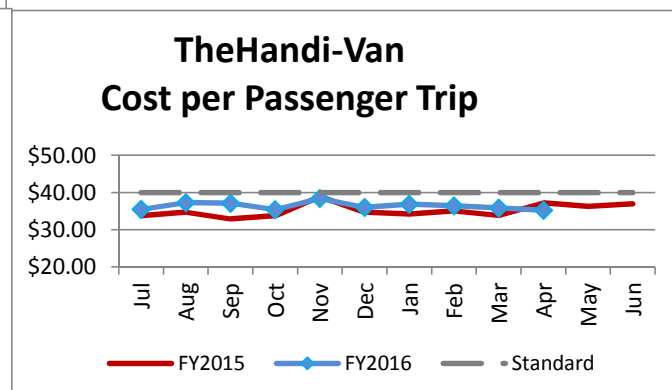
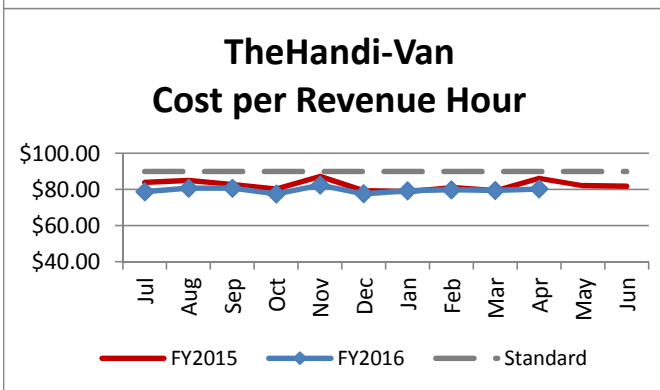
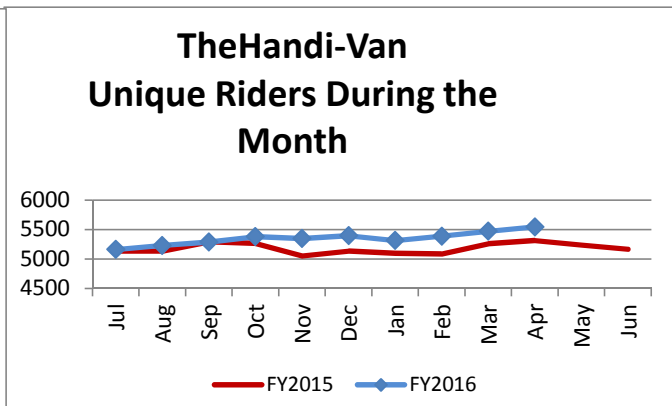
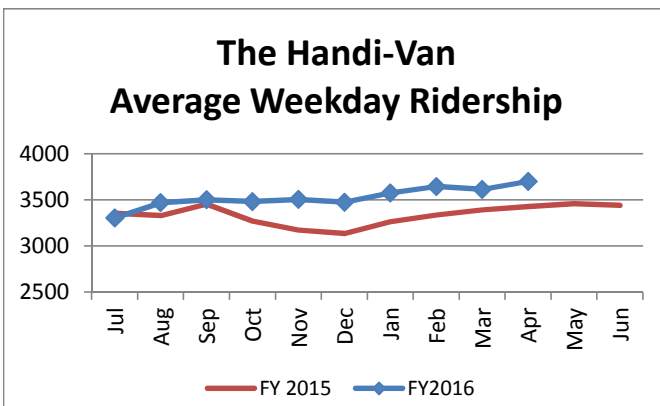


Oahu Transit Services - The Handi-Van  
 Monthly Performance Report  
 For the Month Ending April 2016

Key Performance Indicators (KPI)	April 2016	April 2015	Percent Change	10 Month FY2016	10 Month FY2015	Percent Change
Total Monthly Ridership	94,525	86,370	9.44%	896,002	827,789	8.24%
Average Weekday Ridership	3,700	3,426	8.00%	3,526	3,312	6.45%
Unique Riders During the Period	5,546	5,313	4.39%	5,352	5,176	3.41%
Cost per Revenue Hour	\$80.30	\$86.20	-6.84%	\$79.70	\$82.40	-3.28%
Cost per Trip	\$35.24	\$37.25	-5.40%	\$36.41	\$34.92	4.27%
Cost per Revenue Mile	\$5.20	\$5.72	-9.16%	\$5.23	\$5.50	-5.01%
Trips per Revenue Hour	2.28	2.31	-1.21%	2.19	2.36	-7.55%
Average Trip Length (In-House Lift Van)	9.39	9.04	3.84%	9.85	9.01	9.40%
Average Trip Length (Supp. Providers)	5.51	6.03	-8.56%	5.90	5.41	9.04%
Percent of Trips On Time	83.68%	77.16%	6.52%	84.29%	78.77%	5.51%
No Show / Late Cancellation Rate	6.00%	7.85%	-1.85%	6.72%	7.39%	-0.67%
Advance Cancellation Rate	19.99%	19.92%	0.07%	20.08%	20.66%	-0.58%
Missed Trip Rate	0.55%	0.71%	-0.16%	0.45%	0.72%	-0.27%
Complaint Rate (Complaints per 1,000 Trips)	1.89	2.07	-8.80%	2.40	2.08	15.31%
Calls Answered Within 5 Minutes	56.04%	90.02%	-33.98%	52.46%	81.38%	-28.92%
Vehicle Availability	83.56%	88.08%	-4.52%	84.99%	84.91%	0.09%



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