

## Managing Full Buses - CUTA Agency Survey Results - July 4-22, 2024

<b>Prov</b>	<b>City</b>	<b>Full Buses?</b>	<b>Frequency of full buses</b>	<b>Policy</b>	<b>What is your weekday ridership average?</b>	<b>What Planning method do you use to predict full buses?</b>
AB	Banff (Roam)	Yes	Regularly	Yes	13,200	Based on data-driven decisions and well-known seasonal increases due to tourism
	Edmonton	Yes	Occasionally	Yes	335,000	Monitor ridership several times a year, put more emphasis on new neighborhoods experiencing growth, reference population and employment growth data to estimate ridership growth
	Lethbridge	No	Seldom	No	5,000	Add buses to routes with frequent pass ups, extra buses are ad hoc as it depends on fleet availability
	Medicine Hat	No	Seldom	Yes	2,750	Review monthly ridership, listen to operator feedback on route capacity
	St Albert	Yes	Occasionally	No	6,800	Use historical data to develop next signup and schedule, add extra buses where overloads are observed
	Strathcona County	Yes	Regularly	No	4,731	Review monthly ridership, use electronic fare data to monitor daily ridership
NS	Halifax	Yes	Regularly	No	100,000	
ON	Barrie	Yes	Always	No	13,000	Use passenger counter data, review peak times, increase frequency, or add standby bus
	Guelph	Yes	Regularly	No	179,000	Anticipate growth in new neighbourhoods, align service levels with service standards document
	London	Yes	Regularly	No	90,000	
	Greater Sudbury	Yes	Regularly	Yes	20,000	Align fall/winter and spring/summer service with anticipated school enrollment, monitor hourly and daily ridership, proactively use express routes for high schools and university, use standby buses if necessary
	Windsor	Yes	Occasionally	Yes	33,500	Analyze revenue/cost ratios monthly and compare to year prior, identify peak times for daily service
QC	Longueuil	No	Occasionally	No	83,000	No predictive data available, review ridership data 4x per year, try to add service as budget allows
SK	Regina	Yes	Seldom	No	26,000	

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	Saskatoon	Yes	Regularly	No	25,748	Use electronic fare data & monthly reports to monitor daily ridership, Align fall/winter and spring/summer service with anticipated school enrollment, proactively use extra routes for high schools and university
NT	Yellowknife	No	Occasionally	No	725	Review ridership trends by stop on a route

<b>Prov</b>	<b>City</b>	<b>Typical response to full buses</b>	<b>When responding to full buses, what data do you monitor?</b>	<b>How do you communicate a full bus to your customers?</b>
AB	Banff (Roam)	Deploy standby bus; Extra bus for high school/ university; communicate to customers to adjust schedules	Complaint driven; repeated full buses; repeated pass ups for specified period	Head sign with "full bus"
	Edmonton	Maintain regular frequency; extra buses for high school/ university; reserve contingency service to address pressing overloads	Complaint driven; repeated full buses; repeated pass ups for specified period	We do not communicate a "full bus"
	Lethbridge	Maintain regular frequency	Complaint driven	We do not communicate a "full bus"
	Medicine Hat	Maintain regular frequency; deploy standby bus	Repeated pass ups for specified period	We do not communicate a "full bus"
	St Albert	Maintain regular frequency; deploy standby bus; extra bus for high school/ university;	Repeated pass ups for specified period; repeated full buses	Head sign with "full bus"
	Strathcona County	Deploy standby bus; extra bus for high school/ University	Complaint driven; operators call in to indicate they are at capacity	We do not communicate a "full bus"
NS	Halifax	Maintain regular frequency; deploy standby bus; extra bus for high school/ university	Complaint driven; repeated pass ups for specified period	Head sign with "full bus"
ON	Barrie	Deploy standby bus; extra bus for high school/ university; plan/schedule	Complaint driven; repeated full buses for specified period	Interactive map with bus status

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		service changes to accommodate		
	Guelph	Maintain regular frequency; deploy standby bus; extra bus for high school/ university	Repeated full buses for specified period	Head sign with “full bus”
	London	Deploy standby bus; extra bus for high school/ university; communicate with customers to adjust schedules	Complaint driven; repeated full buses; repeated pass ups for specified period	Interactive map with bus status
	Greater Sudbury	Deploy standby bus	Complaint driven; repeated full buses for specified period; ridership trends	Head sign with “out of service”
	Windsor	Maintain regular frequency; deploy standby bus; extra bus for high school/ university	Complaint driven; repeated full buses; repeated pass ups for specified period	Head sign with “full bus”
QC	Longueuil	Maintain regular frequency; deploy standby bus; extra bus for high school/ university	Complaint driven; repeated full buses for specified period	Crowd-sourcing app (i.e.: Transit app)
SK	Regina	Extra bus for high school/ university, deploy standby bus; re-allocate bus from underperforming route	Repeated pass ups for specified period	Service alerts
	Saskatoon	Maintain regular frequency; extra bus for high school / university; communicate with customers to adjust schedules where possible	Complaint driven; repeated full buses; repeated pass ups for specified period	Head sign with “full bus”; crowd-sourcing app (i.e.: Transit app) which indicates “crowding”
NT	Yellowknife	Extra bus for high school/ university	Repeated full buses for same time period	Head sign with “full bus”