

To All Members of the Accessible Public Transit Service Advisory Committee

Re: Specialized Service Performance Statistics – April 30, 2019

Recommendation

That the Accessible Public Transit Service Advisory Committee FORWARD the report to the Commission for their review and consideration.

Background

Performance statistics for the Specialized Service for the four months ending April 30, 2019, are set out in Enclosure I, with 2018 statistics and 2019 performance targets provided for comparative purposes. In summary:

- Eligible passenger trips provided in the first four months of 2019 were 3,009 (3.1%) higher than the same period in 2018; however slightly worse than budget.
- The number of attendant/companion trips provided in the first four months of 2019 increased by 366 (3.2%) as compared to those provided during the same period in 2018.
- Service productivity in the first four months of 2019 averaged 2.3 rides per hour, which is consistent with that for the same period in 2018.
- Rides over one hour in the first four months of 2019 averaged 1.8% which is slightly better than the 2.0% average for the same period in 2018.
- Pick-ups over 30 minutes in the first four months of 2019 averaged 1.5% of total trips, which is slightly better than the 1.6% for the same period in 2018.
- The cancellation rate in the first four months of 2019 averaged 12.0%, which is up from the 10.3% average for the same period in 2018. There were 5,053 late cancellations in 2019, representing 36.9% of total cancellations.
- The no-show rate in the first four months of 2019 averaged 1.9%, down slightly from the 2.1% average for the same period in 2018.
- The non-accommodated trip rate for the first four months in 2019 averaged 3.9% (4,642 trips), consistent with the 2.9% average (4,337 trips) for the same period in 2018.
- The average number of same day bookings for the first four months of 2019 was 1,976 trips, down slightly from the average of 2,054 trips for the same period in 2018.
- Total registrations at the end of April 2019 was 10,012.

Enclosure

I - Specialized Transit Service Performance – April 30, 2019

Recommended by:

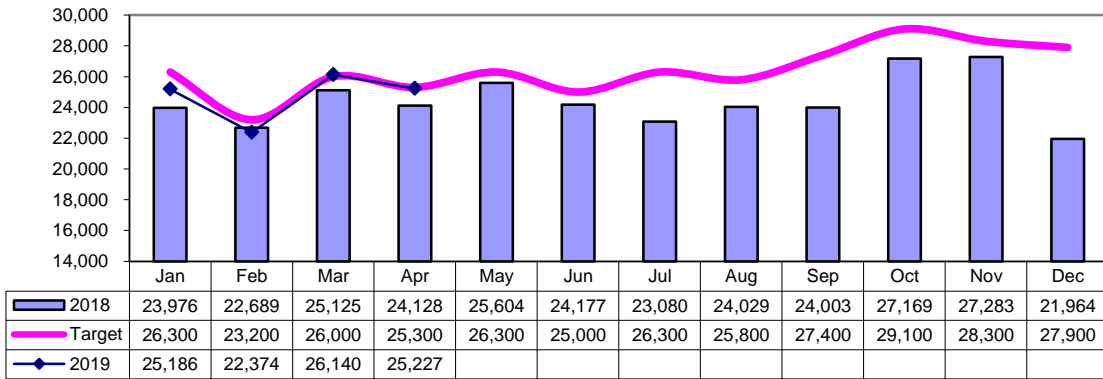
Christopher Murphy
Supervisor, LCTB

Concurred in by:

Kelly S. Paleczny
General Manager

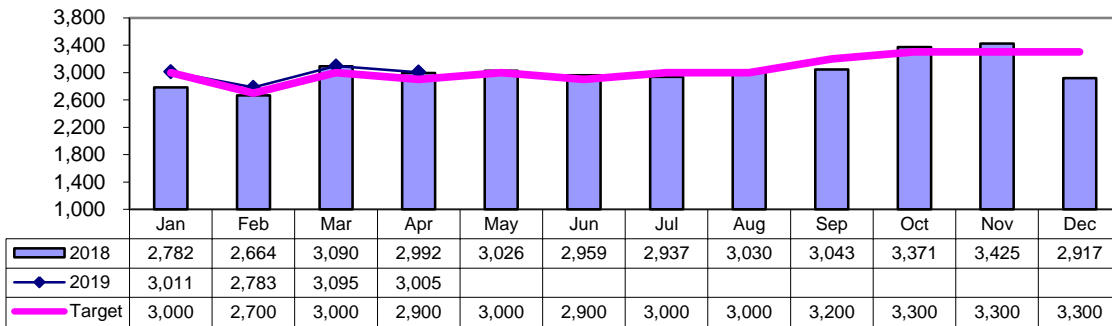
**Specialized Transit Service Performance
For the 4 months ending
April 30, 2019
with comparative figures for 2019**

Eligible Passenger Trips



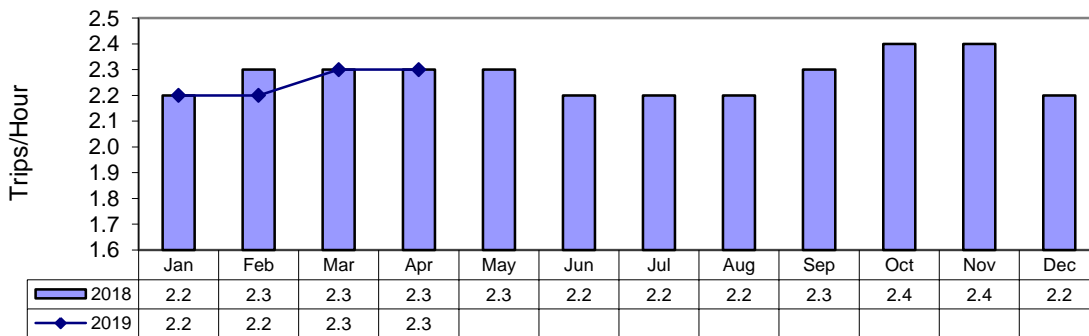
Eligible Passenger Trips - April	25,227
Eligible Passenger Trips - YTD	98,927

Attendant/Companion Trips



Attendant/Companion Trips - April	3,005
Attendant/Companion Trips - YTD	11,894

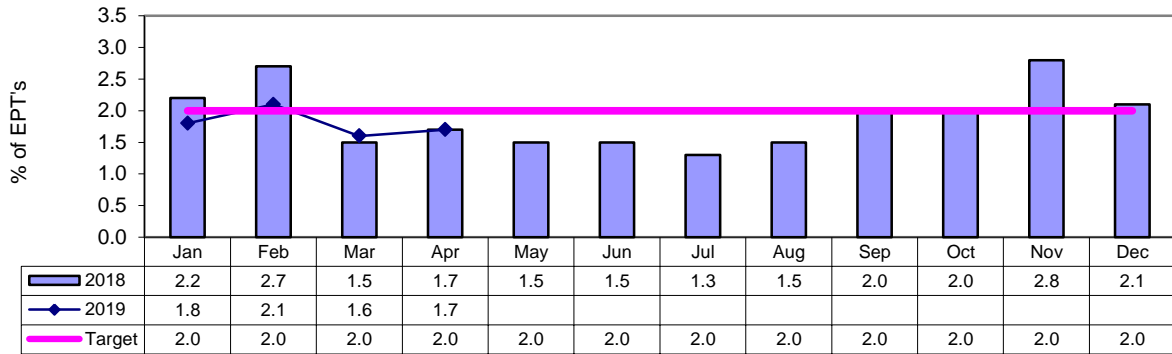
Service Productivity - Trips per Service Hour - Primary Service Provider Only



Primary Service Productivity - April	2.3
Primary Service Productivity - YTD	2.3

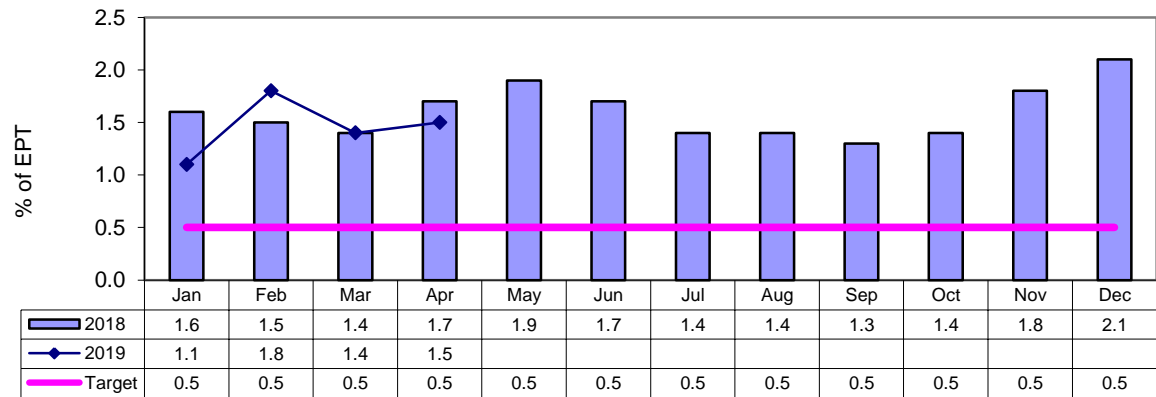
**Specialized Transit Service Performance
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Service Quality - Rides Over 1 Hour - expressed as % of eligible passenger trips



Total Rides Over 1 Hour - April	441
Total Rides Over 1 Hour - YTD	1,427

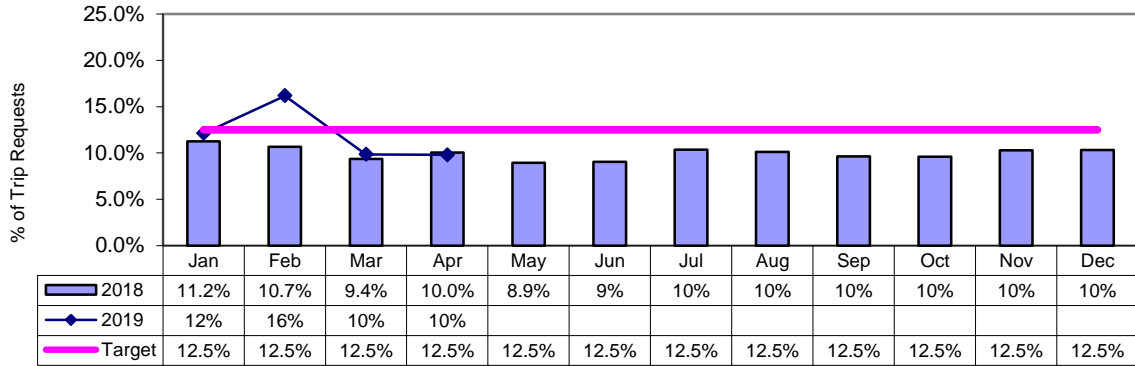
Service Quality - Pick up over 30 Minutes - expressed as % of eligible passenger trips



Total Pick Ups Over 30 Minutes - April	387
Total Pick Ups Over 30 Minutes - YTD	1,427

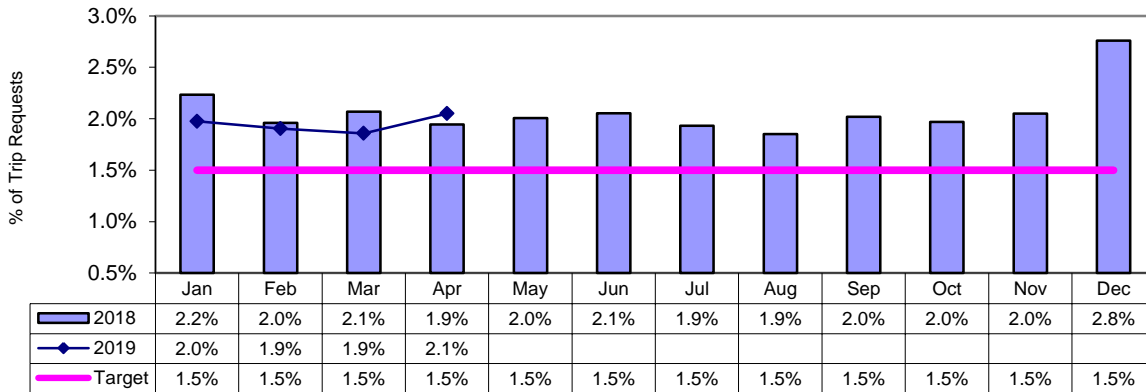
**Specialized Transit Service Performance
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Cancellations - expressed as % of total bookings



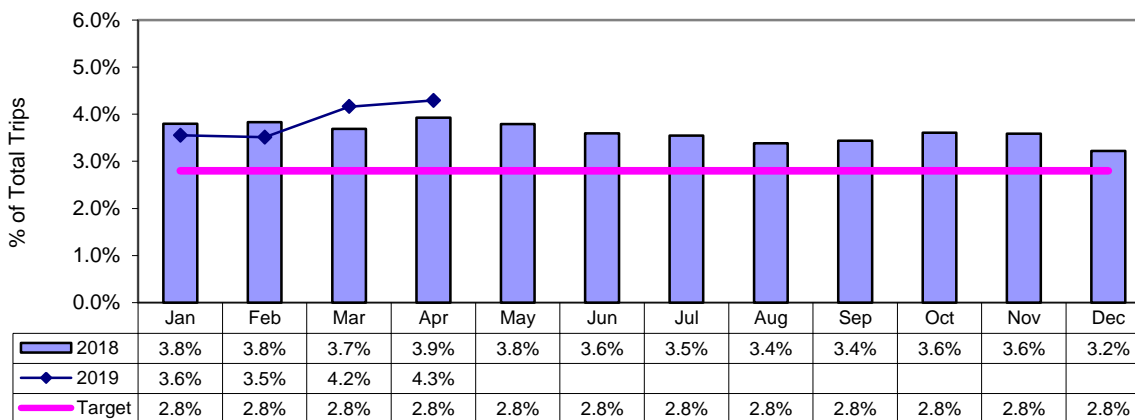
Total Cancellations - April	2,805
Total Late Cancellations - April	1,490

No Shows - expressed as % of total bookings



Total No Shows - April	587
Total No Shows - YTD	2,236

Non Accommodated - expressed as % of total bookings



Total Non Accommodated - April	1,283
Total Non Accommodated - YTD	4,642

