

Appendix 1. Key Performance Indicators Definitions

<p>Amount of Service</p> <ul style="list-style-type: none">• Contracted Service Hours<ul style="list-style-type: none">○ Total amount of contracted revenue service hours operated• Contracted Service Hours per Capita<ul style="list-style-type: none">○ Total amount of contracted revenue service hours operated per capita
<p>Ridership</p> <ul style="list-style-type: none">• Boardings<ul style="list-style-type: none">○ All trips recorded, including transfers• Revenue Passenger Trips<ul style="list-style-type: none">○ Number of fare-paying trips recorded, less transfers
<p>Service Utilization</p> <ul style="list-style-type: none">• Boardings per Contracted Service Hour<ul style="list-style-type: none">○ A measure of how well and often the service is used; all trips including transfers• Revenue Passenger Trips per Contracted Service Hour<ul style="list-style-type: none">○ A measure of how well and often the service is used; fare-paying, linked-trips• Revenue Passenger Trips per Capita<ul style="list-style-type: none">○ A measure of how well and often the service is used; fare-paying, linked-trips, as a function of population
<p>Financial Performance</p> <ul style="list-style-type: none">• Revenue/Cost Ratio<ul style="list-style-type: none">○ A measure of overall system cost recovery from external revenue sources; e.g. fares, advertising, Provincial Gas Tax contributions, etc.