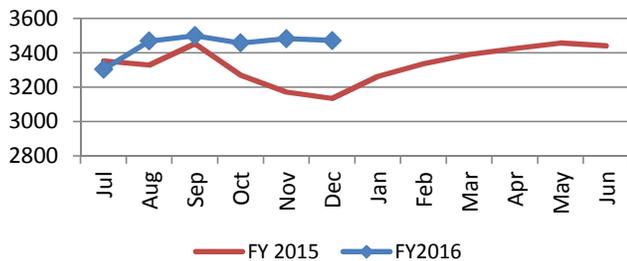


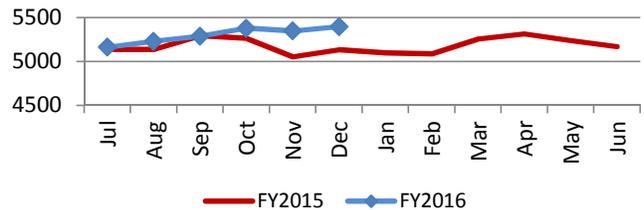
Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending December 2015

Key Performance Indicators (KPI)	December 2015	December 2014	Percent Change	6 Month FY2016	6 Month FY2015	Percent Change
Total Monthly Ridership	90,163	82,069	9.86%	533,261	497,558	7.18%
Average Weekday Ridership	3,471	3,135	10.74%	3,447	3,285	4.94%
Unique Riders During the Period	5,396	5,134	5.10%	5,300	5,168	2.56%
Cost per Revenue Hour	\$77.83	\$79.39	-1.97%	\$79.83	\$83.11	-3.94%
Cost per Trip	\$35.97	\$34.70	3.64%	\$36.44	\$34.81	4.70%
Cost per Revenue Mile	\$5.15	\$5.22	-1.22%	\$5.26	\$5.60	-6.13%
Trips per Revenue Hour	2.16	2.29	-5.41%	2.18	2.40	-8.83%
Average Trip Length (In-House Lift Van)	9.89	9.57	3.35%	9.85	8.86	11.15%
Average Trip Length (Supp. Providers)	5.73	4.85	18.05%	5.81	5.22	11.42%
Percent of Trips On Time	83.64%	77.73%	5.91%	84.08%	79.52%	4.56%
No Show / Late Cancellation Rate	6.91%	7.64%	-0.73%	7.00%	6.97%	0.03%
Advance Cancellation Rate	22.16%	25.91%	-3.74%	19.42%	20.49%	-1.06%
Missed Trip Rate	0.58%	0.92%	-0.34%	0.47%	0.72%	-0.26%
Complaint Rate (Complaints per 1,000 Trips)	2.88	2.26	27.20%	2.12	2.35	-9.89%
Calls Answered Within 5 Minutes	43.99%	79.13%	-35.14%	51.54%	73.11%	-21.57%
Vehicle Availability	85.31%	92.22%	-6.91%	84.74%	82.08%	2.67%

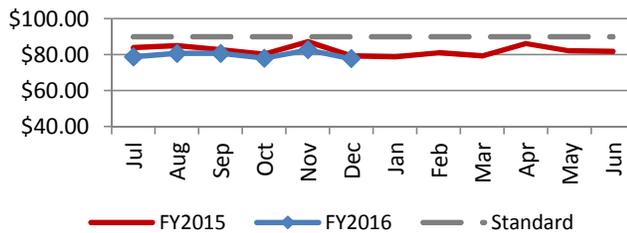
**The Handi-Van
Average Weekday Ridership**



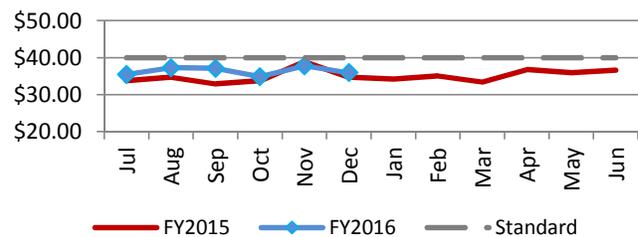
**TheHandi-Van
Unique Riders During the Month**



**TheHandi-Van
Cost per Revenue Hour**



**TheHandi-Van
Cost per Passenger Trip**



Oahu Transit Services - The Handi-Van
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