

### Summary of myRide Service Data – First 6 Months

Figure 1. Total Service Kms:

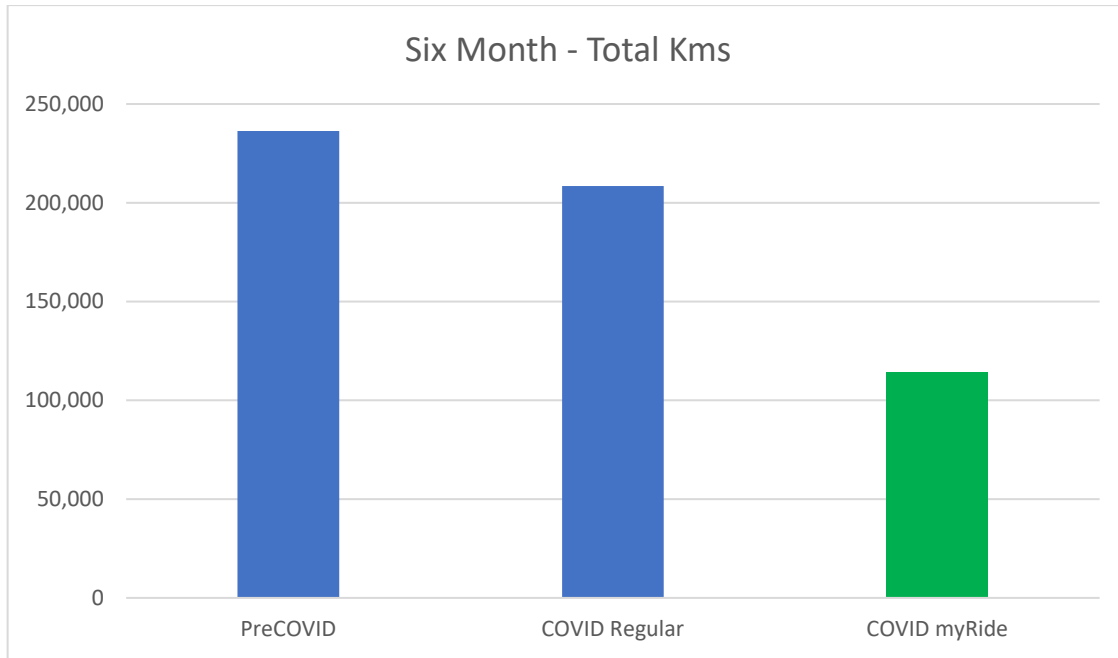


Figure 2. Total Revenue Service Kms:

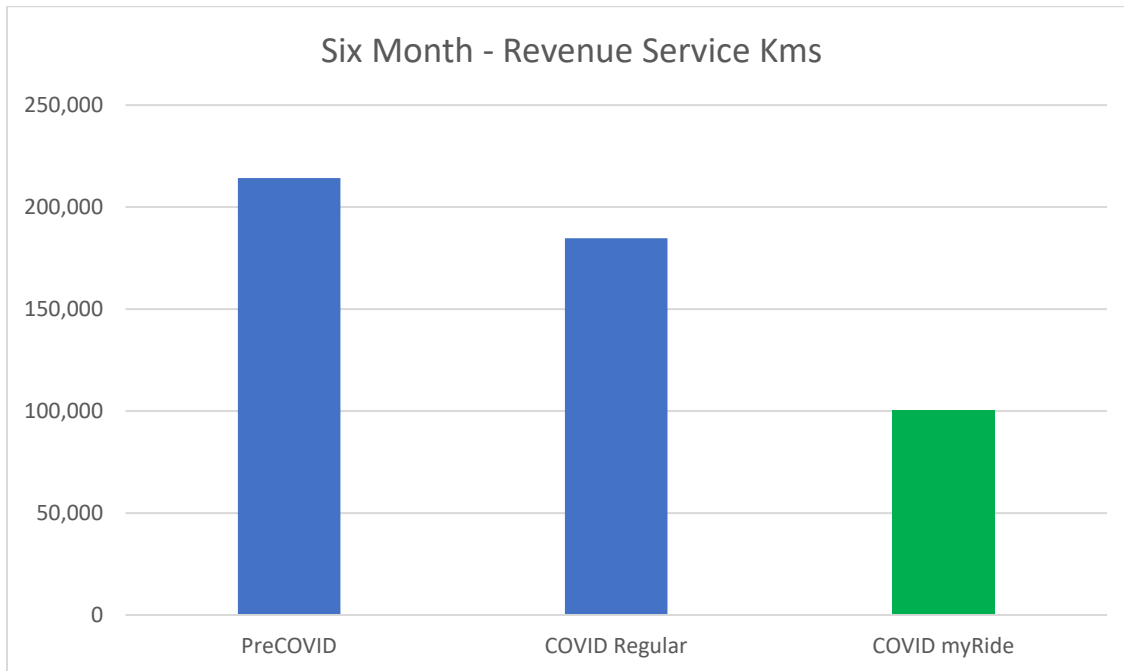


Figure 3. Total Service Hours:

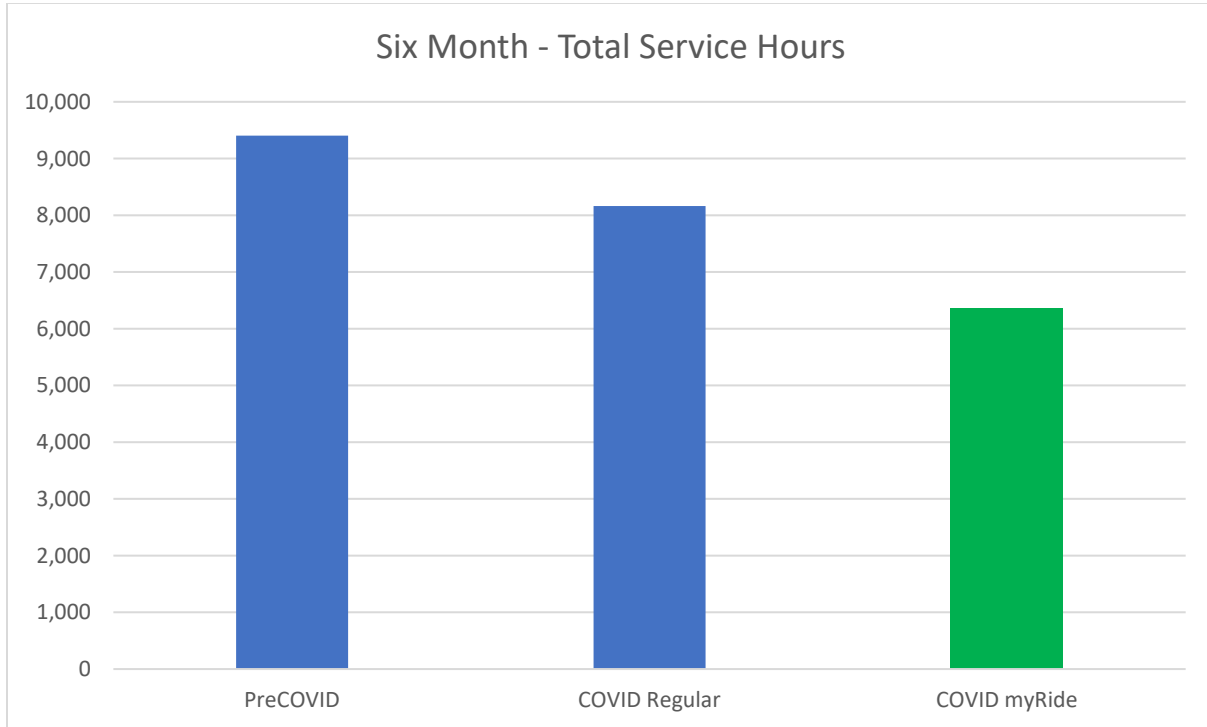


Figure 4. Total Revenue Service Hours:

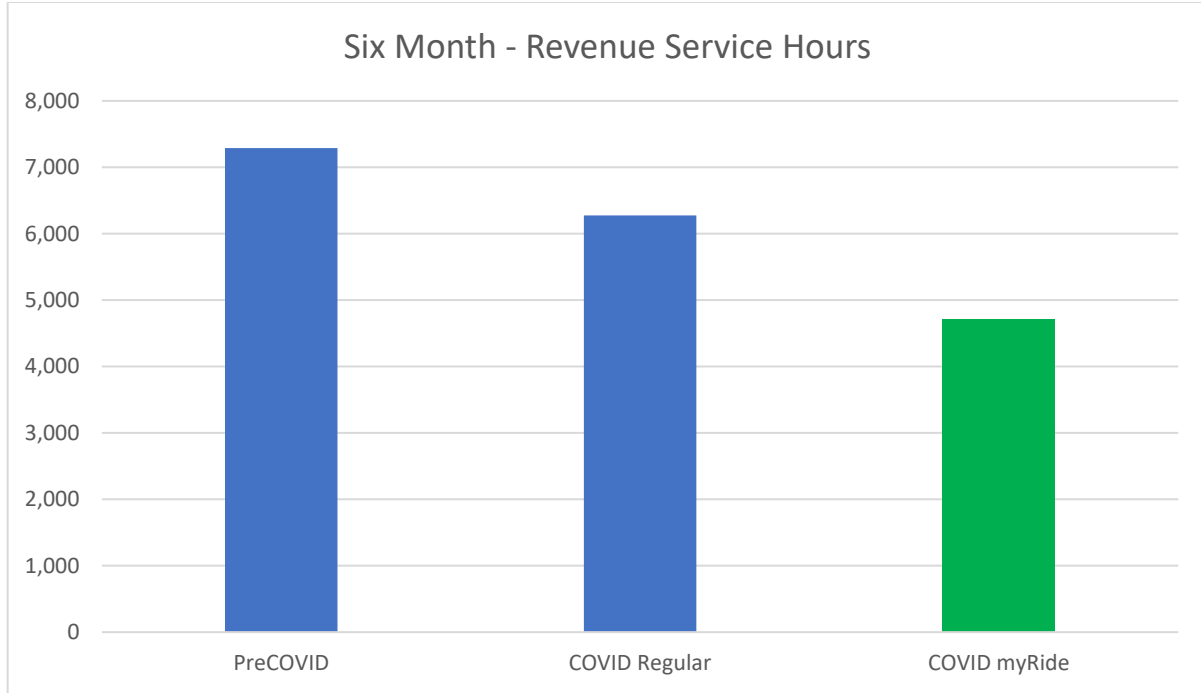


Figure 5. Total Peak Weekday Bus Requirement:

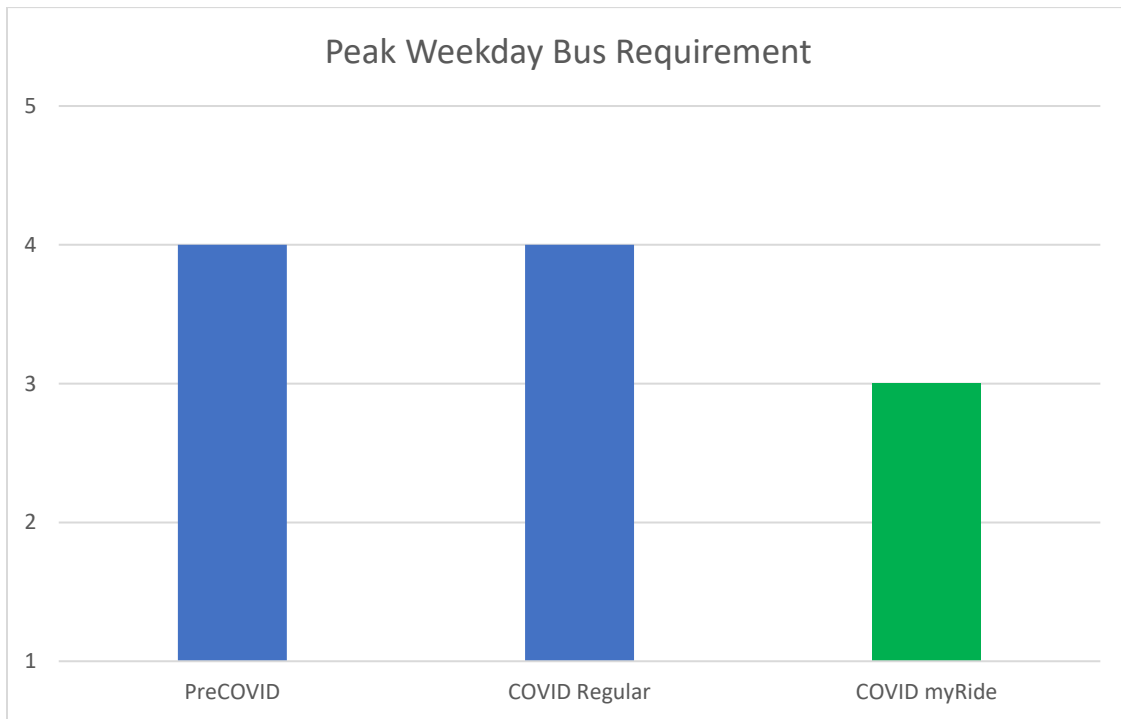


Figure 6. Total FTE Requirement to Provide Service (Annualized):

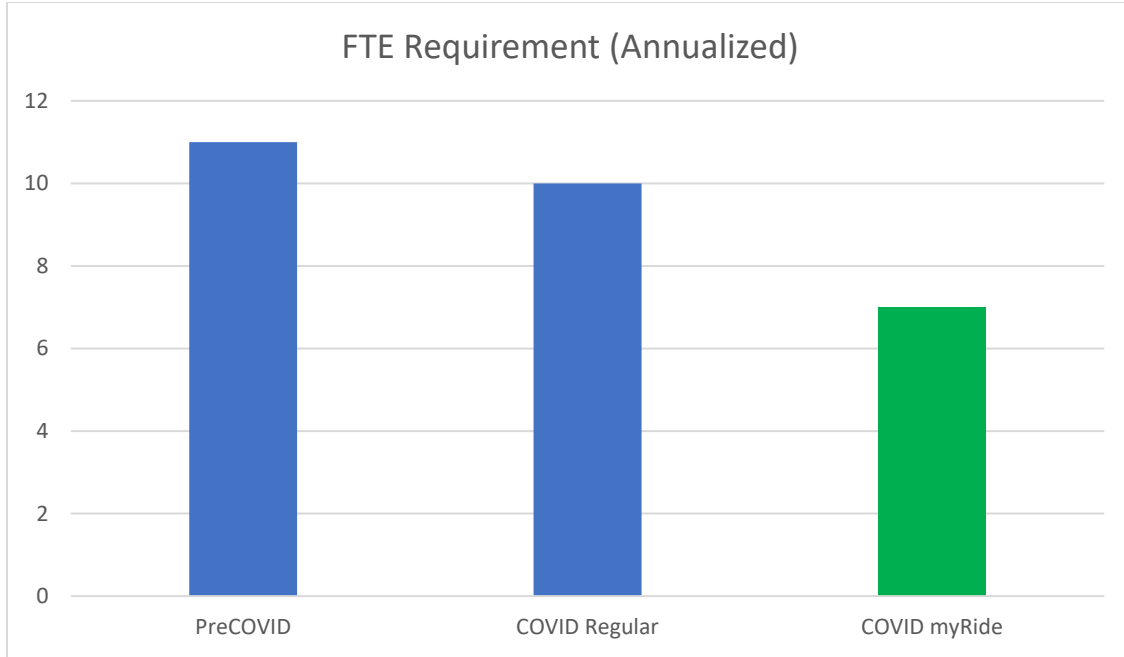
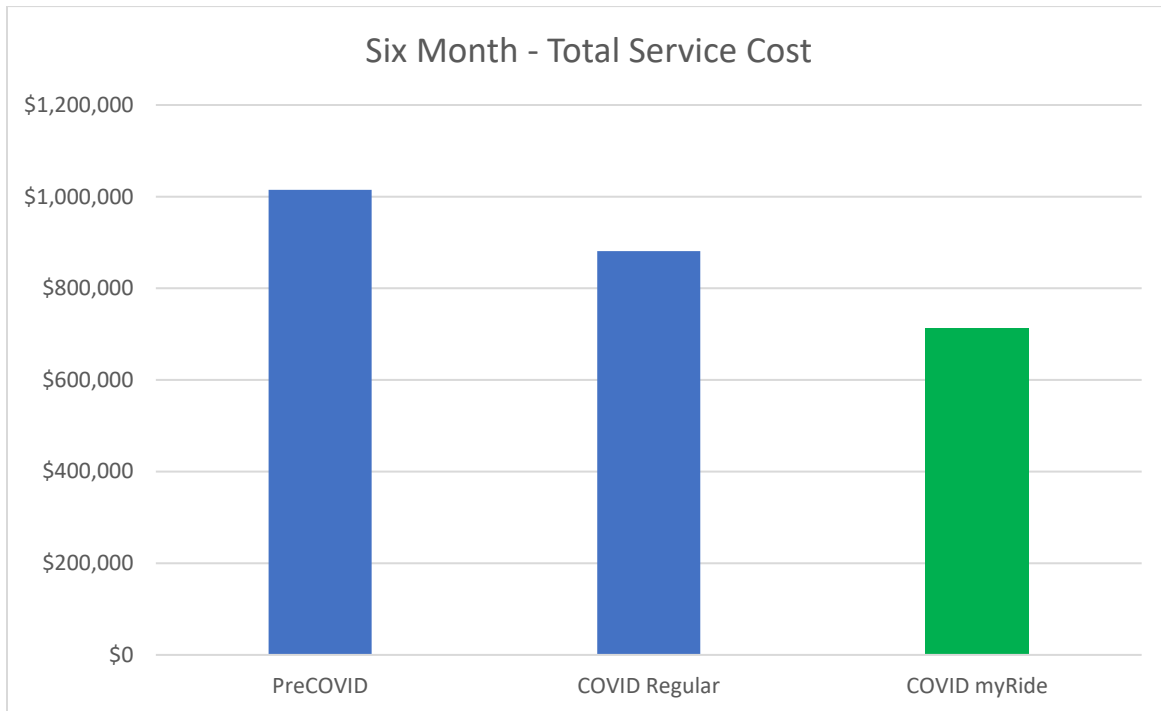


Figure 7. Total Operational Cost:



\*COVID myRide includes all sunk costs of software licensing, promotional materials, training etc.

\*\*To appropriately compare service model costs, COVID myRide does not include the Provincial share of funding for the sunk costs of the pilot under the Safe Restart Agreement (Phase 2).

\*\*\*For comparative purposes, hourly operational cost from 2019 was used in each 6 month calculation for the representative periods.

Below are 5 different KPI values that are used to measure Ridership, Users and Rider Experience, Service Vehicles and On-time Performance.

Table 1. myRide 6-month Ridership KPI's

<b>Ridership KPI's</b>	<b>Sept7 -30</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>
<b>Completed Boardings</b>	2228	2697	2808	2421	1850	2137
<b>Boarding Cancellations</b>	1212	1092	1277	1100	1023	1093
<b>Boarding Cancellations (No-Show)</b>	222	210	253	209	207	240
<b>Cancellation Percentage</b>	35.23%	28.82%	31.26%	31.24%	35.61%	33.84%
<b>Cancellation Percentage (No Show)</b>	6.45%	5.54%	6.19%	5.94%	7.21%	7.43%
<b>Total Requests</b>	3230	3597	3847	3296	2709	3064
<b>Completed Requests</b>	2085	2535	2627	2254	1725	2008
<b>No Drivers Available Requests</b>	2	16	10	8	23	9
<b>Request Cancellations</b>	1143	1046	1210	1034	961	1047
<b>Request Cancellations (No Show)</b>	203	203	244	198	196	232
<b>Avg. # of Requests per Rider</b>	6.19	8.25	8.33	7.78	8.19	7.86
<b>Bookings from Admin Panel</b>	14.23%	15.02%	15.38%	12.68%	12.97%	16.89%
<b>Bookings from Rider Mobile App</b>	82.59%	84.17%	83.76%	86.37%	86.43%	81.98%
<b>Flag Down Bookings</b>	3.19%	0.82%	0.85%	0.95%	0.59%	1.03%
<b>Avg. # Riders per Request</b>	1.07	1.06	1.07	1.07	1.07	1.06

- **Completed Boardings:** The total number of passengers who completed trips. This can be different than the total number of trip requests (Total Requests), as there can be multiple passengers per trip.
- **Boarding Cancellations:** The total number of passengers whose trips were canceled due to passenger not being present at the stop.
- **Boarding Cancellations:** The total number of passengers whose trips were canceled.
- **Cancellation Percentage:** The percentage of total cancellations out of total trips.
- **Cancellation Percentage (No Show):** The percentage of no-show cancellations out of total trips.
- **Total Requests:** Total number of trips that have reached a "final state". This includes Completed, Cancelled, and No Drivers Available trips. Trips that are In Progress or Processing are not included in this number.
- **Completed Requests:** The total number of completed trip requests.
- **No Drivers Available Requests:** The total number of trips that the system was not able to fulfill and went to the No Drivers Available Status.
- **Request Cancellations:** The total number of canceled trips.
- **Request Cancellations (No Show):** The total number of canceled trips due to a No-Show.
- **Avg. # of Requests per Rider:** The mean number of Completed Requests per rider.
- **Bookings from Admin Panel:** Percentage of total rides that were booked through the Admin Panel.
- **Bookings from Rider App:** Percentage of total rides that were booked through the Rider App.
- **Flag Down Bookings:** Percentage of total rides that were booked through Spare Driver.
- **Avg. # Riders per Request:** The mean number of Completed Boardings per Completed Request. (There can be multiple riders per request).

Table 2. myRide 6-month Customer KPI's

myRide Customers	Sept7-30	Oct	Nov	Dec	Jan	Feb
<b>Users Created</b>	613	239	195	141	126	131
<b>Users with 1st Trip</b>	360	117	112	68	42	56
<b>Active Users</b>	360	327	337	311	226	272
<b>Users (All Time)</b>	1639	1639	1639	1639	1639	1754
<b>Users 1 Trip Taken (All Time)</b>	360	477	589	657	699	755
<b>Recurring Users (All Time)</b>	232	327	417	463	498	541

- **Users Created:** The number of users created over the given time period.
- **Users with 1st Trip:** The number of users who took their first trip over the given time period.
- **Active Users:** The number of users who took a trip over the given period.
- **Users (All Time):** The number of users ever created.
- **Recurring Users (All Time):** The number of users who have ever taken more than one trip.

Table 3: myRide 6-month Rider Experience KPI's

Rider Experience	Sept7-30	Oct	Nov	Dec	Jan	Feb
<b>Avg. Travel Duration (min)</b>	13.4	12.59	10.67	11.38	10.01	10.26
<b>Avg. Travel Distance (km)</b>	6.47	6.32	5.58	5.3	5.33	5.7
<b>Mean Wait Time (min)</b>	13.86	13.69	19.78	17.87	14.36	20.79
<b>Median Wait Time (min)</b>	10.53	10.45	13.55	12.42	10.58	13.94

- **Avg. Travel Duration:** The mean amount of time riders spend onboard a vehicle.
- **Avg. Travel Distance:** The mean distance riders traveled while onboard a vehicle.
- **Mean Wait Time:** The mean wait time of an individual rider during this time period. This only applies to Next Available trips.

- **Median Wait Time:** The median wait time of an individual rider during this time period.

Table 4: myRide 6-month Service Vehicle KPI's

Service Vehicles	Sept7-30	Oct	Nov	Dec	Jan	Feb
<b>Max Active Vehicles</b>	4	4	5	6	6	6
<b>Vehicle Hours</b>	920.81	1059.58	1137.33	1174.91	1075.9	988.83
<b>Revenue Hours</b>	723.59	817.96	847.72	893.5	719.98	704.57
<b>Total Vehicle Travel Distance (km)</b>	17128.88	20189.1	21715.74	19733.75	16834.14	18675.49
<b>Travel Distance With Riders On Board (km)</b>	10352.5	12001.41	12199.16	10397.35	8309.01	9525.92
<b>Total Revenue Distance (km)</b>	15677.11	18294.24	19374.34	17262.54	14073.28	15707.73
<b>Avg. Boardings Per Vehicle Hr.</b>	2.42	2.55	2.47	2.06	1.72	2.16
<b>Pooled Trips Ratio</b>	61.45%	59.84%	45.16%	38.83%	33.89%	44.27%

- **Max Active Vehicles:** The highest number of Duties simultaneously in progress during the selected time period.
- **Vehicle hours:** Total number of hours completed by all operational vehicles, including non-revenue time.
- **Revenue Hours:** Total number of hours completed by all operational vehicles, excluding non-revenue time.
- **Total Vehicle Travel Distance:** Total distance covered by all operational vehicles.
- **Travel Distance With Riders On Board:** Distance covered with riders on board for all operational vehicles.
- **Total Revenue Distance:** Distance covered between the first pickup and last dropoff for all operational vehicles.
- **Avg. Boardings Per Vehicle Hr.:** Mean number of boardings per hour driven by all operational vehicles.
- **Pooled Trips Ratio:** Percentage of trips where a passenger shared their ride with another passenger.

Table 5. myRide 6-month On-Time Performance KPI's

On-Time Performance	Sept7-30	Oct	Nov	Dec	Jan	Feb
<b>On-Time Trips</b>	91.18%	91.91%	82.38%	86.16%	88.23%	89.89%
<b>On-Time Pickups ("Leave At")</b>	96.05%	96.77%	88.72%	93.93%	95.15%	94.99%



<b>On-Time Dropoffs ("Leave At")</b>	99.63%	99.87%	95.60%	99.54%	99.81%	99.84%
<b>On-Time Pickups ("Arrive By")</b>	56.52%	51.17%	52.26%	44.57%	41.01%	51.16%
<b>On-Time Dropoffs ("Arrive By")</b>	83.15%	86.85%	79.44%	85.51%	84.83%	80.81%

- **On-Time Trips:** Percentage of completed trips where both pickup and dropoff times were within the trip’s flexibility margin.
- **On-Time Pickups ("Leave At"):** Percentage of “Leave At” trips where the actual pickup time was within the trip’s flexibility margin.
- **On-Time Dropoffs ("Leave At"):** Percentage of “Leave At” trips where the actual dropoff time was within the trip’s flexibility margin.
- **On-Time Pickups ("Arrive By"):** Percentage of “Arrive By” trips where the actual pickup time was within the trip’s flexibility margin.
- **On-Time Dropoffs ("Arrive By"):** Percentage of “Arrive By” trips where the actual dropoff time was within the trip’s flexibility margin.