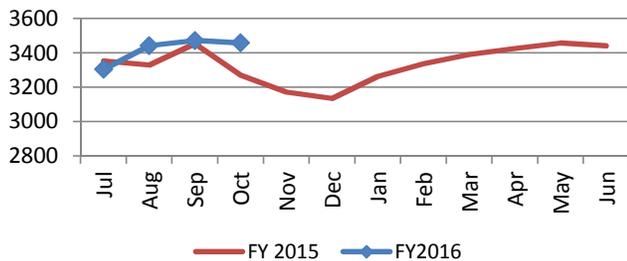


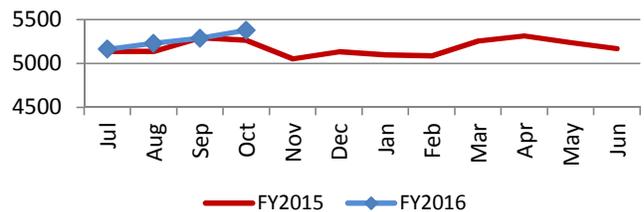
Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending October 2015

Key Performance Indicators (KPI)	October 2015	October 2014	Percent Change	4 Month FY2016	4 Month FY2015	Percent Change
Total Monthly Ridership	92,064	86,518	6.41%	359,554	340,707	5.53%
Average Weekday Ridership	3,457	3,269	5.76%	3,418	3,351	2.02%
Unique Riders During the Period	5,378	5,262	2.20%	5,265	5,206	1.14%
Cost per Revenue Hour	\$78.04	\$80.32	-2.85%	\$79.63	\$83.01	-4.07%
Cost per Trip	\$34.90	\$33.76	3.39%	\$36.03	\$33.80	6.57%
Cost per Revenue Mile	\$5.16	\$5.40	-4.44%	\$5.23	\$5.68	-8.02%
Trips per Revenue Hour	2.24	2.38	-6.03%	2.20	2.46	-10.62%
Average Trip Length (In-House Lift Van)	9.68	8.14	18.91%	9.82	8.45	16.33%
Average Trip Length (Supp. Providers)	5.60	5.38	4.04%	5.80	5.36	8.19%
Percent of Trips On Time	83.41%	77.37%	6.04%	84.64%	79.74%	4.89%
No Show / Late Cancellation Rate	6.54%	7.15%	-0.62%	7.01%	6.79%	0.22%
Advance Cancellation Rate	18.29%	18.83%	-0.53%	17.94%	18.20%	-0.26%
Missed Trip Rate	0.53%	1.00%	-0.46%	0.41%	0.67%	-0.26%
Complaint Rate (Complaints per 1,000 Trips)	2.13	3.86	-44.85%	1.89	1.88	0.49%
Calls Answered Within 5 Minutes	62.83%	51.70%	11.13%	53.79%	80.42%	-26.63%
Vehicle Availability	85.70%	85.14%	0.56%	84.35%	77.24%	7.11%

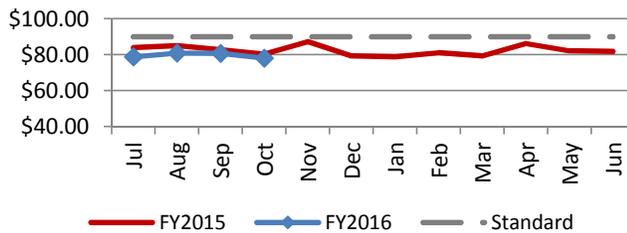
**The Handi-Van
 Average Weekday Ridership**



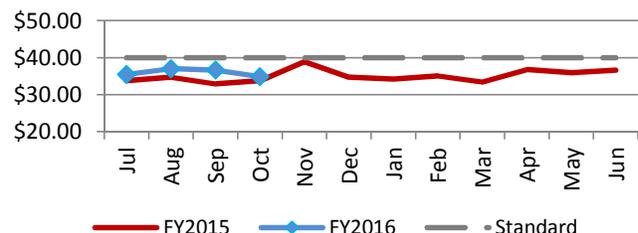
**TheHandi-Van
 Unique Riders During the Month**



**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 October 2015**

