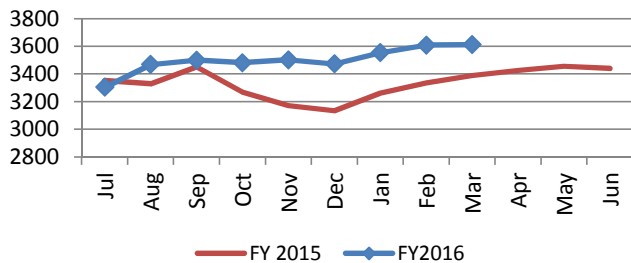


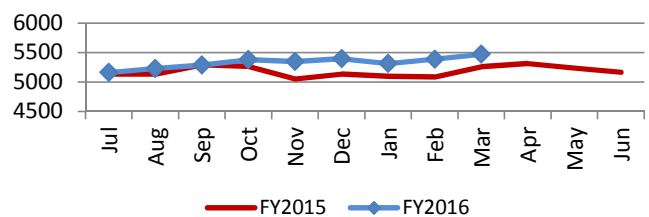
Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending March 2016

Key Performance Indicators (KPI)	March 2016	March 2015	Percent Change	9 Month FY2016	9 Month FY2015	Percent Change
Total Monthly Ridership	96,784	86,285	12.17%	803,470	741,419	8.37%
Average Weekday Ridership	3,613	3,390	6.56%	3,501	3,300	6.08%
Unique Riders During the Period	5,472	5,256	4.11%	5,331	5,161	3.29%
Cost per Revenue Hour	\$79.45	\$79.26	0.24%	\$79.66	\$81.98	-2.83%
Cost per Trip	\$35.82	\$33.86	5.81%	\$36.45	\$34.66	5.16%
Cost per Revenue Mile	\$5.16	\$5.22	-1.02%	\$5.23	\$5.48	-4.49%
Trips per Revenue Hour	2.22	2.34	-5.27%	2.18	2.37	-7.86%
Average Trip Length (In-House Lift Van)	9.90	9.40	5.34%	9.91	9.00	10.02%
Average Trip Length (Supp. Providers)	5.58	5.36	4.11%	5.84	5.34	9.45%
Percent of Trips On Time	85.40%	77.16%	8.24%	84.35%	78.95%	5.40%
No Show / Late Cancellation Rate	6.23%	7.72%	-1.49%	6.80%	7.34%	-0.54%
Advance Cancellation Rate	21.89%	19.76%	2.13%	20.09%	20.74%	-0.65%
Missed Trip Rate	0.37%	0.71%	-0.34%	0.44%	0.72%	-0.28%
Complaint Rate (Complaints per 1,000 Trips)	2.43	1.38	75.74%	2.19	2.08	5.24%
Calls Answered Within 5 Minutes	73.67%	92.16%	-18.49%	52.06%	80.42%	-28.36%
Vehicle Availability	85.34%	86.69%	-1.35%	85.15%	84.55%	0.60%

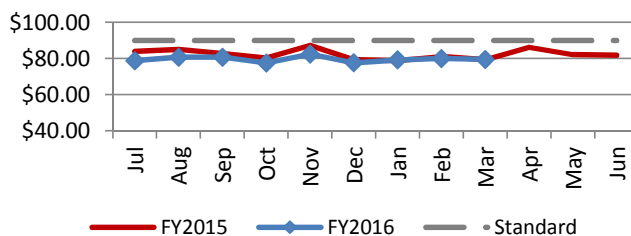
**The Handi-Van
Average Weekday Ridership**



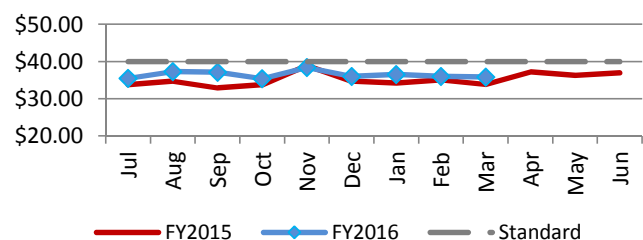
**TheHandi-Van
Unique Riders During the Month**



**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 March 2016**

