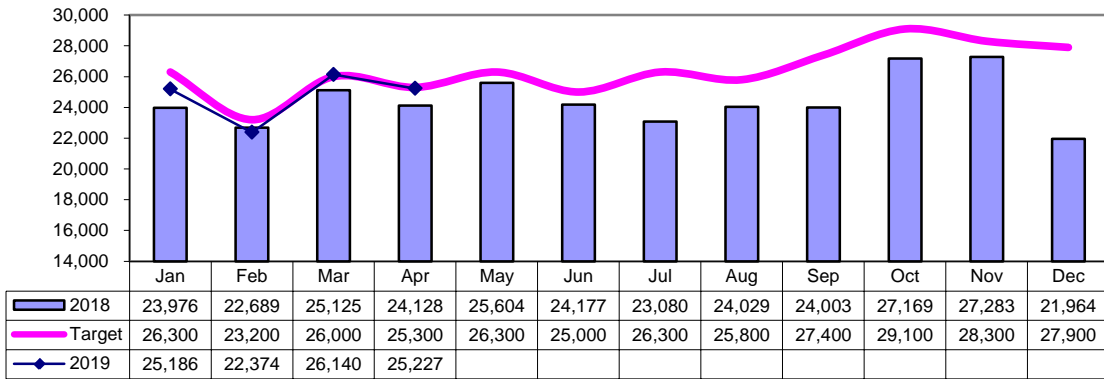


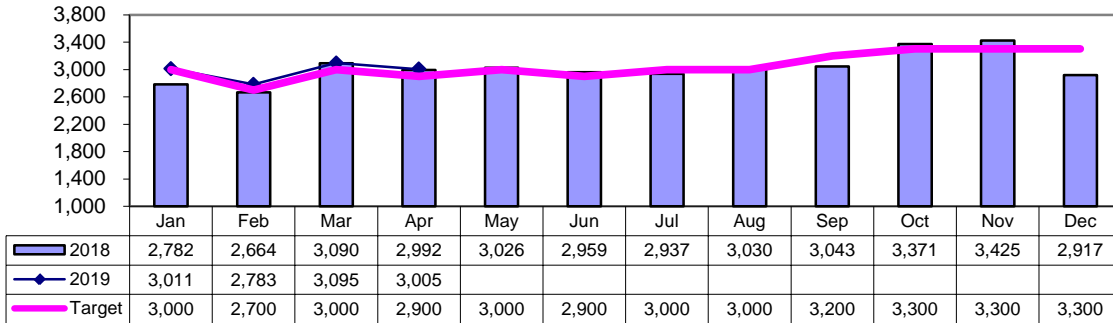
**Specialized Transit Service Performance
For the 4 months ending
April 30, 2019
with comparative figures for 2019**

Eligible Passenger Trips



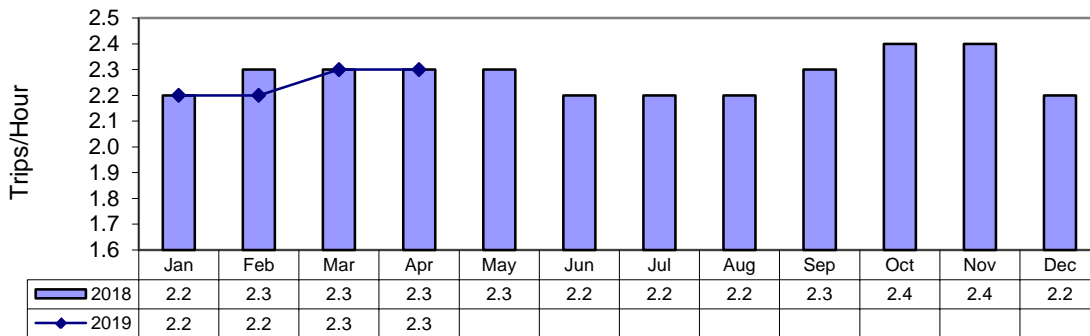
Eligible Passenger Trips - April	25,227
Eligible Passenger Trips - YTD	98,927

Attendant/Companion Trips



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

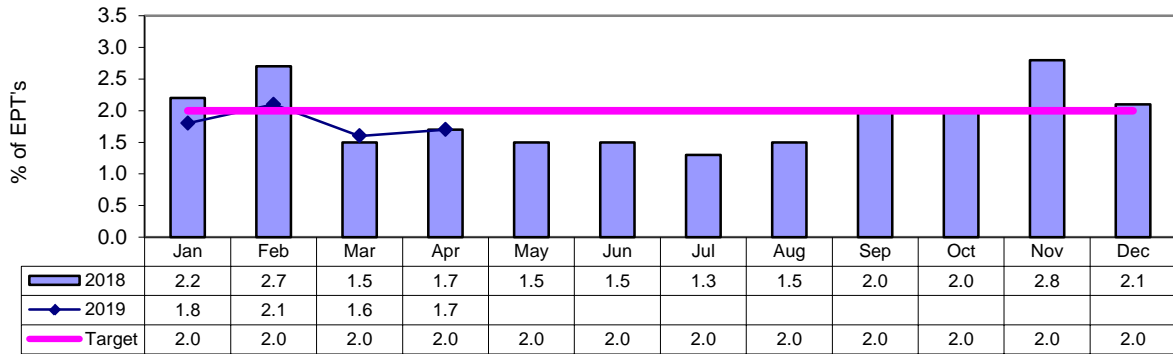
Service Productivity - Trips per Service Hour - Primary Service Provider Only



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

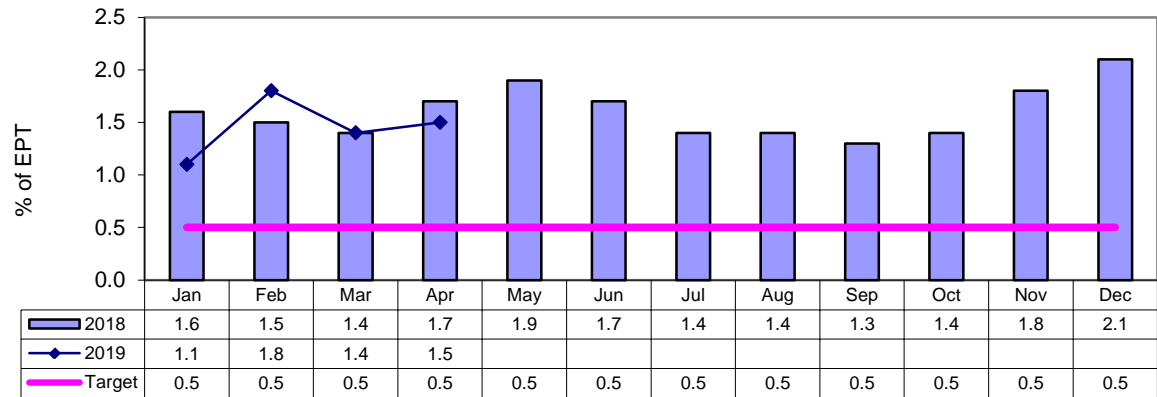
**Specialized Transit Service Performance
For the 4 months ending
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Service Quality - Rides Over 1 Hour - expressed as % of eligible passenger trips



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

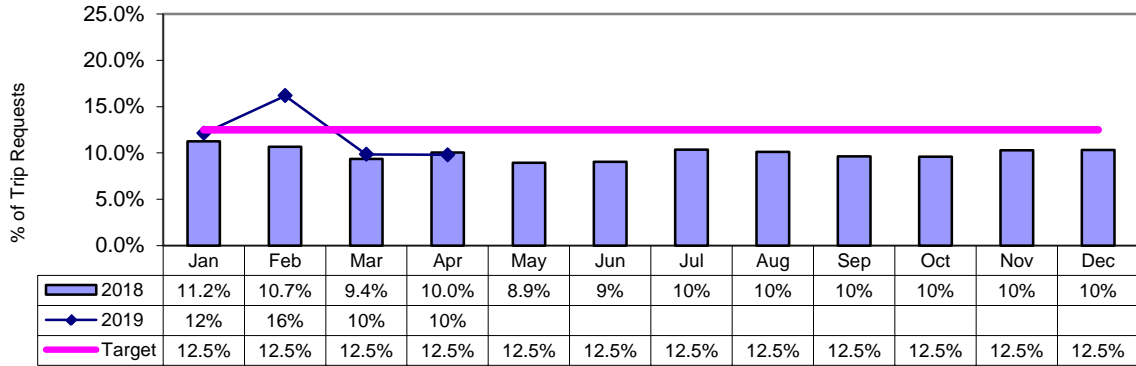
Service Quality - Pick up over 30 Minutes - expressed as % of eligible passenger trips



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

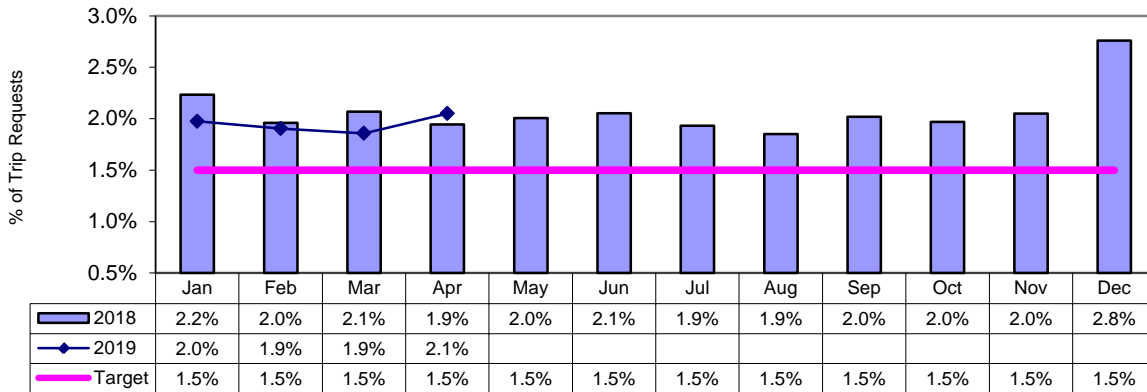
**Specialized Transit Service Performance
For the 4 months ending
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Cancellations - expressed as % of total bookings



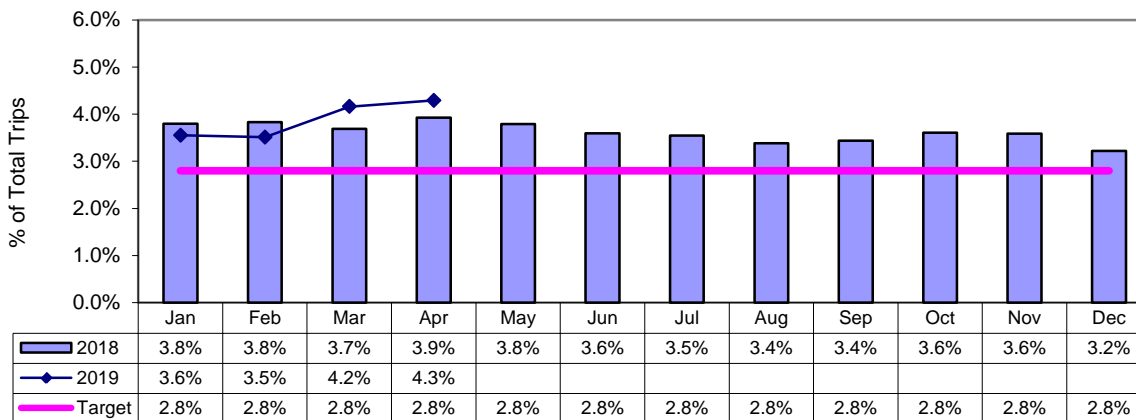
Total Cancellations - April	2,805
Total Late Cancellations - April	1,490

No Shows - expressed as % of total bookings



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

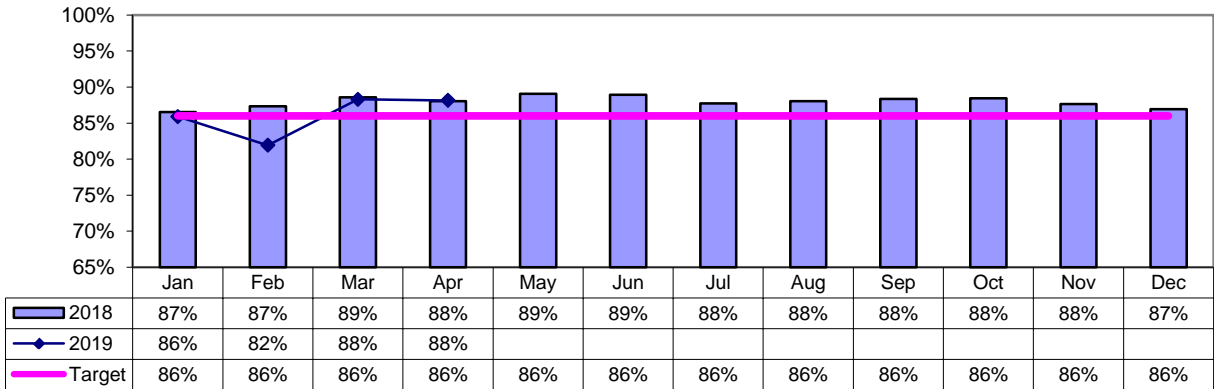
Non Accommodated - expressed as % of total bookings



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

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

Total Trips Completed (Booked vs Taken)



Same Day Bookings Provided

