

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Overall NT+ Service Metrics - 2025 (Q1)

Number of Passengers

94,330

Number of Trips

83,628

Number of Accessible Trips

12,989

Number of Micro Trips with an Accessibility Device

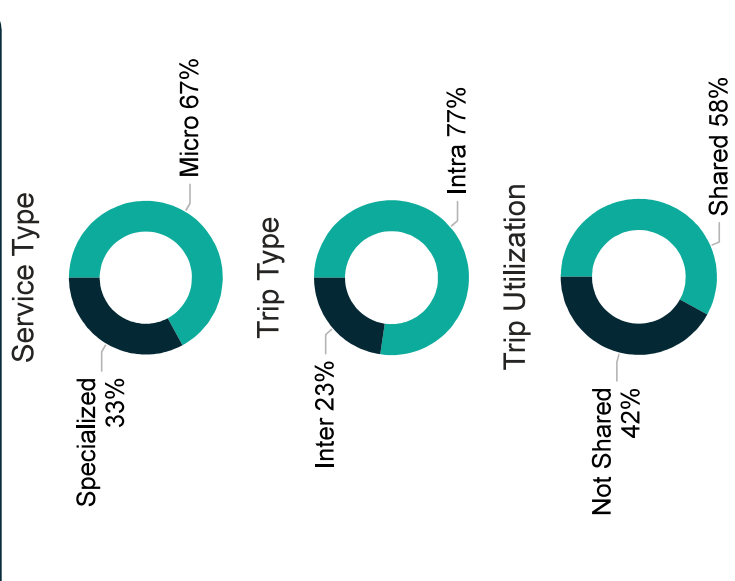
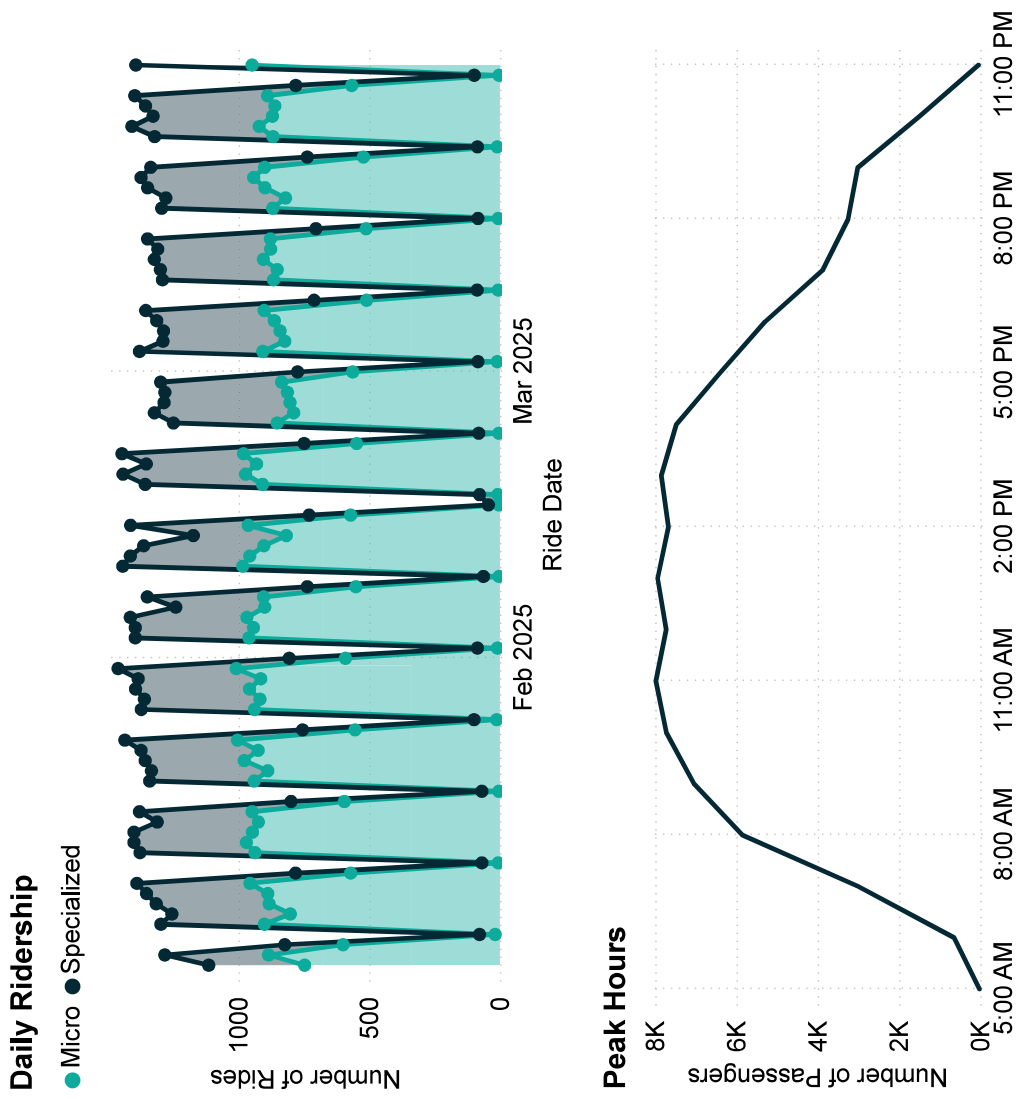
1,239

Average Direct Distance (km)

8.78

Average Time On-Board (min)

17.27



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 2934   | 10826      | 13760 |
| App            | 34580  | 31190      | 65770 |
| Subscription   | 1      | 4097       | 4098  |
| Total          | 37515  | 46113      | 83628 |

# Overall NT+ In-House Service Metrics - 2025 (Q1)

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers

23,474

Number of Trips

20,175

Number of Accessible  
Trips

8,284

Number of Micro Trips with  
an Accessibility Device

109

Average Direct Distance  
(km)

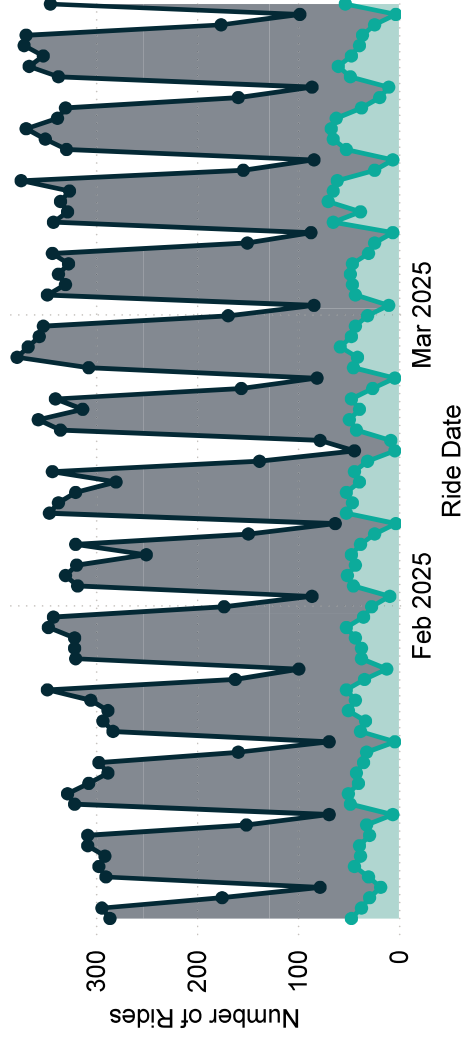
4.66

Average Time On-Board  
(min)

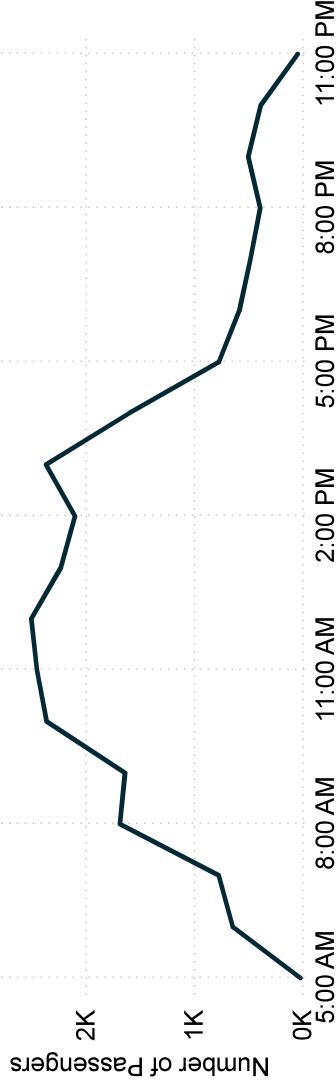
16.79

## Daily Ridership

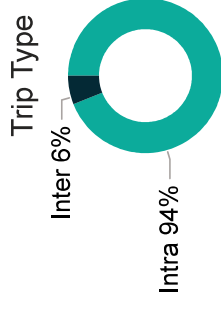
● Micro ● Specialized



## Peak Hours



## Service Type



## Trip Utilization



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 1164   | 6983       | 8147  |
| App            | 3148   | 7752       | 10900 |
| Subscription   |        | 1128       | 1128  |
| Total          | 4312   | 15863      | 20175 |

# Overall NT+ In-House 2025 (Q1) Service Metrics - Niagara Falls

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers

6,406

Number of Trips

5,602

Number of Accessible Trips

1,981

Number of Micro Trips with an Accessibility Device

(Blank)

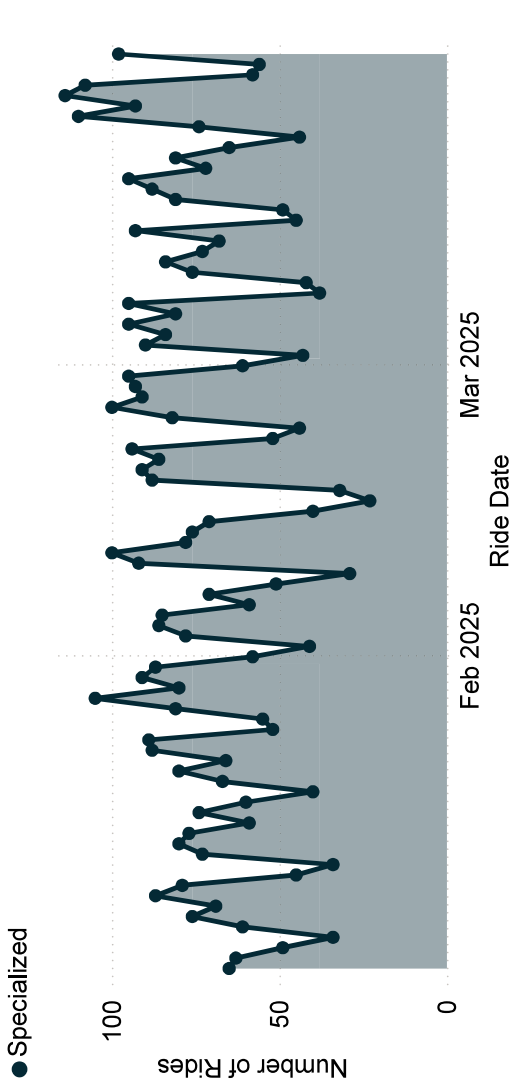
Average Direct Distance (km)

4.55

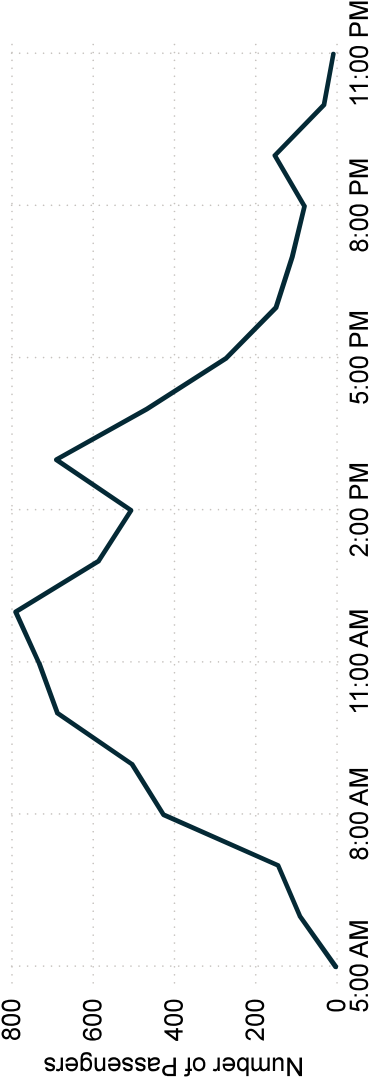
Average Time On-Board (min)

16.91

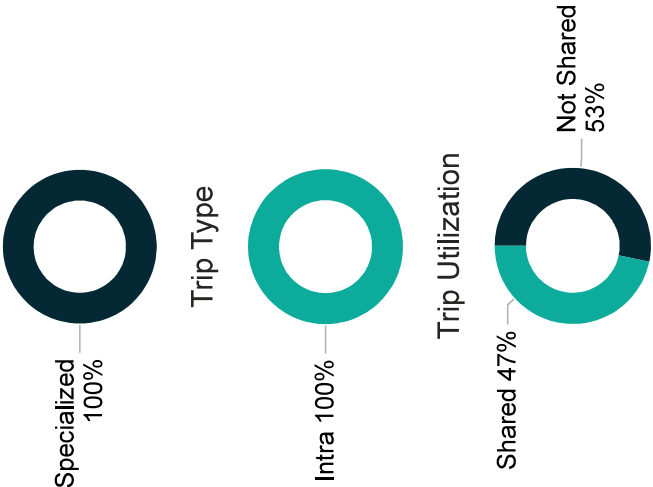
Daily Ridership



Peak Hours



Service Type



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 514    | 2119       | 2633  |
| App            | 442    | 1400       | 1842  |
| Subscription   |        | 1127       | 1127  |
| Total          | 956    | 4646       | 5602  |

# Overall NT+ In-House 2025 (Q1) Service Metrics - St. Catharines

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers

9,402

Number of Trips

7,702

Number of Accessible  
Trips

3,733

Number of Micro Trips with  
an Accessibility Device

(Blank)

Average Direct Distance  
(km)

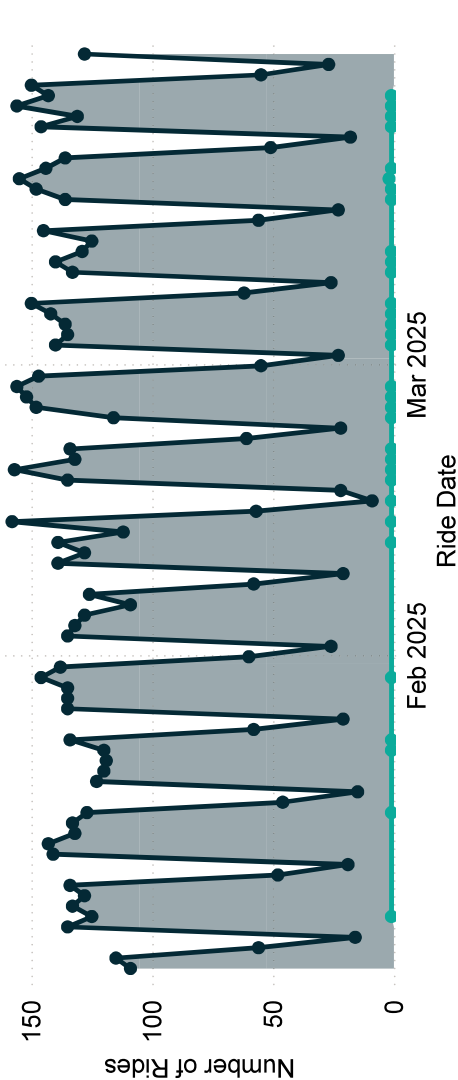
4.63

Average Time On-Board  
(min)

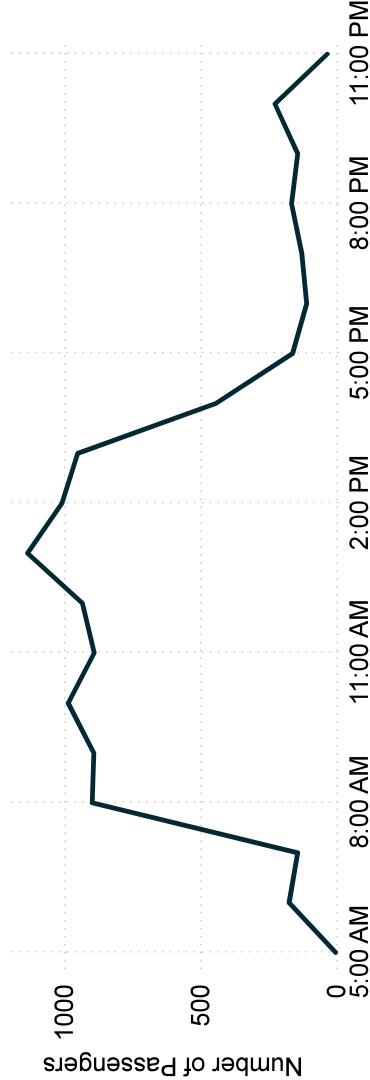
17.30

## Daily Ridership

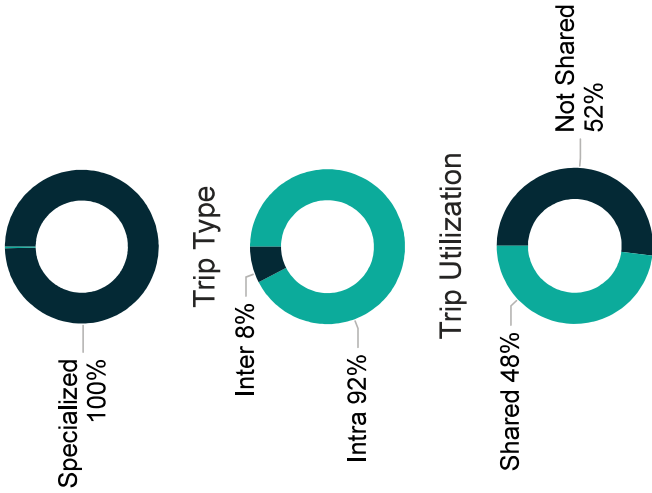
● Micro ● Specialized



## Peak Hours



## Service Type



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 378    | 2815       | 3193  |
| App            | 713    | 3795       | 4508  |
| Subscription   |        | 1          | 1     |
| Total          | 1091   | 6611       | 7702  |

Overall NT+ In-House 2025 (Q1) Service Metrics - Thorold

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers

700

Number of Trips

624

Number of Accessible Trips

445

Number of Micro Trips with an Accessibility Device

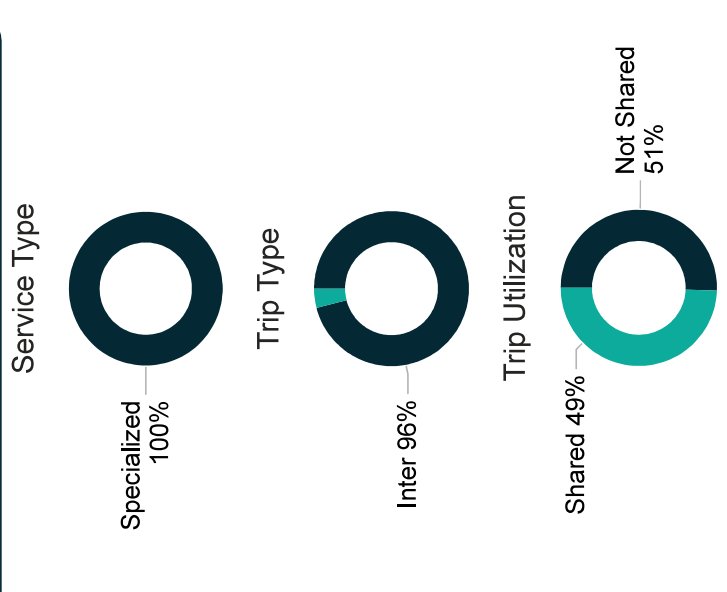
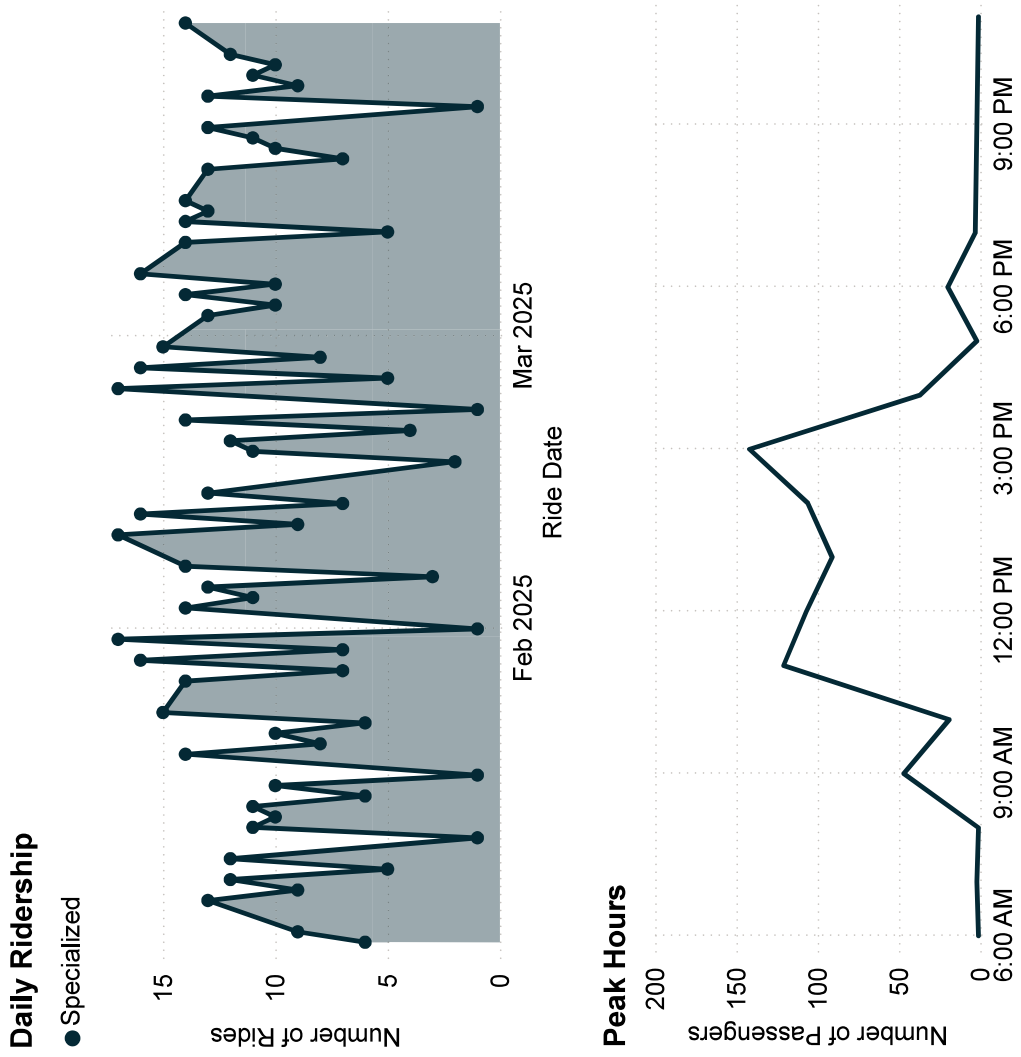
(Blank)

Average Direct Distance (km)

7.73

Average Time On-Board (min)

22.15



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 29     | 152        | 181   |
| App            | 33     | 410        | 443   |
| Total          | 62     | 562        | 624   |

# Overall NT+ In-House 2025 (Q1) Service Metrics - Welland

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers

6,954

Number of Trips

6,236

Number of Accessible  
Trips

2,125

Number of Micro Trips with  
an Accessibility Device

109

Average Direct Distance  
(km)

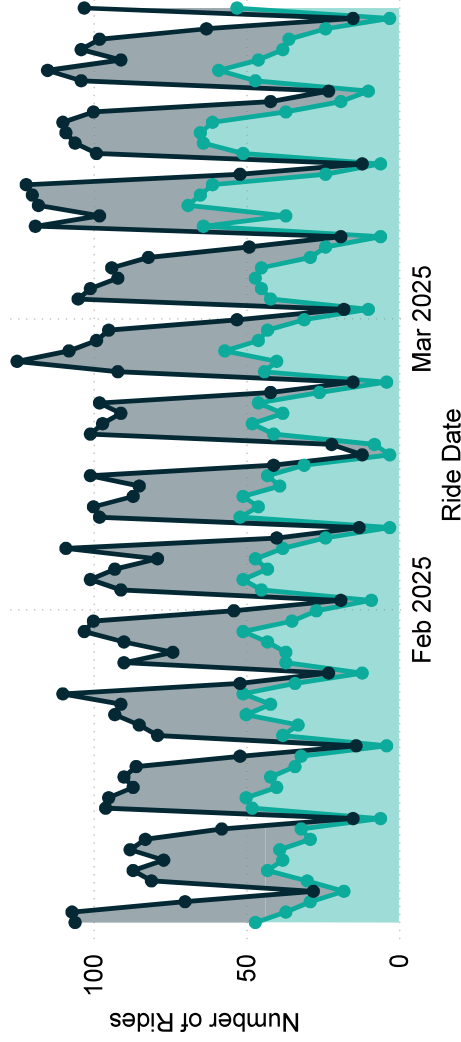
4.49

Average Time On-Board  
(min)

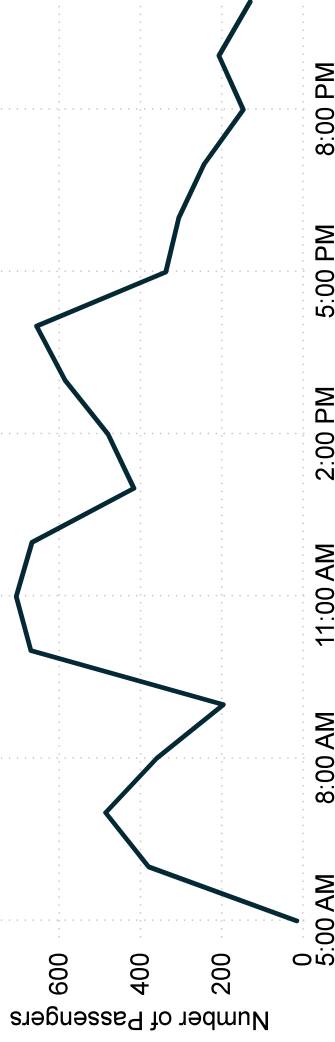
15.51

Daily Ridership

● Micro ● Specialized



Peak Hours



Service Type



Trip Type



Trip Utilization



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 243    | 1891       | 2134  |
| App            | 1959   | 2143       | 4102  |
| Total          | 2202   | 4034       | 6236  |

Overall NT+ (Contract) Voyago Service Metrics - 2025 (Q1)

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers

70,856

Number of Trips

63,453

Number of Accessible Trips

4,705

Number of Micro Trips with an Accessibility Device

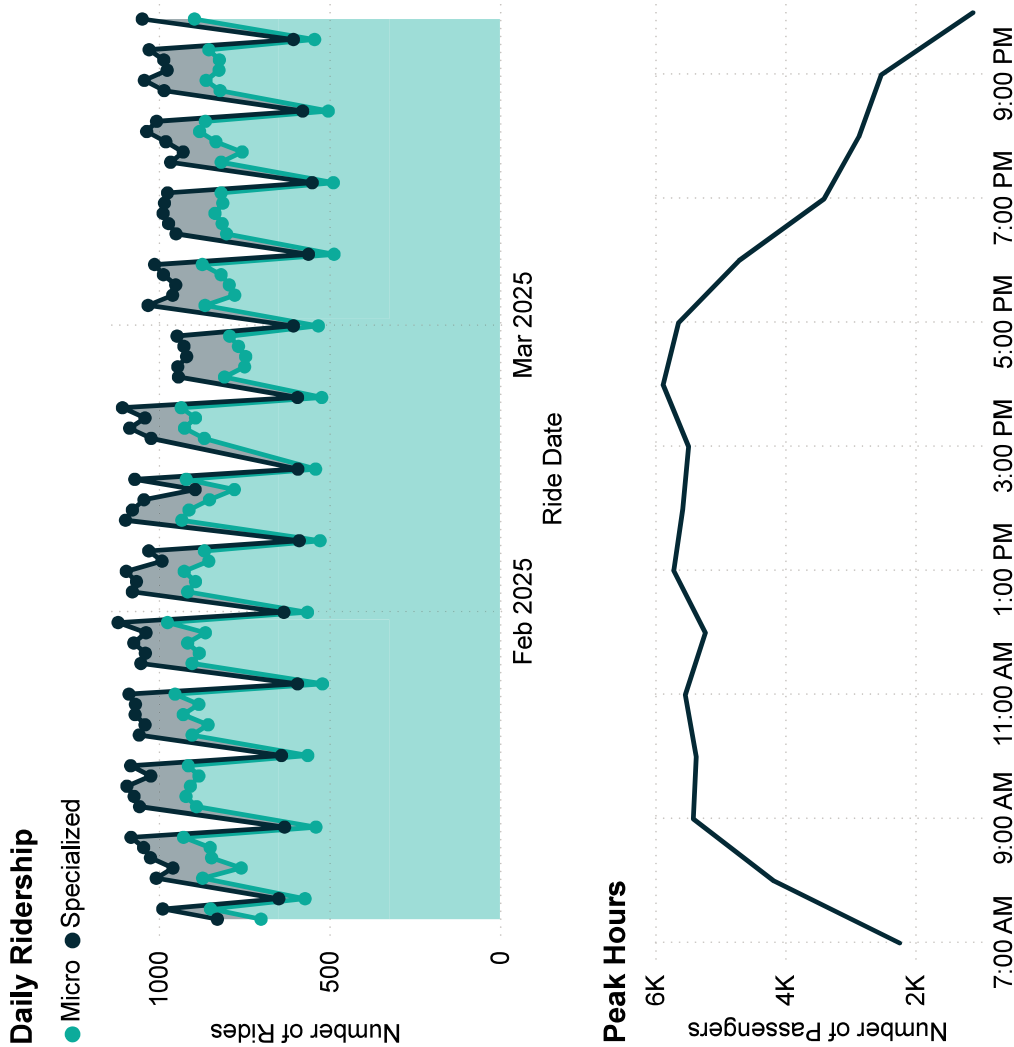
1,130

Average Direct Distance (km)

10.10

Average Time On-Board (min)

17.42



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 1770   | 3843       | 5613  |
| App            | 31432  | 23438      | 54870 |
| Subscription   | 1      | 2969       | 2970  |
| Total          | 33203  | 30250      | 63453 |

# NT+ (Contract) Voyago 2025 (Q1) Service Metrics - Fort Erie

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers

25,389

Number of Trips

21,732

Number of Accessible  
Trips

930

Number of Micro Trips with  
an Accessibility Device

491

Average Direct Distance  
(km)

7.06

Average Time On-Board  
(min)

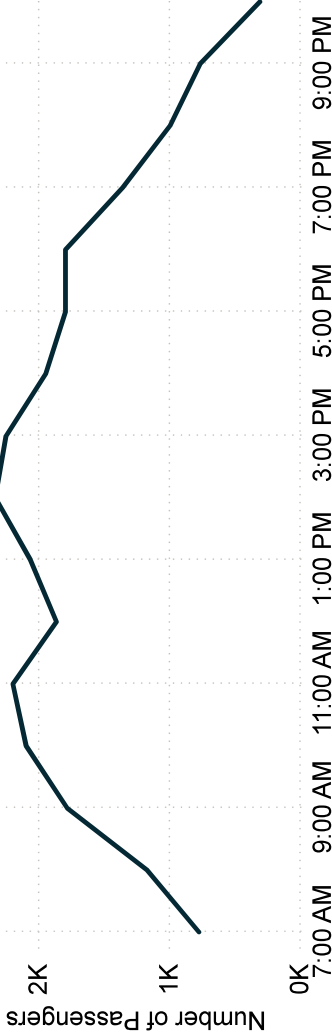
13.98

## Daily Ridership

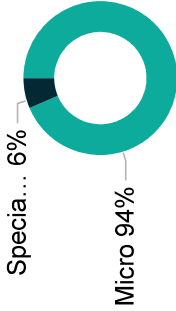
● Micro ● Specialized



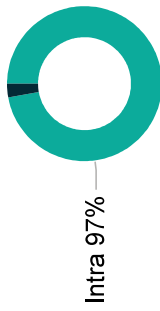
## Peak Hours



## Service Type



## Trip Type



## Trip Utilization



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 963    | 960        | 1923  |
| App            | 13525  | 5775       | 19300 |
| Subscription   |        | 509        | 509   |
| Total          | 14488  | 7244       | 21732 |

NTC-C 14-2025  
April 15, 2025  
Appendix 1

# NT+ (Contract) Voyago 2025 (Q1) Service Metrics - Grimsby

Number of Passengers

6,266

Number of Trips

5,910

Number of Accessible Trips

184

Number of Micro Trips with an Accessibility Device

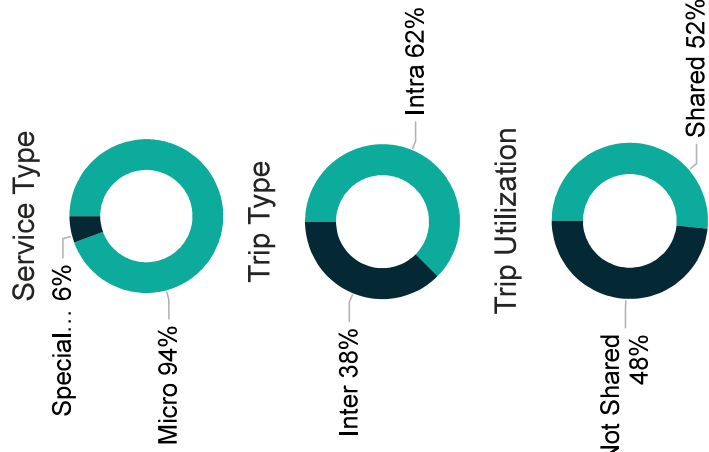
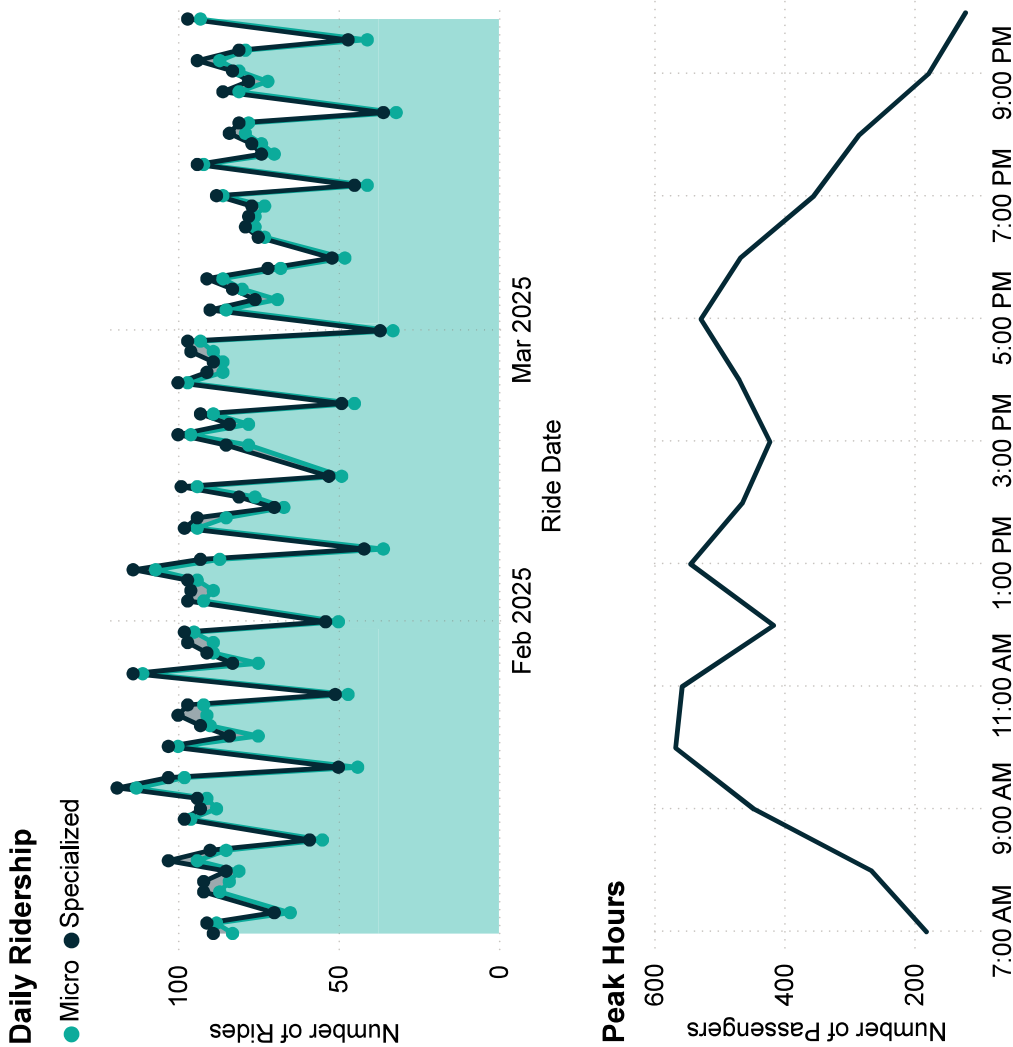
95

Average Direct Distance (km)

10.29

Average Time On-Board (min)

16.26



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 177    | 186        | 363   |
| App            | 2743   | 2630       | 5373  |
| Subscription   |        | 174        | 174   |
| Total          | 2920   | 2990       | 5910  |

# NT+ (Contract) Voyago 2025 (Q1) Service Metrics - Lincoln

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers

6,914

Number of Trips

6,474

Number of Accessible Trips

266

Number of Micro Trips with an Accessibility Device

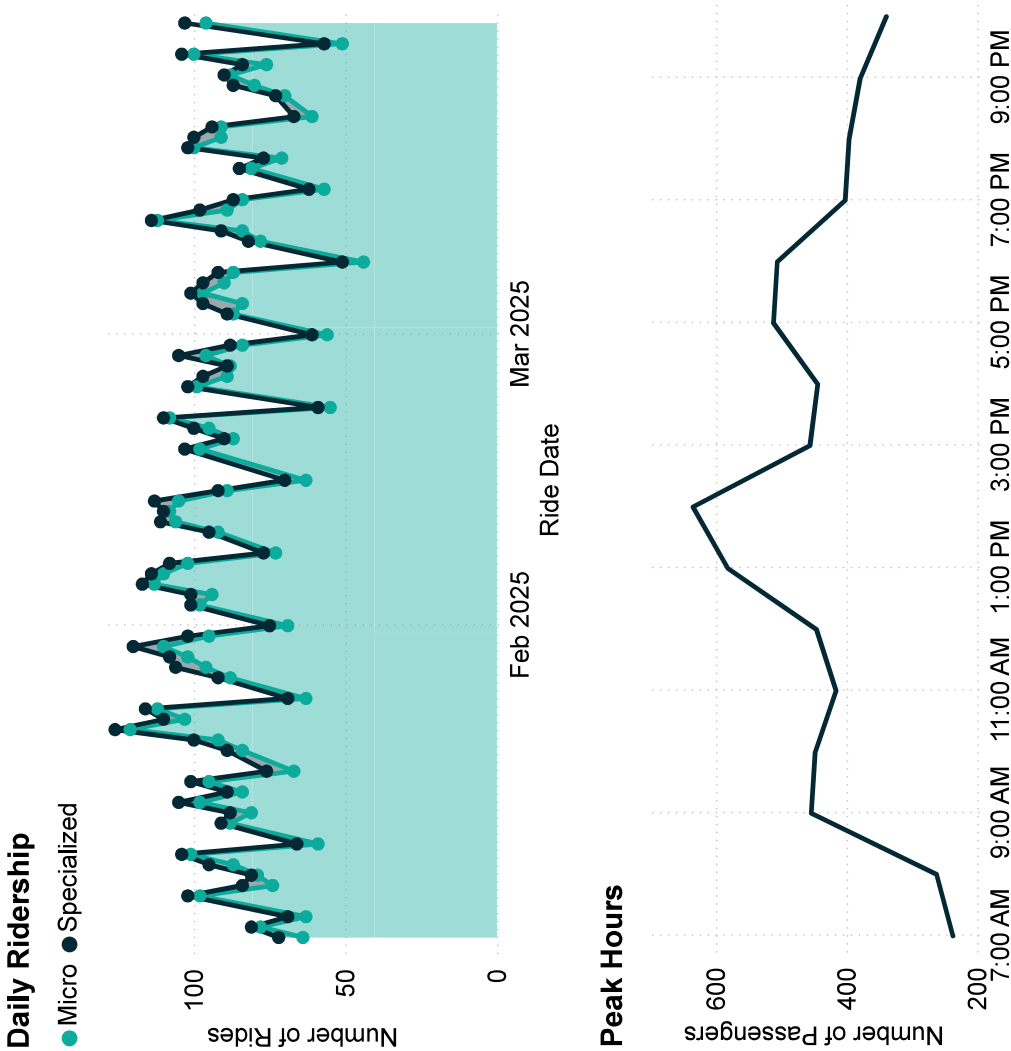
171

Average Direct Distance (km)

11.96

Average Time On-Board (min)

18.27



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 116    | 150        | 266   |
| App            | 2979   | 3095       | 6074  |
| Subscription   |        | 134        | 134   |
| Total          | 3095   | 3379       | 6474  |

# NT+ (Contract) Voyago 2025 (Q1) Service Metrics - Niagara Falls

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers

2,179

Number of Trips

1,925

Number of Accessible  
Trips

680

Number of Micro Trips with  
an Accessibility Device

2

Average Direct Distance  
(km)

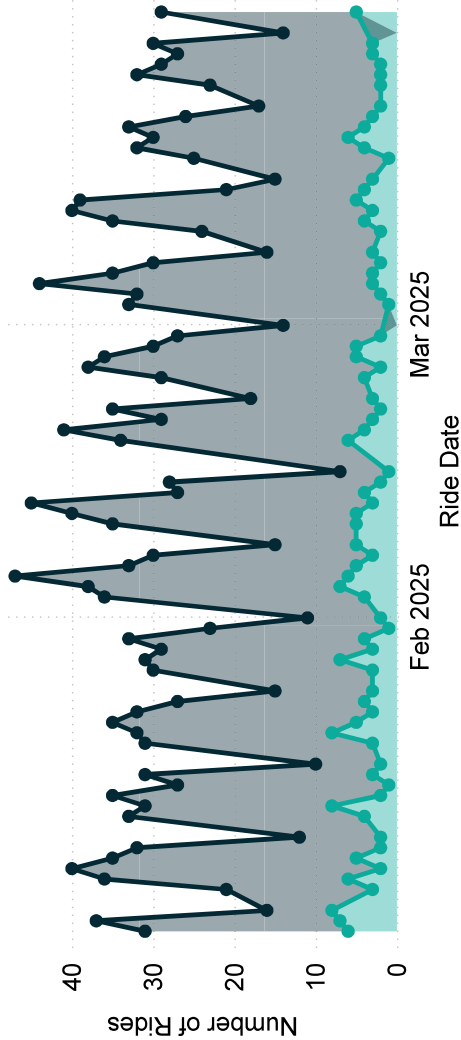
20.30

Average Time On-Board  
(min)

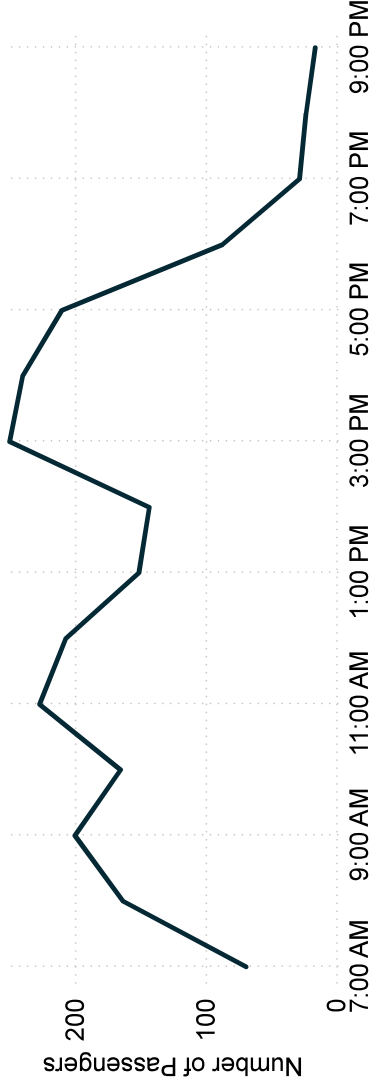
33.30

## Daily Ridership

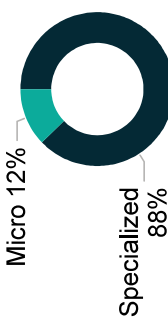
● Micro ● Specialized



## Peak Hours



## Service Type



## Trip Type



## Trip Utilization



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 62     | 596        | 658   |
| App            | 123    | 642        | 765   |
| Subscription   |        | 502        | 502   |
| Total          | 185    | 1740       | 1925  |

NTC-C 14-2025  
App Download

Power BI Desktop

# NT+ (Contract) Voyago 2025 (Q1) Service Metrics - Niagara-on-the-Lake

Number of Passengers

15,736

Number of Trips

14,549

Number of Accessible Trips

332

Number of Micro Trips with an Accessibility Device

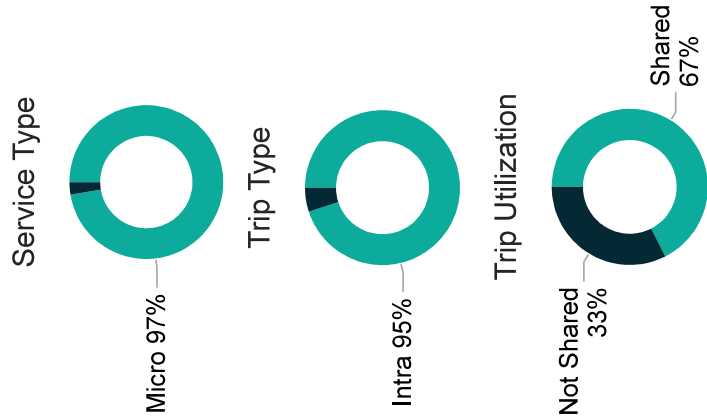
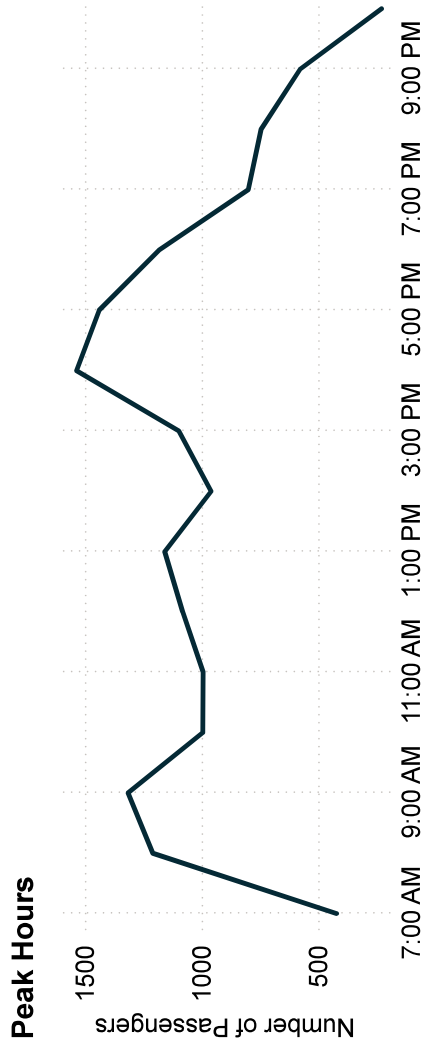
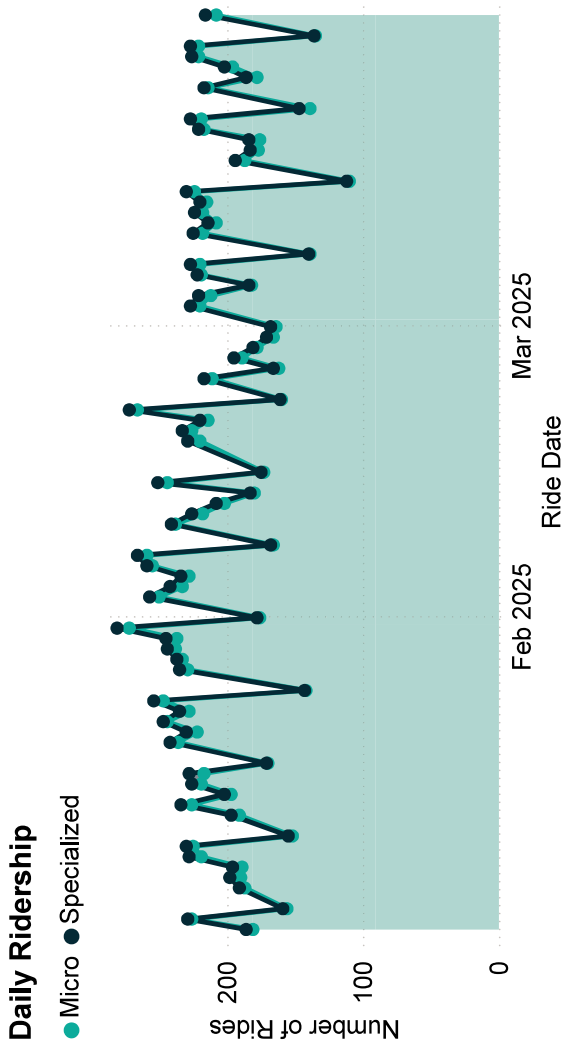
214

Average Direct Distance (km)

7.42

Average Time On-Board (min)

14.69



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 118    | 112        | 230   |
| App            | 8910   | 5300       | 14210 |
| Subscription   |        | 109        | 109   |
| Total          | 9028   | 5521       | 14549 |

NTC-C 14-2025  
April 15, 2025  
Appendix 1

# NT+ (Contract) Voyago 2025 (Q1) Service Metrics - Pelham

Number of Passengers

1,520

Number of Trips

1,458

Number of Accessible Trips

210

Number of Micro Trips with an Accessibility Device

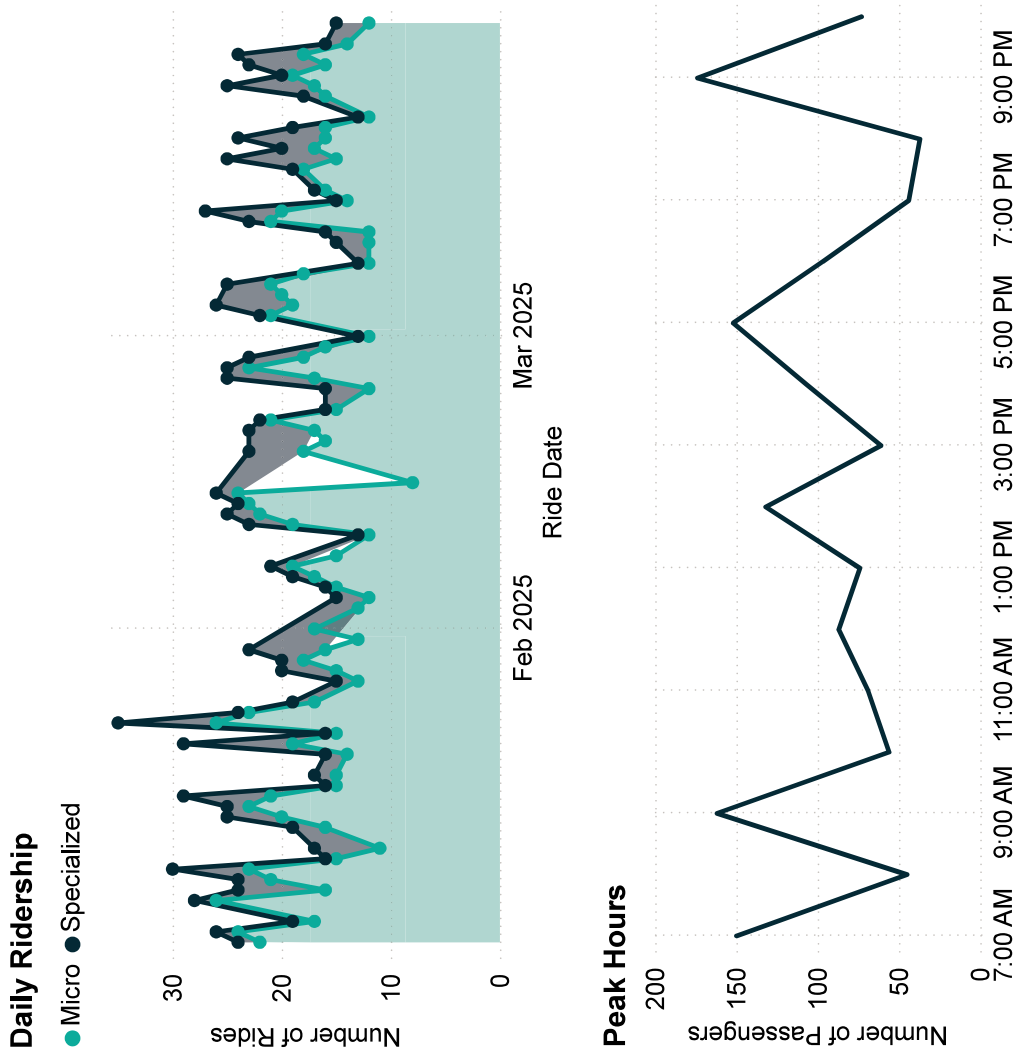
79

Average Direct Distance (km)

11.03

Average Time On-Board (min)

18.14



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Subscription   |        | 97         | 97    |
| App            | 506    | 666        | 1172  |
| Agent          | 45     | 144        | 189   |
| Total          | 551    | 907        | 1458  |

# NT+ (Contract) Voyago 2025 (Q1) Service Metrics - Port Colborne

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers

3,750

Number of Trips

3,157

Number of Accessible  
Trips

205

Number of Micro Trips with  
an Accessibility Device

38

Average Direct Distance  
(km)

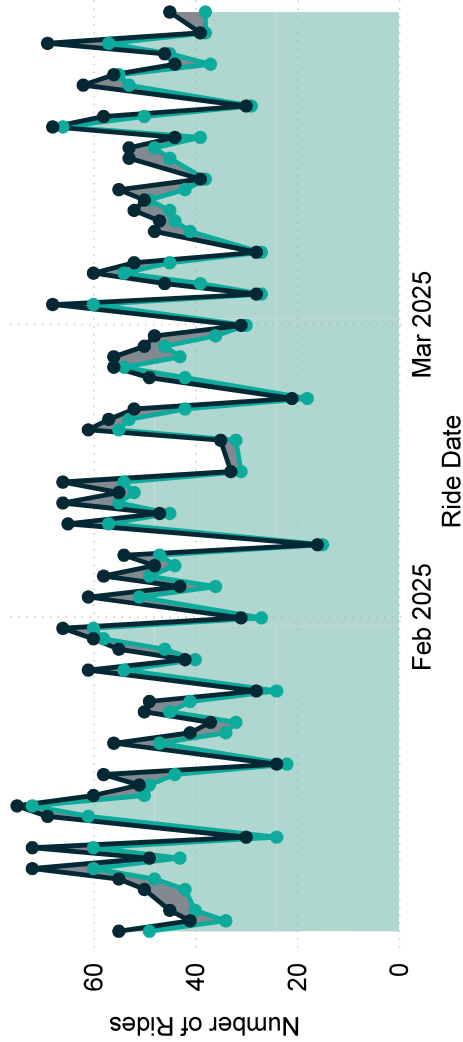
6.62

Average Time On-Board  
(min)

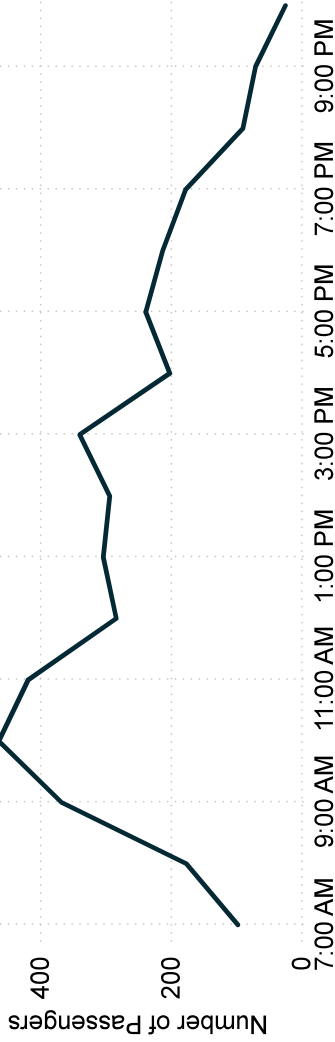
13.19

## Daily Ridership

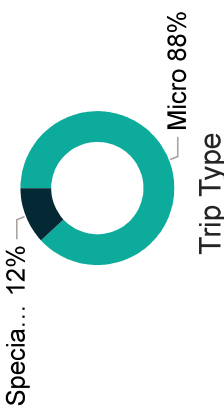
● Micro ● Specialized



## Peak Hours



## Service Type



## Trip Type



## Trip Utilization



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 106    | 247        | 353   |
| App            | 1609   | 982        | 2591  |
| Subscription   |        | 213        | 213   |
| Total          | 1715   | 1442       | 3157  |

NTC-C 14-2025  
April 15, 2025  
Appendix 1

# NT+ (Contract) Voyago 2025 (Q1) Service Metrics - St. Catharines

Number of Passengers

4,509

Number of Trips

4,112

Number of Accessible Trips

813

Number of Micro Trips with an Accessibility Device

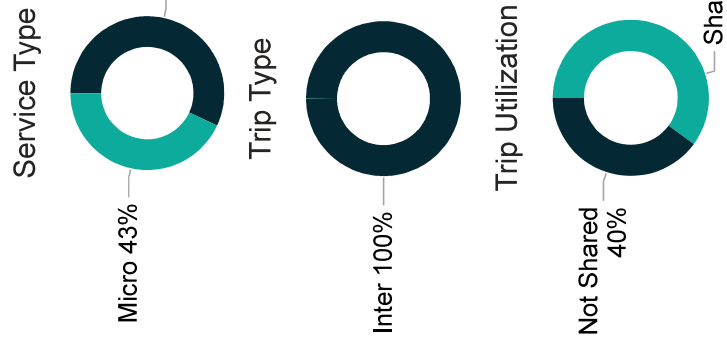
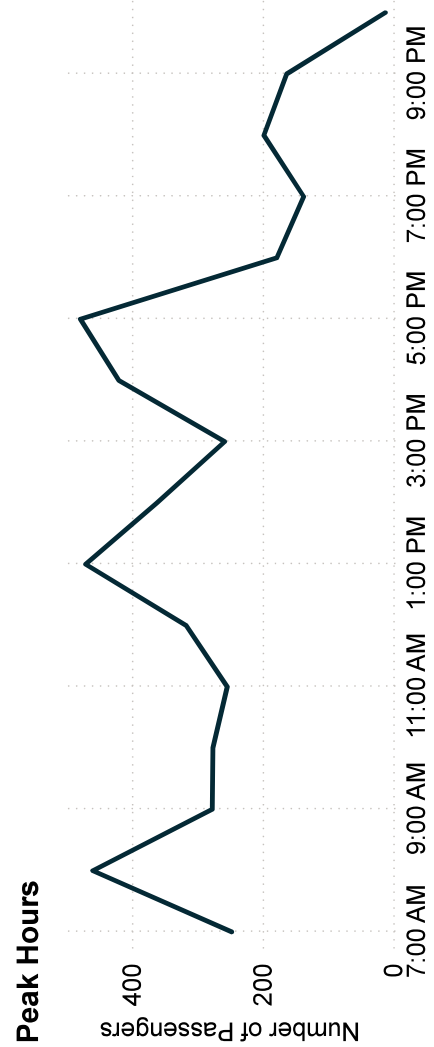
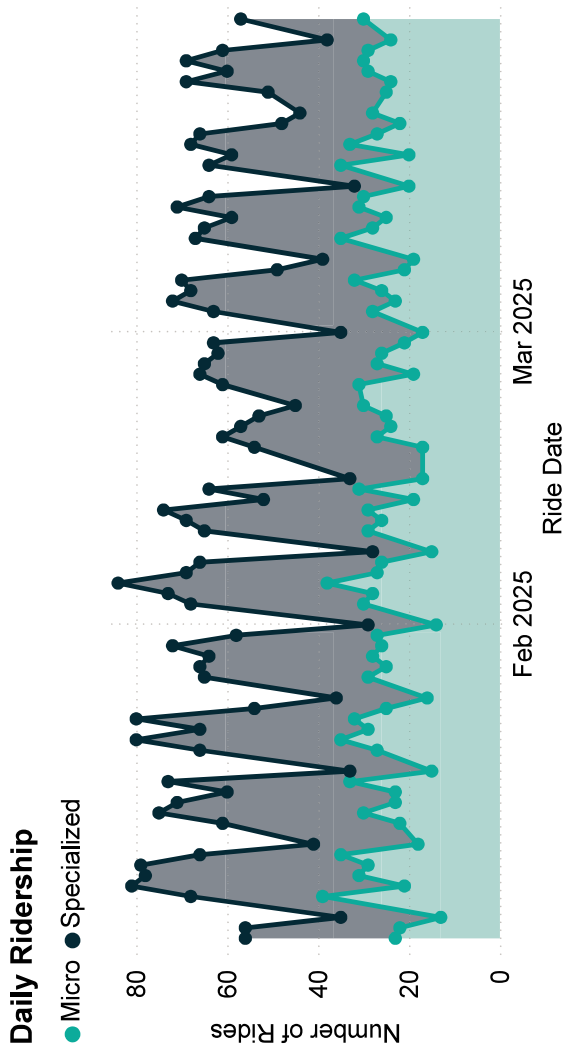
14

Average Direct Distance (km)

21.32

Average Time On-Board (min)

29.74



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 98     | 710        | 808   |
| App            | 525    | 2295       | 2820  |
| Subscription   |        | 484        | 484   |
| Total          | 623    | 3489       | 4112  |

NTC-C 14-2025  
April 15, 2025  
Appendix 1

NT+ (Contract) Voyago 2025 (Q1) Service Metrics - Thorold

Number of Passengers

1,101

Number of Trips

907

Number of Accessible Trips

379

Number of Micro Trips with an Accessibility Device

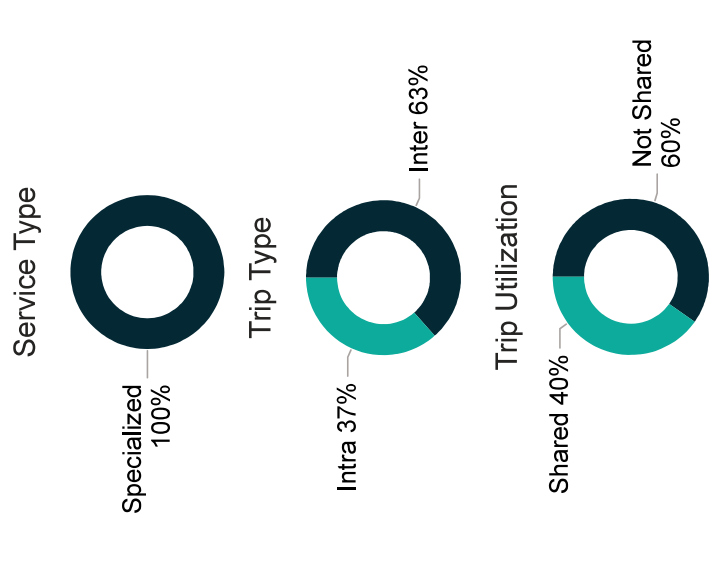
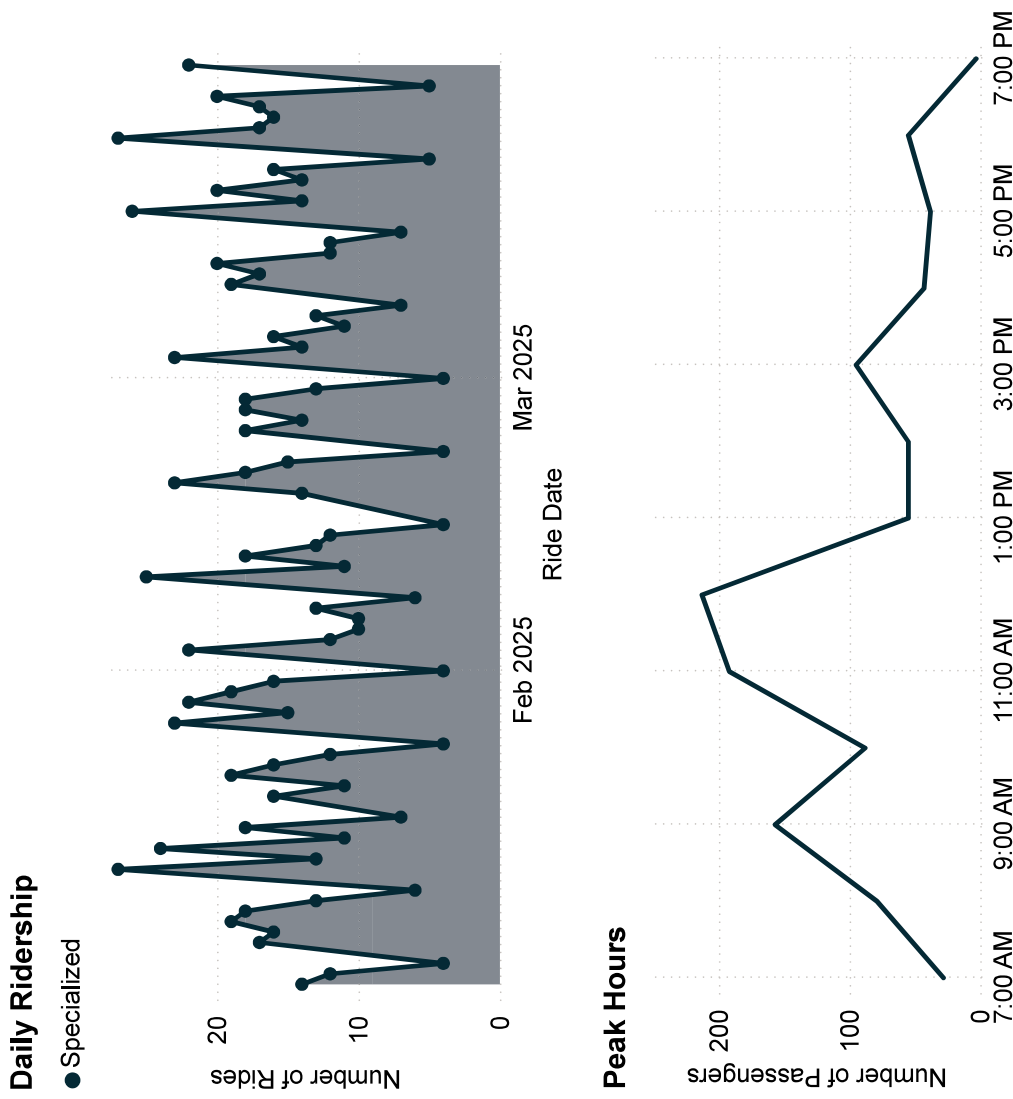
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Average Direct Distance (km)

10.77

Average Time On-Board (min)

21.70



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 22     | 299        | 321   |
| App            | 29     | 431        | 460   |
| Subscription   |        | 126        | 126   |
| Total          | 51     | 856        | 907   |

# NT+ (Contract) Voyago 2025 (Q1) Service Metrics - Wainfleet

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers

225

Number of Trips

219

Number of Accessible  
Trips

17

Number of Micro Trips with  
an Accessibility Device

2

Average Direct Distance  
(km)

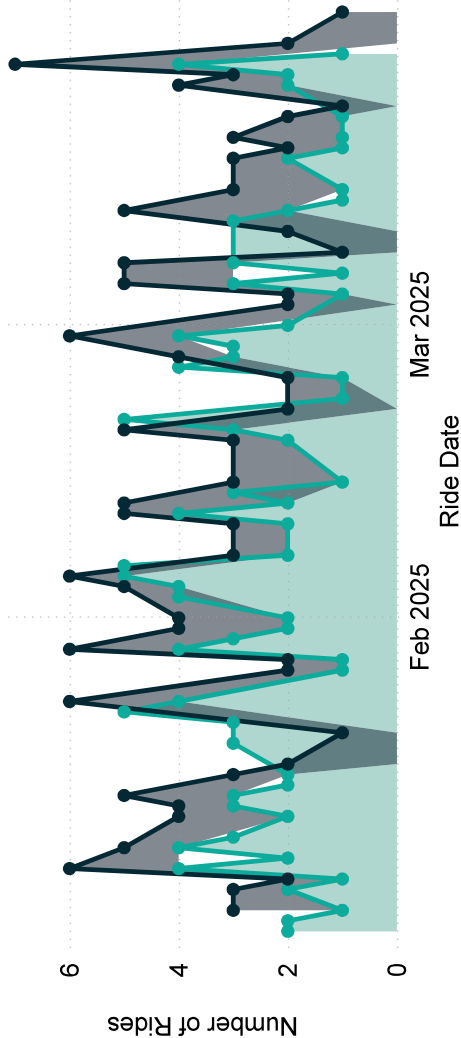
20.72

Average Time On-Board  
(min)

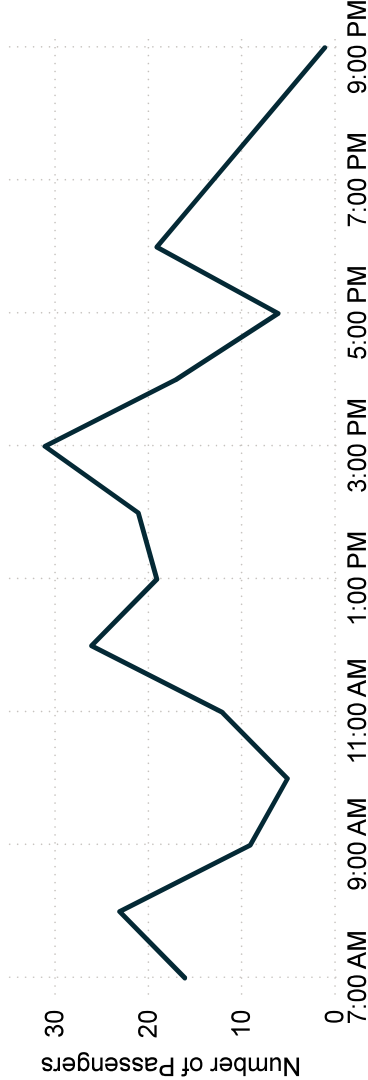
25.99

## Daily Ridership

● Micro ● Specialized



## Peak Hours



## Service Type



## Trip Type



## Trip Utilization



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 4      | 36         |       |
| App            | 39     | 138        | 177   |
| Subscription   |        | 2          | 2     |
| Total          | 43     | 176        | 219   |

# NT+ (Contract) Voyago 2025 (Q1) Service Metrics - Welland

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Number of Passengers  
**2,407**

Number of Trips  
**2,204**

Number of Accessible Trips  
**651**

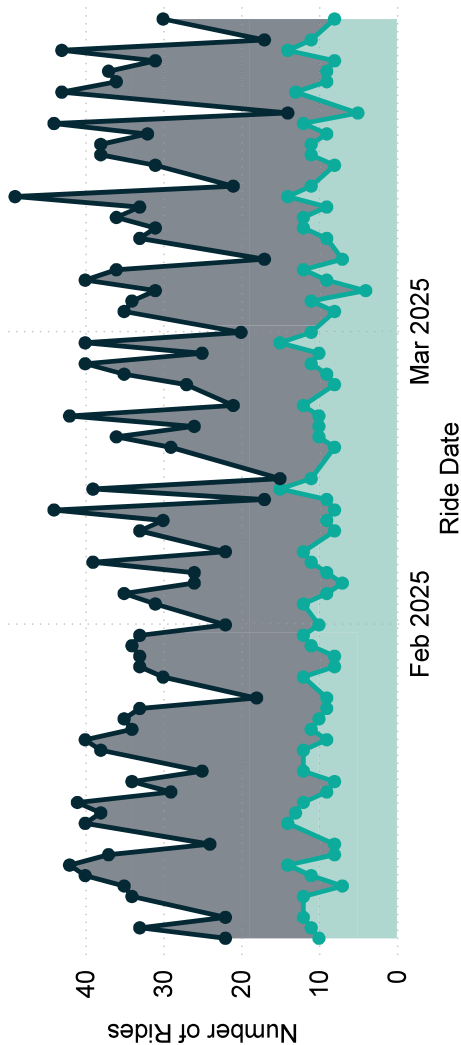
Number of Micro Trips with an Accessibility Device  
**4**

Average Direct Distance (km)  
**20.32**

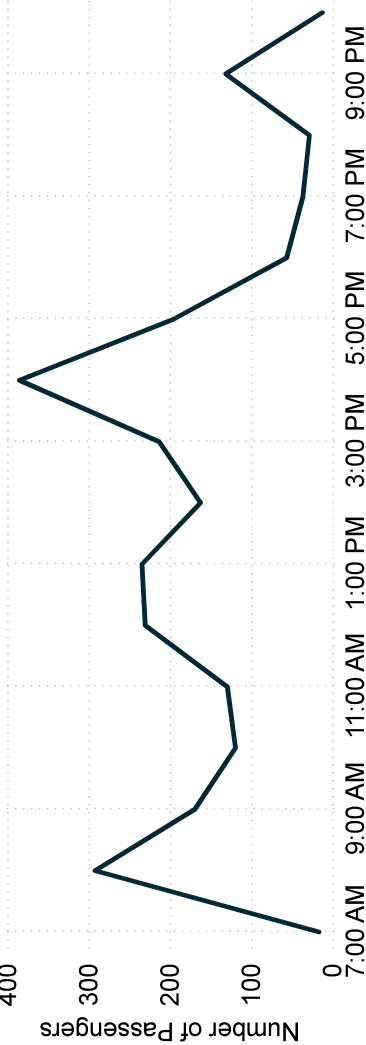
Average Time On-Board (min)  
**31.66**

## Daily Ridership

● Micro ● Specialized



## Peak Hours



## Service Type



## Trip Type



## Trip Utilization



| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 45     | 370        | 415   |
| App            | 217    | 965        | 1182  |
| Subscription   | 1      | 606        | 607   |
| Total          | 263    | 1941       | 2204  |

NTC-C 14-2025  
April 15, 2025  
Appendix 1

# NT+ (Contract) Voyago 2025 (Q1) Service Metrics - West Lincoln

Number of Passengers

819

Number of Trips

773

Number of Accessible Trips

29

Number of Micro Trips with an Accessibility Device

20

Average Direct Distance (km)

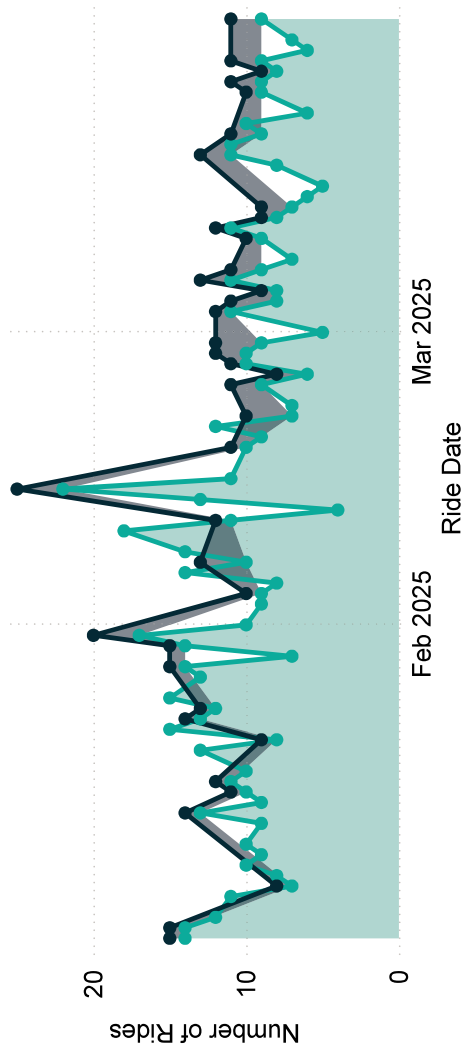
21.31

Average Time On-Board (min)

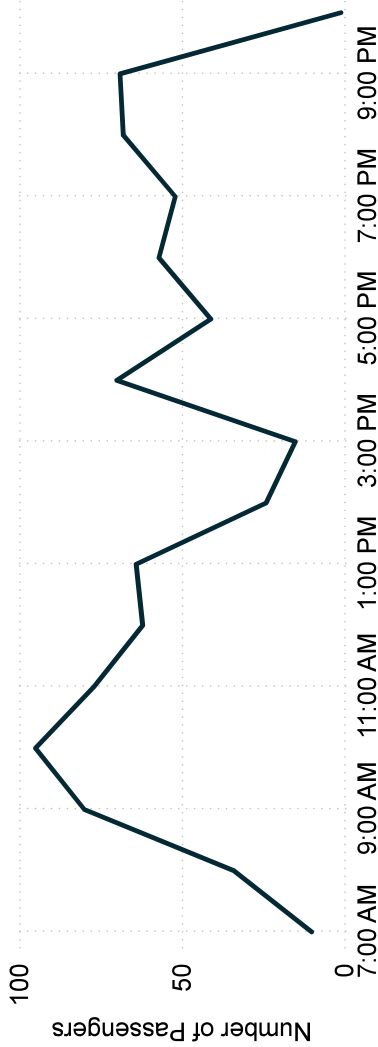
28.33

Daily Ridership

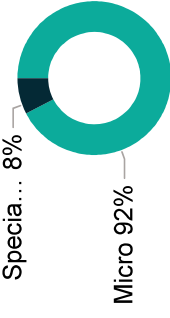
● Micro ● Specialized



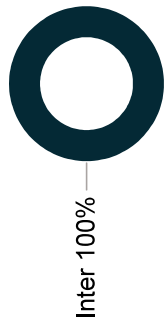
Peak Hours



Service Type



Trip Type



Trip Utilization

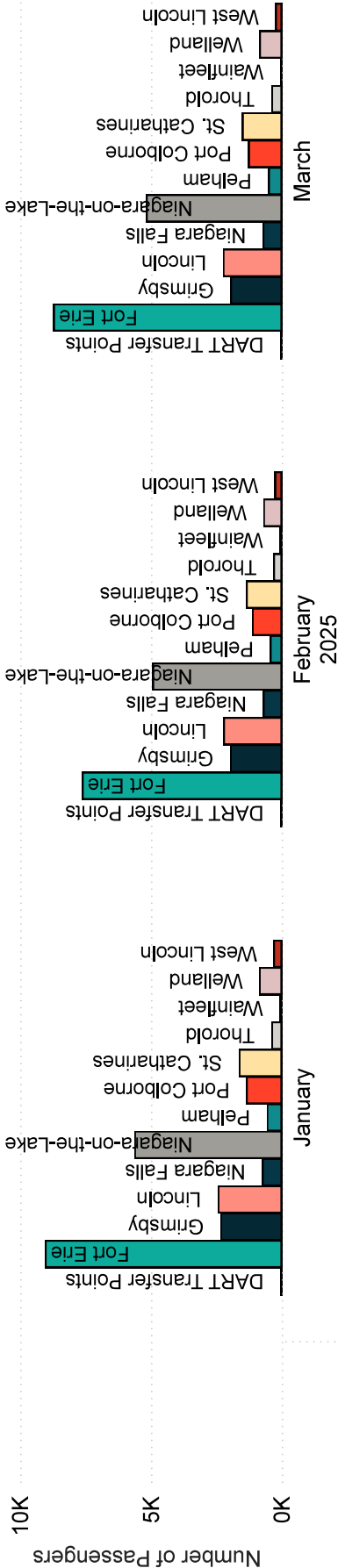


| Booking Method | Day Of | Pre-Booked | Total |
|----------------|--------|------------|-------|
| Agent          | 10     | 12         | 22    |
| App            | 226    | 512        | 738   |
| Subscription   |        | 13         | 13    |
| Total          | 236    | 537        | 773   |

# Overall NT+ (Contract) Voyago Trip Origin Metrics - 2025 (Q1)

NTC-C 14-2025  
April 15, 2025  
Appendix 1

Ridership By Trip Origin



| Origin Municipality  | DART Transfer Points | Fort Erie | Grimsby | Lincoln | Niagara Falls | Niagara-on-the-Lake | Pelham | Port Colborne | St. Catharines | Thorold | Wainfleet | Welland | West Lincoln | Total |
|----------------------|----------------------|-----------|---------|---------|---------------|---------------------|--------|---------------|----------------|---------|-----------|---------|--------------|-------|
| DART Transfer Points |                      | 5         | 1       |         | 8             | 1                   |        |               | 18             | 1       |           | 7       |              | 41    |
| Fort Erie            | 5                    | 24670     |         |         | 200           | 3                   |        | 125           | 133            | 33      |           | 220     |              | 25389 |
| Grimsby              | 1                    |           | 3910    | 1070    | 13            | 1                   | 29     | 33            | 871            | 9       | 4         | 46      | 279          | 6266  |
| Lincoln              |                      |           | 1147    | 3362    | 17            | 36                  | 32     | 31            | 1768           | 25      | 5         | 249     | 242          | 6914  |
| Niagara Falls        | 9                    | 152       | 12      | 23      |               | 351                 | 1      | 20            | 912            | 137     | 13        | 549     |              | 2179  |
| Niagara-on-the-Lake  | 1                    | 2         | 1       | 40      | 457           | 14942               | 20     |               | 221            | 43      |           | 9       |              | 15736 |
| Pelham               |                      |           | 39      | 27      | 7             | 20                  | 498    | 30            | 282            | 19      | 14        | 576     | 8            | 1520  |
| Port Colborne        |                      | 100       | 22      | 5       | 25            |                     | 28     | 3098          | 24             | 5       | 78        | 342     | 23           | 3750  |
| St. Catharines       | 19                   | 116       | 829     | 1378    | 880           | 268                 | 227    | 28            | 2              | 283     | 15        | 326     | 138          | 4509  |
| Thorold              | 1                    | 32        | 16      | 25      | 141           | 65                  | 18     | 5             | 323            | 402     |           | 65      | 8            | 1101  |
| Wainfleet            |                      |           |         | 4       | 13            |                     | 21     | 53            | 15             | 1       |           | 108     | 10           | 225   |
| Welland              | 8                    | 234       | 10      | 277     | 507           | 8                   | 514    | 331           | 340            | 62      | 68        |         | 48           | 2407  |
| West Lincoln         |                      |           | 270     | 279     | 1             |                     | 17     | 4             | 141            | 31      | 18        | 58      |              | 819   |
| Total                | 44                   | 25311     | 6257    | 6490    | 2269          | 15695               | 1405   | 3758          | 5050           | 1051    | 215       | 2555    | 756          | 70856 |

# Glossary

NTC-C 14-2025  
April 15, 2025  
Appendix 1

- **Agent Booking Method** - Rides that are booked by phoning in and speaking with a customer service representative
- **App Booking Method** - Rides that are booked by using the Niagara Transit Plus application on a mobile device
- **Average Direct Distance** - The average distance in kilometres it would take to drive directly from origin to destination without any stops
- **Average Time On-Board** - The average time a passenger is spending on-board the vehicle
- **Day of Booking Type** - Rides that are booked on the same day of use
- **Inter Trip Type** - Rides that travel from one municipality to another, crossing municipal boundaries
- **Intra Trip Type** - Rides that stay within the municipal boundary in which the trip originated
- **Micro Daily Ridership** - Number of passengers taking micro transit trips per day
- **Micro Service Type** - Number of trips that are using the micro transit service
- **Number of Accessible** - Number of trips that are using either the micro or specialized transit service that are accessible, where the passenger is using a mobility device
- **Number of Micro Trips with Accessible Device** - Number of trips using the micro transit service that are accessible, where the passenger is using a mobility device
- **Number of Passengers** - Total number of passengers that have completed trips
- **Number of Trips** - Total number of trips being completed
- **Peak Hours** - Hours of the day that have the highest demand for ridership
- **Pre-Book Booking Type** - Rides that are booked in advance of the requested trip day
- **Specialized Daily Ridership** - Number of passengers taking specialized transit trips per day
- **Specialized Service Type** - Number of trips that are using the specialized transit service
- **Subscription Booking Method** - Trips that are booked once and happen on a recurring schedule ie. trips to dialysis