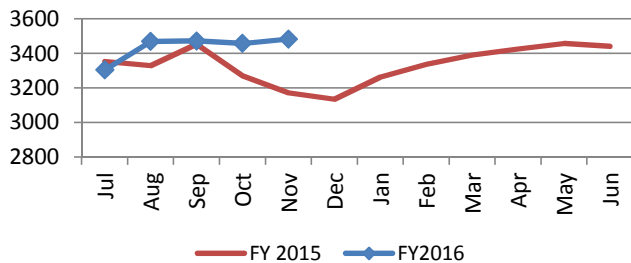


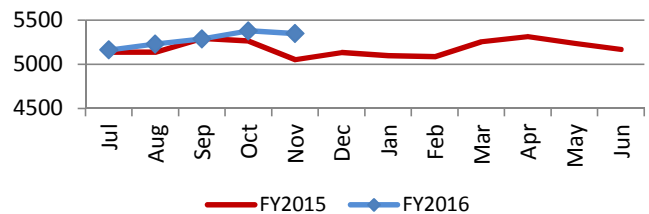
Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending November 2015

Key Performance Indicators (KPI)	November 2015	November 2014	Percent Change	5 Month FY2016	5 Month FY2015	Percent Change
Total Monthly Ridership	85,284	74,782	14.04%	444,157	415,489	6.90%
Average Weekday Ridership	3,483	3,172	9.80%	3,437	3,315	3.67%
Unique Riders During the Period	5,347	5,051	5.86%	5,281	5,175	2.06%
Cost per Revenue Hour	\$82.78	\$87.23	-5.10%	\$80.23	\$83.85	-4.32%
Cost per Trip	\$37.85	\$38.92	-2.77%	\$36.45	\$34.83	4.65%
Cost per Revenue Mile	\$5.42	\$5.66	-4.28%	\$5.27	\$5.68	-7.18%
Trips per Revenue Hour	2.19	2.24	-2.40%	2.19	2.42	-9.27%
Average Trip Length (In-House Lift Van)	9.93	9.83	0.97%	9.84	8.72	12.87%
Average Trip Length (Supp. Providers)	5.79	5.00	15.77%	5.81	5.29	9.82%
Percent of Trips On Time	82.29%	80.39%	1.90%	84.17%	79.87%	4.29%
No Show / Late Cancellation Rate	7.07%	6.99%	0.08%	7.02%	6.83%	0.19%
Advance Cancellation Rate	22.60%	24.20%	-1.60%	18.88%	19.40%	-0.53%
Missed Trip Rate	0.53%	1.00%	-0.46%	0.44%	0.68%	-0.24%
Complaint Rate (Complaints per 1,000 Trips)	2.13	3.86	-44.85%	1.97	2.37	-16.98%
Calls Answered Within 5 Minutes	62.83%	51.70%	11.13%	53.05%	71.90%	-18.85%
Vehicle Availability	85.75%	91.28%	-5.53%	84.63%	80.05%	4.58%

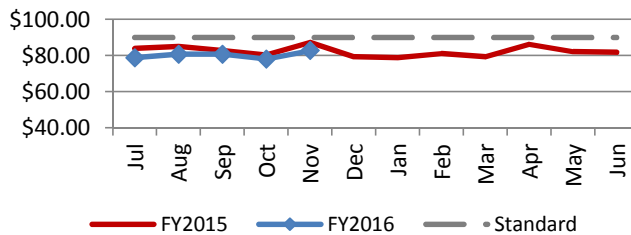
**The Handi-Van
Average Weekday Ridership**



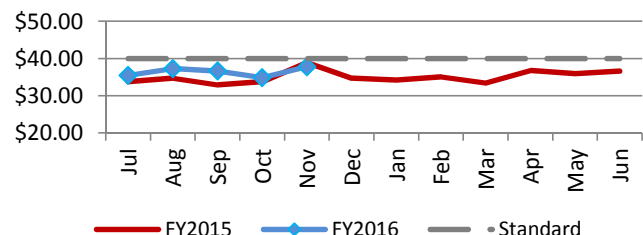
**TheHandi-Van
Unique Riders During the Month**



**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 November 2015**

