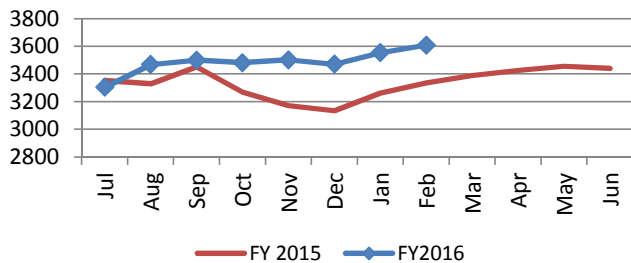


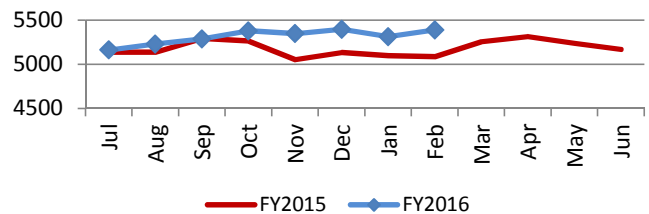
Oahu Transit Services - The Handi-Van
 Monthly Performance Report
 For the Month Ending February 2016

Key Performance Indicators (KPI)	February 2016	February 2015	Percent Change	8 Month FY2016	8 Month FY2015	Percent Change
Total Monthly Ridership	88,737	76,628	15.80%	706,843	655,134	7.89%
Average Weekday Ridership	3,608	3,337	8.13%	3,486	3,289	6.01%
Unique Riders During the Period	5,388	5,085	5.96%	5,313	5,149	3.19%
Cost per Revenue Hour	\$80.08	\$81.06	-1.20%	\$79.70	\$82.32	-3.17%
Cost per Trip	\$36.00	\$35.09	2.59%	\$36.52	\$34.76	5.06%
Cost per Revenue Mile	\$5.21	\$5.35	-2.51%	\$5.24	\$5.51	-4.88%
Trips per Revenue Hour	2.25	2.31	-2.56%	2.18	2.37	-8.13%
Average Trip Length (In-House Lift Van)	9.90	9.40	5.34%	9.89	9.00	9.96%
Average Trip Length (Supp. Providers)	6.40	5.36	19.37%	5.95	5.26	13.10%
Percent of Trips On Time	84.19%	77.85%	6.34%	84.22%	79.17%	5.05%
No Show / Late Cancellation Rate	6.29%	8.27%	-1.98%	7.85%	7.29%	0.56%
Advance Cancellation Rate	21.24%	21.71%	-0.48%	19.87%	20.86%	-1.00%
Missed Trip Rate	0.43%	0.78%	-0.35%	0.45%	0.72%	-0.27%
Complaint Rate (Complaints per 1,000 Trips)	2.39	1.79	34.02%	2.16	2.17	-0.37%
Calls Answered Within 5 Minutes	31.41%	95.02%	-63.61%	49.36%	78.96%	-29.60%
Vehicle Availability	84.72%	89.77%	-5.05%	85.13%	84.29%	0.84%

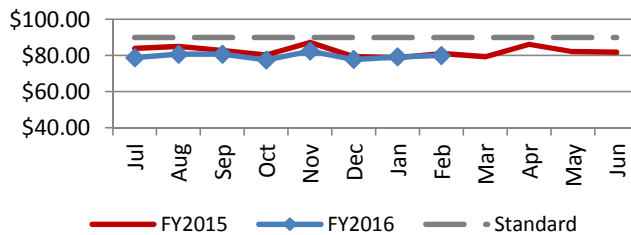
**The Handi-Van
Average Weekday Ridership**



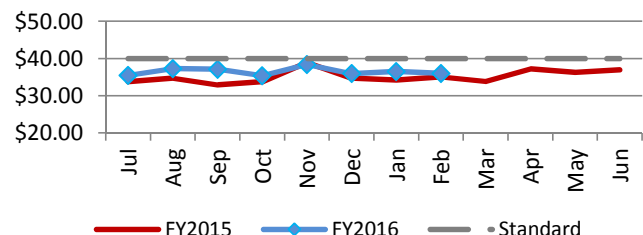
**TheHandi-Van
Unique Riders During the Month**



**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 February 2016**

