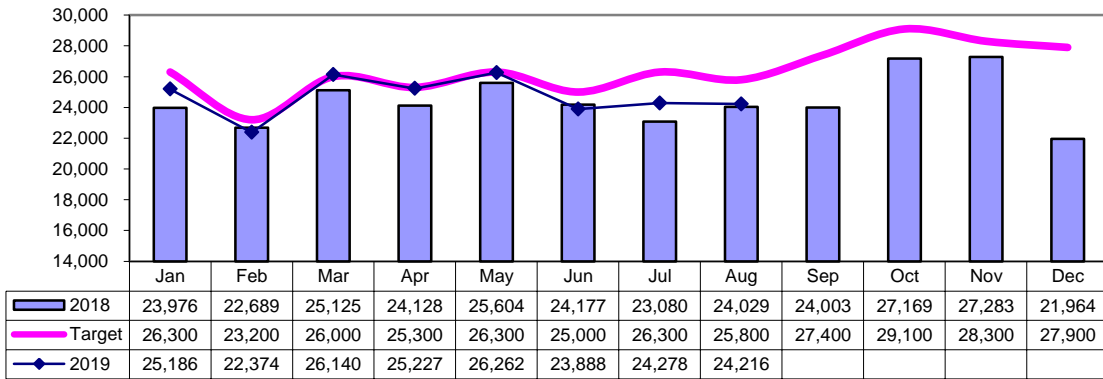


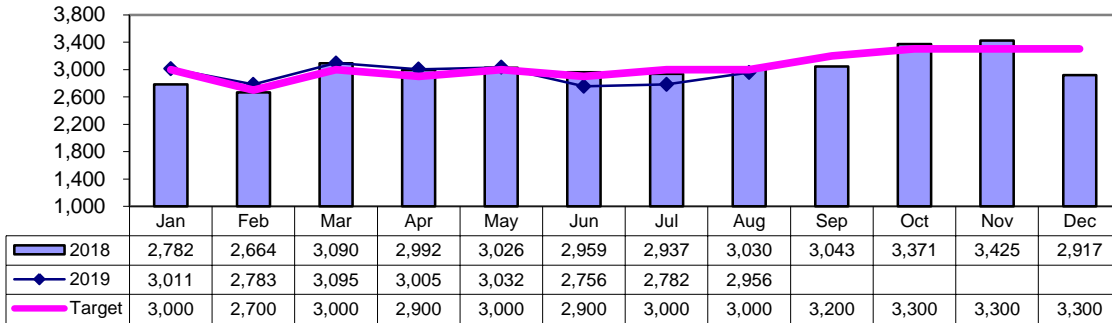
**Specialized Transit Service Performance
For the 8 months ending
August 31, 2019
with comparative figures for 2019**

Eligible Passenger Trips



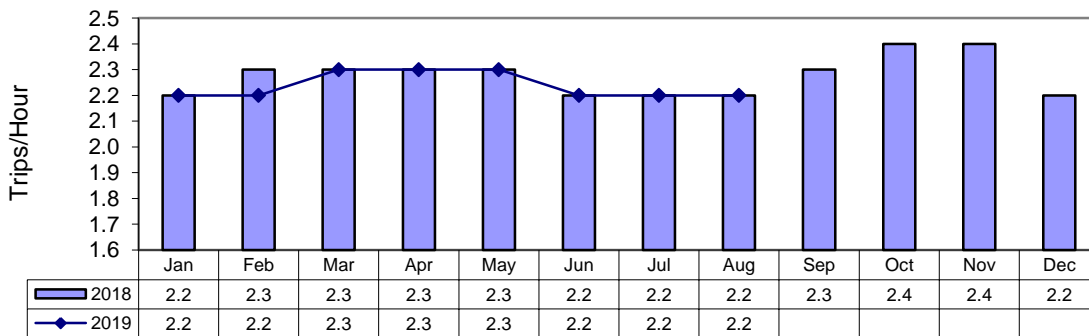
Eligible Passenger Trips - August	24,216
Eligible Passenger Trips - YTD	197,571

Attendant/Companion Trips



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

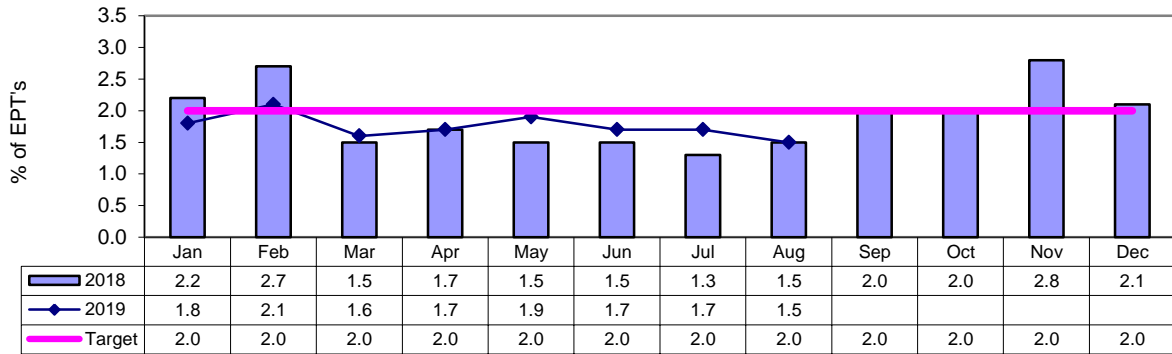
Service Productivity - Trips per Service Hour - Primary Service Provider Only



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

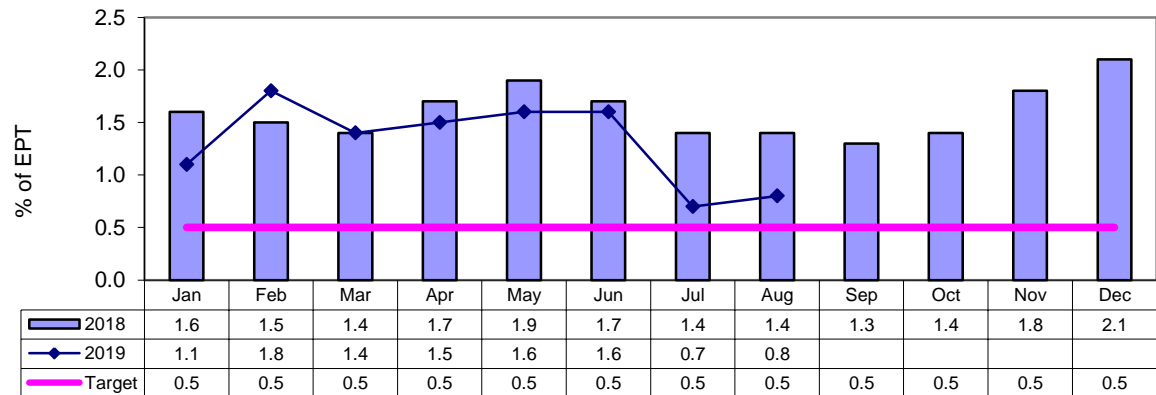
**Specialized Transit Service Performance
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Service Quality - Rides Over 1 Hour - expressed as % of eligible passenger trips



Total Rides Over 1 Hour - August	360
Total Rides Over 1 Hour - YTD	3,480

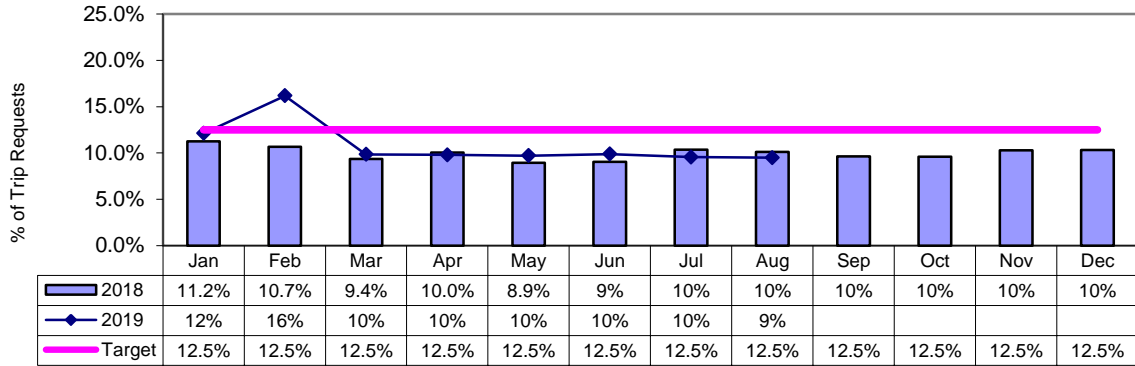
Service Quality - Pick up over 30 Minutes - expressed as % of eligible passenger trips



Total Pick Ups Over 30 Minutes - August	203
Total Pick Ups Over 30 Minutes - YTD	2,577

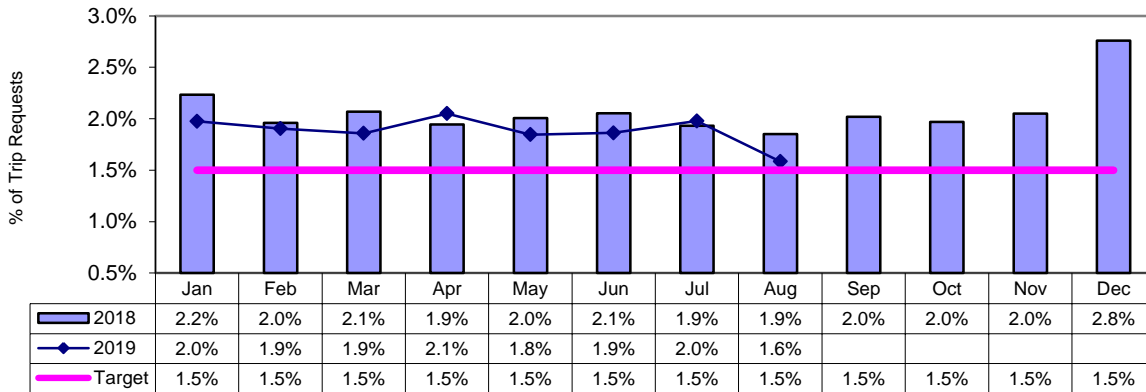
**Specialized Transit Service Performance
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Cancellations - expressed as % of total bookings



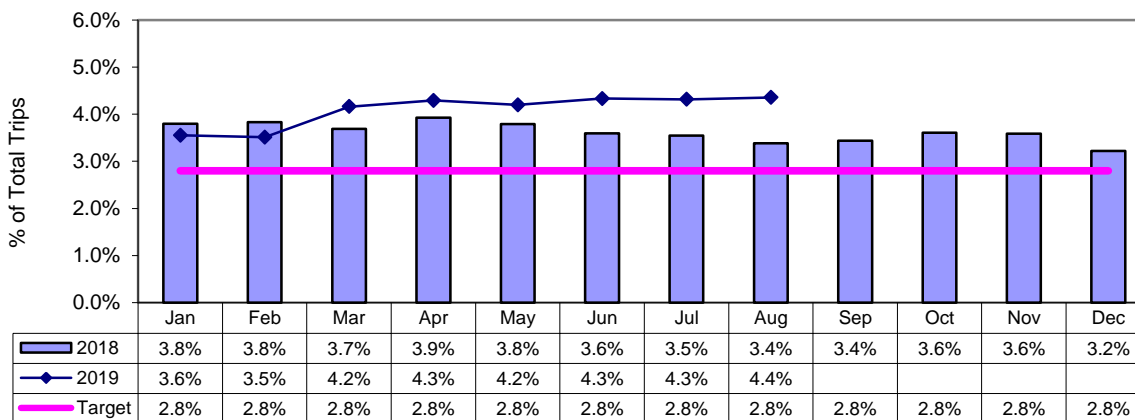
Total Cancellations - August	2,581
Total Late Cancellations - August	4,127

No Shows - expressed as % of total bookings



Total No Shows - August	531
Total No Shows - YTD	3,812

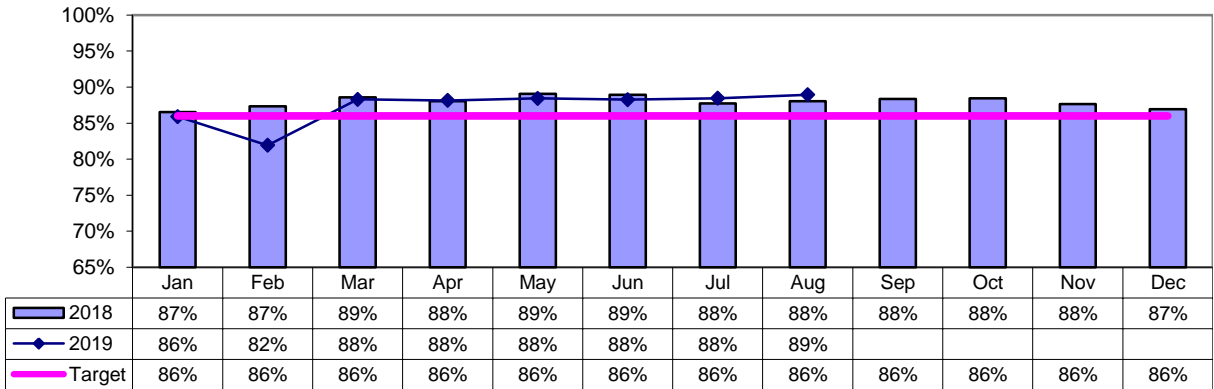
Non Accommodated - expressed as % of total bookings



Total Non Accommodated - August	2,067
Total Non Accommodated - YTD	16,077

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

Total Trips Completed (Booked vs Taken)



Same Day Bookings Provided

