

Appendix C - Revised Pilot Project Measurements (September to December 2020)

Measure	Performance of Route 10: 7 p.m. to end of Service	Actual Performance (2 buses)	Projected Performance (if 1 bus used)
Ridership	2,096	1,404	1,404
Passengers per bus hour (PBH)	2.58 PBH	3.4 PBH	7 PBH
Service Area	6.02 km ²	22.55 km ²	22.55 km ²
Kilometers travelled (each day)	244 km's	81 km's	81 km's
Number of Trips successfully assigned	100%	99%	99%
Number of No Shows	n/a	304	304
Wait Times for Trip	30 to 60 minutes	15 minutes, 90% of the time	15 minutes, 90% of the time
Cost Recovery Ratio	4%	3%	6%
Cost Per Passenger	\$60.35	\$74.59	\$37.30
Revenue	\$2,358	\$1,647	\$1,700
Return on Product Development Expense (Measure increase in cost versus savings/revenue)	n/a	-11%	87%

The projected performance column represents potential results if the service was reduced from two buses to one. The ability to remove one bus for the evening is significant savings as it would decrease the operational cost by 50 per cent. As a result, the return on investment significantly improves and outpaces the original target goal.