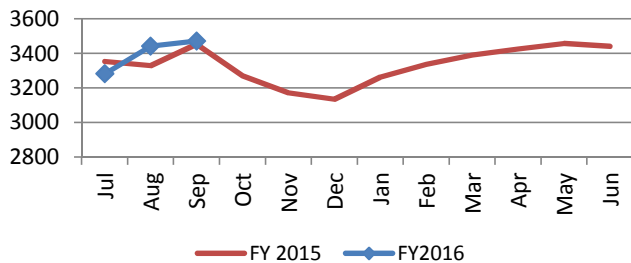


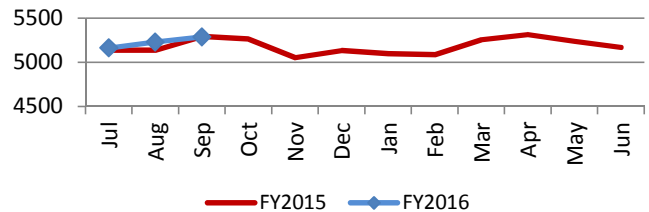
Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending September 2015

Key Performance Indicators (KPI)	September 2015	September 2014	Percent Change	3 Month FY2016	3 Month FY2015	Percent Change
Total Monthly Ridership	88,456	86,403	2.38%	268,555	254,189	5.65%
Average Weekday Ridership	3,471	3,453	0.54%	3,398	3,378	0.59%
Unique Riders During the Period	5,288	5,290	-0.04%	5,227	5,187	0.78%
Cost per Revenue Hour	\$80.69	\$82.87	-2.63%	\$79.91	\$83.90	-4.76%
Cost per Trip	\$36.65	\$32.93	11.27%	\$36.26	\$33.82	7.23%
Cost per Revenue Mile	\$5.34	\$5.68	-6.03%	\$5.23	\$5.77	-9.36%
Trips per Revenue Hour	2.20	2.52	-12.50%	2.19	2.49	-12.02%
Average Trip Length (In-House Lift Van)	9.79	8.55	14.55%	9.87	8.55	15.51%
Average Trip Length (Supp. Providers)	5.72	5.37	6.48%	5.83	5.36	8.88%
Percent of Trips On Time	83.71%	78.10%	5.61%	85.04%	80.53%	4.51%
No Show / Late Cancellation Rate	7.36%	6.53%	0.83%	7.16%	6.67%	0.49%
Advance Cancellation Rate	18.25%	17.95%	0.30%	17.83%	17.99%	-0.17%
Missed Trip Rate	0.47%	0.70%	-0.23%	0.37%	0.56%	-0.19%
Complaint Rate (Complaints per 1,000 Trips)	2.03	1.38	47.62%	1.81	1.22	48.27%
Calls Answered Within 5 Minutes	59.77%	81.70%	-21.93%	76.17%	89.99%	-13.82%
Vehicle Availability	85.40%	78.41%	6.99%	83.90%	74.61%	9.29%

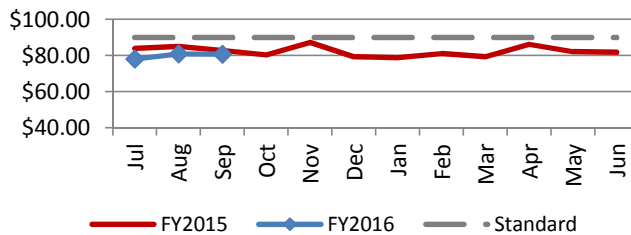
**The Handi-Van
Average Weekday Ridership**



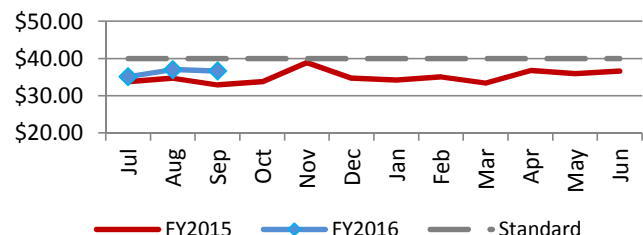
**TheHandi-Van
Unique Riders During the Month**



**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 September 2015**

