

Appendix 1. Key Performance Indicators Definitions

Amount of Service • Service Hours (total amount of contracted revenue service hours operated)
Ridership • Boardings (all trips recorded, including transfers) • Revenue Passenger Trips (number of fare-paying trips recorded, less transfers)
Service Utilization • Boardings per Contracted Service Hour (a measure of how well the service is used; all trips including transfers) • Revenue Passenger Trips per Contracted Service Hour (a measure of how well the service is used; fare-paying, linked-trips)
Financial Performance • Revenue/Cost Ratio (a measure of overall system cost recovery from external revenue sources; e.g. fares, advertising, Provincial Gas Tax contributions, etc.)