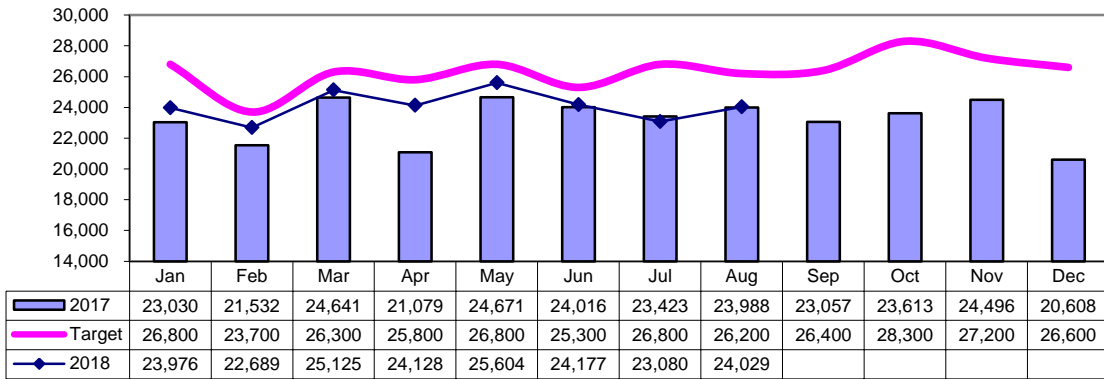


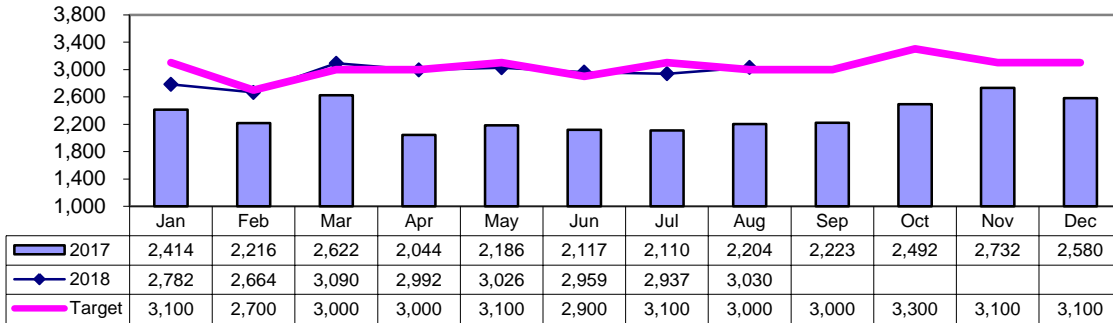
**Specialized Transit Service Performance
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Eligible Passenger Trips



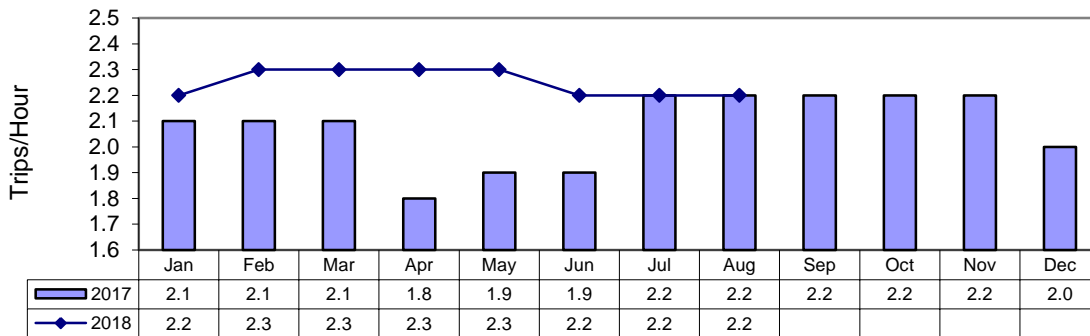
Eligible Passenger Trips - August	24,029
Eligible Passenger Trips - YTD	192,808

Attendant/Companion Trips



Attendant/Companion Trips - August	3,030
Attendant/Companion Trips - YTD	23,480

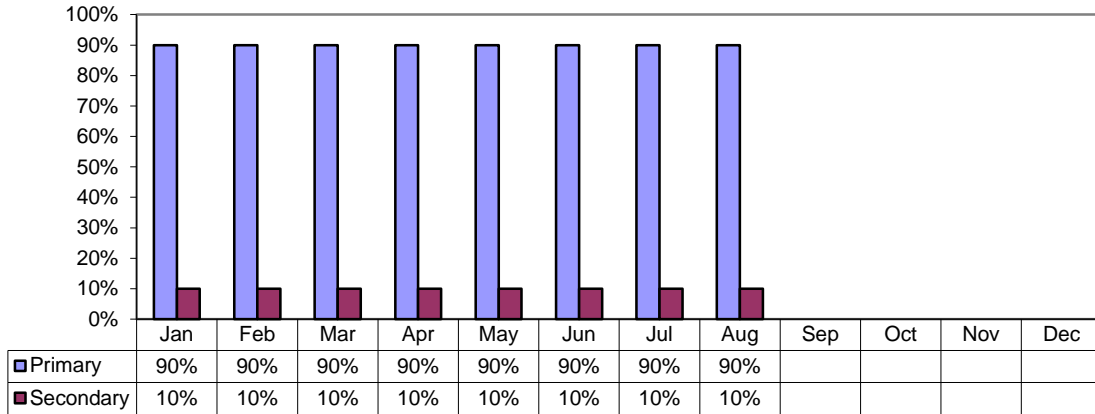
Service Productivity - Trips per Service Hour - Primary Service Provider Only



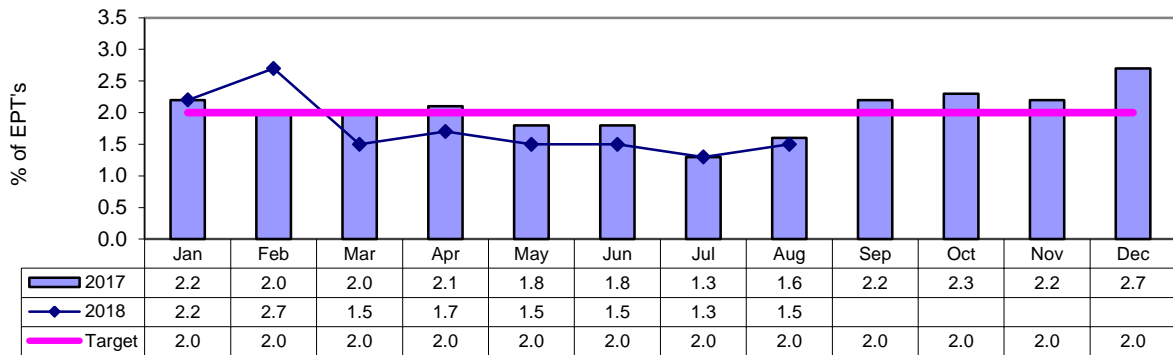
Primary Service Productivity - August	2.2
Primary Service Productivity - YTD	2.3

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Service Allocation - Primary and Secondary

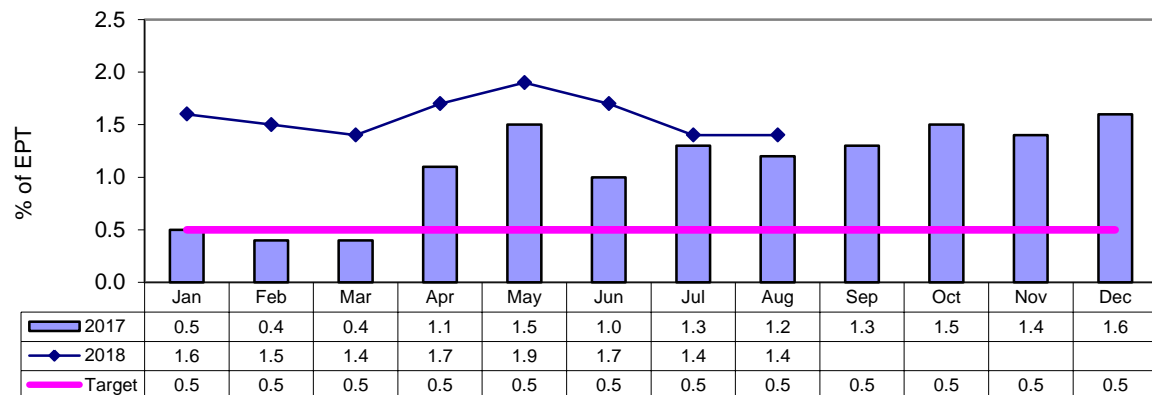


Service Quality - Rides Over 1 Hour - expressed as % of eligible passenger trips



Total Rides Over 1 Hour - August	355
Total Rides Over 1 Hour - YTD	3,322

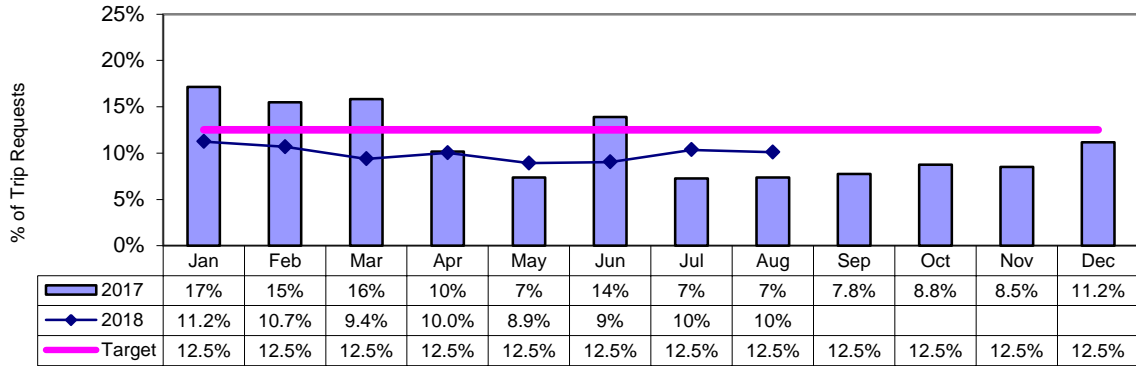
Service Quality - Pick up over 30 Minutes - expressed as % of eligible passenger trips



Total Pick Ups Over 30 Minutes - August	330
Total Pick Ups Over 30 Minutes - YTD	3,539

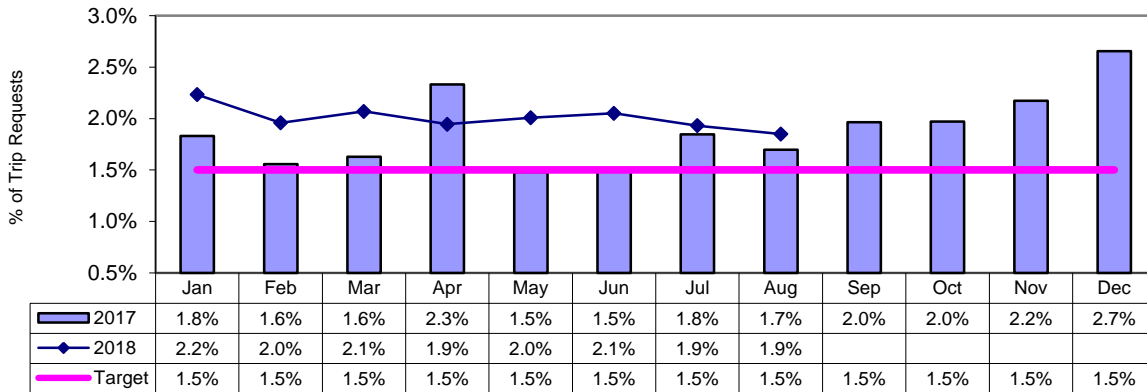
**Specialized Transit Service Performance
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Cancellations - expressed as % of total bookings



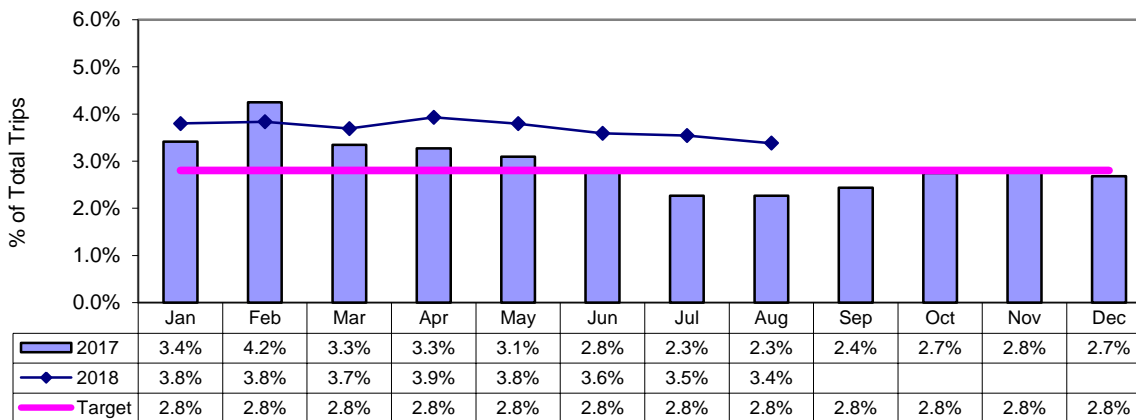
Total Cancellations - August	2,760
Total Late Cancellations - August	1,008

No Shows - expressed as % of total bookings



Total No Shows - August	505
Total No Shows - YTD	4,396

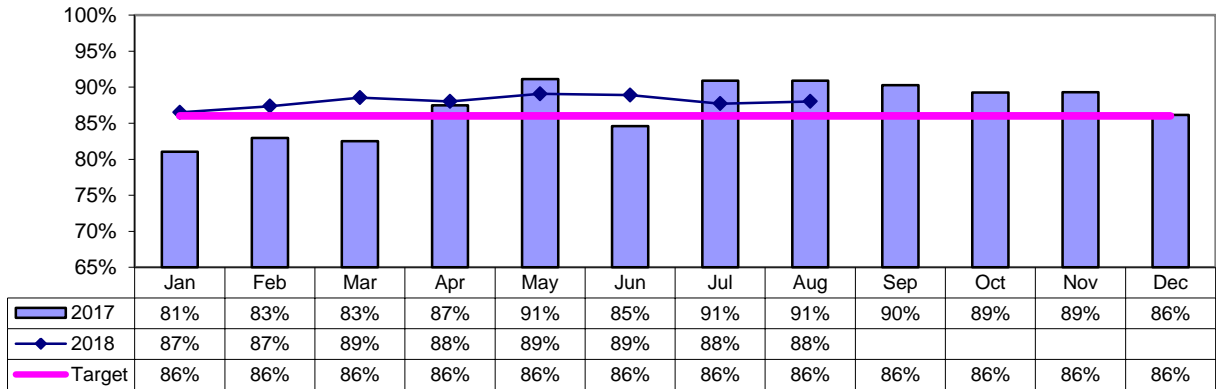
Non Accommodated - expressed as % of total bookings



Total Non Accommodated - August	955
Total Non Accommodated - YTD	8,406

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



Same Day Bookings Provided

