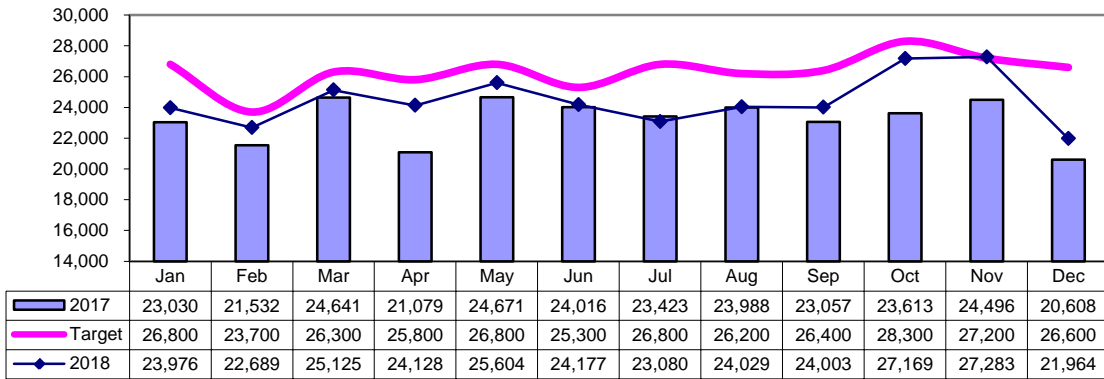


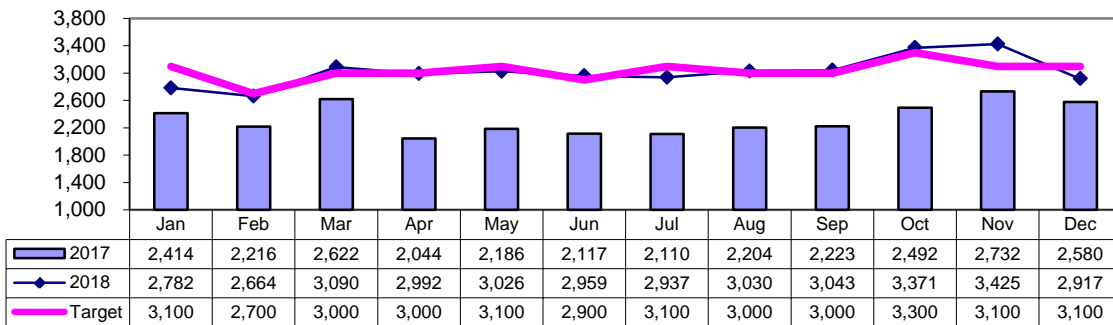
**Specialized Transit Service Performance
For the 12 months ending
December 31, 2018
with comparative figures for 2017**

Eligible Passenger Trips



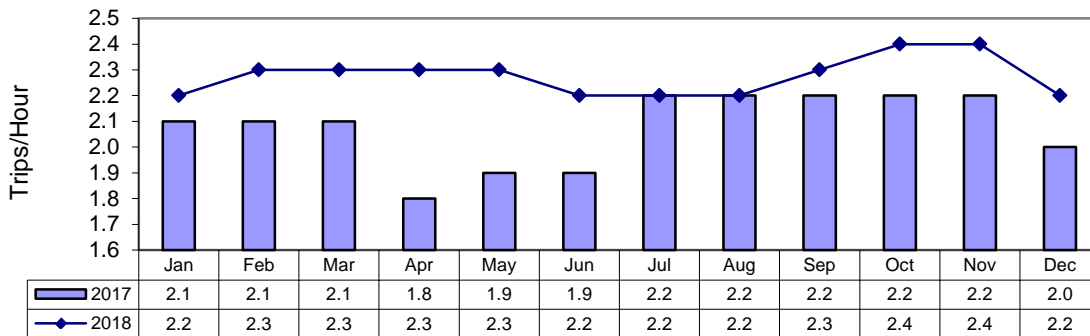
Eligible Passenger Trips - YTD 293,227

Attendant/Companion Trips



Attendant/Companion Trips - YTD 36,236

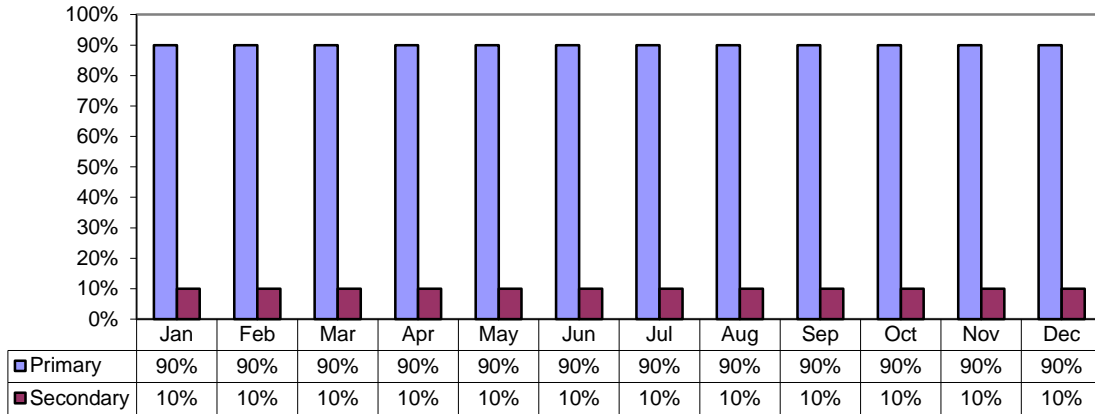
Service Productivity - Trips per Service Hour - Primary Service Provider Only



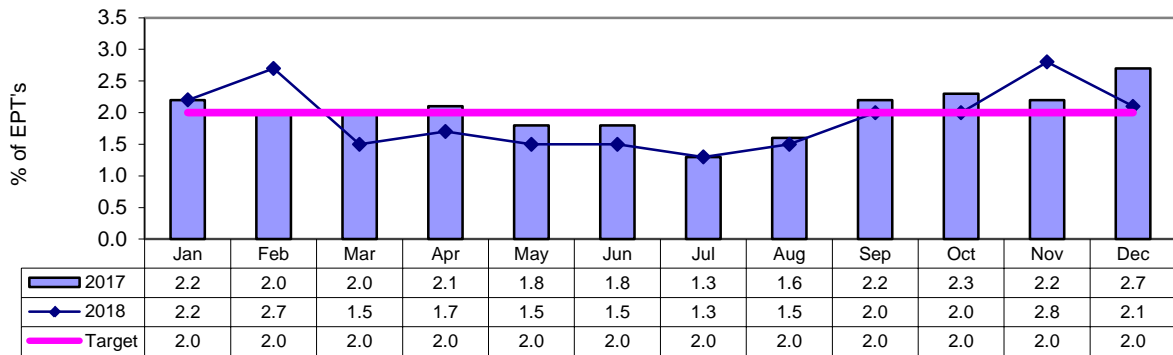
Primary Service Productivity - YTD 2.3

**Specialized Transit Service Performance
For the 12 months ending
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Service Allocation - Primary and Secondary

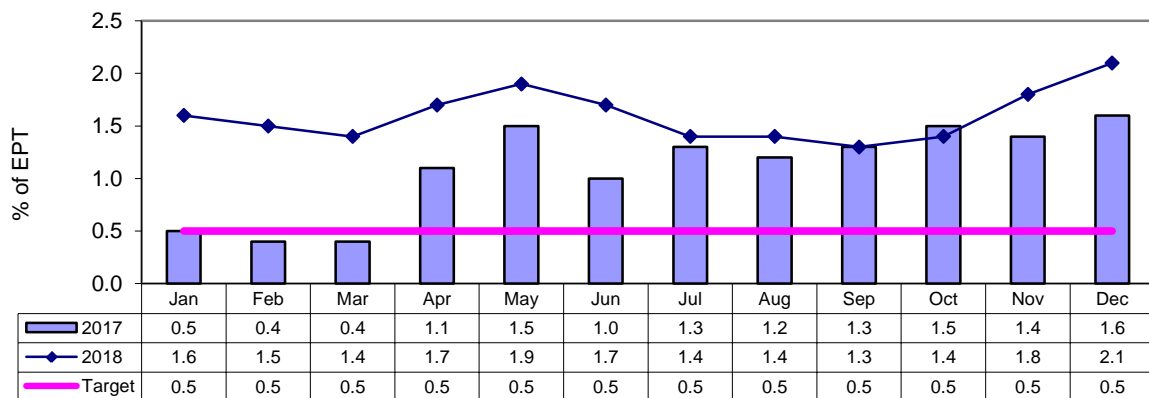


Service Quality - Rides Over 1 Hour - expressed as % of eligible passenger trips



Total Rides Over 1 Hour - YTD 5,572

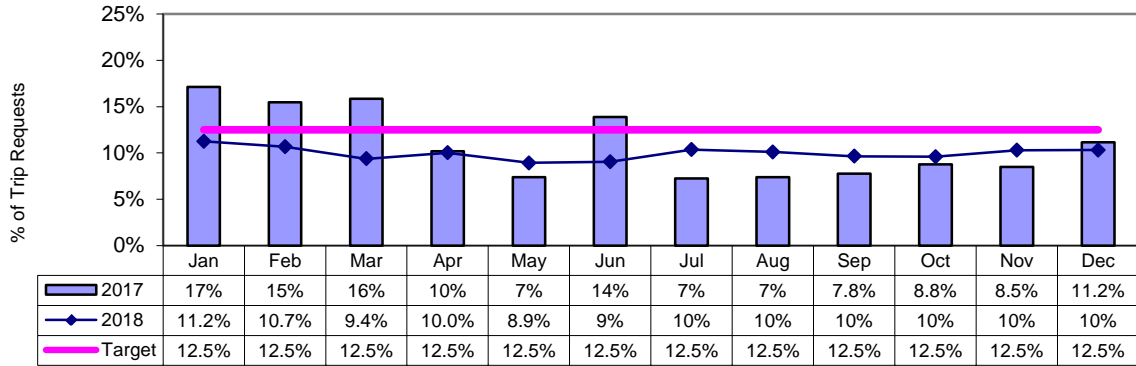
Service Quality - Pick up over 30 Minutes - expressed as % of eligible passenger trips



Total Pick Ups Over 30 Minutes - YTD 5,254

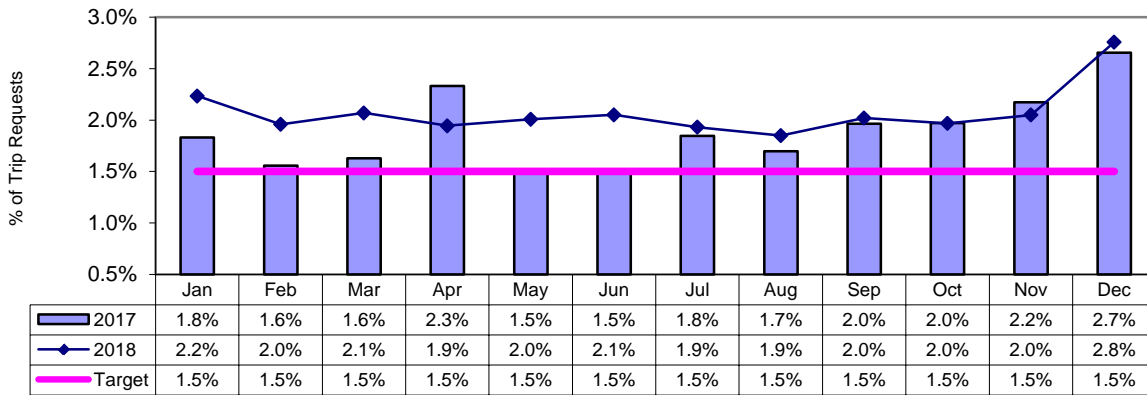
**Specialized Transit Service Performance
For the 12 months ending
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Cancellations - expressed as % of total bookings



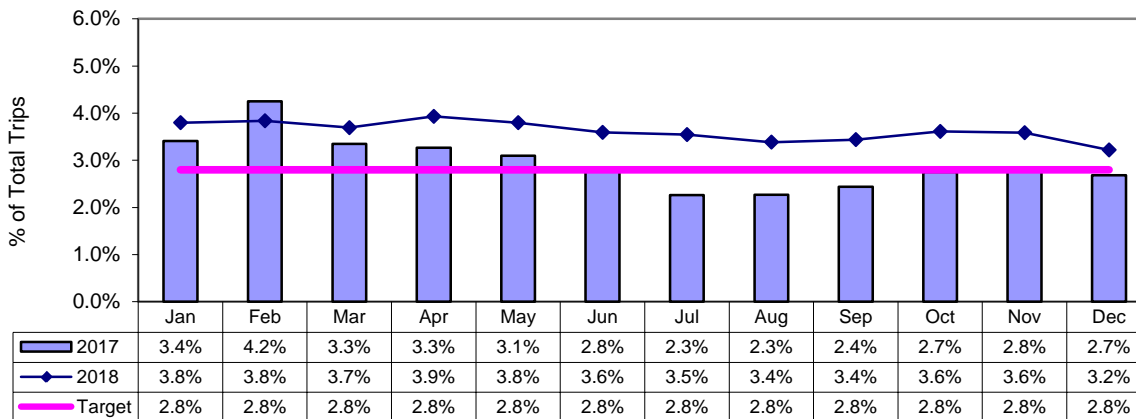
Total Late Cancellations - YTD 13,168

No Shows - expressed as % of total bookings



Total No Shows - YTD 6,885

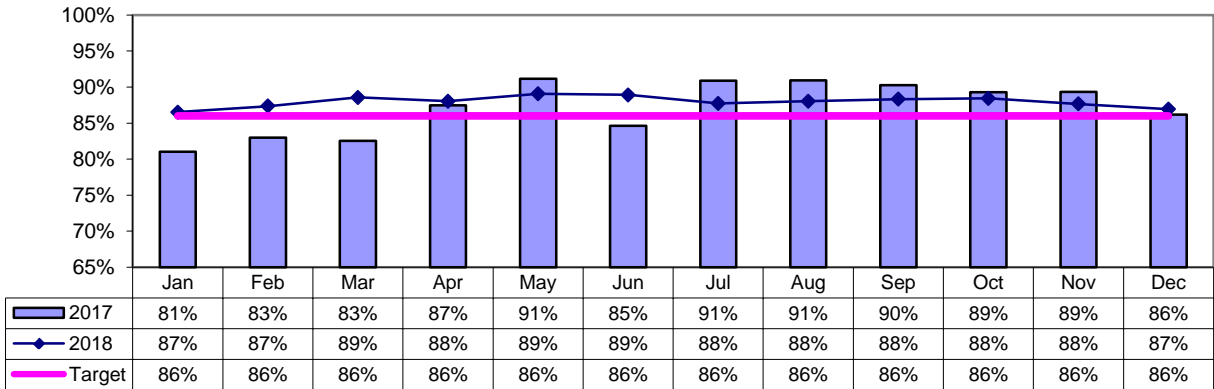
Non Accommodated - expressed as % of total bookings



Total Non Accommodated - YTD 12,521

Specialized Transit Service Performance
For the 12 months ending
December 31, 2018
with comparative figures for 2017

Total Trips Completed (Booked vs Taken)



Same Day Bookings Provided

