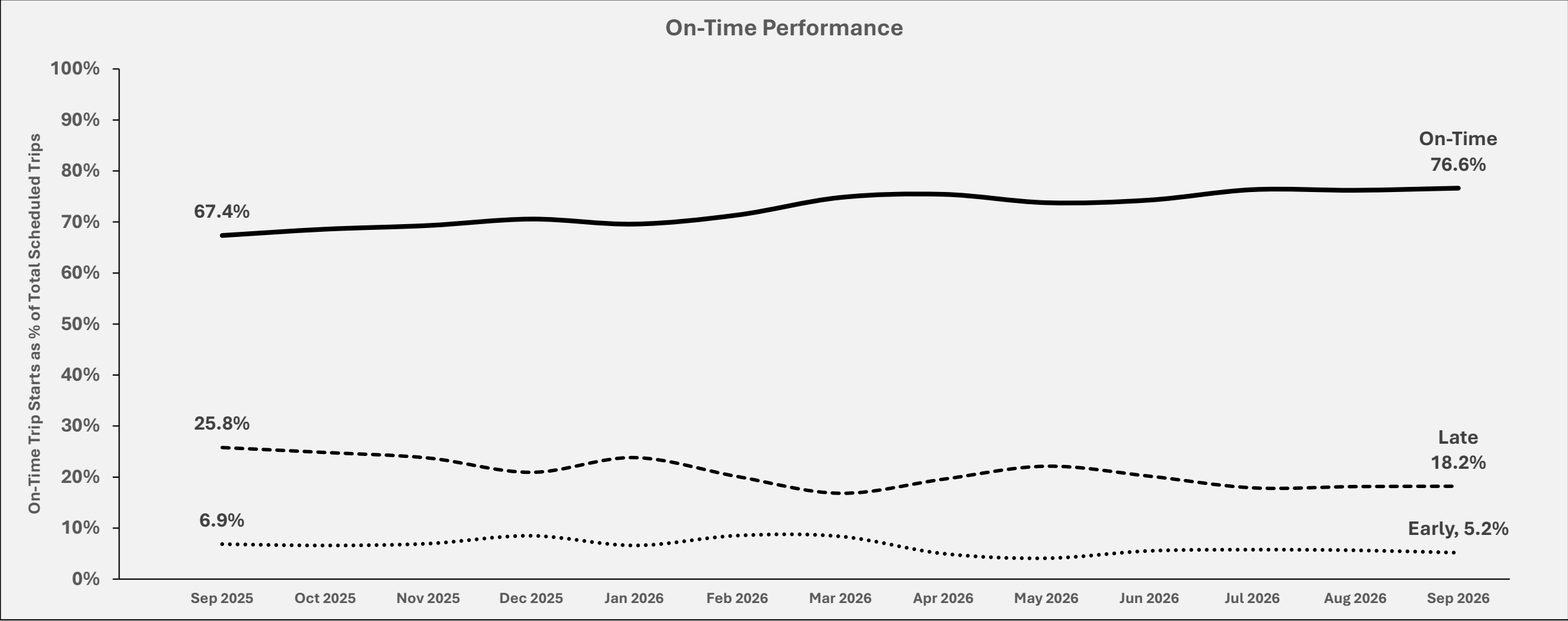


Bus On Time Performance



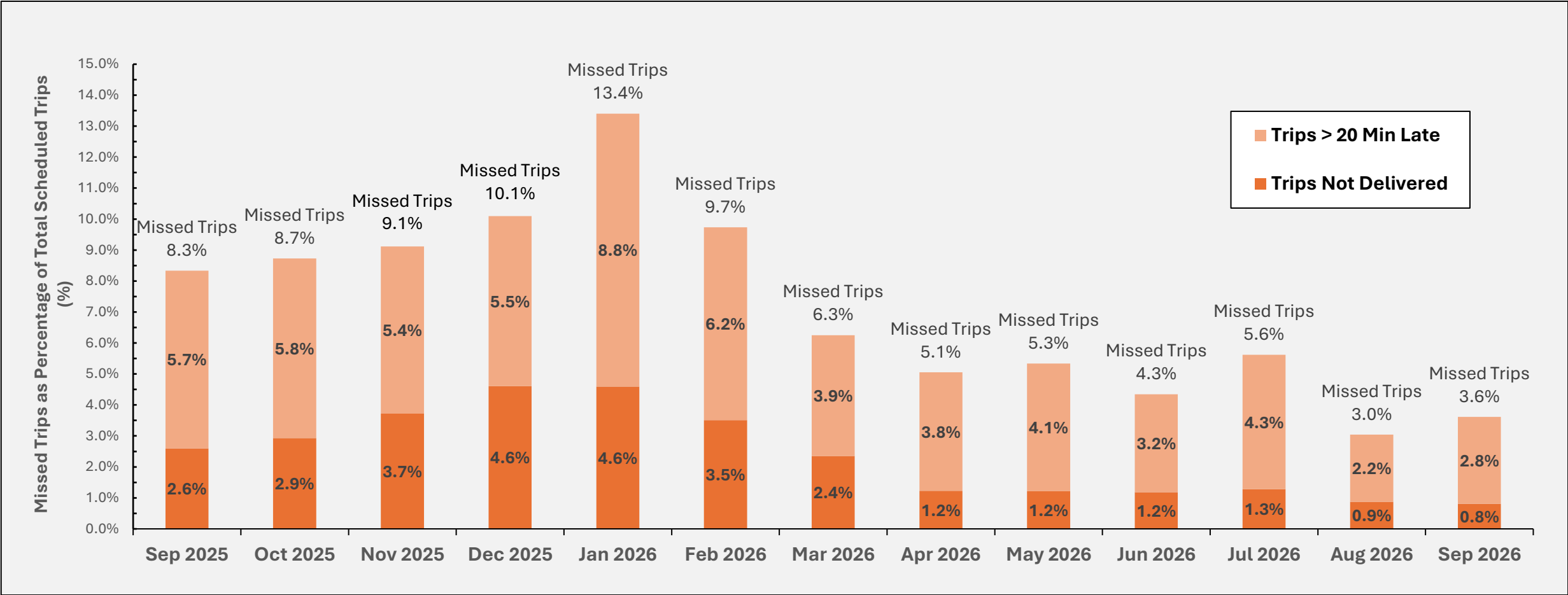
The percentage of scheduled trips that customers receive as planned and within the acceptable on-time tolerance. Trips are considered on-time when they depart from the start of the trip between 1 minute early and 5 minutes late. Missed trips are considered not on-time.



Bus Missed Trips

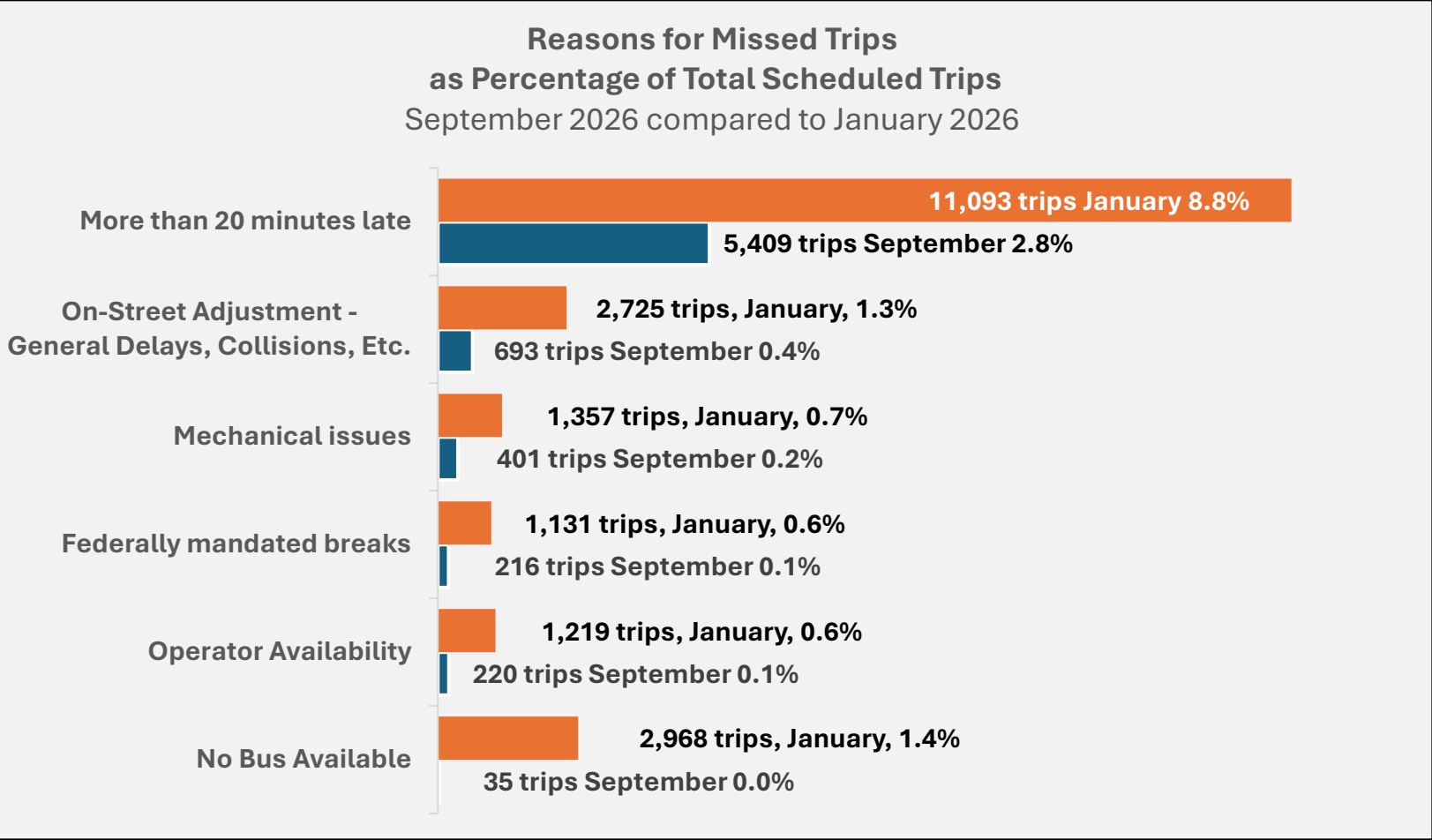
Measures the number and percentage of scheduled revenue bus trips that were not delivered as planned.

Includes all trips not delivered, trips that did not depart their origin, trips that are more than 20 minutes late and trips that started but did not complete the planned service.



Bus Missed Trips - Details

The total number of missed trips, categorized by reasons for the trips being missed and as a percentage of the total number of scheduled trips. Results are for the most recent month.



September 2026 total scheduled conventional bus trips = 192,800

The percentage of scheduled trips missed, by time period. Results are for the most recent month.

Missed Trips by Period September 2026

Morning Peak: 2.3%

Afternoon Peak: 5.7%

Off Peak and Weekends: 3.3%

Para Transpo On-Time Performance



The percentage of eligible Para Transpo customer pickup trips where the assigned vehicles arrives during the customer’s scheduled 30-minute pickup window

