

**Appendix B – Original Pre COVID Pilot Project Measurements**

<b>Measure</b>	<b>2019 Performance- Route 10: 7 p.m. to end of Service</b>	<b>Anticipated On-Demand Performance</b>
<b>Ridership</b>	8,181	15,000
<b>Passengers per bus hour (BPH)</b>	8 PBH	15 PBH
<b>Service Area</b>	6.02 km	14.69 km
<b>Kilometers travelled (each day)</b>	244 km's	171 km's
<b>Number of Trips successfully assigned</b>	100%	100%
<b>Number of No Shows</b>	n/a	1,000
<b>Wait Times for Trip</b>	30 to 60 minutes	No more than 30 minutes
<b>Cost Recovery Ratio</b>	18%	25%
<b>Cost Per Passenger</b>	\$14.08	\$9.00
<b>Revenue</b>	\$18,000	\$33,000
<b>Return on Product Development Expense (Measure increase in cost versus increase in ridership)</b>	n/a	27%