

Service Analysis

Route Report Cards

Route report cards are publicly accessible through the Tableau database, and include information on service levels, boardings, productivity and on-time performance. Report cards are organized according to the following time periods:

- [April 25, 2021 - June 26, 2021](#)
- [June 27, 2021 - August 28, 2021](#)
- [August 29, 2021 - November 28, 2021](#)

To access a route, click on the drop down menu under “Select Route”. Note that the “X” has been omitted from express routes so the “110X” appears as “110”.

On the right is a **map of the route**.

The first section of the report describes the **characteristics** of the route:

- Variants: most routes have two variants (one in each direction), but some routes have more variants for trips that are split or don’t serve the entire route. For example, Route 1 has four variants because it’s split into 1A and 1B, and there is a variant in each direction.
- Distance: average one way length of all variants in kilometres.
- Stop Count: the total number of stops in each direction.

The next section shows the **frequency of service** for the route in each time period. The time periods follow the definitions in City Procedure C539A, but many routes have unique AM Peak and PM Peak periods that reflect the travel patterns on the route.

Weekdays:

- Early AM: Start-06:00
- AM Peak: 06:00-08:30
- Midday: 08:30-15:30
- PM Peak: 15:30-18:00
- Early Evening: 18:00-22:00
- Late Evening: 22:00-24:00
- OWL: 24:00-30:00

Saturdays

- Early AM: 06:00-08:00

- Midday: 08:00-19:00
- Early Evening: 19:00-22:00
- Late Evening: 22:00-24:00
- OWL: 24:00-30:00

Sundays

- Early AM: 06:00-10:00
- Midday: 10:00-19:00
- Early Evening: 19:00-22:00
- Late Evening: 22:00-24:00
- OWL: 24:00-30:00

The **Average Boardings and Productivity** sections show how much service is on the route, and how well it is being used on an average weekday, Saturday, and Sunday:

- Avg Boardings/Day: the number of people who boarded this route.
- Scheduled Trips/Day: number of one-direction trips per day, for example, a round trip would be 2 trips in this table.
- Service Hours/Day: the number of hours a bus is operating on this route. For example, if there are 2 buses on this route during the AM peak (2.5 hours), that would be 5 service hours.
- Passengers/Hour: the number of boardings divided by the service hours. This is an important performance metric in City Procedure C539A that measures whether the investment of service hours is well used.

Finally, the last section shows the **On-Time Performance** of the route based on City Procedure C539A.

- Early: bus departing timing point before the scheduled time.
- On-time: bus departing timing point 0 to 5 minutes late.
- Late: bus departing timing point more than 5 minutes late.

2019 vs 2021 Weekly Boardings (Weekday Only)

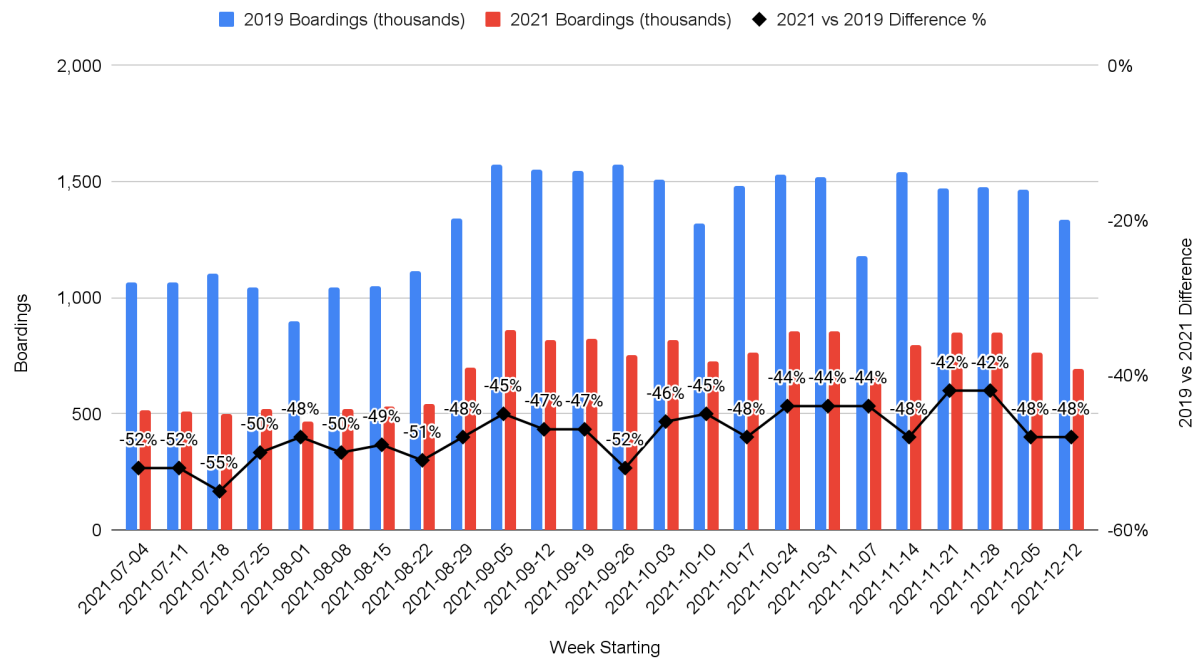


Figure 1: Pre and Post Pandemic Weekly Boardings Comparison

Weekly On Demand Boardings

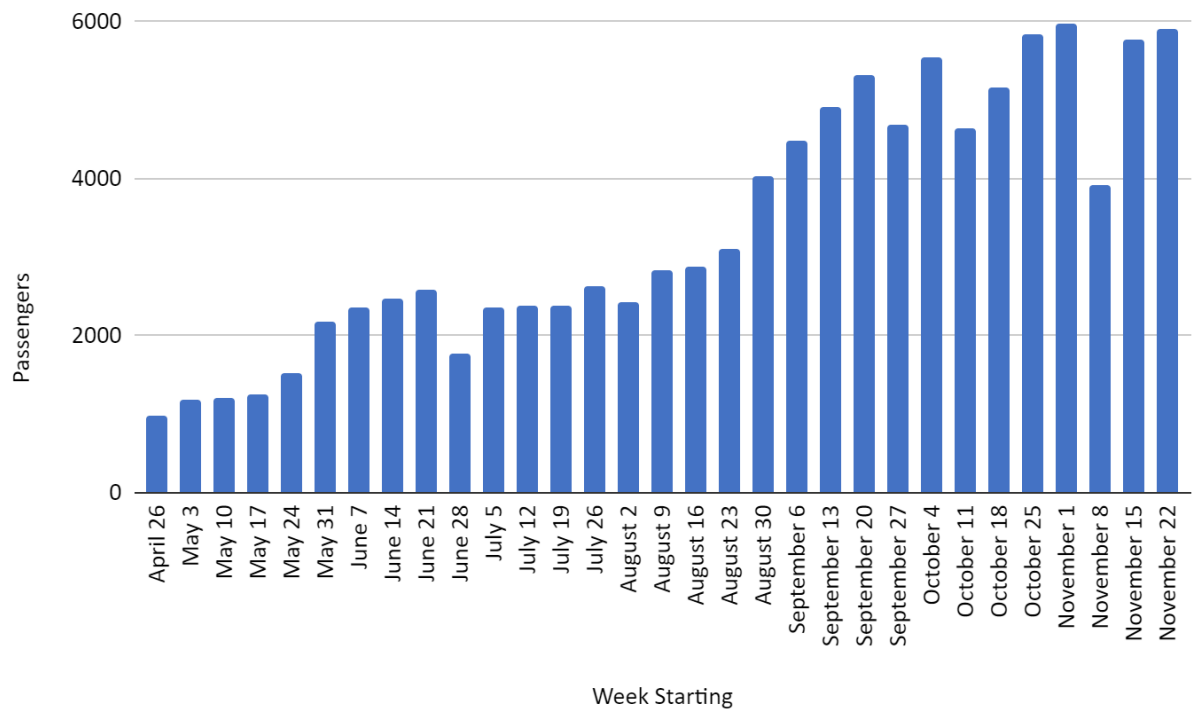


Figure 2 - On Demand Transit Weekly Ridership

On Demand Trips by Neighbourhood

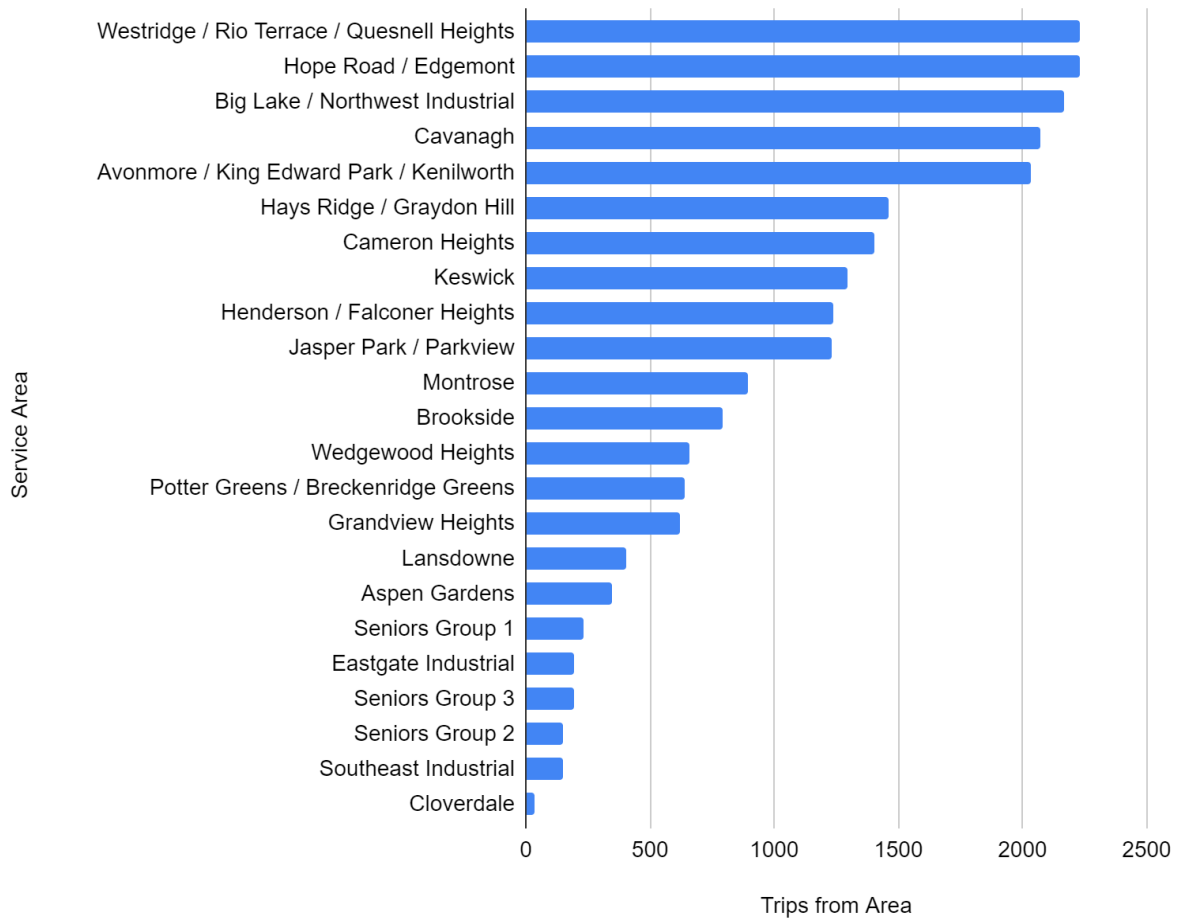


Figure 3 - On Demand Passenger Origins (October 1, 2021 to December 13, 2021)

2021 On Time Performance

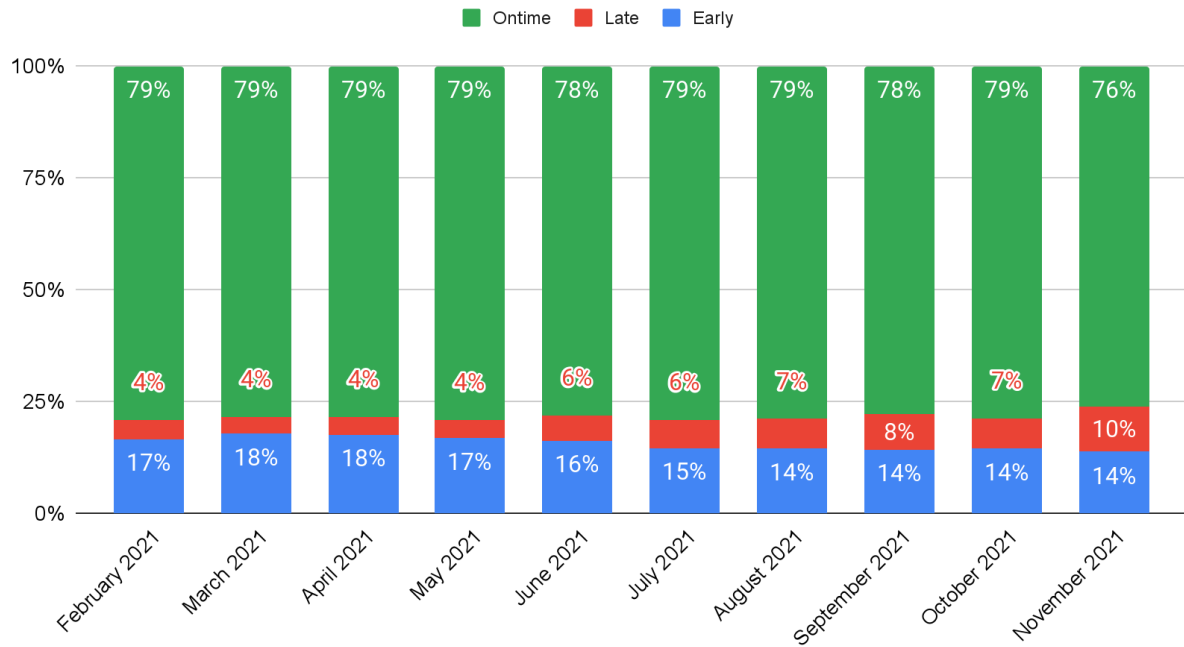


Figure 4: On Time Performance