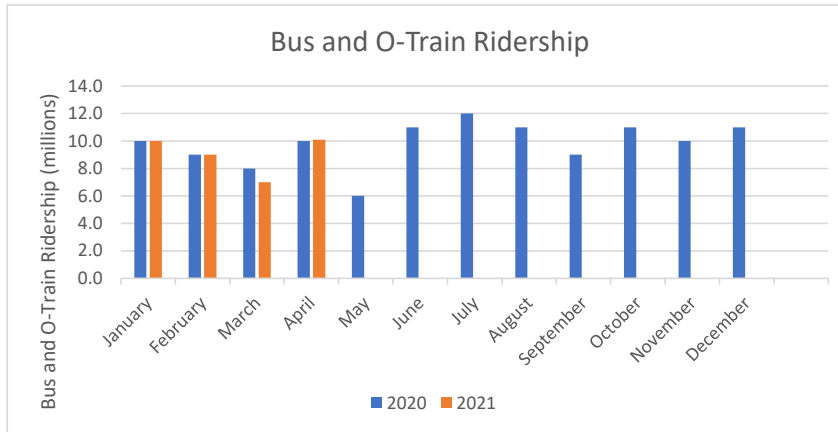


DRAFT FOR ILLUSTRATION PURPOSES ONLY - NOT REAL RESULTS

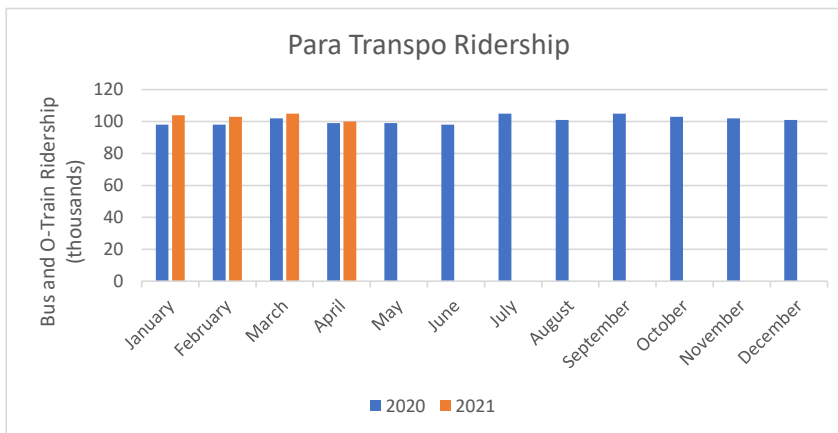
April 2021 Performance Scorecard

Ridership

	April 2021	April 2020	% Change
Bus and O-Train Ridership (millions)	10.1	10.0	1.0%



	April 2021	April 2020	% Change
Para Transpo Ridership (thousands)			
Total Booking Requests	102	101	1.0%
Total Bookings Made	101	100	1.0%
Total Cancellations after booking	1	1	0.0%
Total Customer Trips	100	99	1.0%

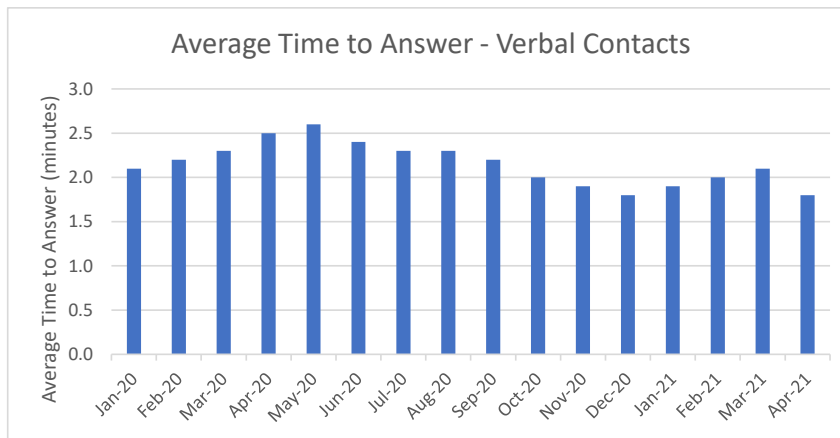


April 2021 Performance Scorecard

Customer Service

Total Customer Service Contacts (thousands)	April 2021	April 2020	% Change
Calls	8.0	9.0	-11.1%
octranspo.com visits	100.0	99.0	1.0%
SMS Info requests (560560)	100.0	99.0	1.0%
API Data Requests	1,000.0	999.0	0.1%

Average Time to Answer – Verbal Contacts (minutes)	April 2021	April 2020	% Change
Calls - Para Transpo Bookings	3.0	4.0	-25.0%
Calls - Para Transpo Cancellations	2.0	3.0	-33.3%
Calls - Customer Information	1.0	2.0	-50.0%
Ticket Machine Video Chats	1.0	1.0	0.0%



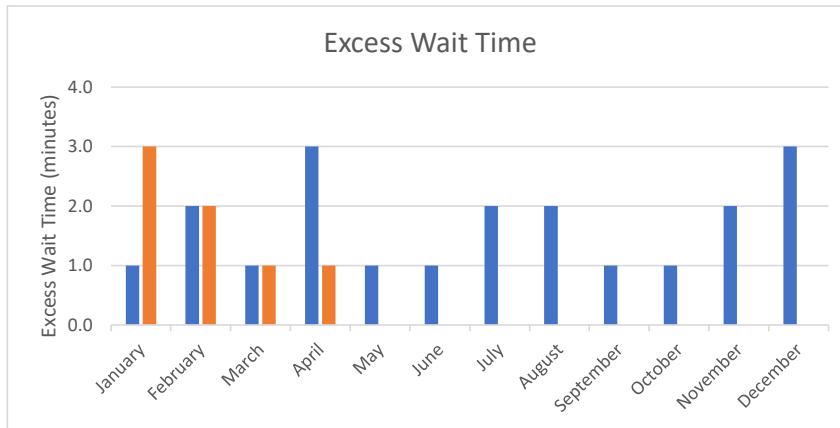
April 2021 Performance Scorecard

Service Reliability

	April 2021	April 2020	% Change
Overall Service Availability (Bus and O-Train)	100.0%	99.0%	1.0%

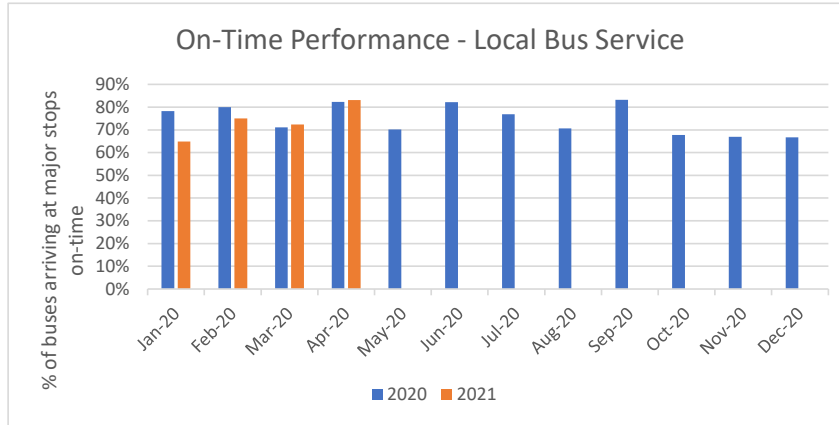


	April 2021	April 2020	% Change
Excess Wait Time (minutes) - Frequent Service	3.0	3.1	-3.2%
Excess Wait Time Ratio - Frequent Service	10.0%	10.3%	-3.2%

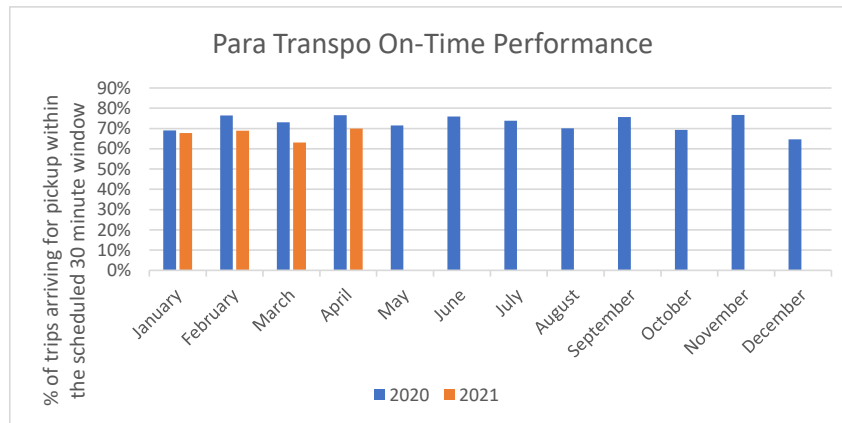


April 2021 Performance Scorecard

	April 2021	April 2020	% Change
On-Time Performance	100.0%	99.0%	1.0%



	April 2021	April 2020	% Change
Para Transpo On-Time Performance	100.0%	99.0%	1.0%



	April 2021	April 2020	% Change
Elevator Availability	100.0%	99.0%	1.0%

