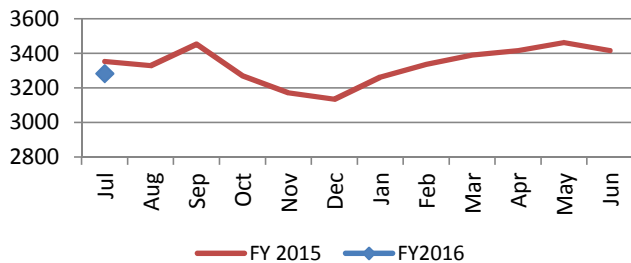


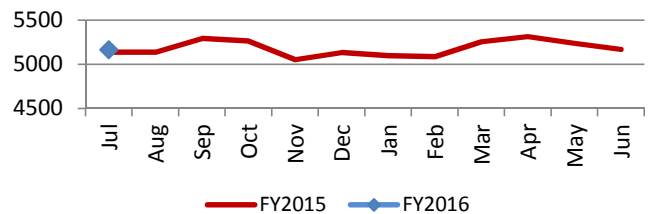
Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending July 2015

Key Performance Indicators (KPI)	July 2015	July 2014	Percent Change	1 Month FY2016	1 Month FY2015	Percent Change
Total Monthly Ridership	92,195	87,097	5.85%	92,195	87,097	5.85%
Average Weekday Ridership	3,281	3,353	-2.14%	3,281	3,353	-2.14%
Unique Riders During the Period	5,163	5,135	0.55%	5,163	5,135	0.55%
Cost per Revenue Hour	\$78.05	\$83.90	-6.97%	\$78.05	\$83.90	-6.97%
Cost per Trip	\$31.90	\$33.16	-3.81%	\$31.90	\$33.16	-3.81%
Cost per Revenue Mile	\$5.04	\$5.79	-12.87%	\$5.04	\$5.79	-12.87%
Trips per Revenue Hour	2.18	2.50	-12.87%	2.18	2.50	-12.87%
Average Trip Length (In-House Lift Van)	9.92	8.56	15.86%	9.92	8.56	15.86%
Average Trip Length (Supp. Providers)	6.08	5.48	11.04%	6.08	5.48	11.04%
Percent of Trips On Time	85.64%	82.01%	3.63%	85.64%	82.01%	3.63%
No Show / Late Cancellation Rate	6.91%	6.66%	0.25%	6.91%	6.66%	0.25%
Advance Cancellation Rate	18.08%	14.50%	3.58%	18.08%	14.50%	3.58%
Missed Trip Rate	0.33%	0.47%	-0.14%	0.33%	0.47%	-0.14%
Complaint Rate (Complaints per 1,000 Trips)	1.82	1.28	42.96%	1.82	1.28	42.96%
Calls Answered Within 5 Minutes	45.05%	92.80%	-47.75%	45.05%	92.80%	-47.75%
Vehicle Availability	84.59%	70.34%	14.25%	84.59%	70.34%	14.25%

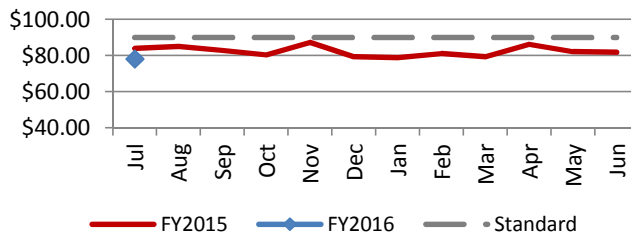
**The Handi-Van
Average Weekday Ridership**



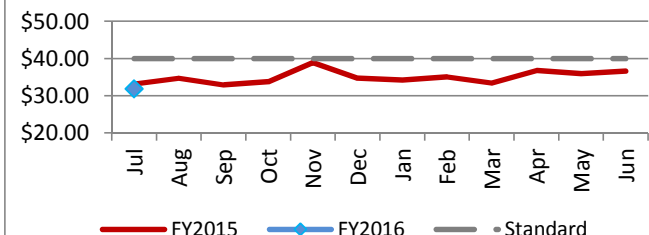
**TheHandi-Van
Unique Riders During the Month**



**TheHandi-Van
Cost per Revenue Hour**



**TheHandi-Van
Cost per Passenger Trip**



Oahu Transit Services - The Handi-Van
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