

To All Members of the Accessible Public Transit Service Advisory Committee

**Re: Specialized Service Performance Statistics – August 31, 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 eight months ending August 31, 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 eight months of 2019 were 4,763 (2.5%) higher than the same period in 2018; however slightly lower than budget.
- The number of attendant/companion trips provided in the first eight months of 2019 decreased by 60 (-0.3%) as compared to those provided during the same period in 2018.
- Service productivity in the first eight 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 eight months of 2019 averaged 1.8% which is slightly worse than the 1.7% average for the same period in 2018.
- Pick-ups over 30 minutes in the first eight months of 2019 averaged 1.3% of total trips, which is slightly better than the 1.6% for the same period in 2018.
- The cancellation rate in the first eight months of 2019 averaged 10.8%, which is up from the 10.0% average for the same period in 2018. There were 10,819 late cancellations in 2019, representing 44.2% of total cancellations.
- The no-show rate in the first eight months of 2019 averaged 1.9%, down slightly from the 2.0% average for the same period in 2018.
- The non-accommodated trip rate for the first eight months in 2019 averaged 4.1% (9,646 trips), up slightly from the 3.7% average (8,406 trips) for the same period in 2018.
- The average number of same day bookings for the first eight months of 2019 was 2,067 trips, up slightly from the average of 2,054 trips for the same period in 2018.
- Total registrations at the end of August 2019 was 10,196.

### **Enclosure**

I - Specialized Transit Service Performance – August 31, 2019

Recommended by:

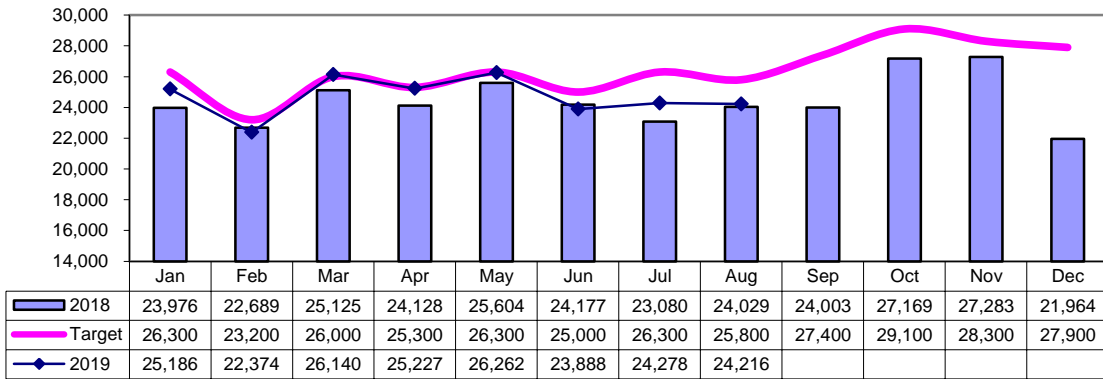
Christopher Murphy  
Supervisor, LCTB

Concurred in by:

Kelly S. Paleczny  
General Manager

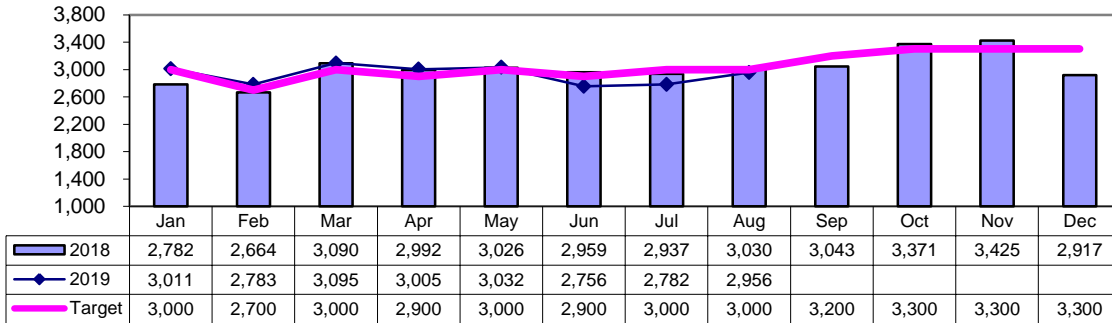
**Specialized Transit Service Performance  
For the 8 months ending  
August 31, 2019  
with comparative figures for 2019**

**Eligible Passenger Trips**



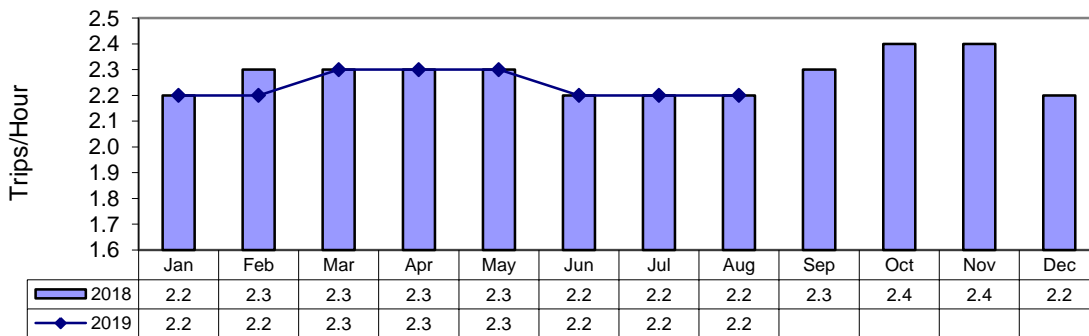
<b>Eligible Passenger Trips - August</b>	<b>24,216</b>
<b>Eligible Passenger Trips - YTD</b>	<b>197,571</b>

**Attendant/Companion Trips**



<b>Attendant/Companion Trips - August</b>	<b>2,956</b>
<b>Attendant/Companion Trips - YTD</b>	<b>23,420</b>

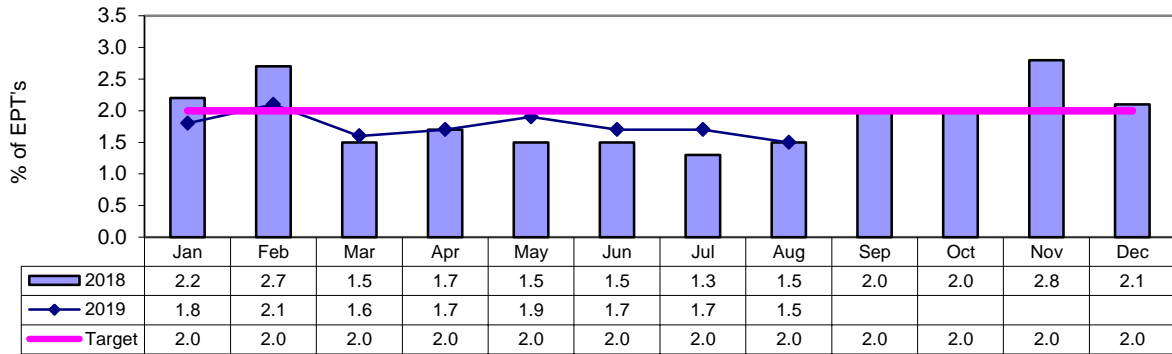
**Service Productivity - Trips per Service Hour - Primary Service Provider Only**



<b>Primary Service Productivity - August</b>	<b>2.2</b>
<b>Primary Service Productivity - YTD</b>	<b>2.3</b>

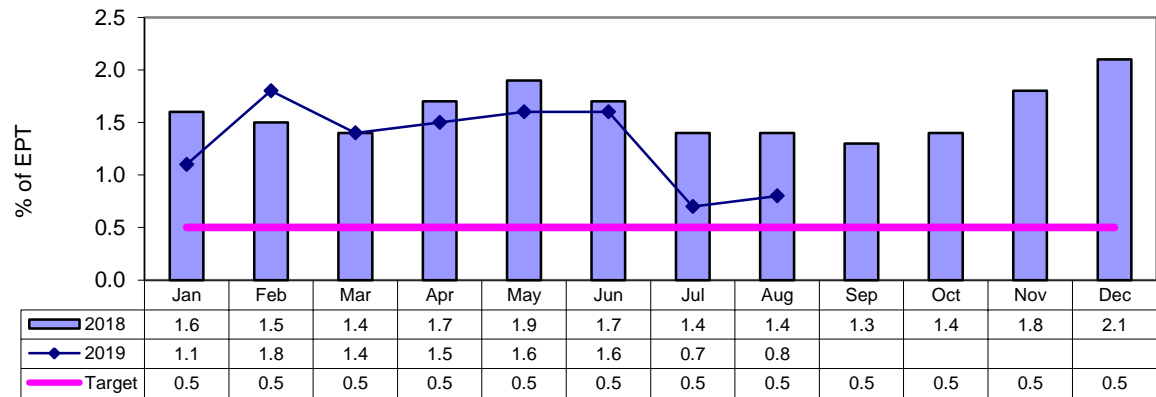
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**Service Quality - Rides Over 1 Hour - expressed as % of eligible passenger trips**



<b>Total Rides Over 1 Hour - August</b>	<b>360</b>
<b>Total Rides Over 1 Hour - YTD</b>	<b>3,480</b>

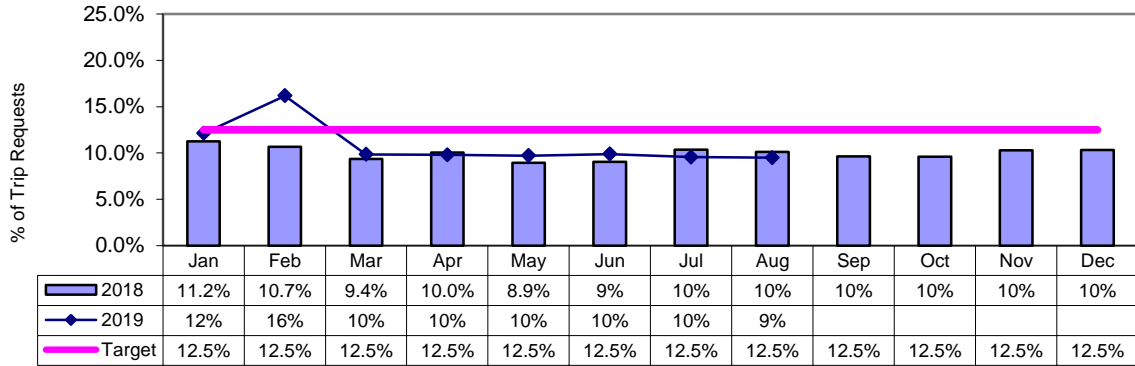
**Service Quality - Pick up over 30 Minutes - expressed as % of eligible passenger trips**



<b>Total Pick Ups Over 30 Minutes - August</b>	<b>203</b>
<b>Total Pick Ups Over 30 Minutes - YTD</b>	<b>2,577</b>

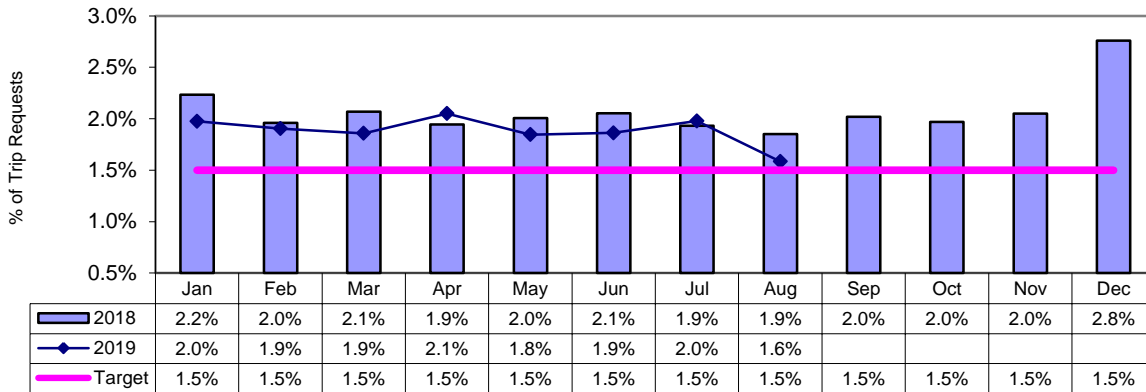
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**Cancellations - expressed as % of total bookings**



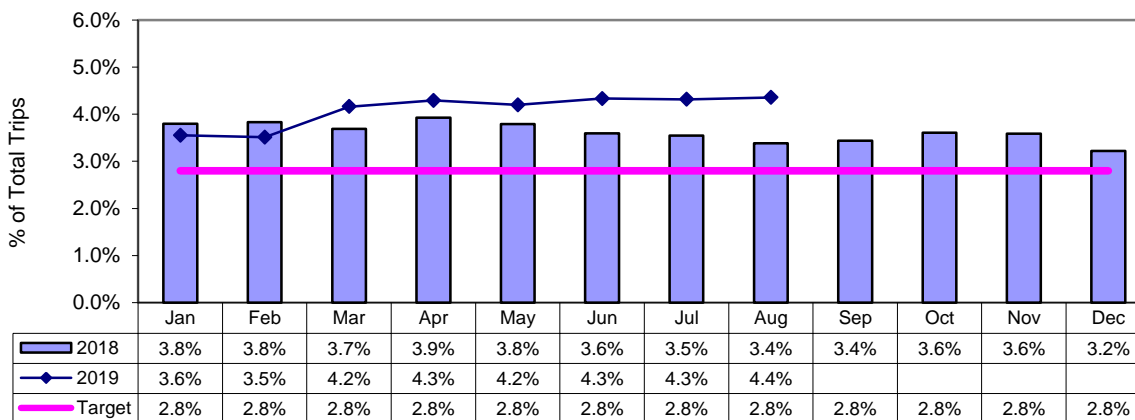
<b>Total Cancellations - August</b>	<b>2,581</b>
<b>Total Late Cancellations - August</b>	<b>4,127</b>

**No Shows - expressed as % of total bookings**



<b>Total No Shows - August</b>	<b>531</b>
<b>Total No Shows - YTD</b>	<b>3,812</b>

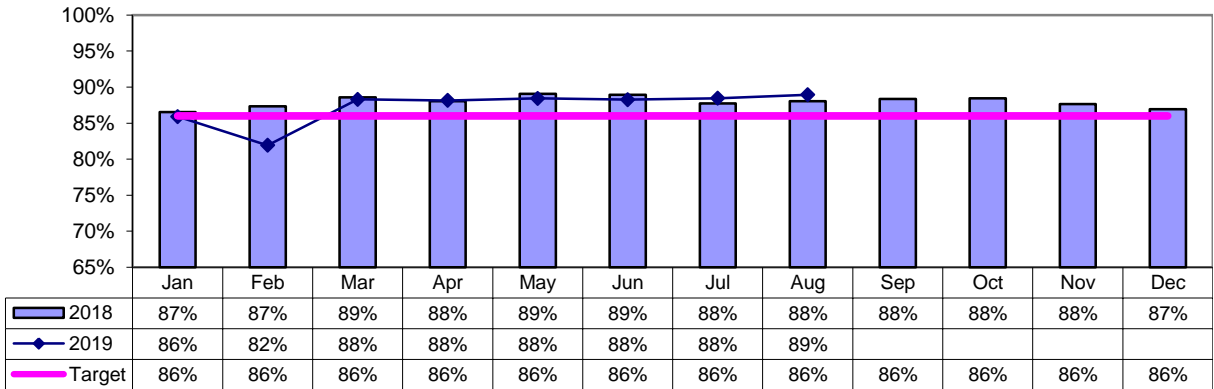
**Non Accommodated - expressed as % of total bookings**



<b>Total Non Accommodated - August</b>	<b>2,067</b>
<b>Total Non Accommodated - YTD</b>	<b>16,077</b>

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**Total Trips Completed (Booked vs Taken)**



**Same Day Bookings Provided**

