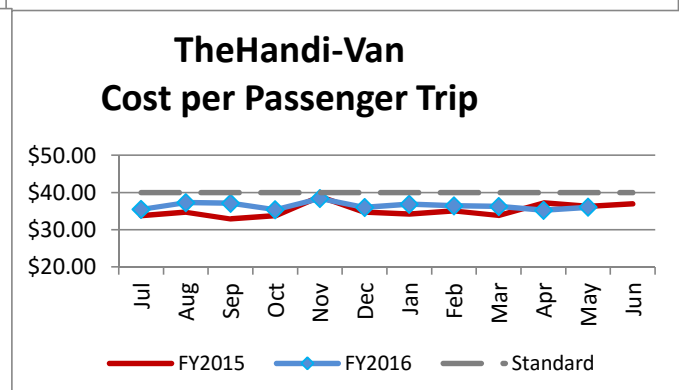
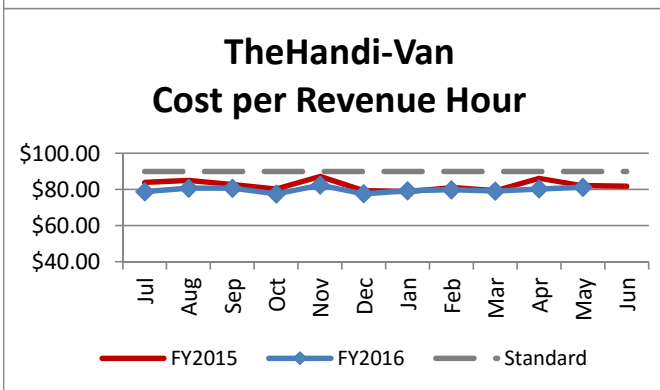
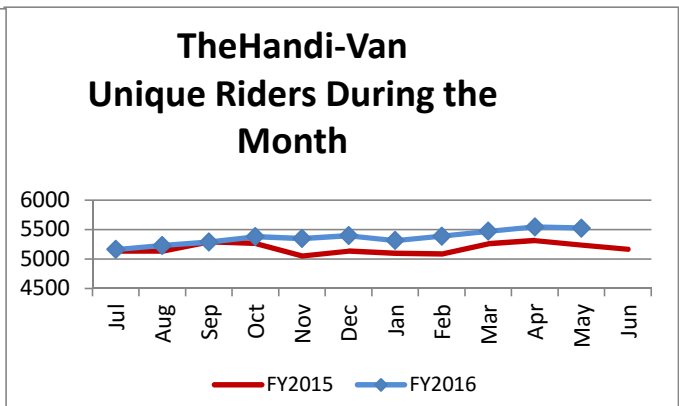
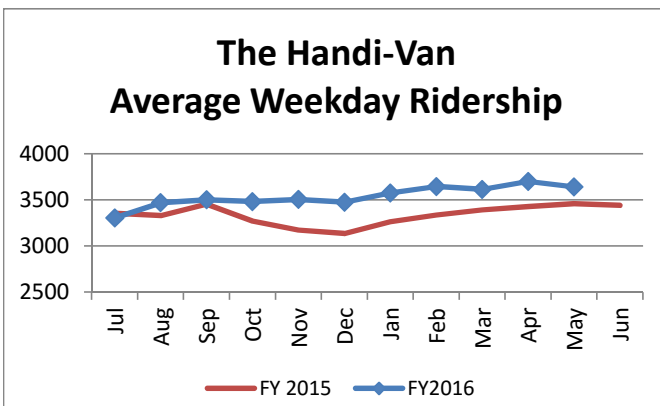


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending May 2016

Key Performance Indicators (KPI)	May 2016	May 2015	Percent Change	11 Month FY2016	11 Month FY2015	Percent Change
Total Monthly Ridership	94,140	84,937	10.84%	988,929	912,726	8.35%
Average Weekday Ridership	3,640	3,456	5.31%	3,537	3,326	6.34%
Unique Riders During the Period	5,522	5,239	5.40%	5,368	5,182	3.59%
Cost per Revenue Hour	\$81.21	\$82.12	-1.11%	\$79.81	\$82.37	-3.11%
Cost per Trip	\$36.05	\$36.30	-0.68%	\$36.42	\$35.05	3.92%
Cost per Revenue Mile	\$5.30	\$5.36	-1.04%	\$5.23	\$5.49	-4.62%
Trips per Revenue Hour	2.25	2.26	-0.34%	2.19	2.35	-7.05%
Average Trip Length (In-House Lift Van)	9.81	9.40	4.42%	9.85	9.04	8.93%
Average Trip Length (Supp. Providers)	5.50	6.17	-10.85%	5.88	5.48	7.40%
Percent of Trips On Time	84.31%	77.16%	7.15%	84.29%	78.99%	5.30%
No Show / Late Cancellation Rate	6.29%	7.74%	-1.45%	6.68%	7.42%	-0.74%
Advance Cancellation Rate	21.83%	21.37%	0.46%	20.24%	20.72%	-0.48%
Missed Trip Rate	0.42%	0.62%	-0.20%	0.45%	0.71%	-0.26%
Complaint Rate (Complaints per 1,000 Trips)	1.37	2.39	-42.74%	2.09	2.11	-0.96%
Calls Answered Within 5 Minutes	48.96%	50.81%	-1.85%	52.14%	78.60%	-26.46%
Vehicle Availability	85.47%	88.25%	-2.78%	85.04%	85.21%	-0.17%



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