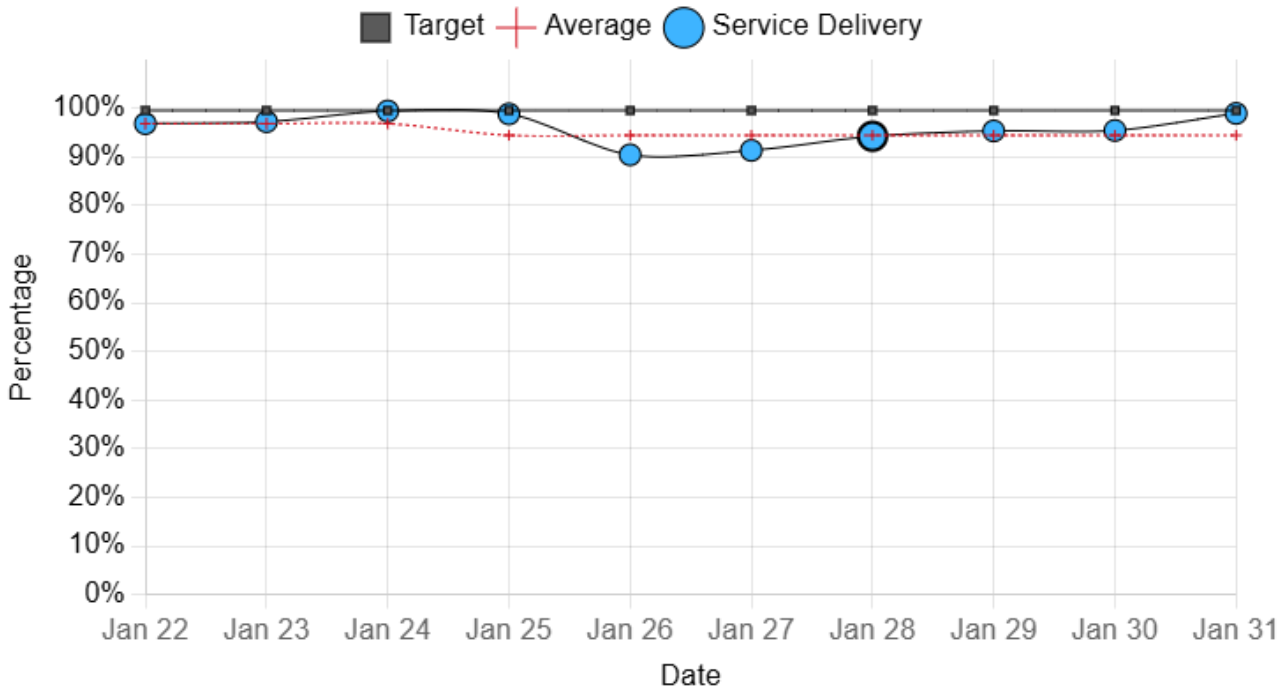
Bus Service Delivery Action Plan Key Performance Indicators

Daily Bus Service Delivery:

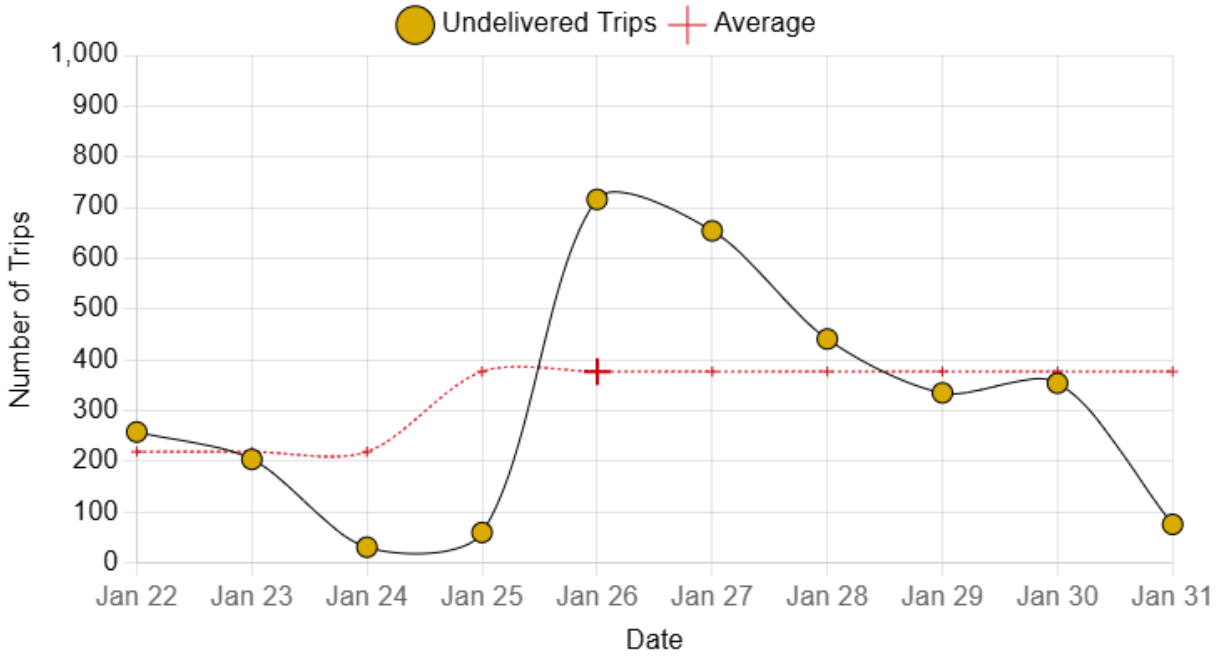
Weekly average service delivery was 94.4%, 5.1% lower than target. When excluding days with severe winter weather events, bus service delivery was 94.7%.



This is a measure of the number of bus service hours delivered compared to the planned number of hours delivered. A decrease in the number of trips undelivered will show an increase in the weekly average bus service delivery.

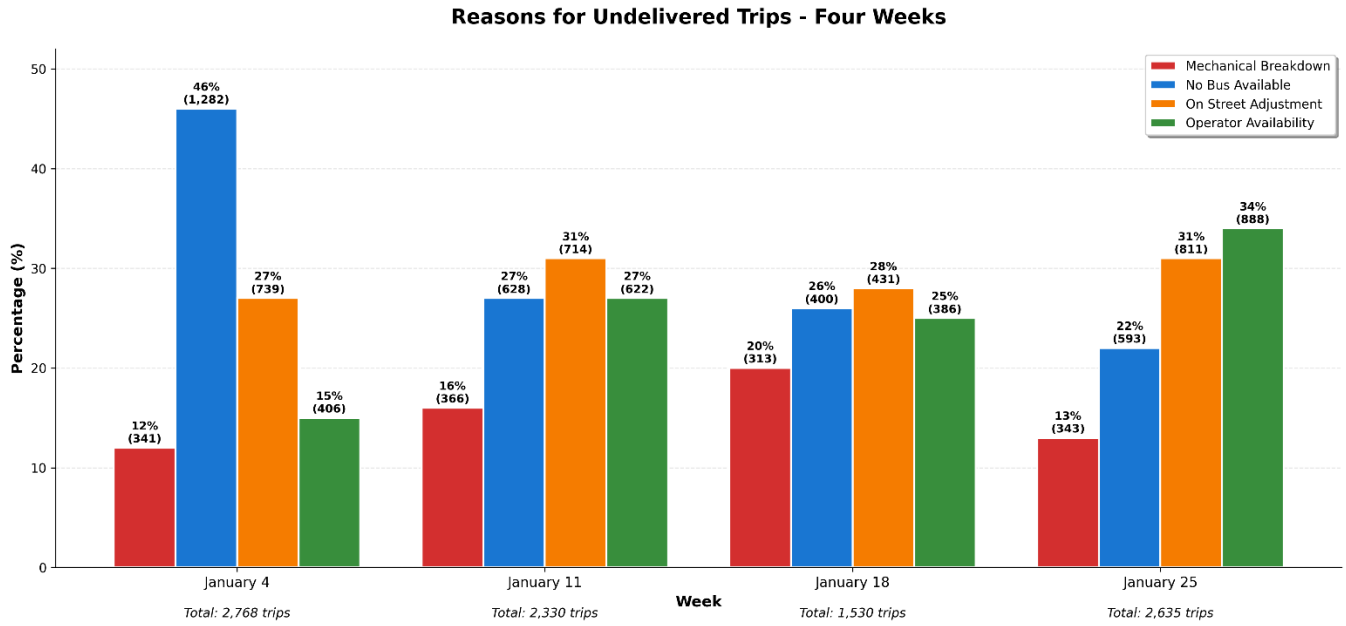
Daily Undelivered Trips

There were 2,636 trips not delivered, representing 6% of the 44,342 trips scheduled.



This is the number of undelivered bus trips throughout the whole bus network. Trips that are not able to be delivered will be shown in the Travel Planner and Transit app.

Reasons for Undelivered Trips

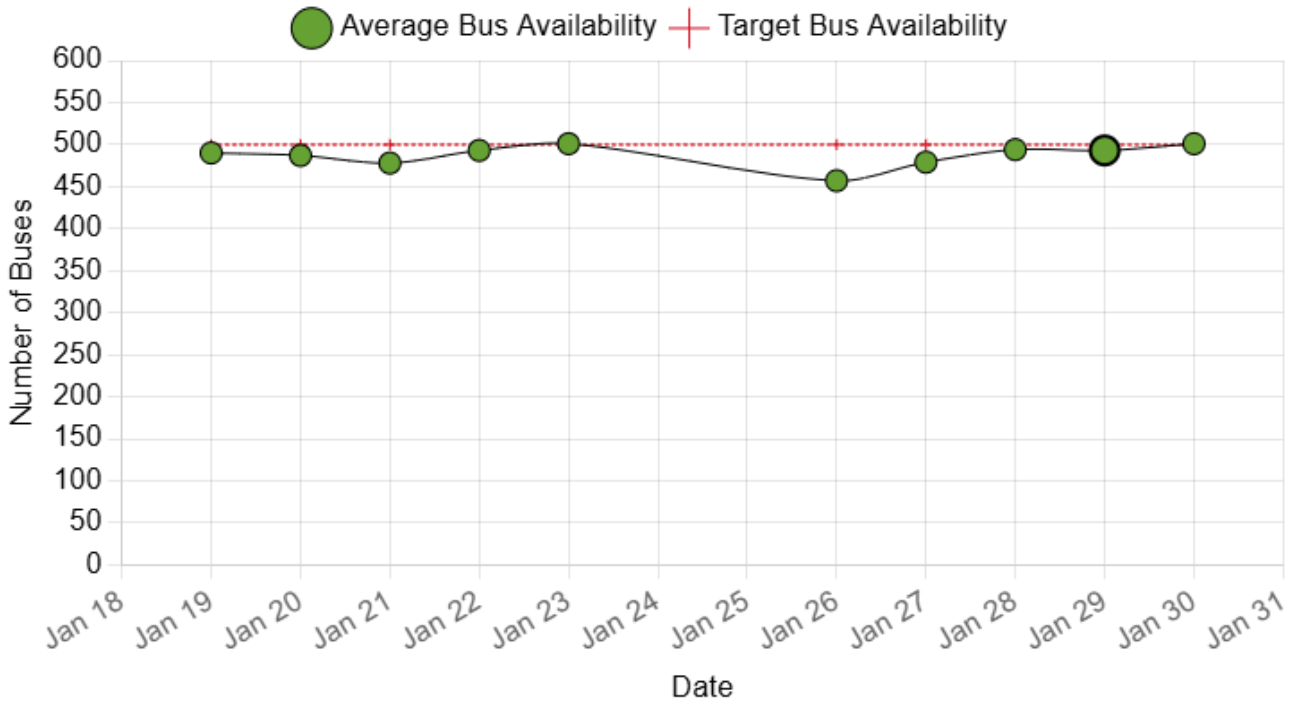


Of the 2,636 trips undelivered, the above chart shows the top reasons a trip could not be delivered. The numbers in the column are the actual trips cancelled. The following reasons are possible:

- *Mechanical breakdown: any type of mechanical issue that prevented a trip from being delivered.*
- *No bus available: insufficient number of buses for the service required preventing a trip from being delivered.*
- *On street adjustment: operational incidents that impact the ability of trips to be delivered. This includes things like traffic, accidents or customer incidents.*
- *Operator availability: trips not able to be delivered due to an operator not being available for service.*

Fleet Health

There were 492 buses available for service on the average weekday. On average, 500 buses are required for service every weekday; this is a temporary decrease from 520 buses.



Bus fleet availability is a measure of how many buses are available to deliver service to customers. The number of buses available for service and service requirements fluctuates every day for various reasons including the number of scheduled trips changing or additional maintenance work being done.

Electric Bus Procurement

Currently, it is forecasted that 110 buses will be delivered by the end of Q1. There are 48 electric buses currently available for service.

