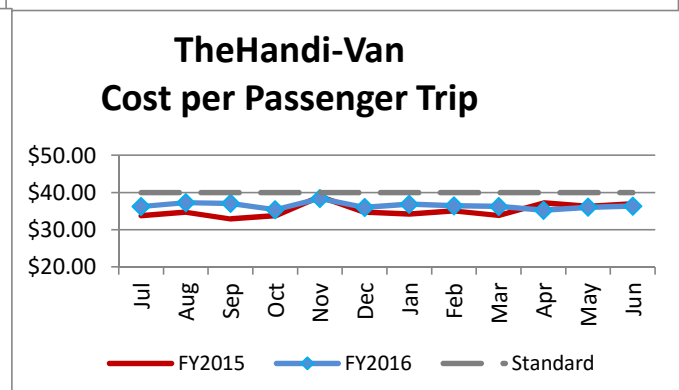
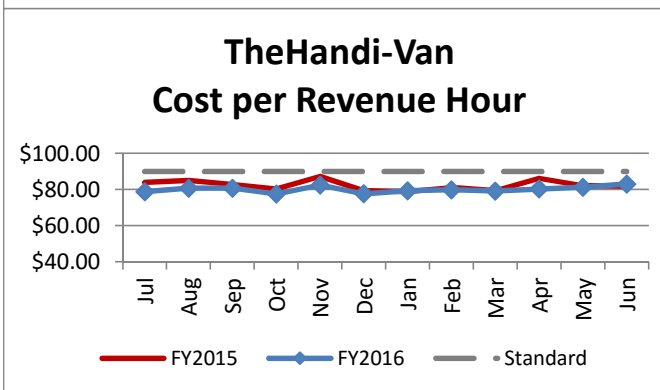
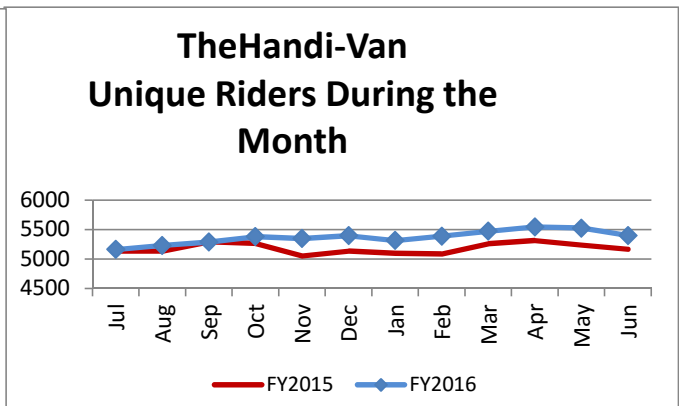
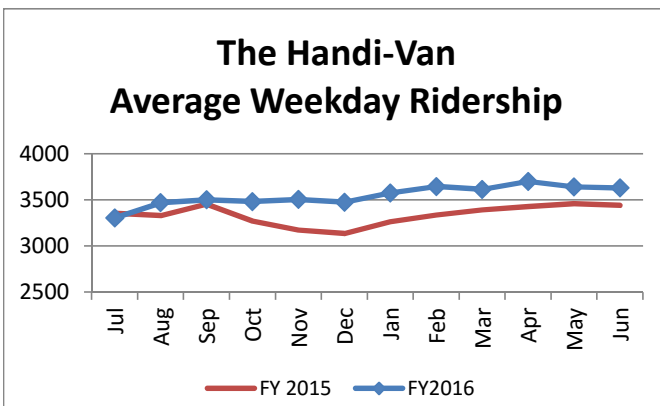


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending June 2016
 Based on Preliminary Financials

Key Performance Indicators (KPI)	June 2016	June 2015	Percent Change	12 Month FY2016	12 Month FY2015	Percent Change
Total Monthly Ridership	93,670	86,451	8.35%	1,080,821	999,177	8.17%
Average Weekday Ridership	3,628	3,441	5.44%	3,544	3,335	6.27%
Unique Riders During the Period	5,398	5,167	4.47%	5,370	5,180	3.66%
Cost per Revenue Hour	\$83.06	\$81.77	1.57%	\$80.08	\$82.32	-2.72%
Cost per Trip	\$36.36	\$36.98	-1.68%	\$36.48	\$35.21	3.60%
Cost per Revenue Mile	\$5.35	\$5.33	0.34%	\$5.24	\$5.48	-4.22%
Trips per Revenue Hour	2.28	2.23	2.62%	2.20	2.34	-6.28%
Average Trip Length (In-House Lift Van)	9.81	9.71	1.07%	9.85	9.10	8.23%
Average Trip Length (Supp. Providers)	5.45	6.26	-13.00%	5.85	5.54	5.48%
Percent of Trips On Time	84.30%	77.16%	7.14%	84.29%	78.84%	5.45%
No Show / Late Cancellation Rate	6.27%	7.22%	-0.95%	6.64%	7.41%	-0.76%
Advance Cancellation Rate	21.86%	19.36%	2.50%	20.37%	20.61%	-0.24%
Missed Trip Rate	0.40%	0.45%	-0.05%	0.45%	0.69%	-0.24%
Complaint Rate (Complaints per 1,000 Trips)	1.61	2.15	-25.21%	2.05	2.11	-3.02%
Calls Answered Within 5 Minutes	69.69%	48.31%	21.38%	53.60%	76.08%	-22.48%
Vehicle Availability	84.26%	85.89%	-1.63%	84.97%	85.27%	-0.29%



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