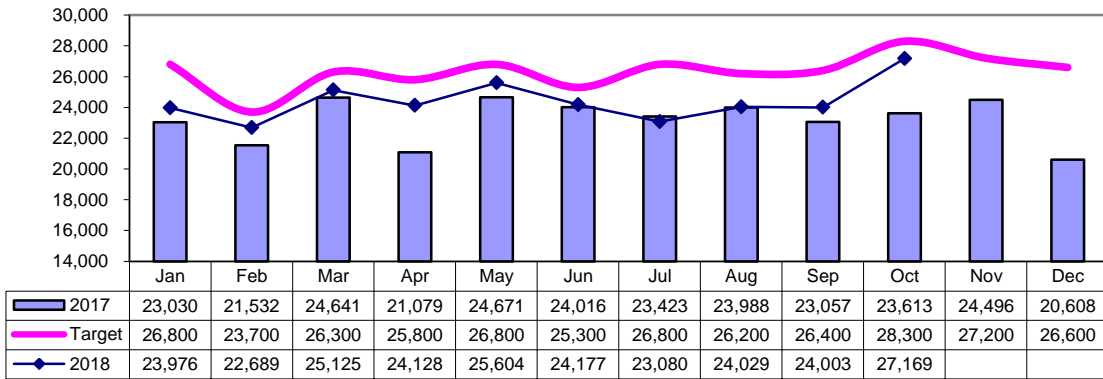


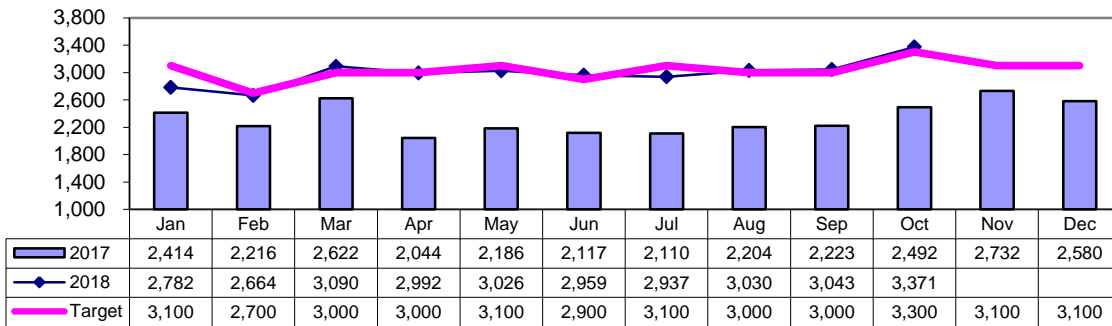
**Specialized Transit Service Performance
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October 31, 2018
with comparative figures for 2017**

Eligible Passenger Trips



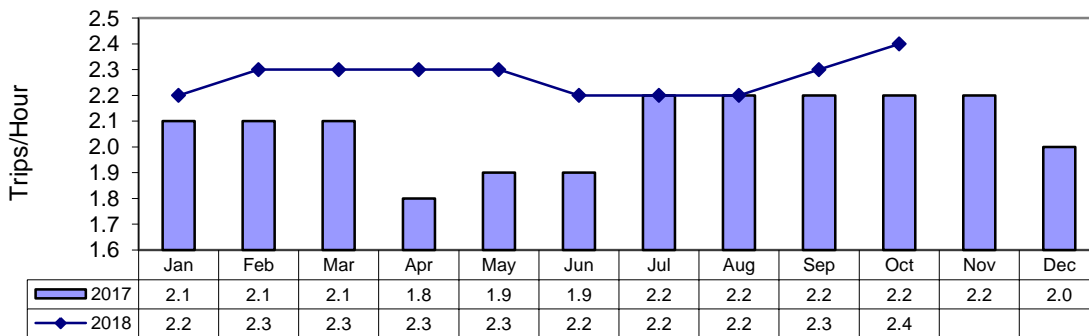
Eligible Passenger Trips - October	27,169
Eligible Passenger Trips - YTD	243,980

Attendant/Companion Trips



Attendant/Companion Trips - October	3,371
Attendant/Companion Trips - YTD	29,894

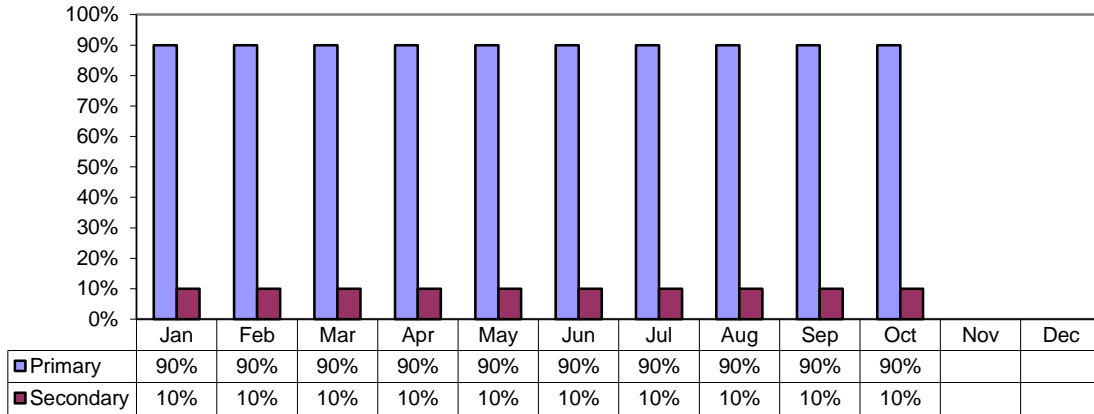
Service Productivity - Trips per Service Hour - Primary Service Provider Only



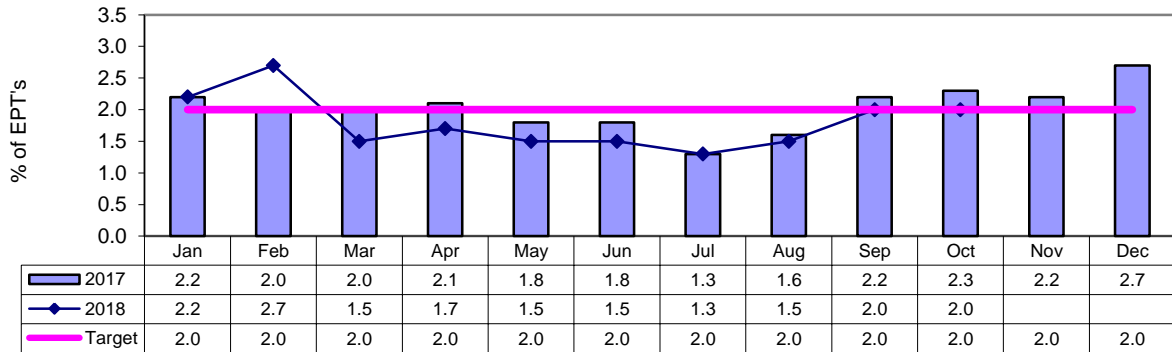
Primary Service Productivity - October	2.4
Primary Service Productivity - YTD	2.3

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Service Allocation - Primary and Secondary

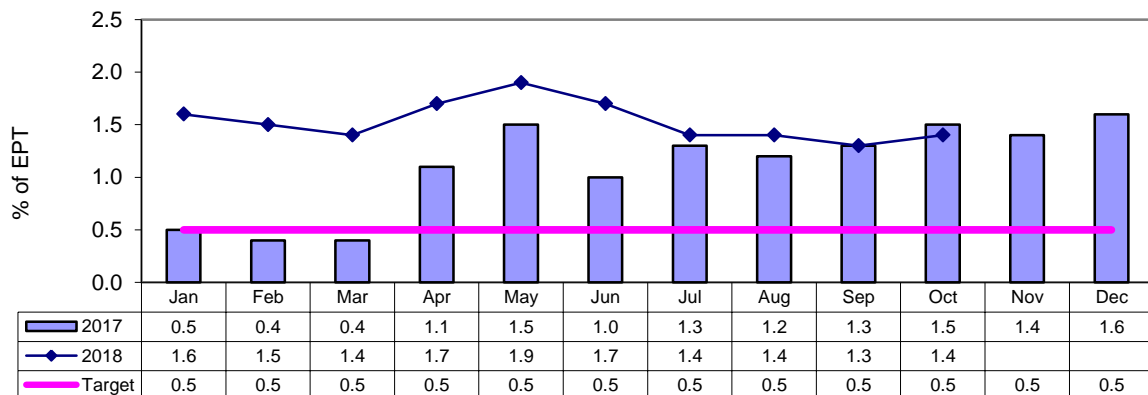


Service Quality - Rides Over 1 Hour - expressed as % of eligible passenger trips



Total Rides Over 1 Hour - October	545
Total Rides Over 1 Hour - YTD	3,322

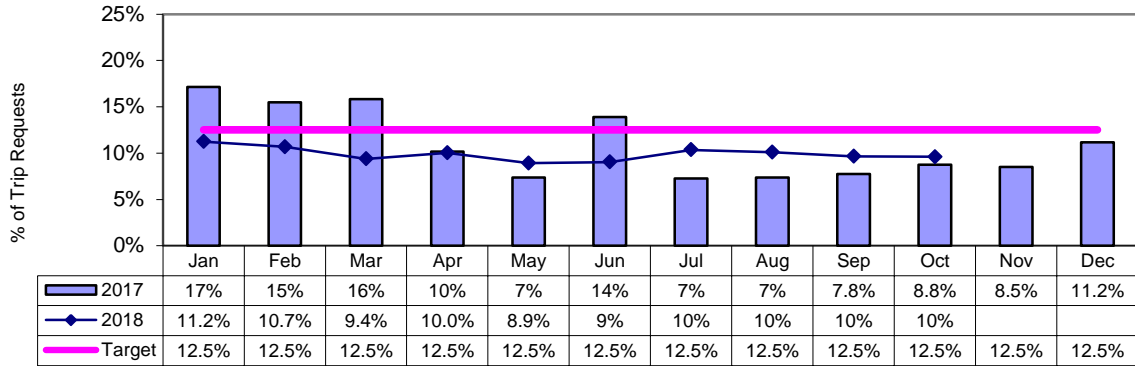
Service Quality - Pick up over 30 Minutes - expressed as % of eligible passenger trips



Total Pick Ups Over 30 Minutes - October	389
Total Pick Ups Over 30 Minutes - YTD	3,539

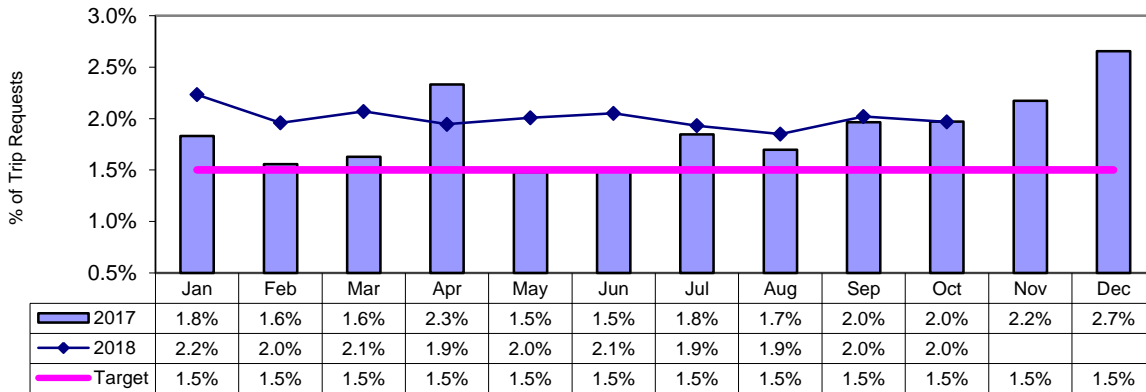
**Specialized Transit Service Performance
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Cancellations - expressed as % of total bookings



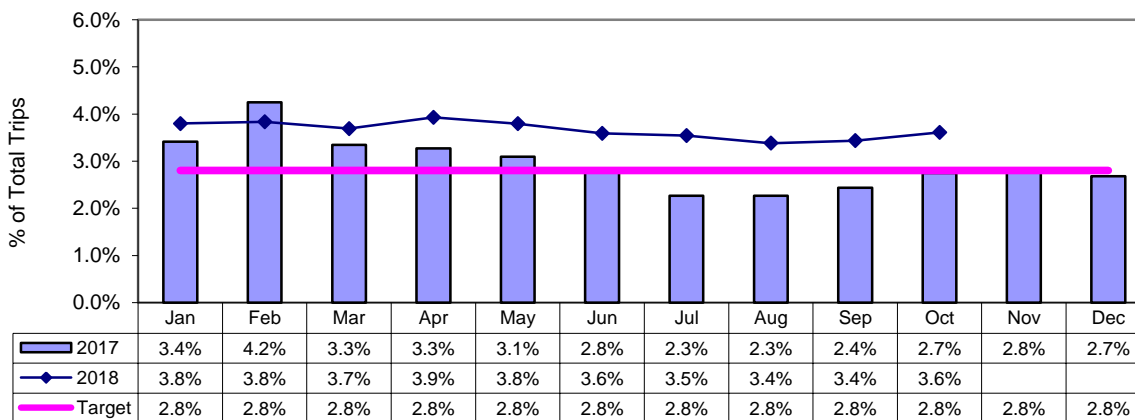
Total Cancellations - October	2,950
Total Late Cancellations - October	1,186

No Shows - expressed as % of total bookings



Total No Shows - October	605
Total No Shows - YTD	5,550

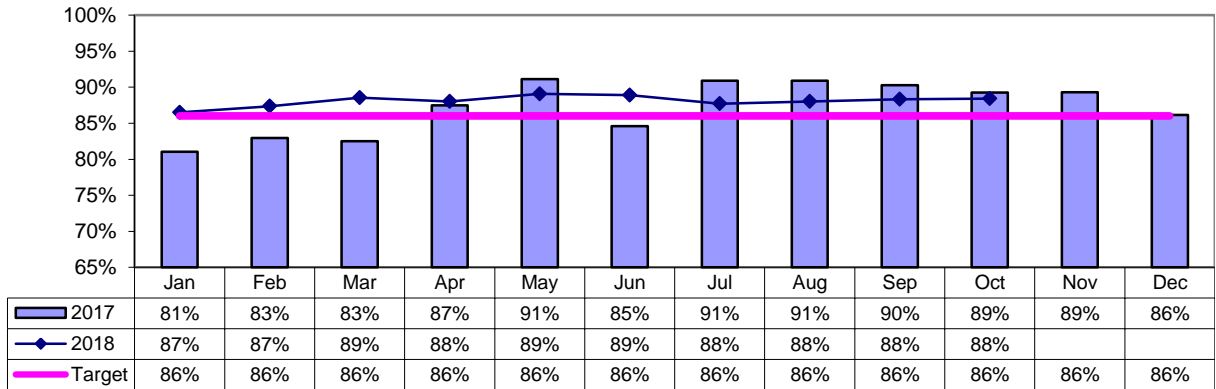
Non Accommodated - expressed as % of total bookings



Total Non Accommodated - October	1,151
Total Non Accommodated - YTD	10,524

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



Same Day Bookings Provided

