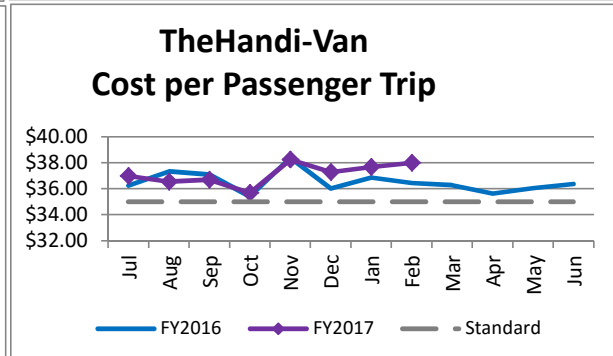
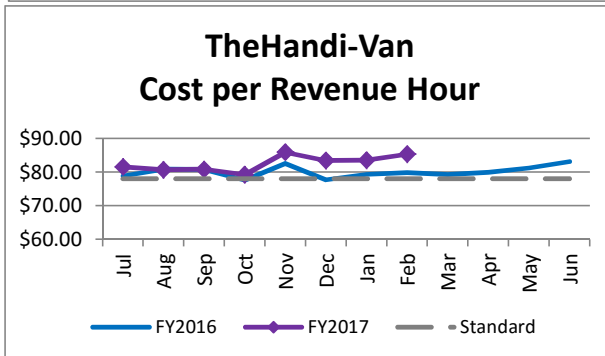
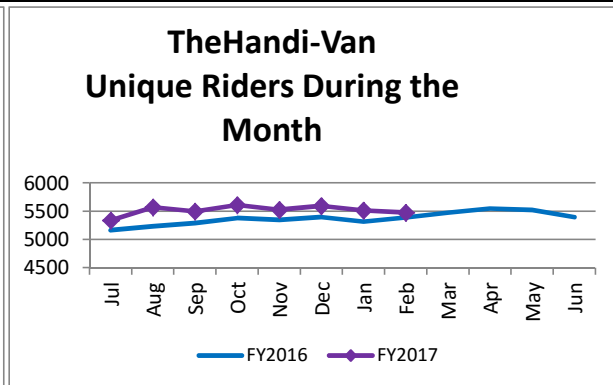
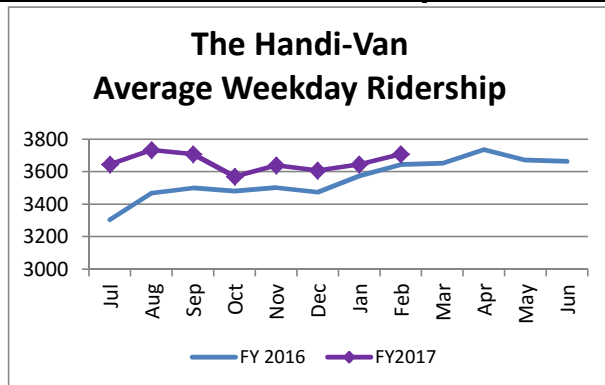


Oahu Transit Services - The Handi-Van  
 Monthly Performance Report  
 For the Month Ending February 2017

| Key Performance Indicators (KPI)            | February 2017 | February 2016 | Percent Change | 8 Month FY2017 | 8 Month FY2016 | Percent Change | Goals    |
|---|---------------|---------------|----------------|----------------|----------------|----------------|----------|
| Total Monthly Ridership                     | 87,125        | 87,647        | -0.60%         | 740,229        | 702,915        | 5.31%          |          |
| Average Weekday Ridership                   | 3,708         | 3,644         | 1.74%          | 3,658          | 3,494          | 4.69%          |          |
| Unique Riders During the Period             | 5,475         | 5,388         | 1.61%          | 5,515          | 5,313          | 3.81%          |          |
| Cost per Revenue Hour                       | \$85.26       | \$79.80       | 6.85%          | \$82.51        | \$79.65        | 3.59%          | >3% incr |
| Cost per Trip                               | \$38.00       | \$36.45       | 4.26%          | \$37.14        | \$36.72        | 1.13%          | >3% incr |
| Cost per Revenue Mile                       | \$5.71        | \$5.17        | 10.62%         | \$5.47         | \$5.24         | 4.34%          | >3% incr |
| Trips per Revenue Hour                      | 2.24          | 2.19          | 2.48%          | 2.22           | 2.17           | 2.55%          | >2.2     |
| Farebox Recovery                            | 4.61%         | 4.22%         | 0.39%          | 4.66%          | 4.11%          | 0.55%          | 8%       |
| Very Early Trips (>30 minutes)              | 0.10%         |               |                | 0.14%          |                |                | >1%      |
| On-Time and Early Trips                     | 88.01%        | 88.46%        | -0.45%         | 87.32%         | 88.51%         | -1.19%         | >90%     |
| Early Departure or On-Time Percentage       | 85.96%        | 84.19%        | 1.77%          | 85.06%         | 84.29%         | 0.77%          | >85%     |
| Very Late Trips (>30 minutes)               | 1.32%         |               |                | 1.45%          |                |                | <1%      |
| On-Time for Appointments (within 45 Mins)   | 84.11%        |               |                | 85.05%         |                |                | >90%     |
| Percentage of Excessive Length Trips        | 4.19%         |               |                | 4.08%          |                |                | <5%      |
| No Show / Late Cancellation Rate            | 7.30%         | 6.29%         | 1.01%          | 6.66%          | 6.87%          | -0.21%         | <5%      |
| Advance Cancellation Rate                   | 21.27%        | 21.24%        | 0.03%          | 21.97%         | 19.86%         | 2.10%          | <15%     |
| Missed Trip Rate                            | 0.35%         | 0.43%         | -0.08%         | 0.40%          | 0.45%          | -0.05%         | 0%       |
| Complaint Rate (Complaints per 1,000 Trips) | 1.46          | 2.39          | -38.99%        | 1.59           | 2.16           | -26.48%        | <1%      |
| Calls Answered Within 5 Minutes             | 45.31%        | 31.41%        | 13.90%         | 62.65%         | 49.36%         | 13.29%         | 95%      |
| Vehicle Availability                        | 84.46%        | 84.72%        | -0.26%         | 83.99%         | 85.13%         | -1.14%         | >83%     |



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