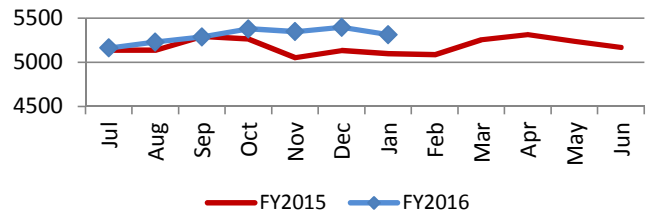
Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending January 2015

Key Performance Indicators (KPI)	January 2016	January 2015	Percent Change	7 Month FY2016	7 Month FY2015	Percent Change
Total Monthly Ridership	87,351	80,948	7.91%	619,294	578,506	7.05%
Average Weekday Ridership	3,554	3,262	8.96%	3,466	3,282	5.62%
Unique Riders During the Period	5,313	5,097	4.24%	5,302	5,158	2.80%
Cost per Revenue Hour	\$79.24	\$78.82	0.54%	\$79.69	\$82.50	-3.41%
Cost per Trip	\$36.49	\$34.18	6.76%	\$36.52	\$34.72	5.19%
Cost per Revenue Mile	\$5.13	\$5.14	-0.18%	\$5.24	\$5.53	-5.32%
Trips per Revenue Hour	2.17	2.29	-5.06%	2.18	2.38	-8.68%
Average Trip Length (In-House Lift Van)	10.12	9.38	7.85%	9.89	8.94	10.66%
Average Trip Length (Supp. Providers)	5.75	5.40	6.37%	5.86	5.24	11.76%
Percent of Trips On Time	85.11%	78.45%	6.66%	84.23%	79.36%	4.86%
No Show / Late Cancellation Rate	6.64%	8.27%	-1.63%	6.95%	7.15%	-0.20%
Advance Cancellation Rate	21.14%	22.27%	-1.13%	19.67%	20.74%	-1.07%
Missed Trip Rate	0.40%	0.68%	-0.28%	0.46%	0.72%	-0.26%
Complaint Rate (Complaints per 1,000 Trips)	2.20	1.47	49.11%	2.13	2.23	-4.31%
Calls Answered Within 5 Minutes	54.20%	97.97%	-43.77%	51.92%	76.66%	-24.74%
Vehicle Availability	87.86%	92.05%	-4.19%	85.19%	83.50%	1.69%

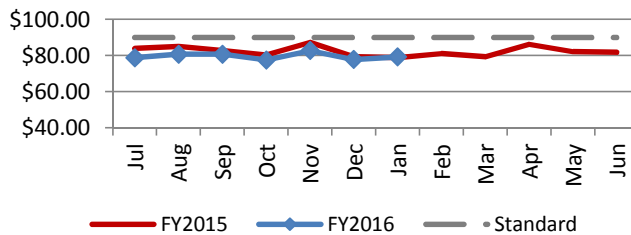
**The Handi-Van
Average Weekday Ridership**



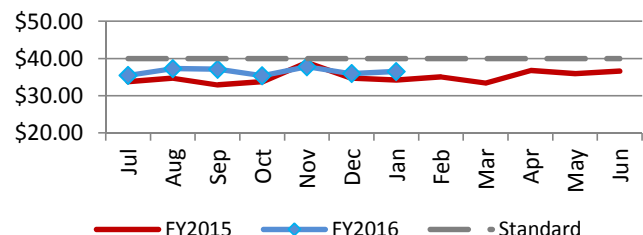
**TheHandi-Van
Unique Riders During the Month**



**TheHandi-Van
Cost per Revenue Hour**



**TheHandi-Van
Cost per Passenger Trip**



**Oahu Transit Services - The Handi-Van
Monthly Performance Report
For the Month Ending January 2016**

