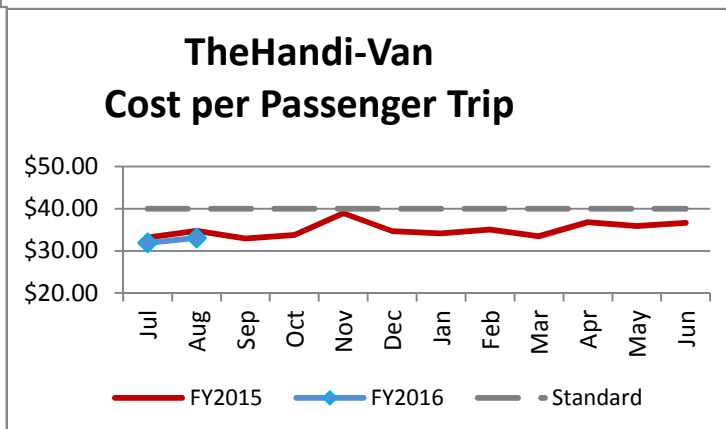
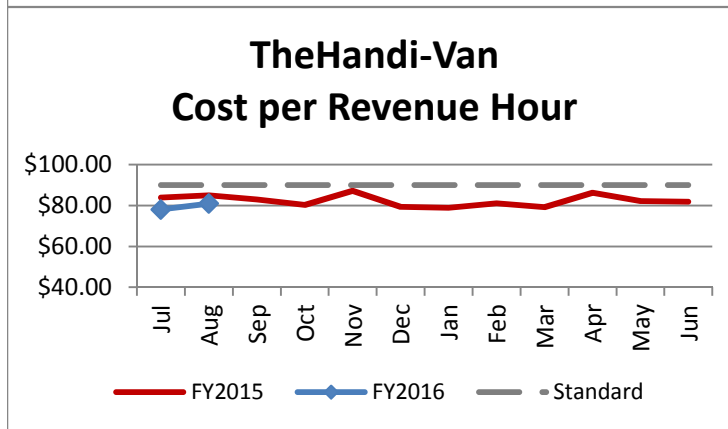
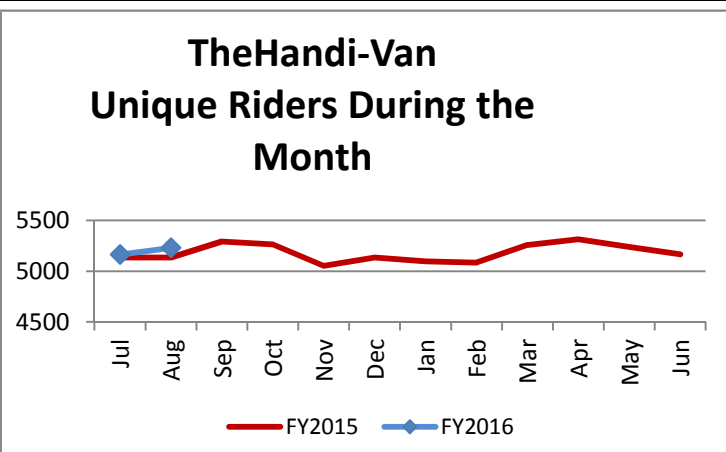
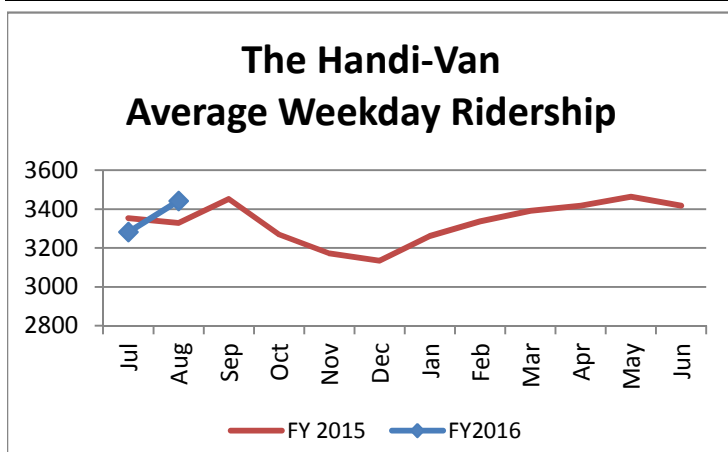


Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending August 2015

Key Performance Indicators (KPI)	August 2015	August 2014	Percent Change	2 Month FY2016	2 Month FY2015	Percent Change
Total Monthly Ridership	84,866	80,689	5.18%	177,061	167,786	5.53%
Average Weekday Ridership	3,442	3,329	3.38%	3,361	3,341	0.61%
Unique Riders During the Period	5,230	5,135	1.85%	5,197	5,135	1.20%
Cost per Revenue Hour	\$80.98	\$84.93	-4.66%	\$79.51	\$84.42	-5.81%
Cost per Trip	\$33.05	\$34.76	-4.92%	\$32.47	\$33.96	-4.38%
Cost per Revenue Mile	\$5.32	\$5.85	-9.12%	\$5.18	\$5.82	-10.98%
Trips per Revenue Hour	2.11	2.45	-13.73%	2.15	2.47	-13.30%
Average Trip Length (In-House Lift Van)	9.91	8.53	16.12%	9.91	8.55	15.99%
Average Trip Length (Supp. Providers)	7.12	5.22	36.37%	6.60	5.35	23.40%
Percent of Trips On Time	85.78%	81.48%	4.30%	85.71%	81.75%	3.96%
No Show / Late Cancellation Rate	7.22%	6.83%	0.39%	7.07%	6.75%	0.32%
Advance Cancellation Rate	17.16%	21.54%	-4.38%	17.62%	18.02%	-0.40%
Missed Trip Rate	0.30%	0.51%	-0.21%	0.32%	0.49%	-0.18%
Complaint Rate (Complaints per 1,000 Trips)	1.57	1.01	55.91%	1.70	1.14	48.67%
Calls Answered Within 5 Minutes	47.51%	95.46%	-47.95%	46.28%	94.13%	-47.85%
Vehicle Availability	81.70%	75.07%	6.63%	83.15%	72.71%	10.44%



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