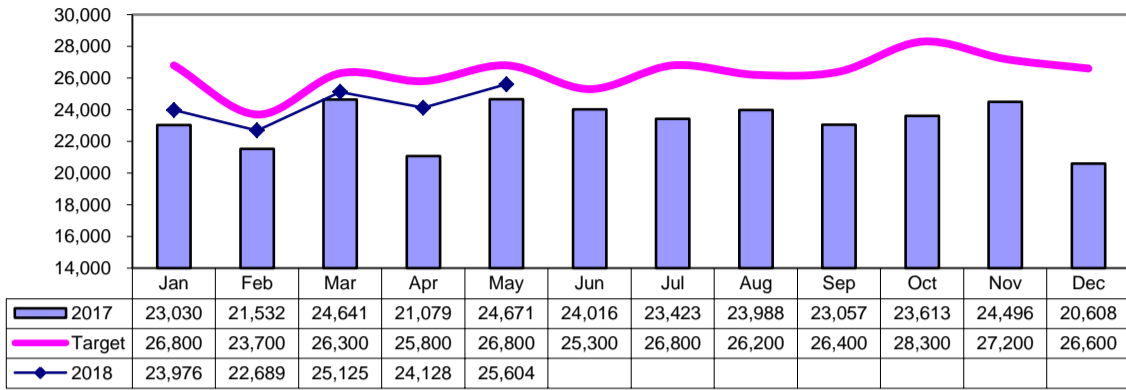


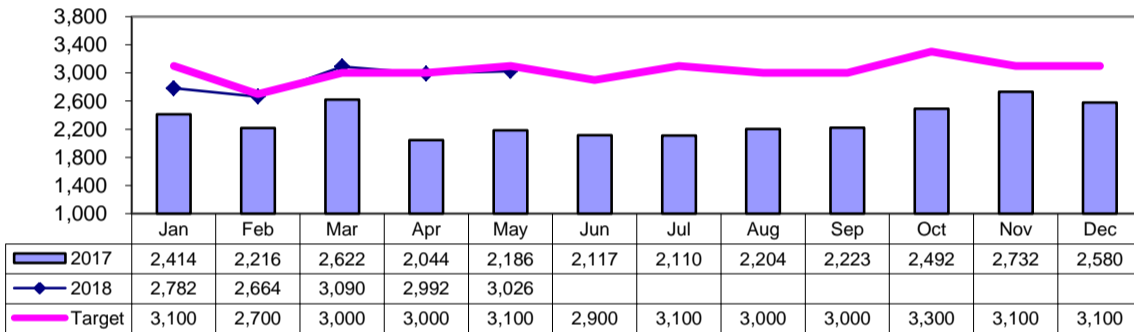
**Specialized Transit Service Performance
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May 31, 2018
with comparative figures for 2017**

Eligible Passenger Trips



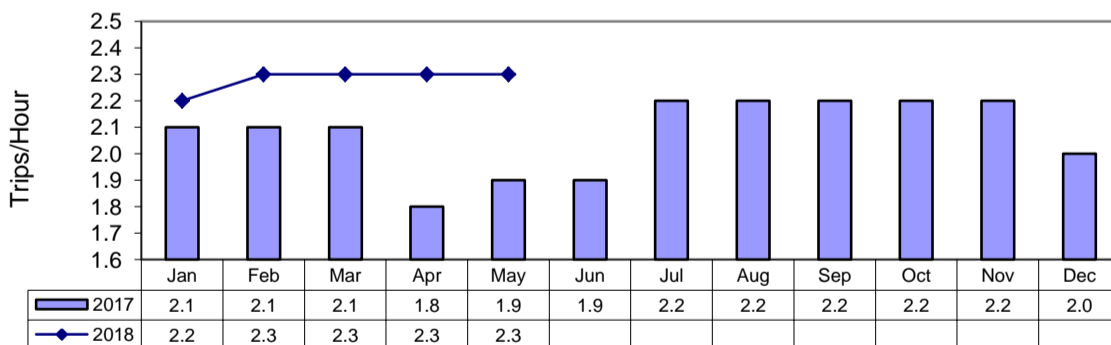
Eligible Passenger Trips - May	25,604
Eligible Passenger Trips - YTD	121,522

Attendant/Companion Trips



Attendant/Companion Trips - May	3,026
Attendant/Companion Trips - YTD	14,554

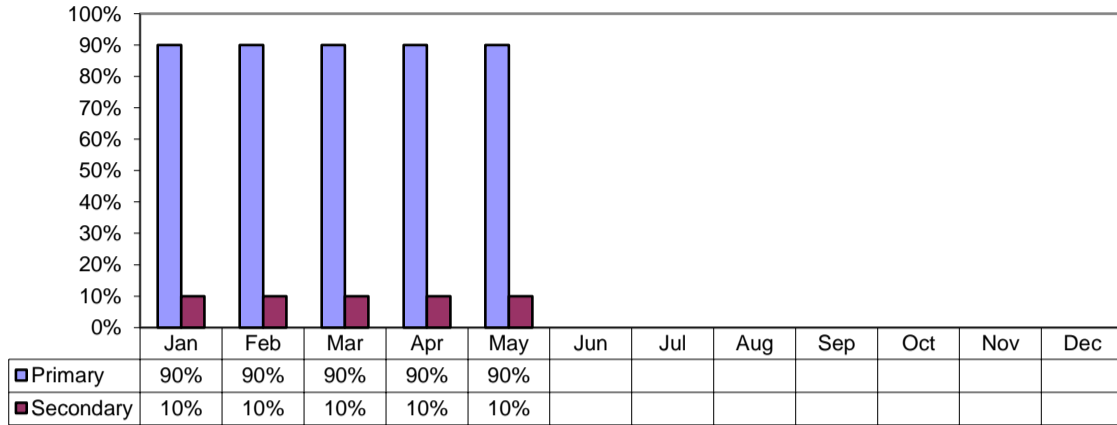
Service Productivity - Trips per Service Hour - Primary Service Provider Only



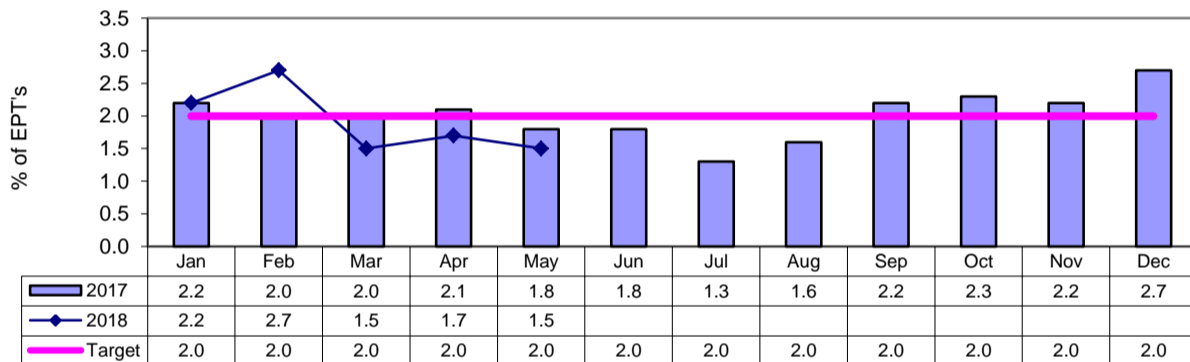
Primary Service Productivity - May	2.3
Primary Service Productivity - YTD	2.3

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Service Allocation - Primary and Secondary

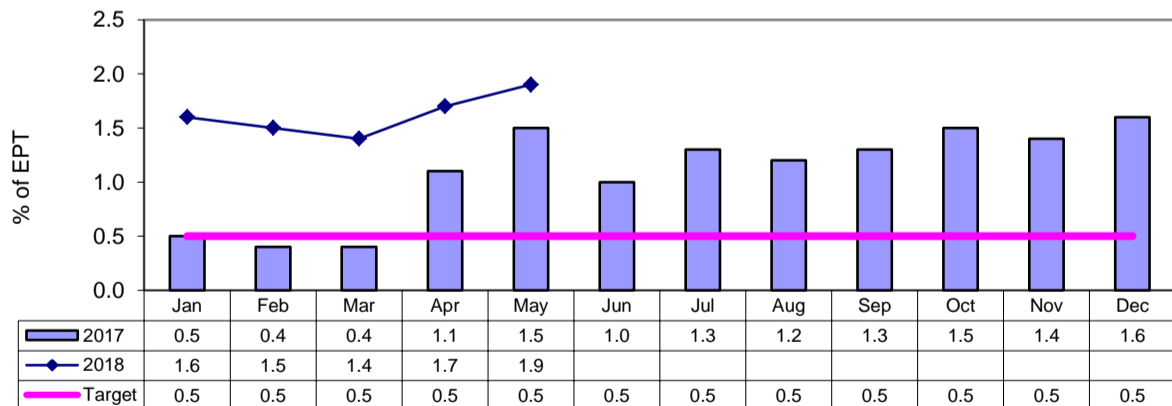


Service Quality - Rides Over 1 Hour - expressed as % of eligible passenger trips



Total Rides Over 1 Hour - May	379
Total Rides Over 1 Hour - YTD	2,288

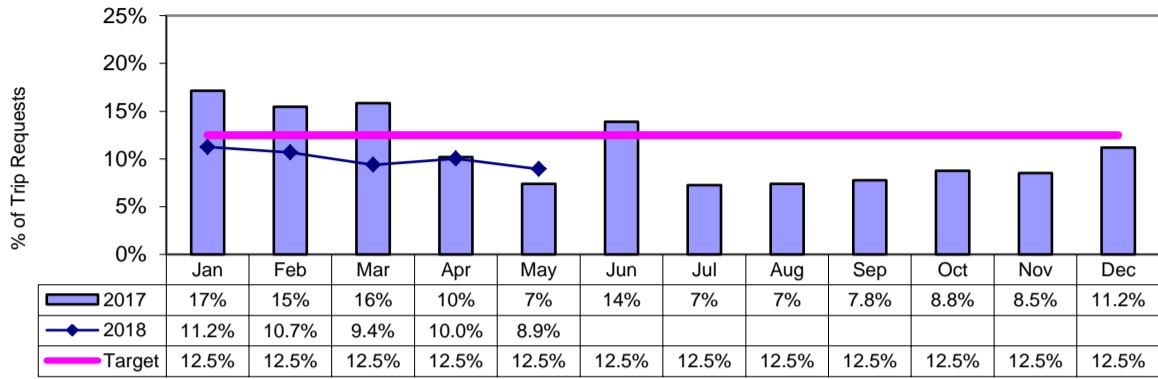
Service Quality - Pick up over 30 Minutes - expressed as % of eligible passenger trips



Total Pick Ups Over 30 Minutes - May	491
Total Pick Ups Over 30 Minutes - YTD	2,479

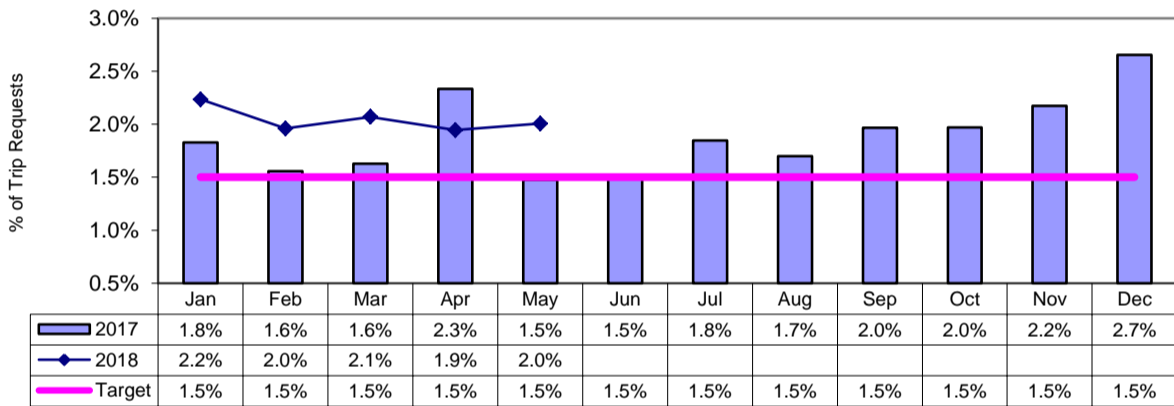
**Specialized Transit Service Performance
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Cancellations - expressed as % of total bookings



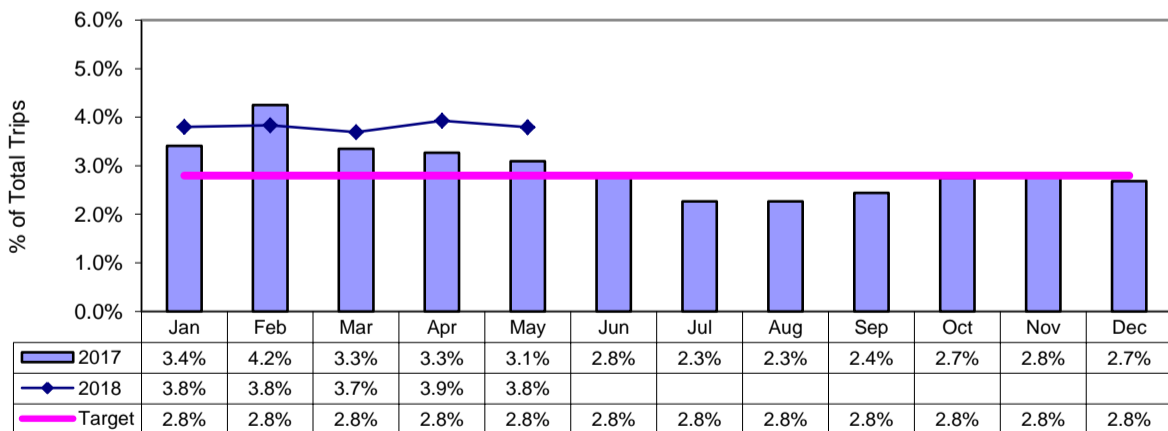
Total Cancellations - May	2,566
Total Late Cancellations - May	1,192

No Shows - expressed as % of total bookings



Total No Shows - May	577
Total No Shows - YTD	2,825

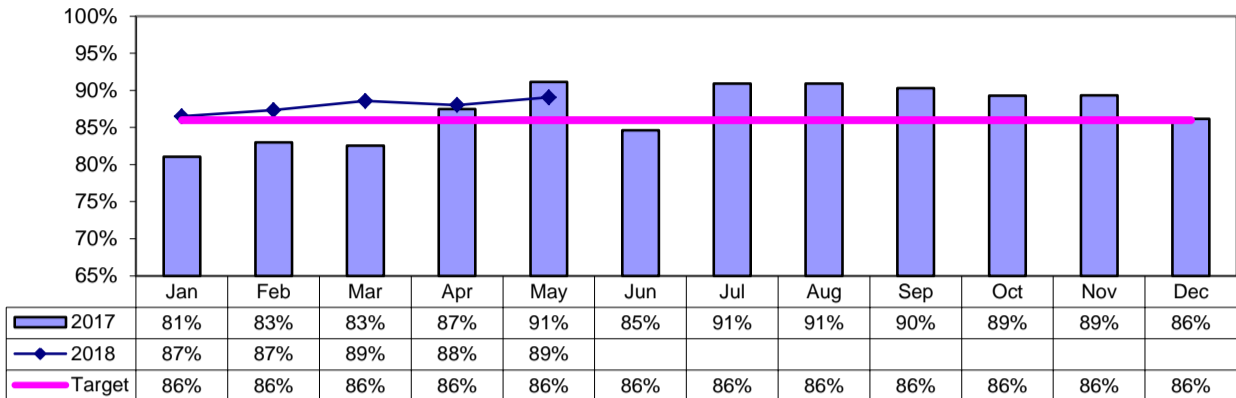
Non Accommodated - expressed as % of total bookings



Total Non Accommodated - May	1,133
Total Non Accommodated - YTD	5,471

**Specialized Transit Service Performance
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Total Trips Completed (Booked vs Taken)



Same Day Bookings Provided

