2025 Key Statistics

Operational Performance

Metric	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Target Range
Monthly Ridership	689	1,468	1,762	1,919	1,943	1,200 - 1,700
On-Time Performance	90.4%	89.8%	88.8%	91.4%	90.7%	90%
Service Availability	100%	100%	100%	100%	100%	100%
Driver Shift Performance – Efficiency	42.2%	65.7%	77.0%	92.6%	86.7%	70% - 75%
Driver Shift Performance - Utilization	100%	100%	100%	100%	100%	100%

Rider Experience

Metric	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Dec 2025	Target Range
Rider Satisfaction (5-star rating)	4.7	4.8	4.8	4.8	5.0	>4.0
Trip Rejection Rate	1.37%	0.44%	0.84%	1.35%	1.82%	<5.0%
Riders per Service Hour	1.51	2.81	3.23	3.75	3.93	2.3 – 3.3
No-Show Trips	76 (12%)	122 (9%)	138 (9%)	163 (9%)	178 (9%)	8%
Mobile Payment	53%	67%	71%	72%	72%	70 - 80%

Economic Benefit

Reason for Trip	2025
Work	47%
School	17%
Shopping	8%
Medical	5%
Not Specified	23%

Glossary of Terms

- **Driver Shift Performance – Efficiency**: The percentage of time during operating hours that an ORTC bus is servicing a trip. This includes driving any time that a rider is on-board and driving from a break location to pick up a rider.

- **Driver Shift Performance – Utilization or Service Availability:** The percentage of time during operating hours than an ORTC bus is available for service. This metric is an indicator any "down-time" caused by an on-board issue such as a mechanical failure.

- **Monthly Ridership:** Trips taken by ORTC users in a month.

- **No-Show Trip:** An ORTC trip where the rider is not at their assigned pick-up stop at the time of their pick-up. Riders must be at their assigned pick-up location at the beginning of their 10-minute pick-up window. Drivers are instructed to wait one minute when arriving within the pick-up window before classifying the trip as a no-show and proceeding to their next pick-up or drop-off.

- **On-Time Performance:** A metric that indicates the percentage of ORTC trips that are on time. An ORTC trip is considered on time if the vehicle arrives within the 10-minute pick-up window.

- **Operator:** The organization that provides the transit service to the City of Pembroke. Following procurement in late 2024, Mobility Transportation Specialists (MTS) were chosen as the preferred operator.

- **Payment Method:** A metric that identifies how fares are being paid. Rider fares are paid electronically via the Blaise Transit app or on-board with cash.

- **Rider Satisfaction:** A five-star rating system for riders to rate each of their trips upon completion.

- **Riders per Service Hour:** The average number of trips completed per hour of service.

- **Trip Rejection Rate:** The percentage of trips that are rejected by the booking and scheduling software. Trip rejections may be caused by high demand during a specific time-period or if a ride request is outside the service area.
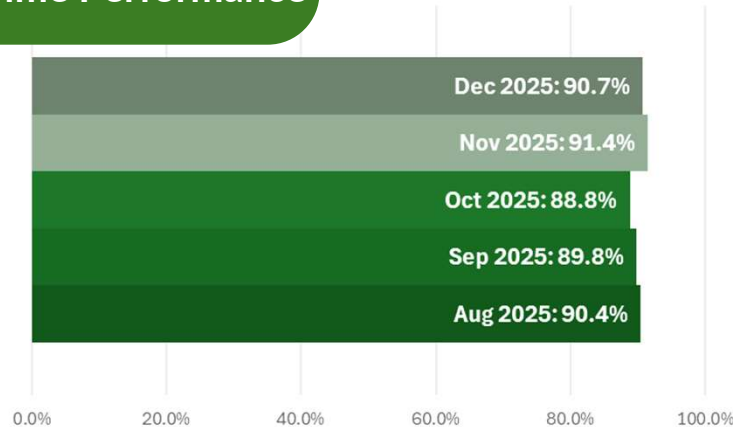
2025 Key Performance Indicators

ORTC — Ottawa River Transit

Monthly Ridership

Target 1,200 to 1,700

Month	Ridership
Dec 2025	1,943
Nov 2025	1,919
Oct 2025	1,762
Sep 2025	1,468
Aug 2025	689

On-Time Performance

Target > 90%

Month	On-Time Performance
Dec 2025	90.7%
Nov 2025	91.4%
Oct 2025	88.8%
Sep 2025	89.8%
Aug 2025	90.4%

Rider Satisfaction

Target > 4.0 of 5

Month	Rating
Dec 2025	5.0
Nov 2025	4.8
Oct 2025	4.8
Sep 2025	4.8
Aug 2025	4.7

Trip Rejection Rate

Target < 5%

Month	Trip Rejection Rate
Dec 2025	1.82%
Nov 2025	1.35%
Oct 2025	0.84%
Sep 2025	0.44%
Aug 2025	1.37%