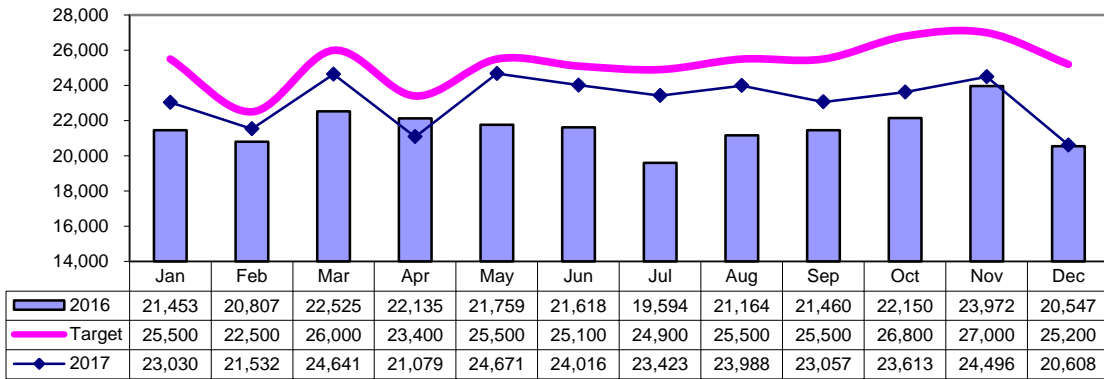


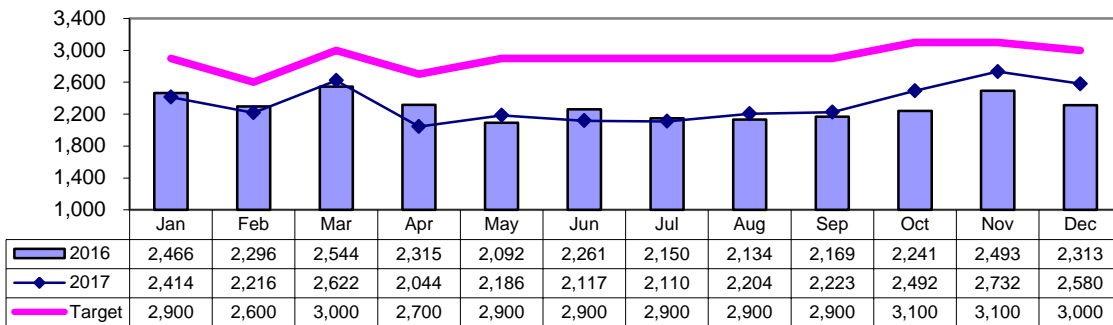
**Specialized Transit Service Performance
For the 12 months ending
December 31, 2017
with comparative figures for 2016**

Eligible Passenger Trips



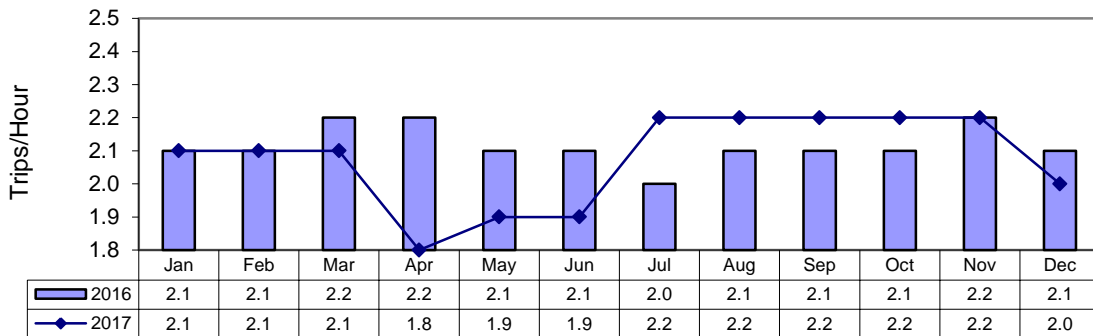
Eligible Passenger Trips 278,154

Attendant/Companion Trips



Attendant/Companion Trips - YTD 27,940

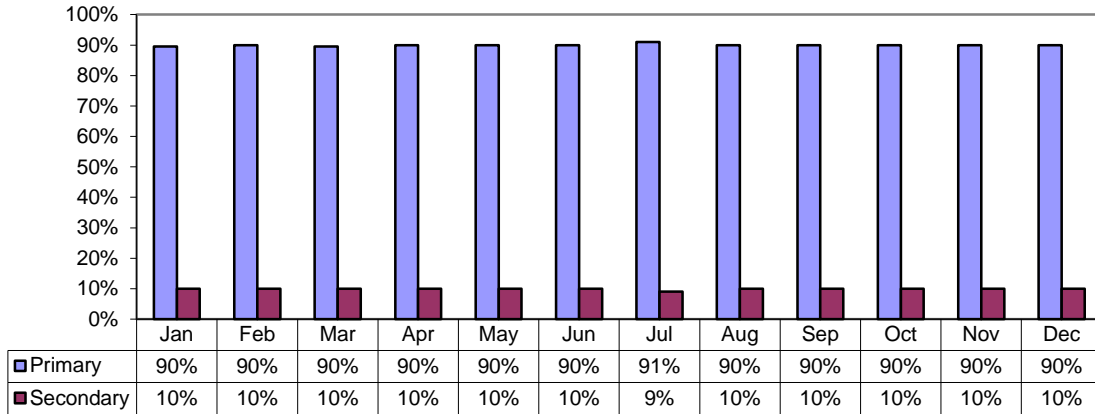
Service Productivity - Trips per Service Hour - Primary Service Provider Only



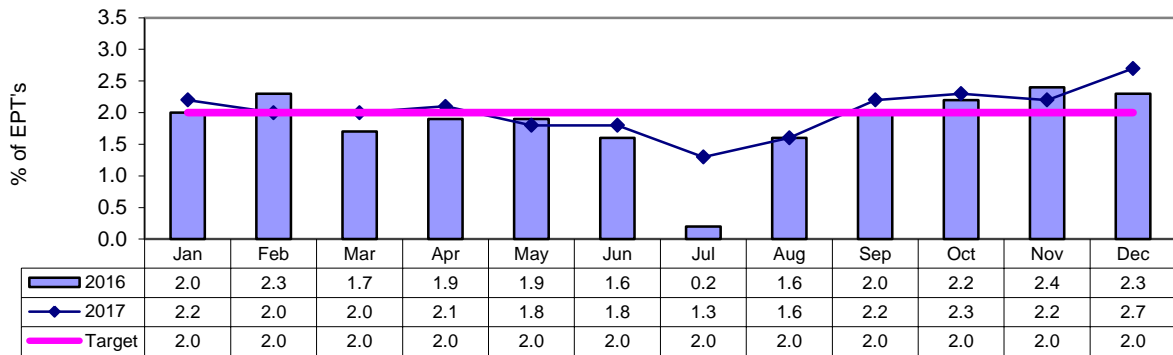
Primary Service Productivity 2.1

**Specialized Transit Service Performance
For the 12 months ending
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Service Allocation - Primary and Secondary

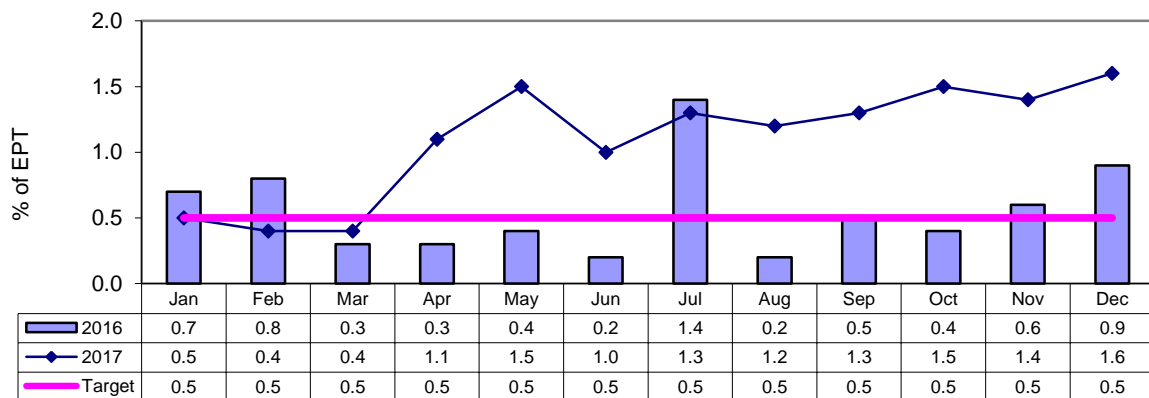


Service Quality - Rides Over 1 Hour - expressed as % of eligible passenger trips



Total Rides Over 1 Hour 4,797

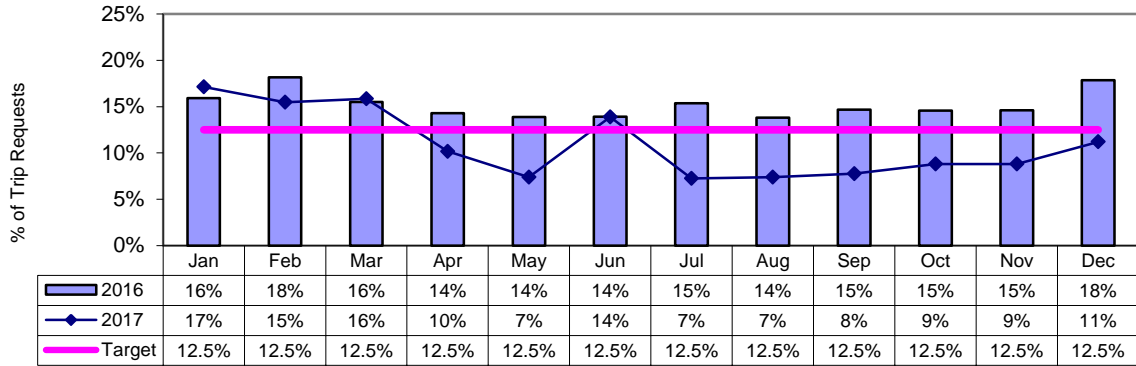
Service Quality - Pick up over 30 Minutes - expressed as % of eligible passenger trips



Total Pick Ups Over 30 Minutes - YTD 2,532

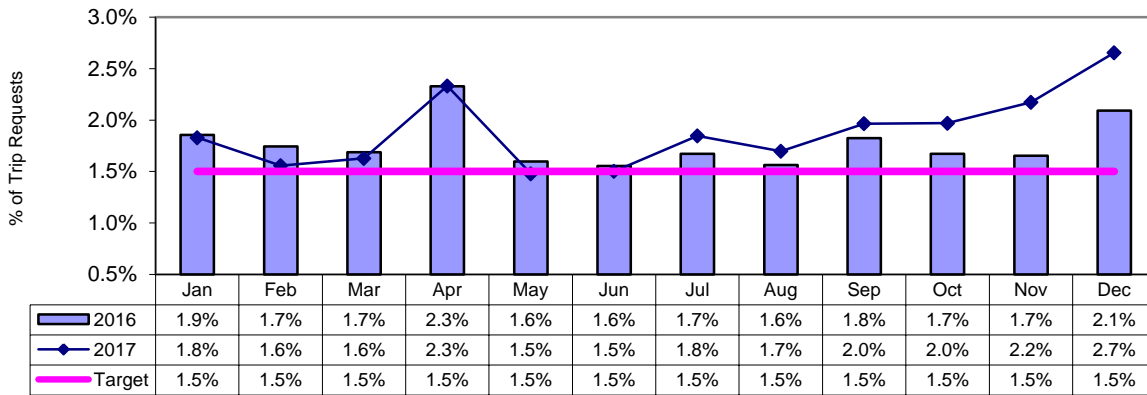
**Specialized Transit Service Performance
For the 12 months ending
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Cancellations - expressed as % of total bookings



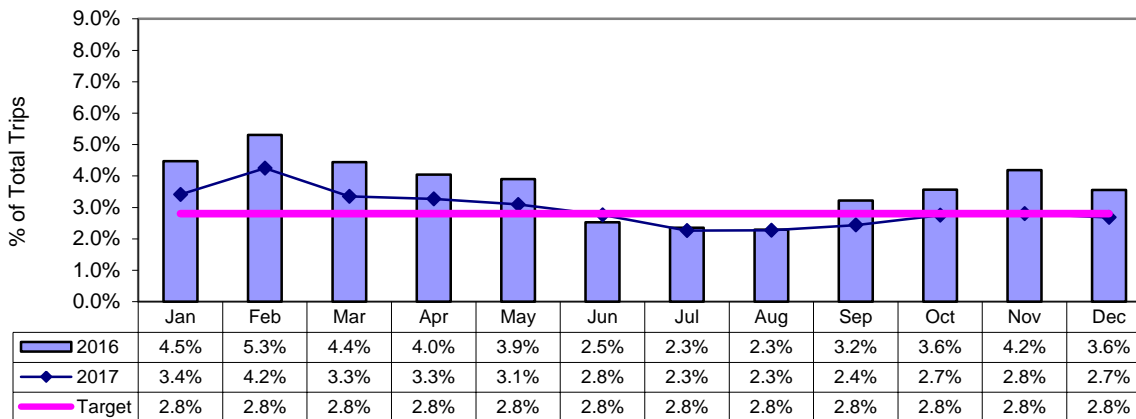
Total Late Cancellations 9,112

No Shows - expressed as % of total bookings



Total No Shows - YTD 5,976

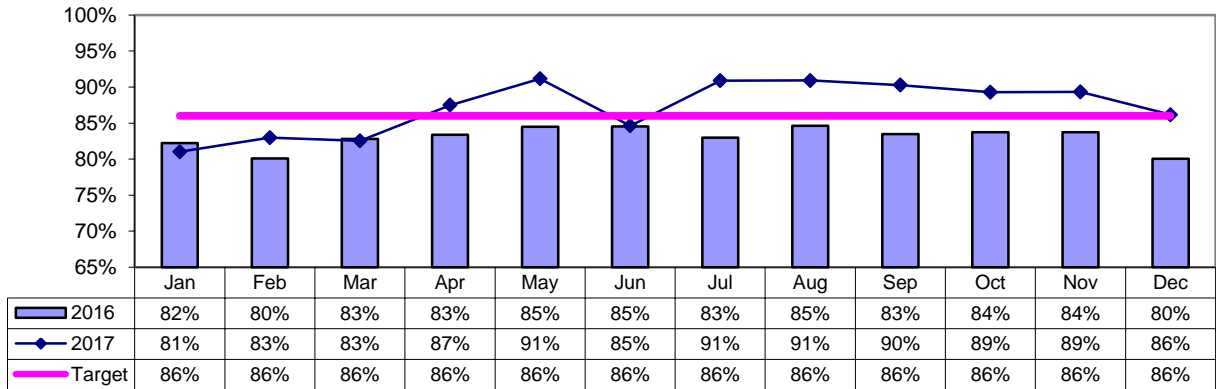
Non Accommodated - expressed as % of total bookings



Total Non Accommodated - YTD 9,719

**Specialized Transit Service Performance
For the 12 months ending
December 31, 2017
with comparative figures for 2016**

Total Trips Completed (Booked vs Taken)



Same Day Bookings Provided

