

Document 1 – example semi-annual report to Transit Commission

Recommended performance measure disaggregation

In addition to being presented at the aggregate level, performance measures are proposed to be broken down and reported at the following levels of detail:

Measure Category	Performance Measure	By month	By time period	By Day Type (Weekday, Saturday, Sunday)	By Service Type and Mode	By Customer Contact Type
Safety	Customer Injury Rate	X				
Ridership	Bus and O-Train Ridership	X				
	Bus and O-Train Ridership per Capita	X				
	Para Transpo Ridership	X				
Customer Service	Total Customer Service Contacts	X				X
	Average Time to Answer – Calls and Electronic Contacts	X				X
	Average Time to Answer – Written Inquiries	X				X
Service Reliability	Service Availability	X	X	X	X	
	Excess Wait Time	X	X	X	X	
	On-Time Performance	X	X	X		
	Para Transpo On-Time Performance	X		X		
	Elevator Availability	X				

By Month: Results will be presented by month and by year to allow comparisons over time.

By Time Period: Results will be presented by time of day periods, where appropriate. These would be included, but not limited to: Early Morning, Morning Peak, Midday, Afternoon Peak, Evening, Night.

By Day Type: Results will be presented by day type: Weekdays, Saturdays and Sundays.

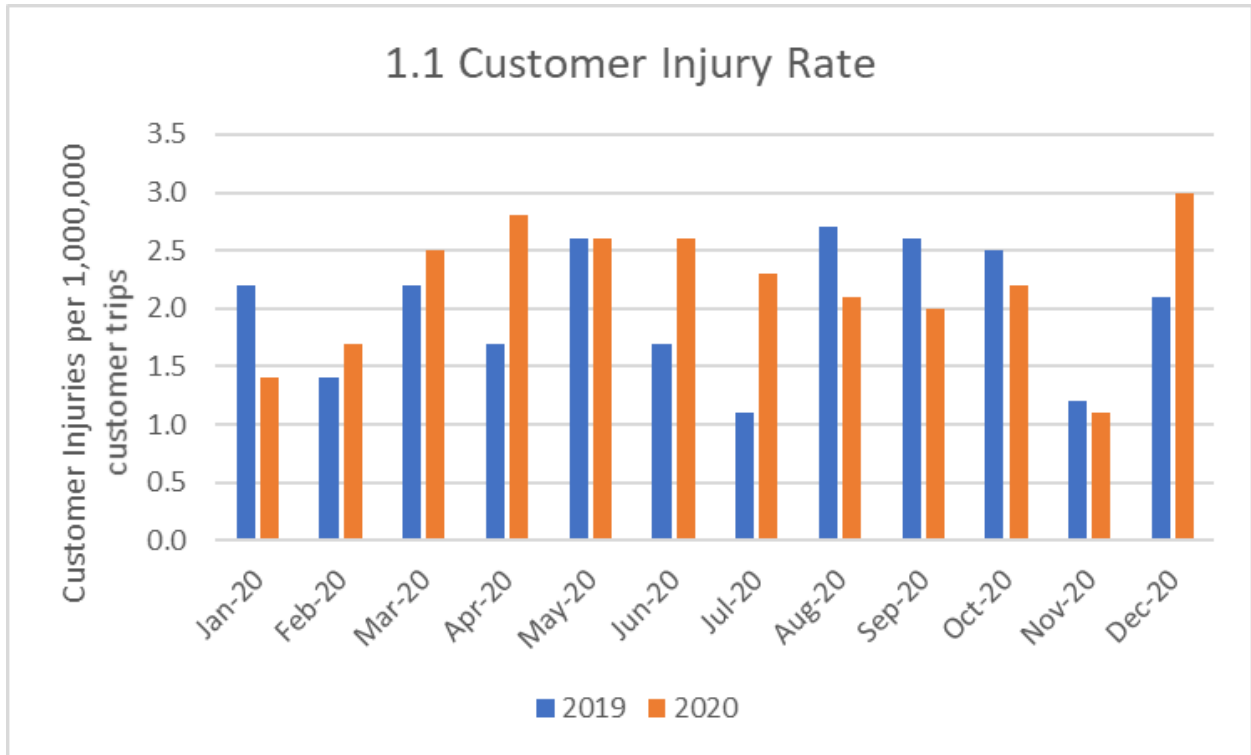
By Service Type and Mode: Results will be presented by service type: for bus service, Rapid, Frequent, Connexion, Local and School; for O-Train service, by Line.

By Customer Contact Type: Results will be presented by type of customer service contact type. For instance: Phone Call, Website visit, SMS request, API call, written inquiry.

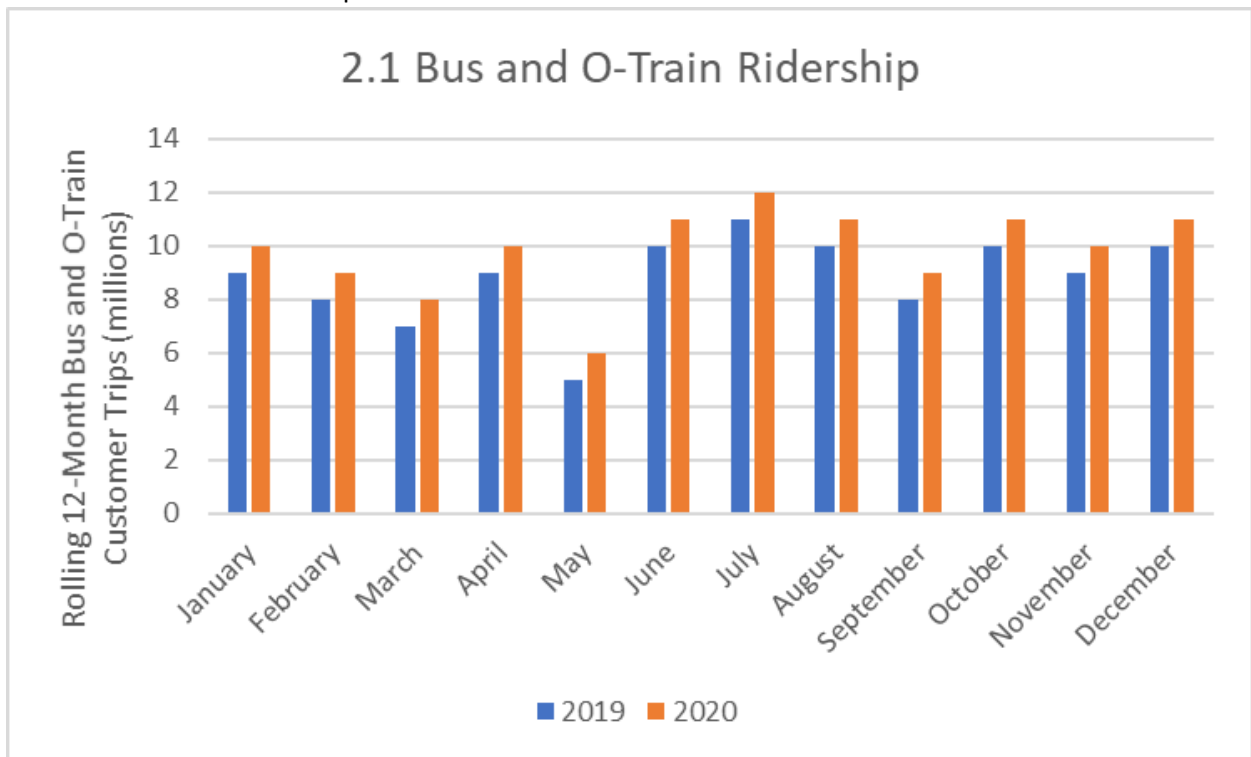
These more detailed summaries of performance results will be presented within the discussion of the twice-annual reports. A variety of figure will be used to identify trends. The following are examples of these figures:

All figures in this document are for illustration purposes only. The results are artificial and do not represent actual performance measure results.

1.1 Customer Injury Rate:

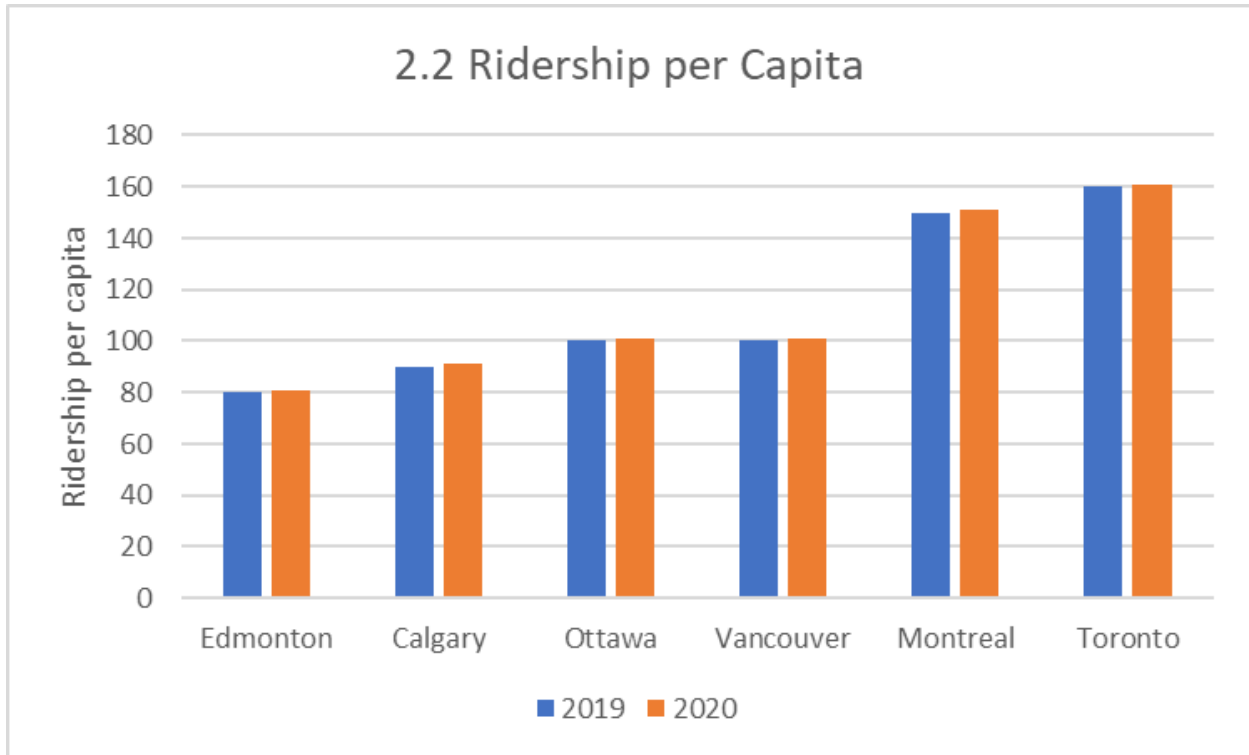


2.1 Bus and O-Train Ridership

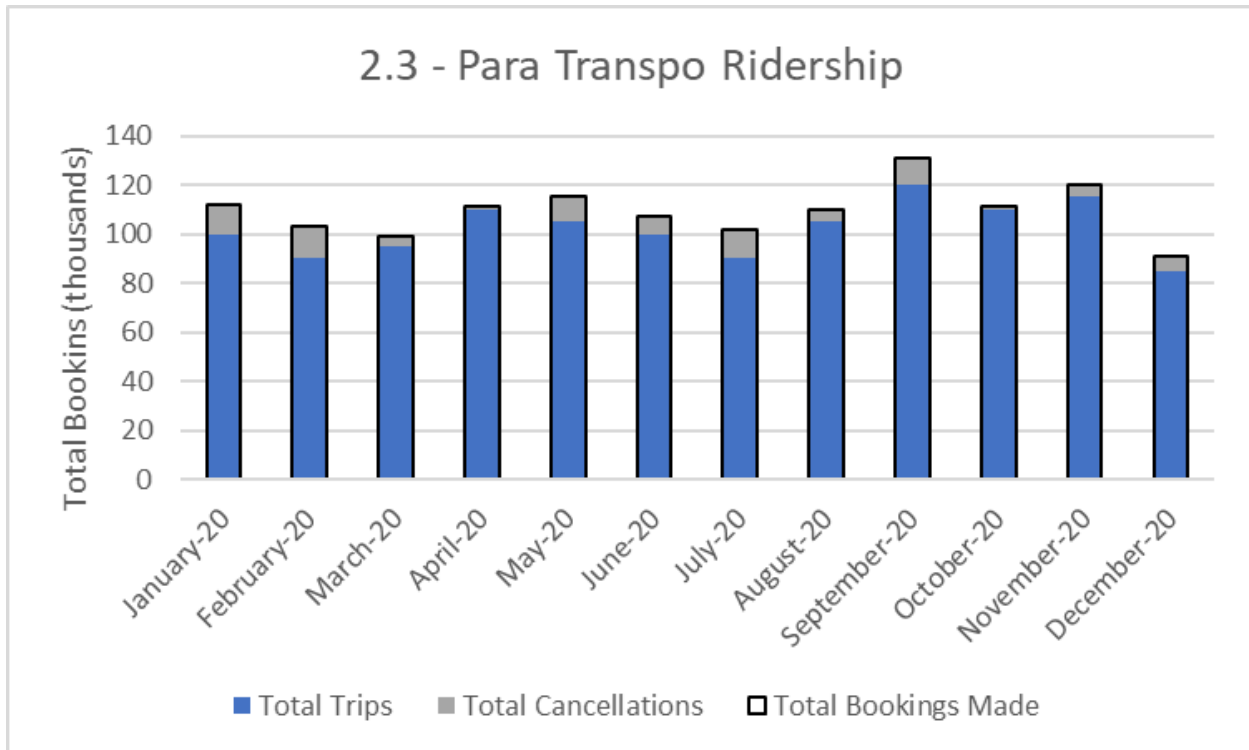


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2.2 Ridership per Capita



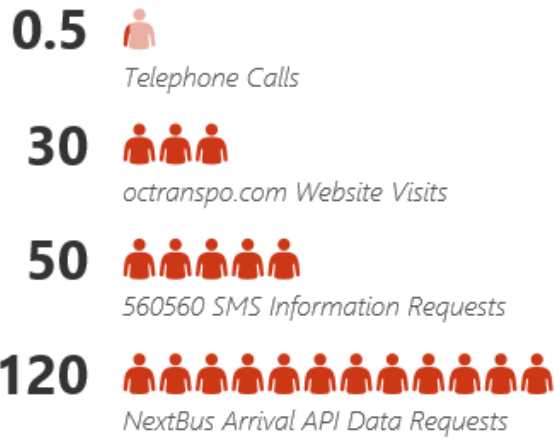
2.3 Para Transpo Ridership



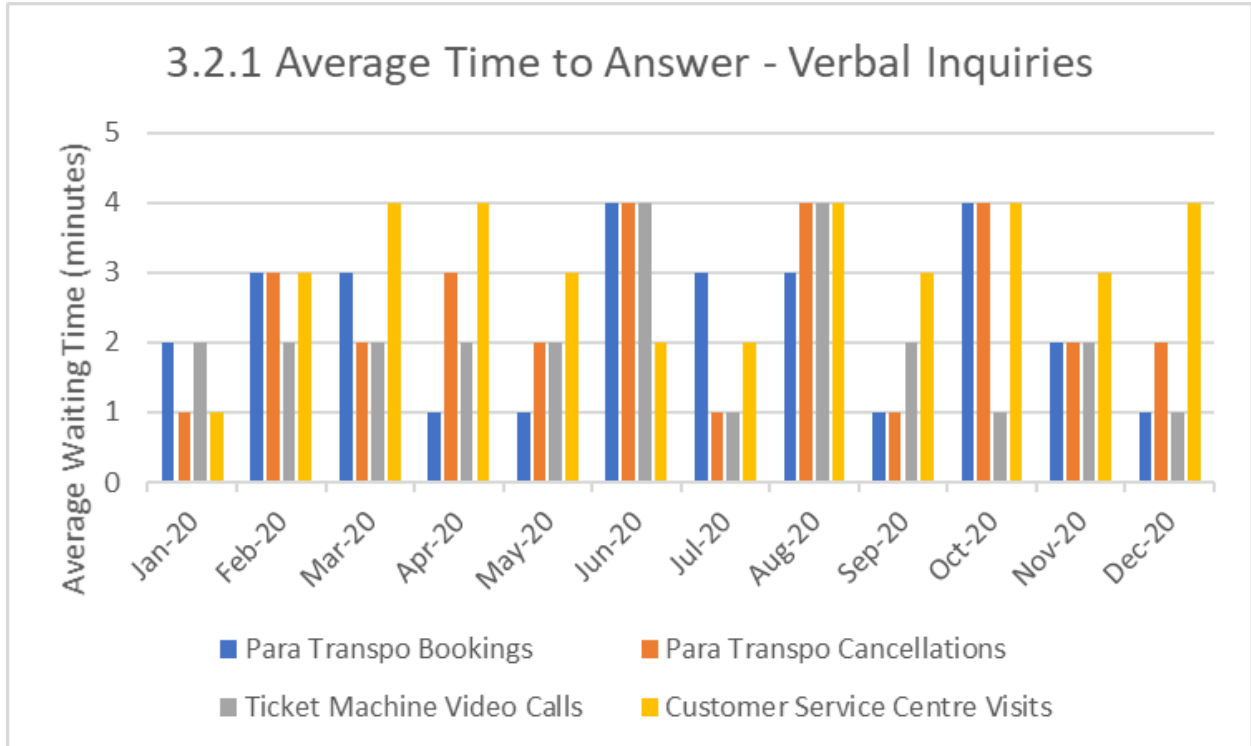
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3.1 Total Customer Service Contacts

2020 TOTAL CUSTOMER SERVICE CONTACTS (MILLIONS)

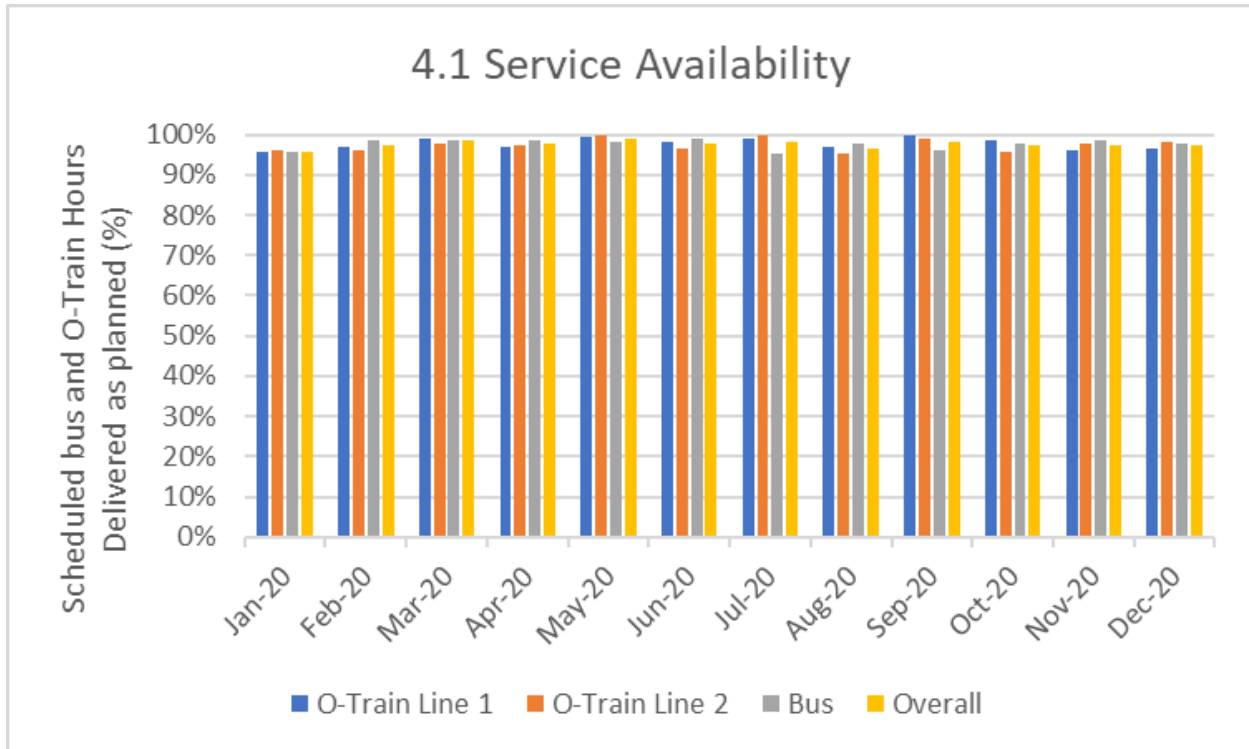


3.2.1 Average Time to Answer – Verbal Inquiries



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4.1 Service Availability

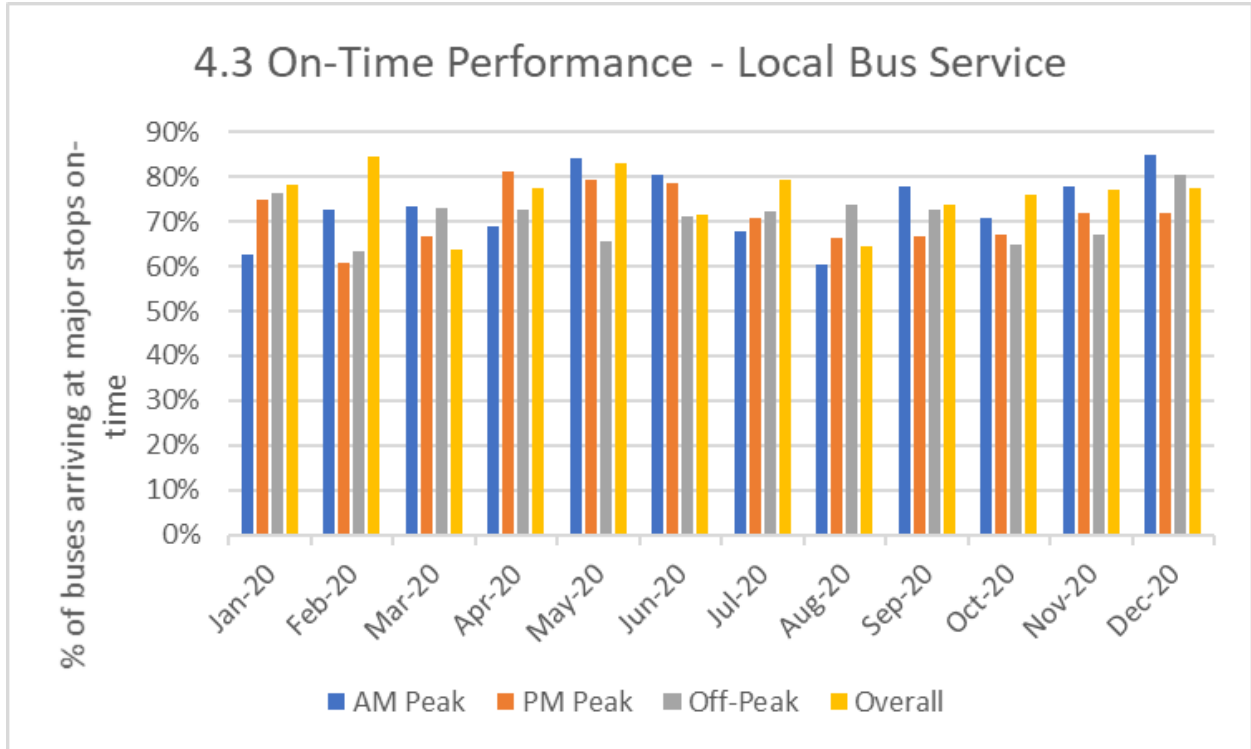


4.2.1 Excess Wait Time

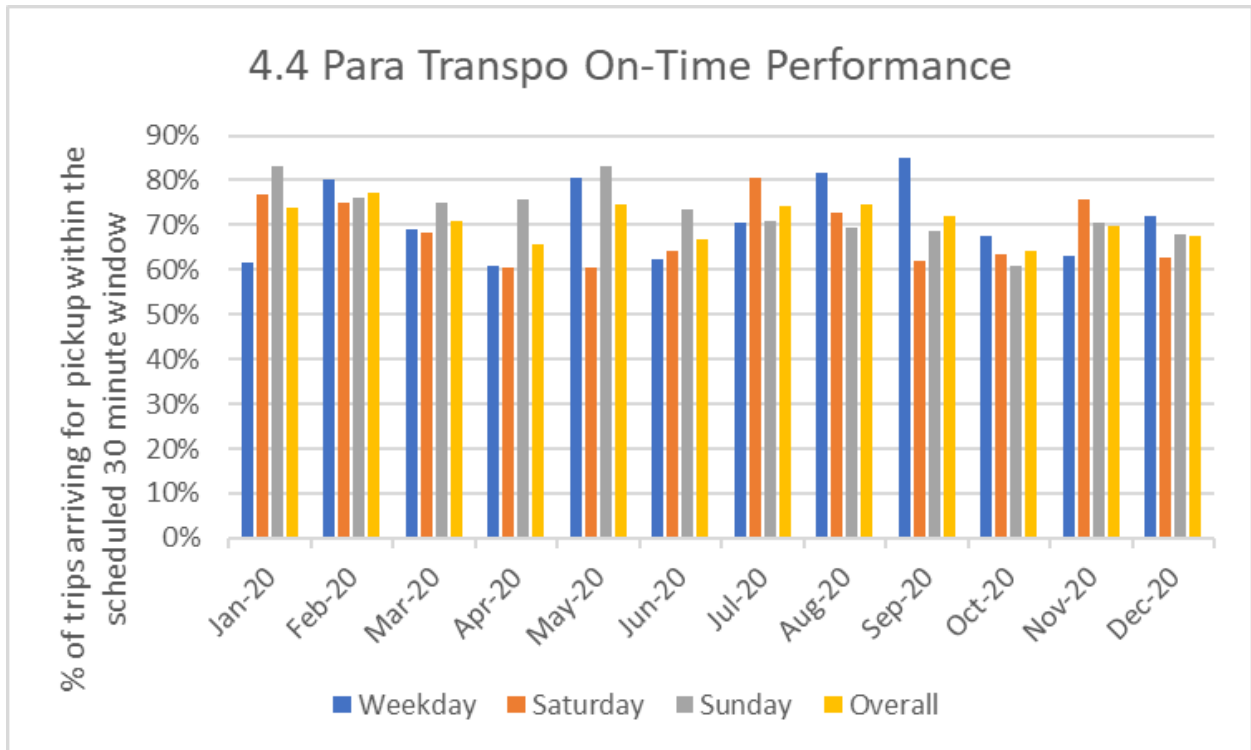


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4.3 On-Time Performance



4.4 Para Transpo On-Time Performance



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4.5 Elevator Availability

