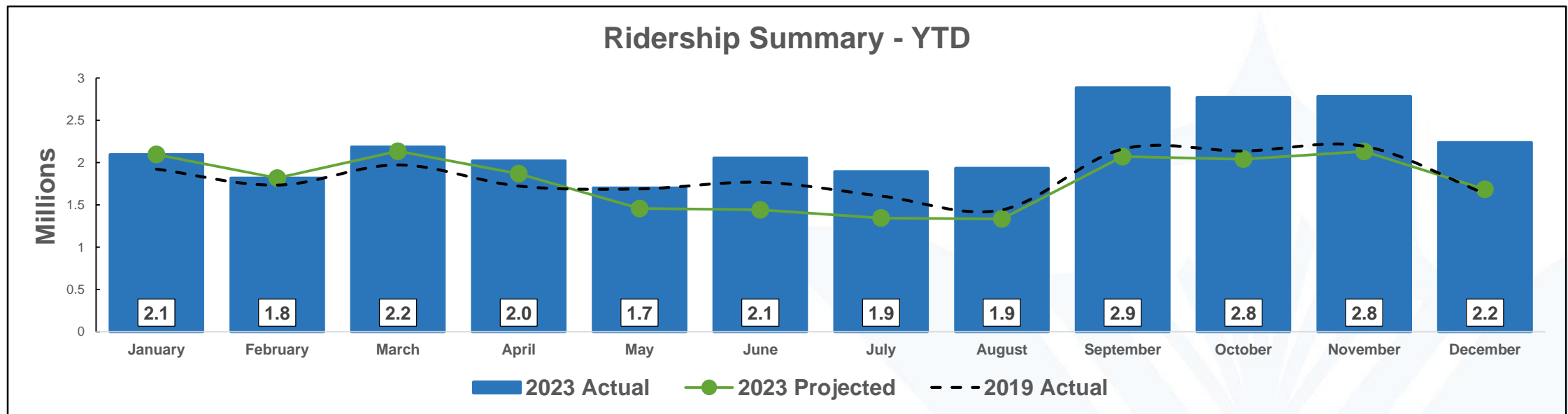


Appendix A: Performance Dashboard - GRT

Average Daily Boarding ¹	YTD Service Hours	% On-time ²	YTD Ridership	Average Daily MobilityPLUS Boarding ¹	MobilityPLUS Undelivered Trips ⁴
132K	835,923	67.9%	26.4 M	491	5.4%



Bar graph above shows ridership trends in 2023, compared against projected 2023 ridership and 2019 actual ridership. There was a large spike in September, as we achieved record ridership. Ridership in 2023 has exceeded projections every month.

Highest Performance Routes ³			Lowest Performance Routes ³		
301 – ION	110 – College Express	12 – Westmount	79 – Breslau	76 – Doon Mills	77 – Wilmot

1 – YTD and weekdays only; excludes 2023 strike days
 2 – % of trips within 0 to +3 minutes to schedule
 3 – based off boardings per hour
 4 – target is 2.5%