

Transit Terms

- **Accessibility** – infrastructure to provide ease of transit access and overall quality of service for users with a variety of mobility devices and/or disabilities and for the overall user experience.
- **Alighting** – getting off a bus
- **Boarding** – getting on a bus.
- **Boarding per revenue hour** – an industry-standard key performance indicator that measures the number of riders compared to the supply of transit service available.
- **Capacity** – the amount of space on a transit vehicle that can carry passengers. Available space not occupied by passengers is called unused capacity.
- **Coverage** – the geographical area that a transit system is considered to service, including acceptable walking distances from loading points.
- **Density** – the amount of given characteristic (e.g., jobs, people, and housing units) present within a given geographic area (usually hectares in Canada).
- **An Extra** – an additional bus added to accompany a regularly scheduled bus, used to handle planned and/or unplanned passenger demand.
- **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 trips.
- **Fare revenue** – value of cash, tickets and passes given by passengers as payment for rides.
- **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 (HFC does not refer to a specific route or vehicle type).
- **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 getting onto a bus. May be measured as boardings per route, per stop, per hour, per day, etc.
- **Overload/Full Bus** – when a bus has reached full capacity and can no longer accommodate more passengers. In the event of an overload, the bus will have to pass up the subsequent stops

until it has reached the terminus station and/or enough passengers have alighted the bus to create more capacity.

- **Pass Up** – the event in which a bus passes by a stop and does not board passengers. Examples of a “pass up” would be due to a full bus or the bus is “out of service”.
- **Passenger Demand** – the level of number of riders who want and are expecting transit services in a community or area.
- **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 an overload, 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 or Peak Period** – refers to morning and afternoon time periods during the day when demand for transit services are highest and transit ridership is the heaviest.
- **Peak Hours of Service** – refers to the high ridership periods, times during the day when demand for transit service is highest. (i.e., Monday to Friday, peak hours may consist of 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m.).
- **Ridership** – the number of rides taken
- **Stop Spacing** – distance between two transit stops.
- **Transfer Point** – a bus stop location where passengers change from one route or vehicle to another.
- **Walking Distance** – the distance a person must walk to a transit stop.