

To All Members of the Accessible Public Transit Service Advisory Committee

**Re: Specialized Service Performance Statistics – September 30, 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 September 30, 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 nine months of 2019 were 5,595 (2.6%) higher than the same period in 2018; however slightly lower than budget.
- The number of attendant/companion trips provided in the first nine months of 2019 decreased by 435 (-1.6%) as compared to those provided during the same period in 2018.
- Service productivity in the first nine months of 2019 averaged 2.2 rides per hour, which is consistent with that for the same period in 2018.
- Rides over one hour in the first nine months of 2019 averaged 1.8% which is consistent with the same period in 2018.
- Pick-ups over 30 minutes in the first nine months of 2019 averaged 1.3% of total trips, which is slightly better than the 1.5% for the same period in 2018.
- The cancellation rate in the first nine months of 2019 averaged 10.7%, which is up from the 9.9% average for the same period in 2018. There were 12,306 late cancellations in 2019, representing 45.5% of total cancellations.
- The no-show rate in the first nine 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 nine months in 2019 averaged 4.1% (10,905 trips), up slightly from the 3.7% average (9,373 trips) for the same period in 2018.
- The average number of same day bookings for the first nine months of 2019 was 2,055 trips, up slightly from the average of 2,041 trips for the same period in 2018.
- Total registrations at the end of August 2019 was 10,372.

**Enclosure**

I - Specialized Transit Service Performance – September 30, 2019

Recommended by:

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Concurred in by:

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