

## Posting Daily Transit Reliability Report

### ISSUE

Possibility of posting daily service reliability and punctuality reports for Saskatoon Transit.

### BACKGROUND

At the meeting of City Council held on October 7, 2013, the following inquiry was made by Former Councillor T. Paulsen:

“The Toronto Transit Commission posts a daily report card on its website showing transit riders how reliable their service is. The information provides a quick snapshot to transit users to evaluate how punctual or reliable the service was for that day in a way that is easy to read and understand.

With the upgraded technology we are now using in our transit buses, could the Administration please report on whether it is possible to communicate with our clients in a similar fashion.”

### CURRENT STATUS

The Toronto Transit Commission (TTC) Daily Customer Service Report provides performance metrics from previous business days. In the case of their bus service, it provides information from two business days prior. The report includes a red X or a green check mark beside the stated target. The TTC target for buses is ‘on time departures from end terminals = 90%’. The variance used to determine On Time Performance is up to 1 minute early and up to 5 minutes late. The TTC Daily Customer Service Report does not include statistics in real time in the daily report.

Saskatoon Transit has made a number of technological advances which have created the opportunity to generate data to provide real-time information and past performance reporting on service and reliability to transit users and the public. One of the advances relates to Saskatoon Transit’s release of real time General Transit Feed Specification (GTFS) information for vendors who wish to develop an application. Two vendors that access the GTFS information to provide real time information on Saskatoon Transit bus locations are the Transit app and Google Transit. Saskatoon Transit endorses the real-time mobile Transit app and Google Transit for trip planning and as a source of real time bus information; however, there are many others available for both IOS, and Android devices. Saskatoon Transit does not currently provide past performance reporting on service reliability and punctuality.

### DISCUSSION/ANALYSIS

Saskatoon Transit’s use of technology has evolved such that the information is now available to allow past performance reporting on service reliability and punctuality.

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The following two systems work in tandem to generate real-time information on bus locations, routes and notices to riders and gather data for the possibility of past performance reporting on service reliability and punctuality.

### Mobile App, Transit

The mobile app, Transit, displays the location of buses and wait times at stops while also providing service alerts regarding cancellations and detours. Saskatoon Transit's ongoing partnership with Transit has allowed even greater functionality to be added, including banners with important information as to events like Folkfest or special circumstances like COVID. Riders are also able to mark the routes they use often as a 'favorite' and receive push notifications when there are service alerts on those routes. To date there are 15,241 riders who have elected to receive push notifications in Saskatoon. Typically the Transit app has approximately 6,000 users every day.

### Transit Master

Transit Master (TM) is a Trapeze product that provides real time information for operational use and is the conduit for additional information such as cancellation notices, and detours in the form of service alerts provided to the public through channels such as Transit app and Google Transit. The information is linked with the GTFS feed and can be used via the Transit app to send push notifications to mobile devices. As Saskatoon Transit continues to work with TM and the Trapeze ViewPoint (a data reporting module), the development of new reports like a Daily Customer Service Report are possible. Saskatoon Transit will work with Trapeze and the IT Division to develop a daily service and reliability report on a customer facing web page by the end of 2020. It is anticipated, similar to the TTC Daily Customer Service Report, the report will provide information regarding On Time Performance for two business days prior.

## **FINANCIAL IMPLICATIONS**

Costs associated with posting the information to a customer facing website are expected to be minimal and will be handled within existing budgets.

## **NEXT STEPS**

Saskatoon Transit will work with Trapeze and the IT Division to develop a daily service and reliability report on a customer facing web page by the end of 2020.

### Report Approval

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| Written by:  | Paul Bracken, Maintenance Manager Saskatoon Transit                               |
| Reviewed by: | James McDonald, Director Saskatoon Transit  |
| Approved by: | Terry Schmidt, General Manager Saskatoon Transportation & Construction Department |

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