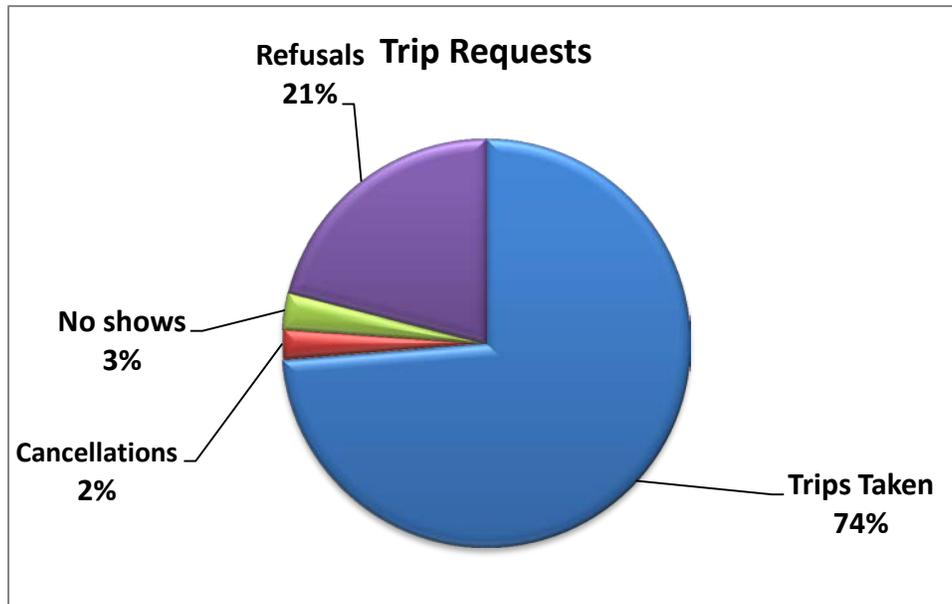


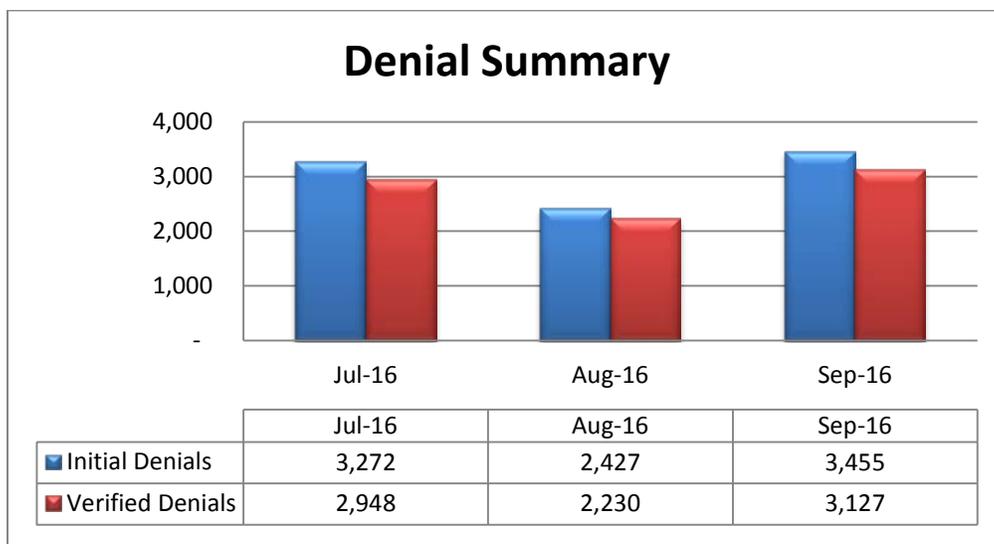
# City of Arlington Handitran System Update September 30, 2016

## Fourth Quarter FY 2016 Service Summary

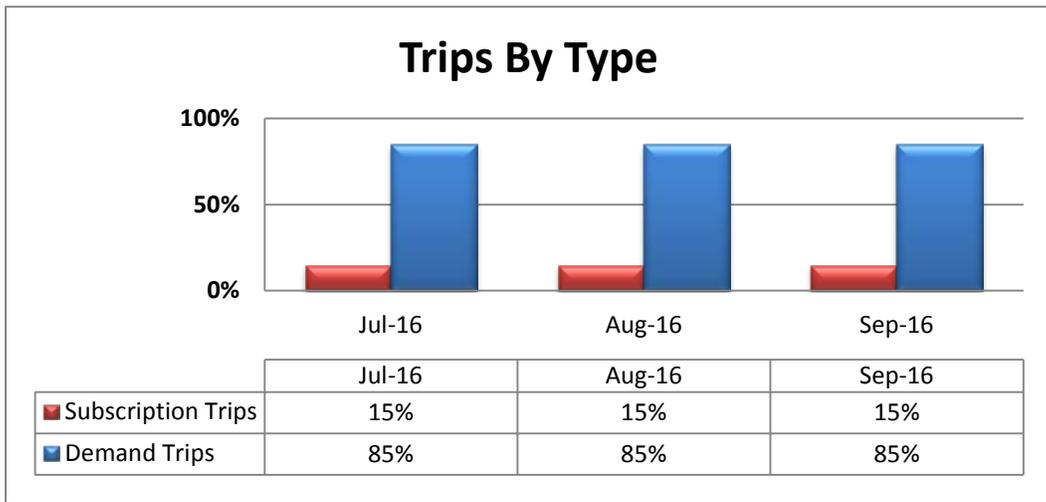
Handitran received 39,552 trip requests in this reporting period. 74% of trip requests were filled while 21% of trip requests were denied. 29,164 trips were delivered in the third quarter.



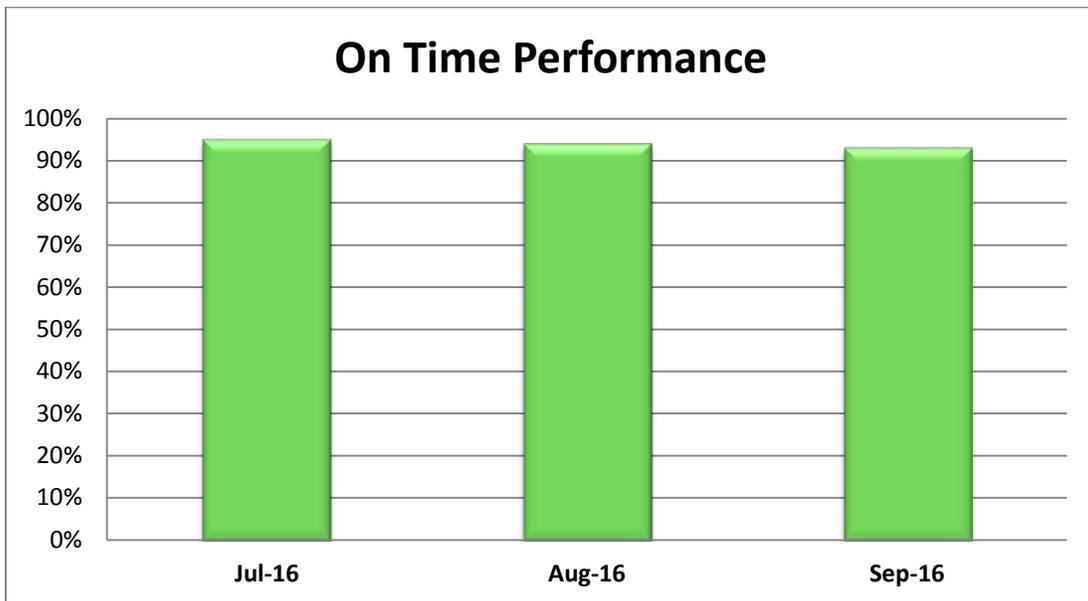
Handitran received 9,154 initial trip denials, with 849 trips being offered before day of service, resulting in 8,305 trips being verified as denied.



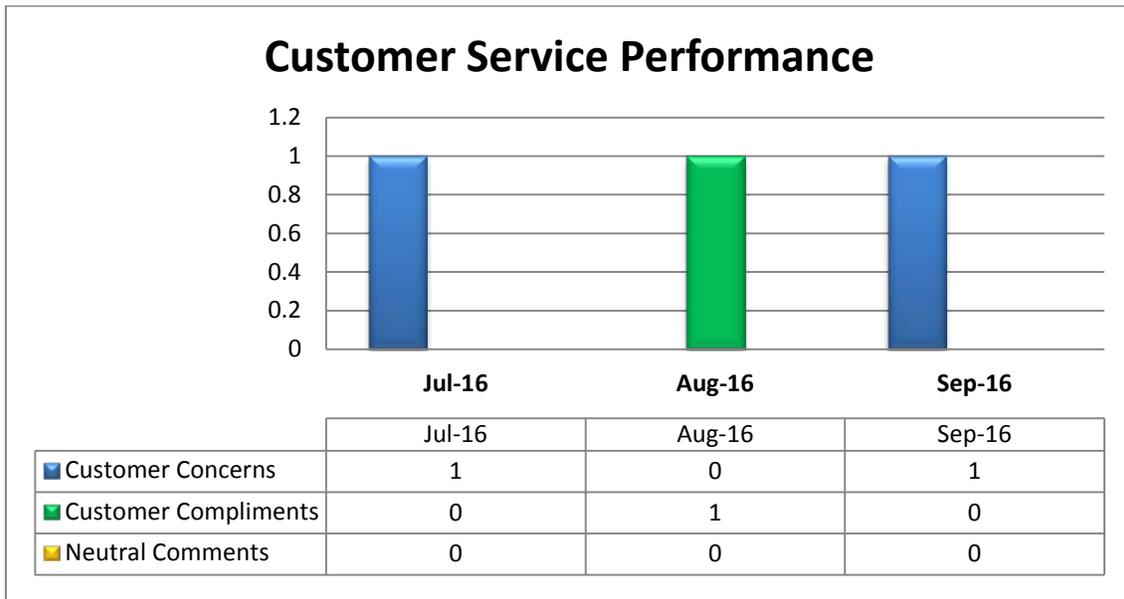
29,164 delivered trips were divided between 15% subscription and 85% demand trips.



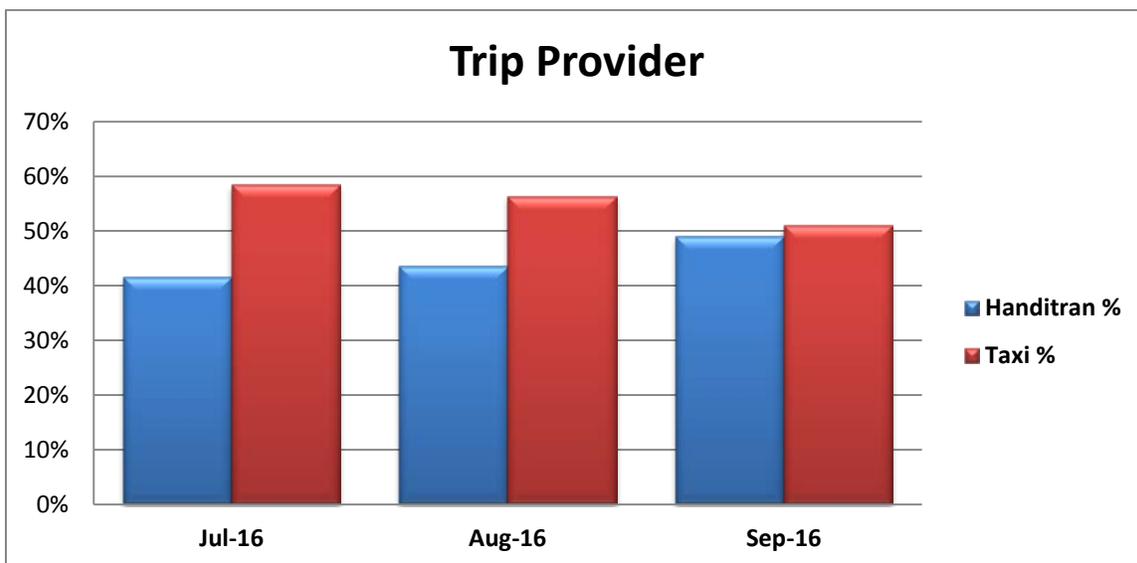
One of Handitran's primary service goals is to maintain 95% on time delivery per fiscal year. On time performance for the fourth quarter of FY 2016 was 94%.



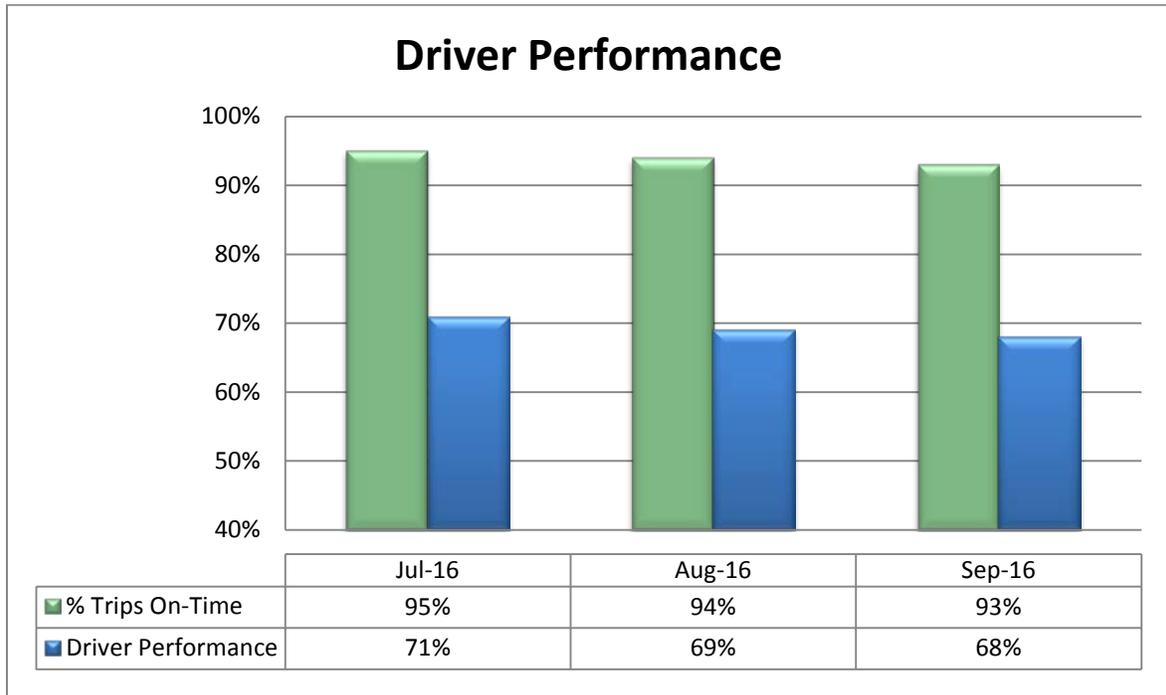
Handitran staff received two concerns, one compliment and zero neutral comment relating to customer service in this reporting period.



56% of trips were provided by taxi service and 44% of trips were provided by buses in this reporting period.



The average driver performance as it relates to their estimated times of arrival for this reporting period was 69%. On-time trips are measured by the requested pick-up or drop-off appointment; including Handitran’s service window. Driver on-time percentage is based on Ecolane’s estimated time of arrival to the minute.



Handitran received 641 trip requests for intermodal connections at the TRE and Fort Worth T stations. 364 trips were granted and 277 trips were denied in this reporting period.

