

## Working Definition of Transit Terms

- **Accessibility** - infrastructure to provide ease of transit access and overall quality of the transit service for users with a variety of mobility devices and/or disabilities and for the overall user experience.
- **Boardings** – number of people getting on the bus.
- **Boarding per revenue hour** – an industry-standard key performance indicator that measures the volume of riders compared to the supply of transit service.
- **Capacity** – the amount of space on a transit vehicle that can carry passengers. Available space not occupied by passengers is called unused capacity.
- **Density** - the amount of given characteristic (e.g., jobs, people, and housing units) present within a given geographic area (usually hectares in Canada).
- **Fare Recovery Ratio** – measure of the proportion of operating expenses covered by passenger fares; found by dividing revenue by total operating expenses for each of fixed route and access trip.
- **Fare revenue** – value of cash, tickets and passes given by passengers as payment for rides; excludes charter revenue.
- **Frequency** – how often a transit vehicle picks up passengers at a stop; for example, a bus might arrive every 15 minutes during peak commute periods, while off-peak, it might arrive every 30 minutes.
- **High Frequency Corridor (HFC)** – a network of routes along which transit service is provided at least every 15 minutes in both directions, throughout the day and into the evening, Monday to Friday; a high frequency and span of transit service within a corridor, which may be provided by a single route or by a combination of routes within the same corridor (FTC does not refer to specific routes or vehicle types).
- **Level of Service** - service to a neighbourhood or part of the city, usually described as a Tier, i.e. 1, 2 or 3.
- **Number of Boardings** - number of passengers boarding onto a vehicle.
- **Passenger demand** – the level of consumer demand for transit services in a community or area. It can be thought of as the output of land use and built environment characteristics. Demographic factors also shape passenger responses to varying levels of transit service.
- **Passenger load** - is a measure of how full a transit vehicle is, on average, at its busiest point or peak on a route. Passenger load helps Saskatoon Transit determine how full or crowded vehicles become while in service. If a bus has a low passenger load, it could mean either there is too much service on a route for current demand or a lower-capacity transit vehicle should be used. If a bus has a higher passenger load, it could mean there is not enough service or a higher capacity transit vehicle is needed or an extra bus is required. A high passenger load can contribute to a negative riding experience, such as standing for an uncomfortable amount of time, struggling to get on or off the vehicle, or being passed up (due to max capacity being reached), which can lead to customers being late or missing important connections.
- **Peak Hours** – refers to high ridership periods, times during the day when demand for transit service is highest.
- **Ridership** – the number of rides taken by people using a public transportation system in a given time period.
- **Ridership/Coverage tradeoff** - any service hour that provides service every 16 minutes or more at a particular stop in the system. (In 2015 Saskatoon Transit had 390,000 service hours)
- **Stop Spacing** – distance between two transit stops.
- **Transfer Point** – a fixed location where passengers interchange from one route or vehicle to another.
- **Walking distance** – the distance people walk to a transit stop – is not a fixed distance.