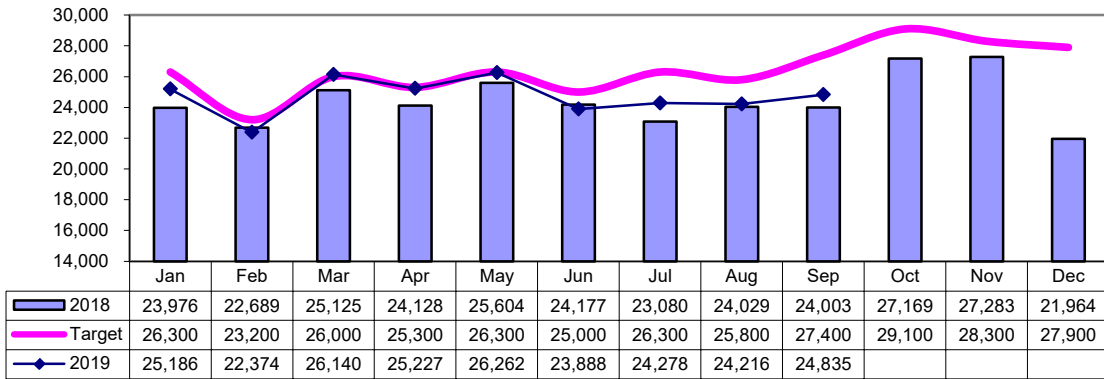


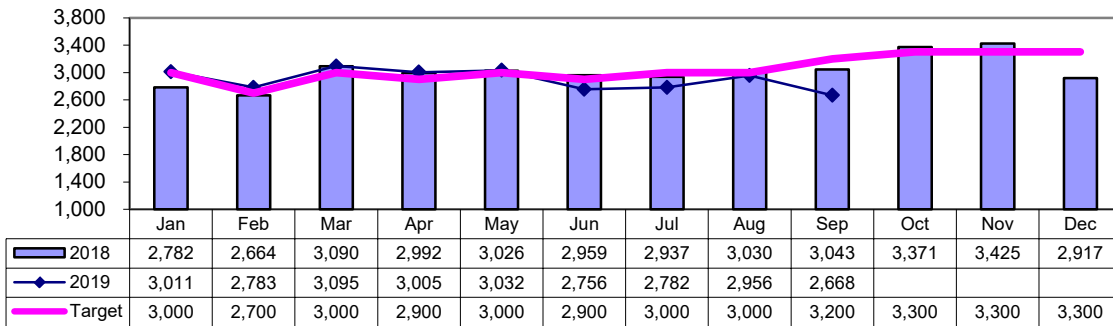
**Specialized Transit Service Performance
For the 9 months ending
September 30, 2019
with comparative figures for 2018**

Eligible Passenger Trips



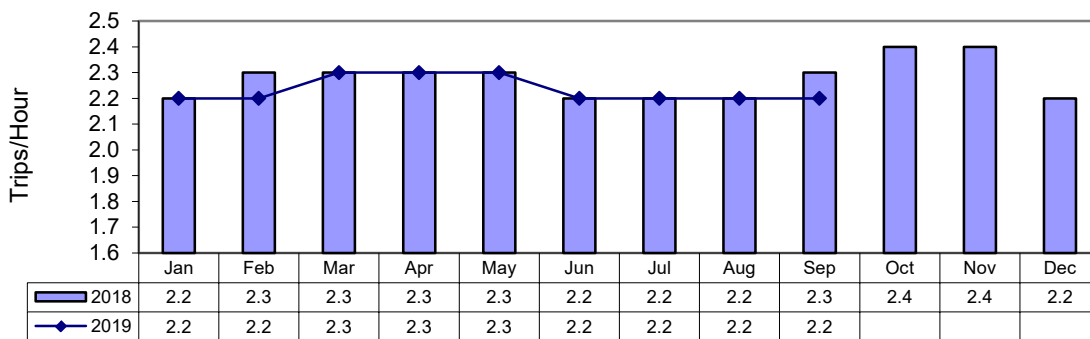
Eligible Passenger Trips - September	24,835
Eligible Passenger Trips - YTD	222,406

Attendant/Companion Trips



Attendant/Companion Trips - September	2,668
Attendant/Companion Trips - YTD	26,088

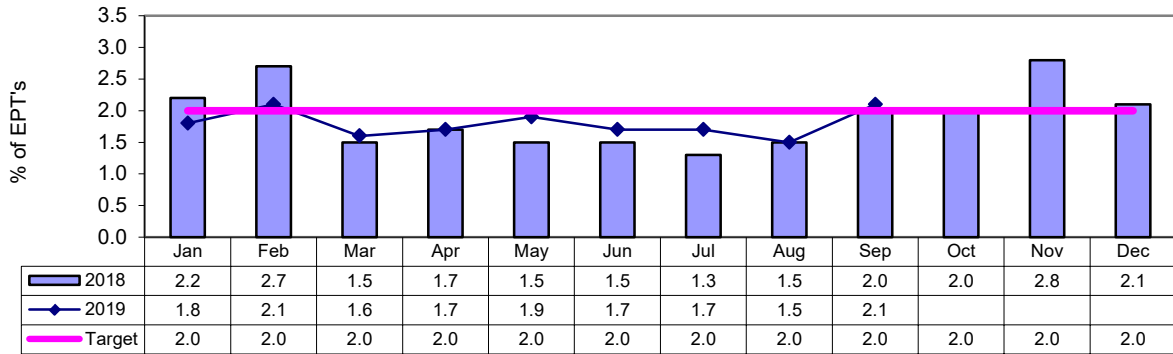
Service Productivity - Trips per Service Hour - Primary Service Provider Only



Primary Service Productivity - Sept	2.2
Primary Service Productivity - YTD	2.3

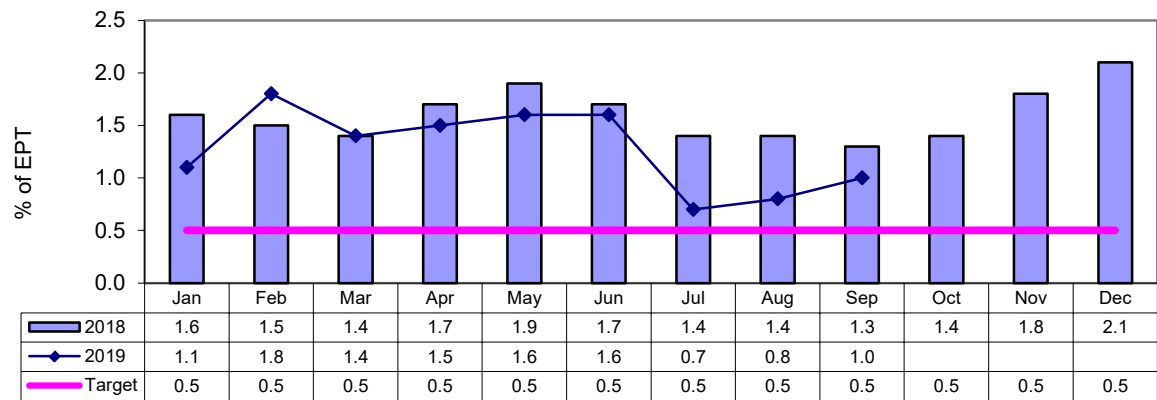
**Specialized Transit Service Performance
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Service Quality - Rides Over 1 Hour - expressed as % of eligible passenger trips



Total Rides Over 1 Hour - September	511
Total Rides Over 1 Hour - YTD	3,991

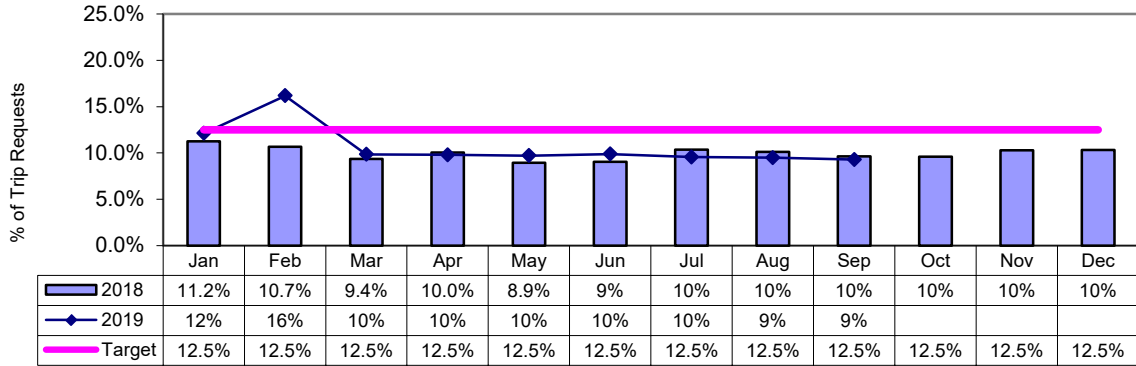
Service Quality - Pick up over 30 Minutes - expressed as % of eligible passenger trips



Total Pick Ups Over 30 Minutes - September	250
Total Pick Ups Over 30 Minutes - YTD	2,827

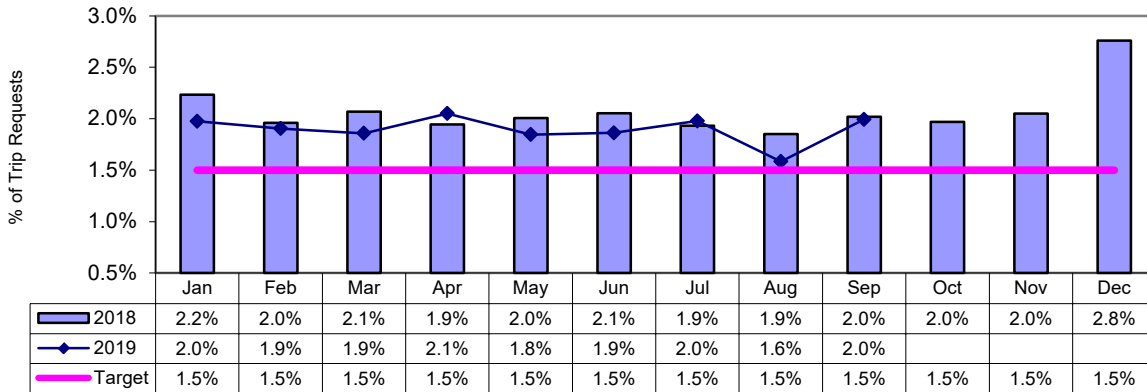
**Specialized Transit Service Performance
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Cancellations - expressed as % of total bookings



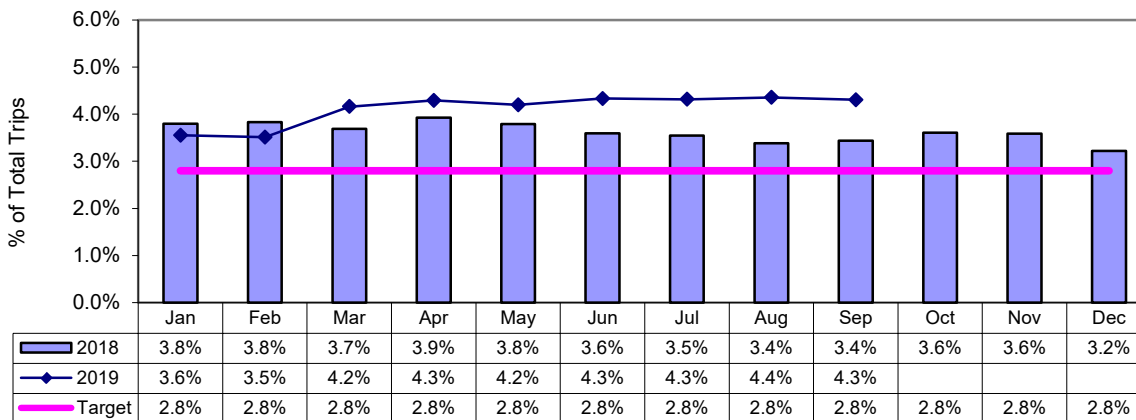
Total Cancellations - September	2,598
Total Late Cancellations - September	1,487

No Shows - expressed as % of total bookings



Total No Shows - September	558
Total No Shows - YTD	4,370

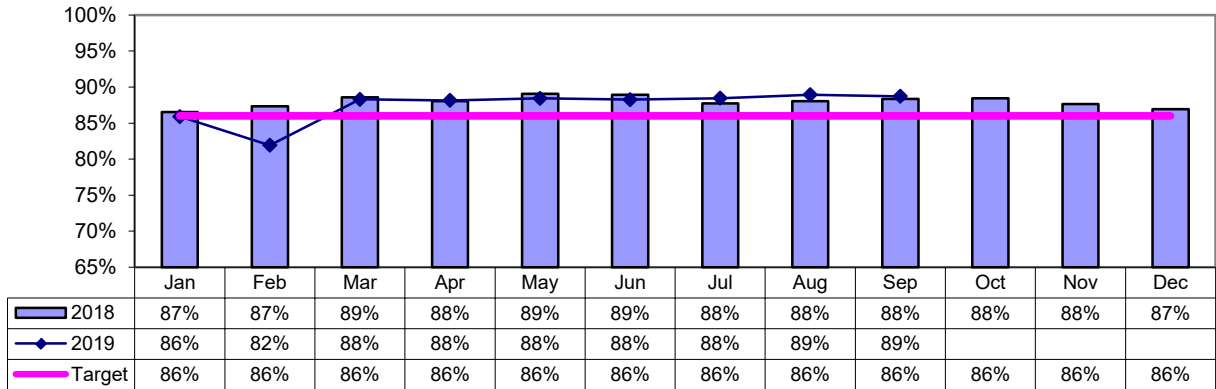
Non Accommodated - expressed as % of total bookings



Total Non Accommodated - September	2,098
Total Non Accommodated - YTD	18,175

**Specialized Transit Service Performance
For the 9 months ending
September 30, 2019
with comparative figures for 2018**

Total Trips Completed (Booked vs Taken)



Same Day Bookings Provided

