

Overall NT+ Service Metrics - 2025 (Q1)

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

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

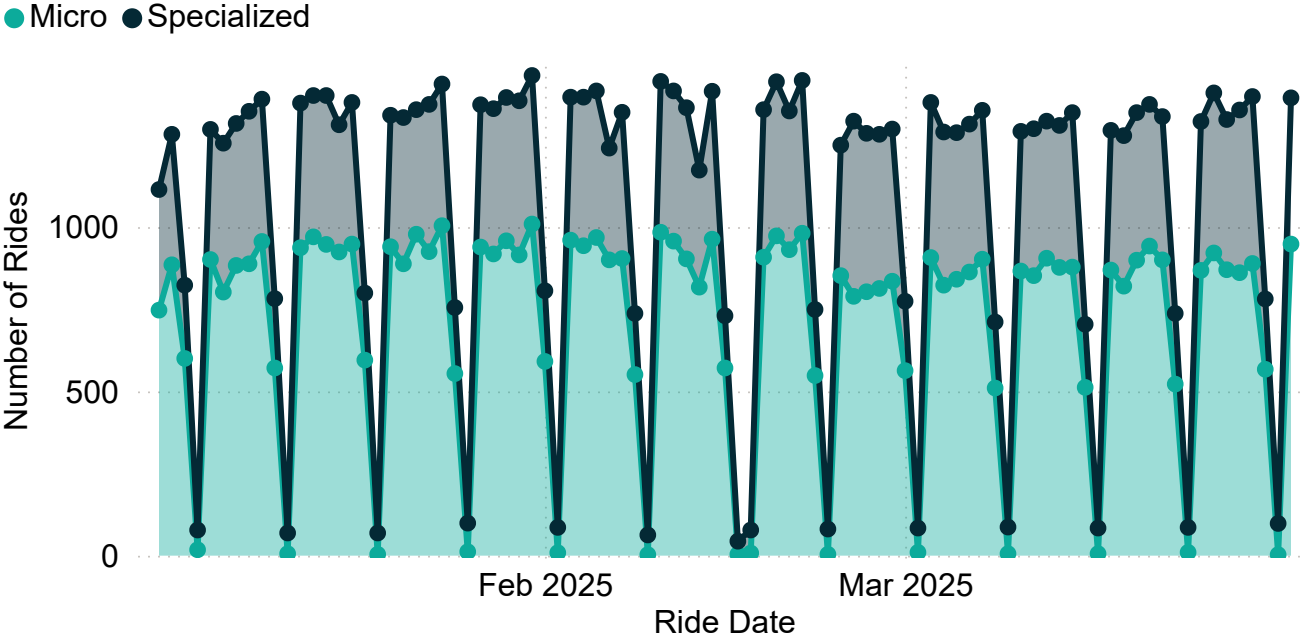
Average Direct Distance (km)

8.78

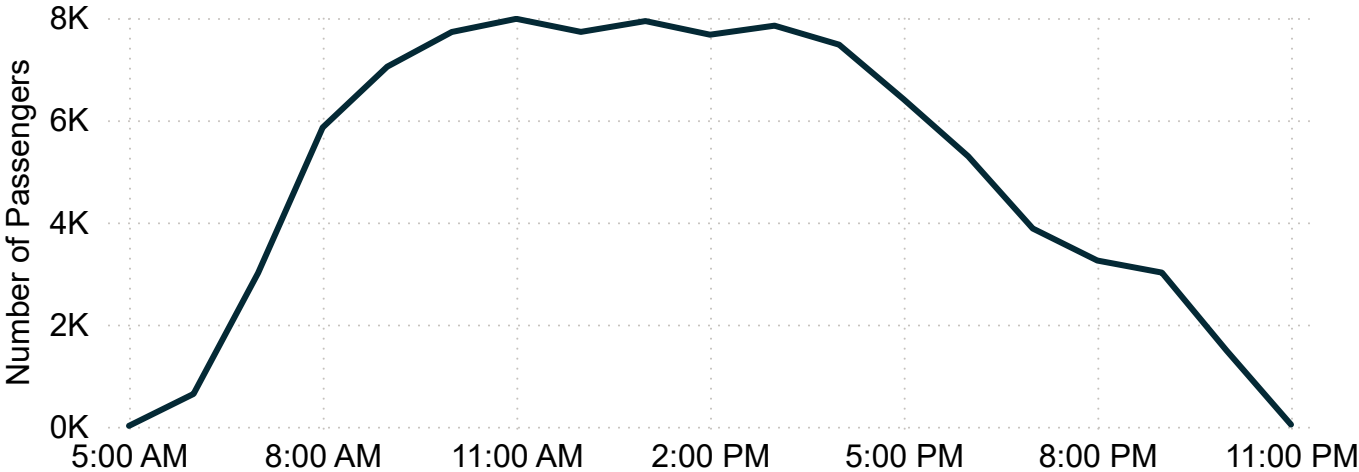
Average Time On-Board (min)

17.27

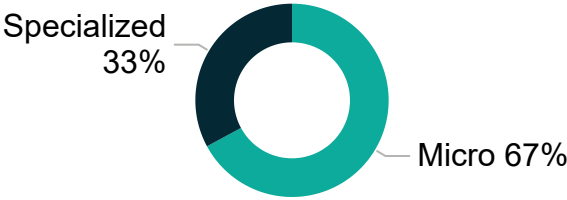
Daily Ridership



Peak Hours



Service Type



Trip Type



Trip Utilization



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)

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Appendix 1

Number of Passengers
23,474

Number of Trips
20,175

Number of Accessible Trips
8,284

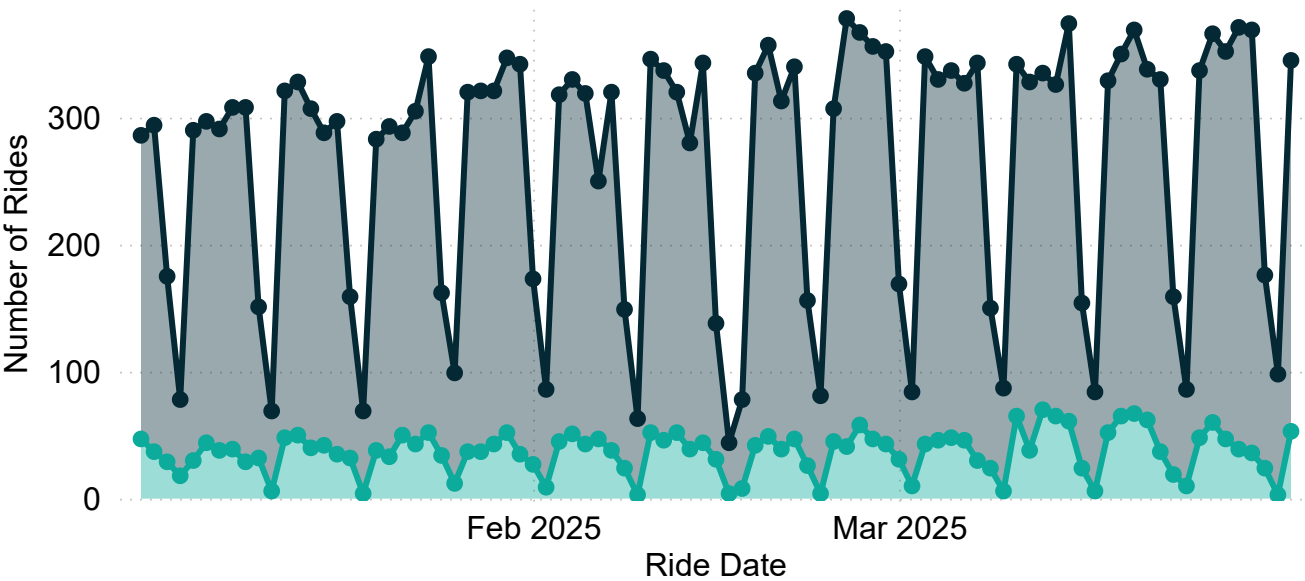
Number of Micro Trips with an Accessibility Device
109

Average Direct Distance (km)
4.66

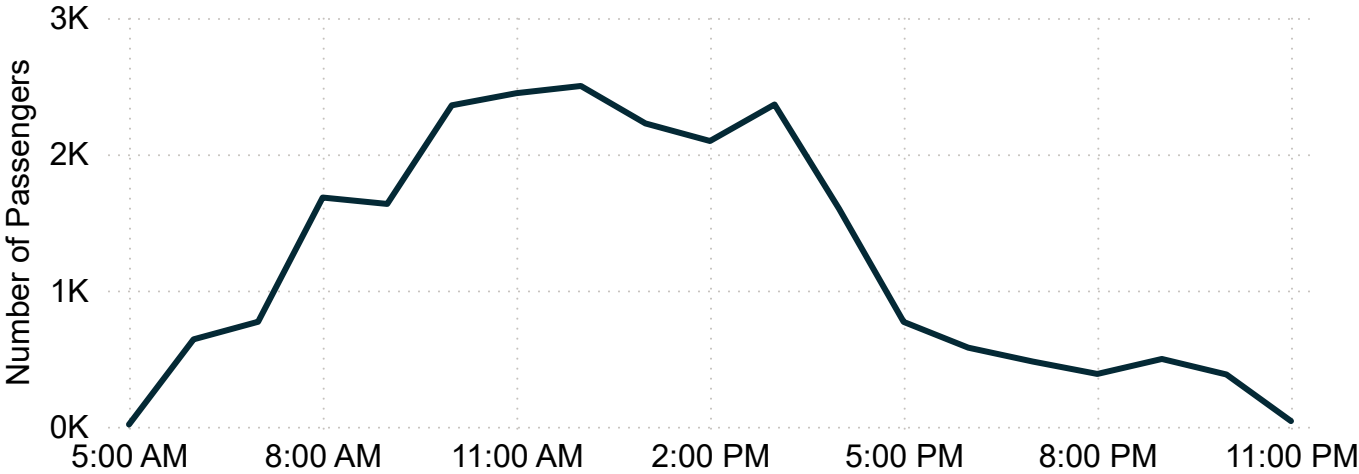
Average Time On-Board (min)
16.79

Daily Ridership

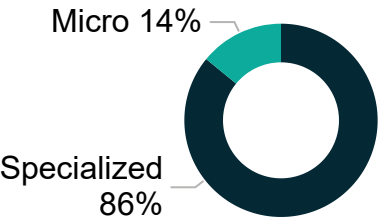
● Micro ● Specialized



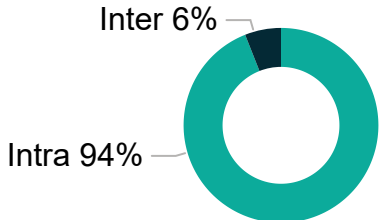
Peak Hours



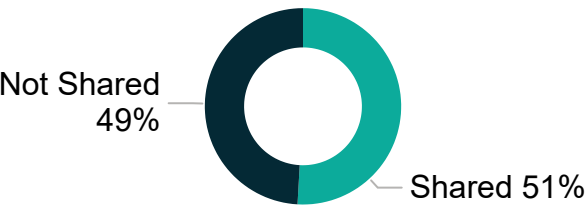
Service Type



Trip 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

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Appendix 1

Number of Passengers
6,406

Number of Trips
5,602

Number of Accessible Trips
1,981

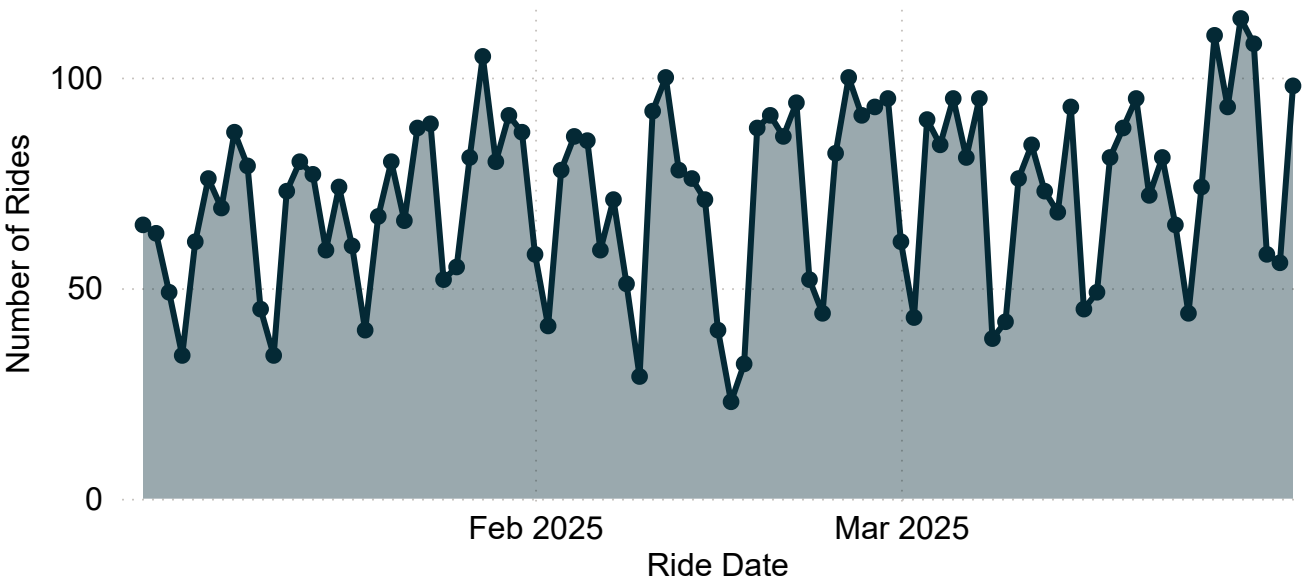
Number of Micro Trips with an Accessibility Device
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Average Direct Distance (km)
4.55

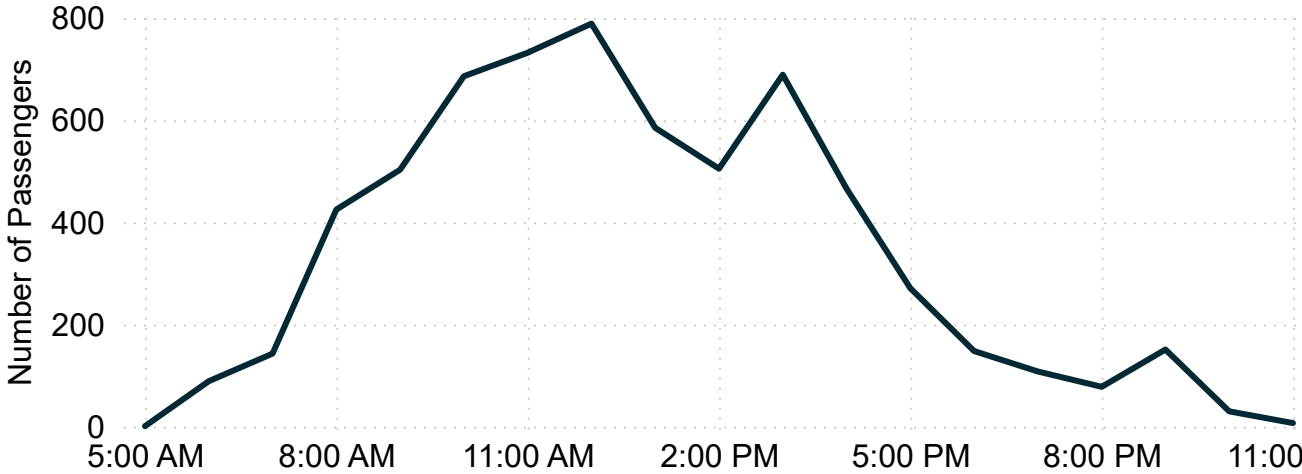
Average Time On-Board (min)
16.91

Daily Ridership

● Specialized



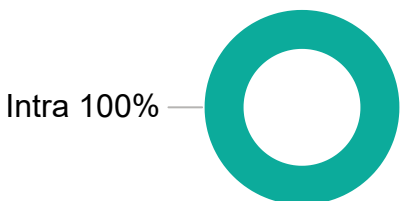
Peak Hours



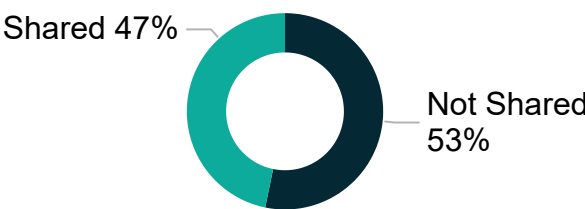
Service Type



Trip Type



Trip Utilization



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

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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)

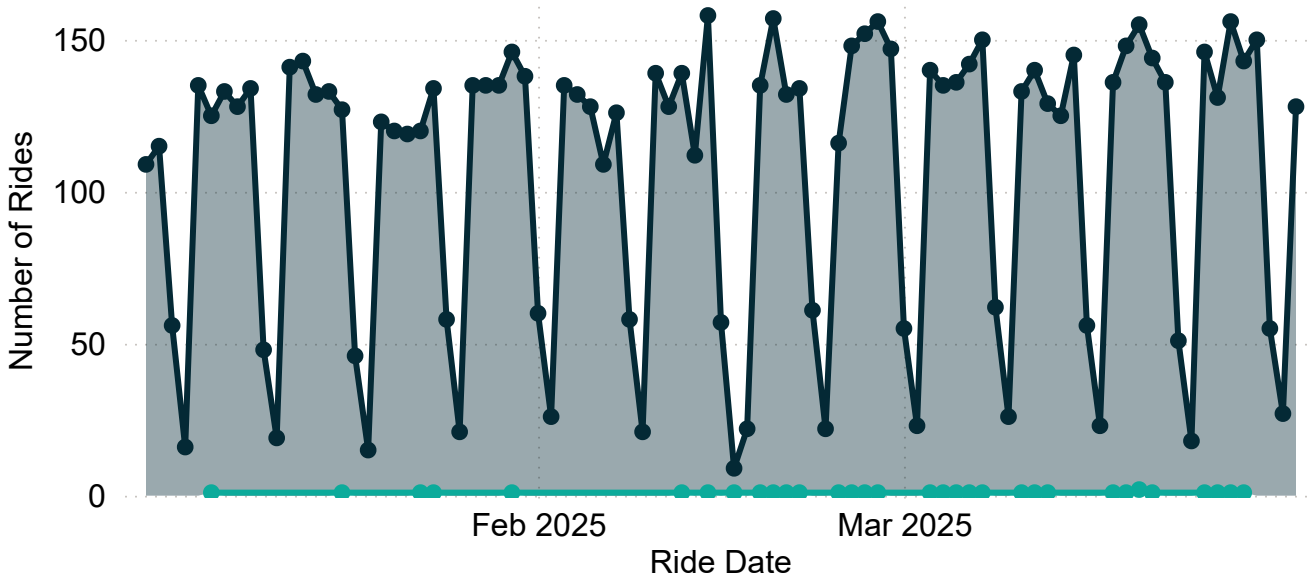
4.63

Average Time On-Board
(min)

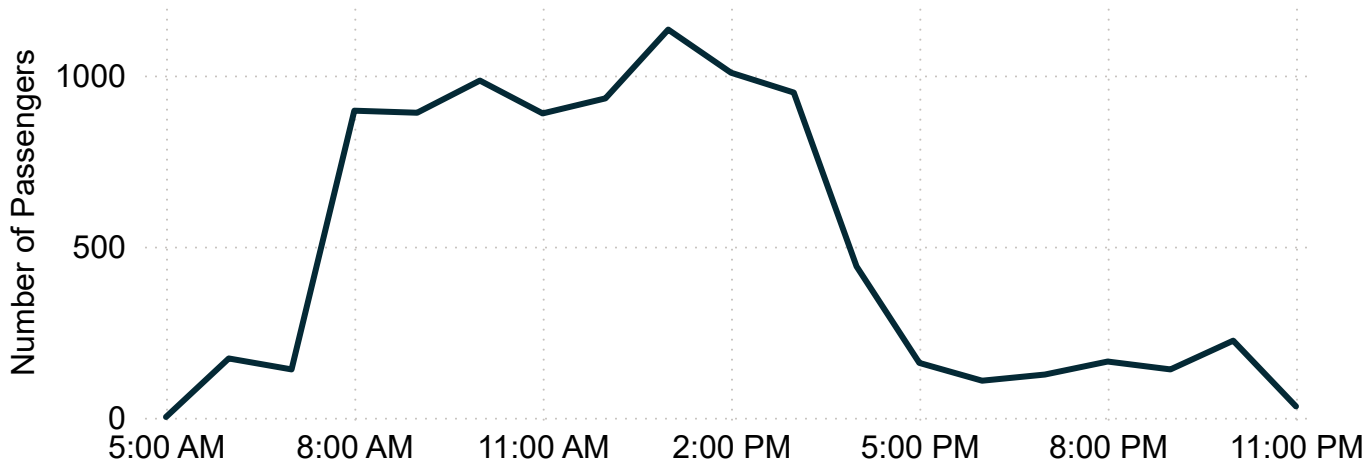
17.30

Daily Ridership

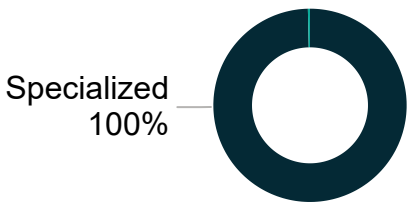
● Micro ● Specialized



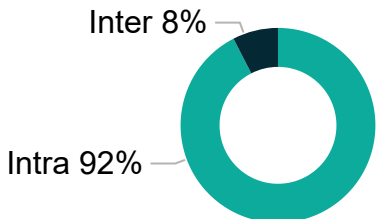
Peak Hours



Service Type



Trip Type



Trip Utilization



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

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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)

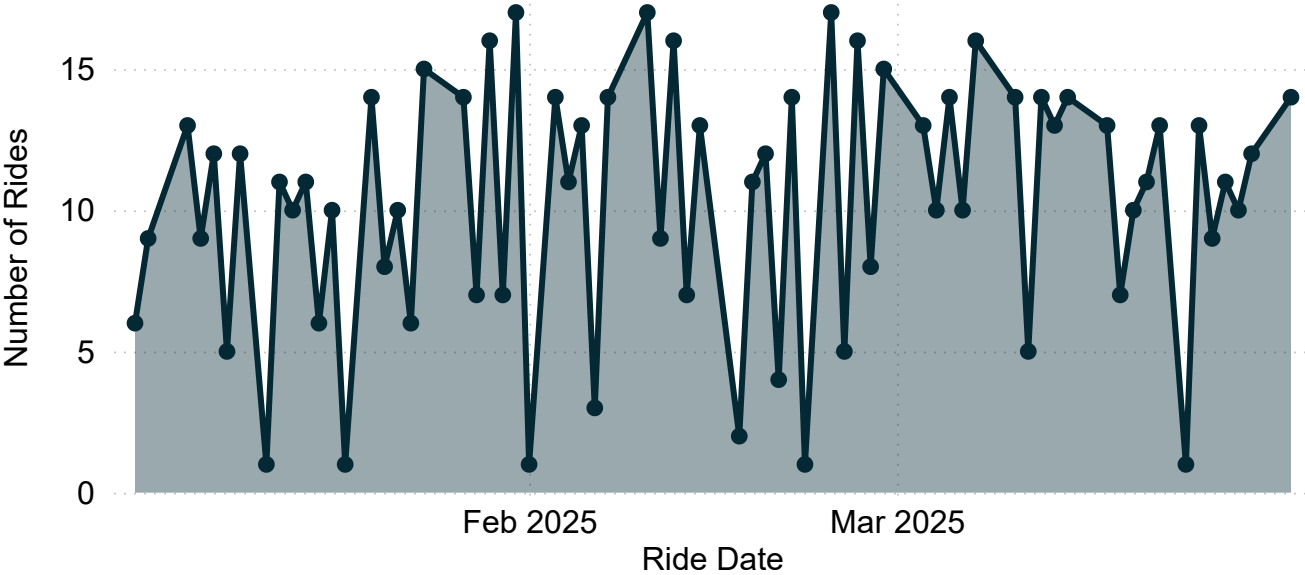
7.73

Average Time On-Board (min)

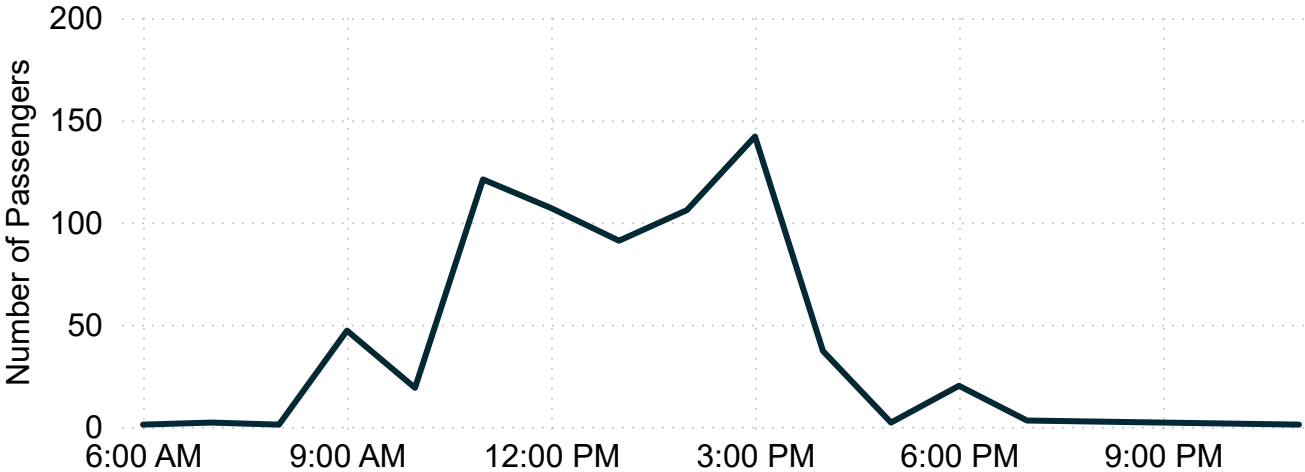
22.15

Daily Ridership

● Specialized



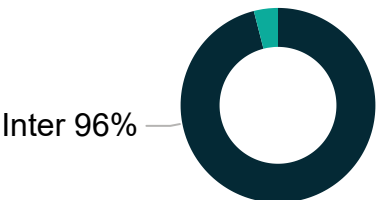
Peak Hours



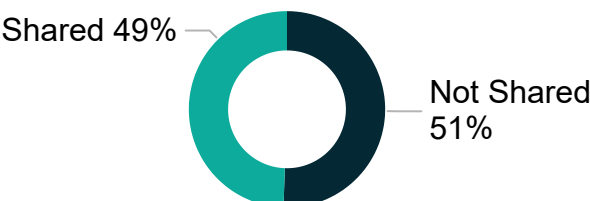
Service Type



Trip Type



Trip Utilization



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
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Appendix 1

Number of Passengers
6,954

Number of Trips
6,236

Number of Accessible Trips
2,125

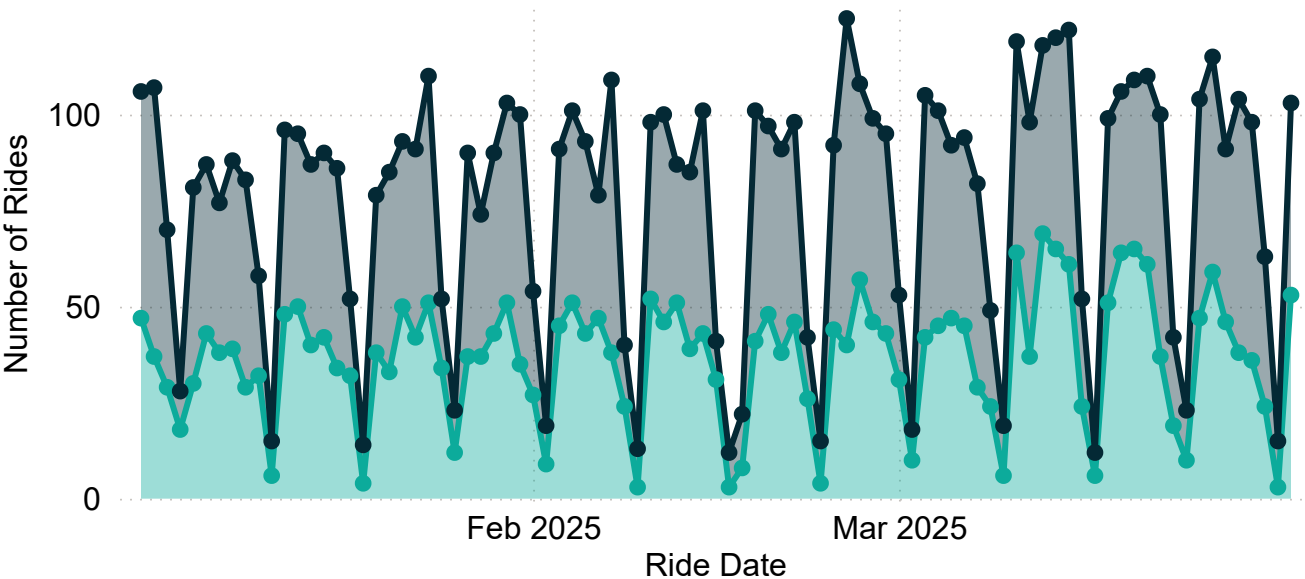
Number of Micro Trips with an Accessibility Device
109

Average Direct Distance (km)
4.49

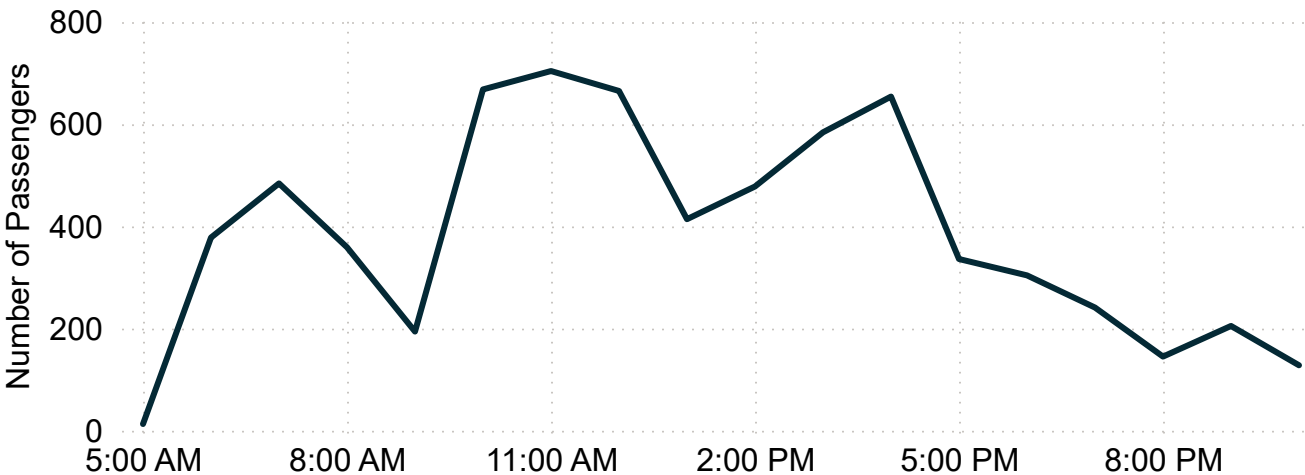
Average Time On-Board (min)
15.51

Daily Ridership

● Micro ● Specialized



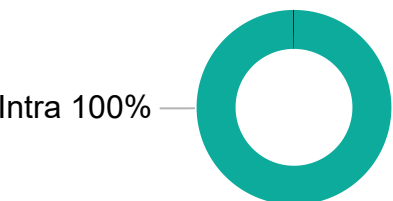
Peak Hours



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)

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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)

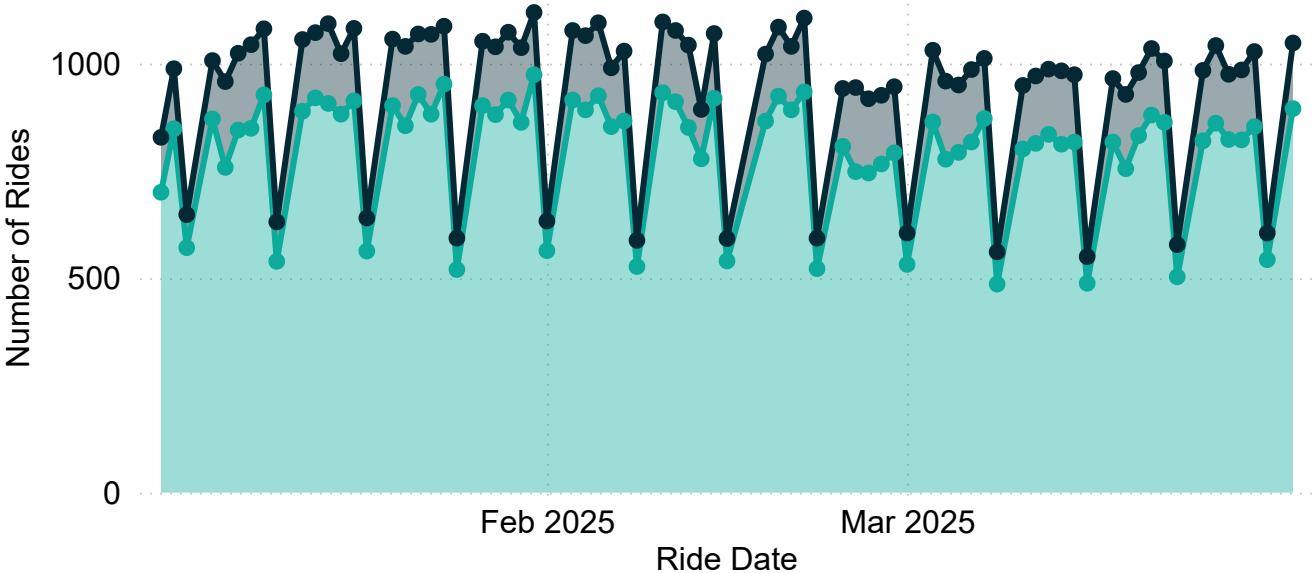
10.10

Average Time On-Board
(min)

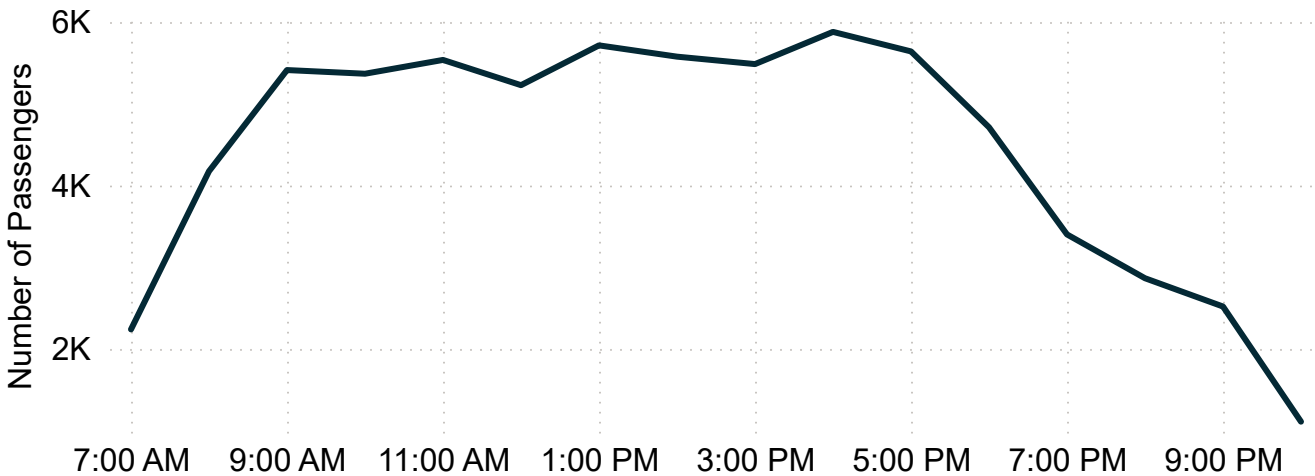
17.42

Daily Ridership

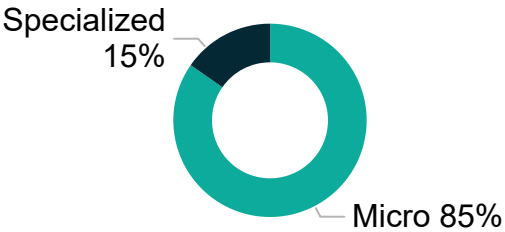
● Micro ● Specialized



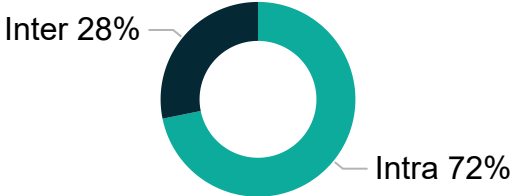
Peak Hours



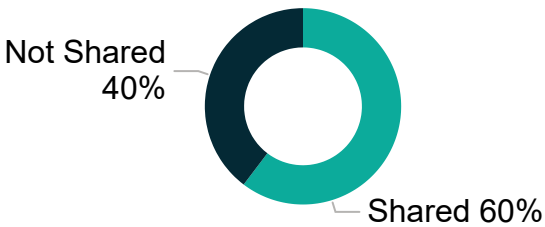
Service Type



Trip Type



Trip Utilization



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

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Appendix 1

Number of Passengers
25,389

Number of Trips
21,732

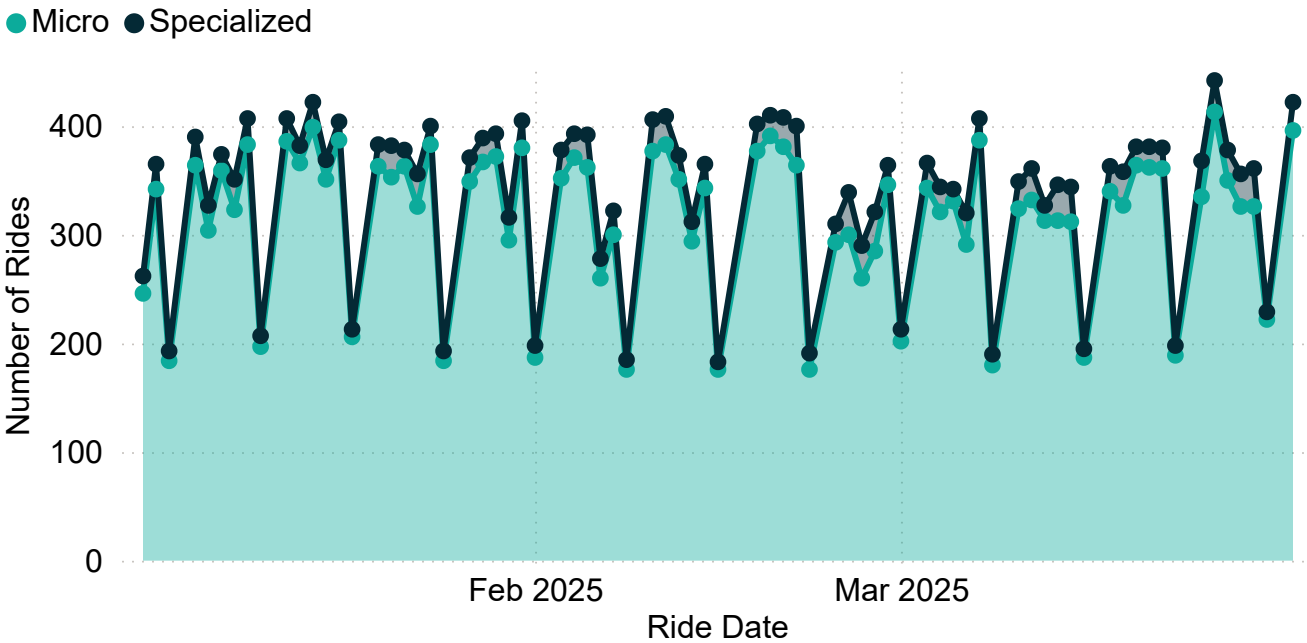
Number of Accessible Trips
930

Number of Micro Trips with an Accessibility Device
491

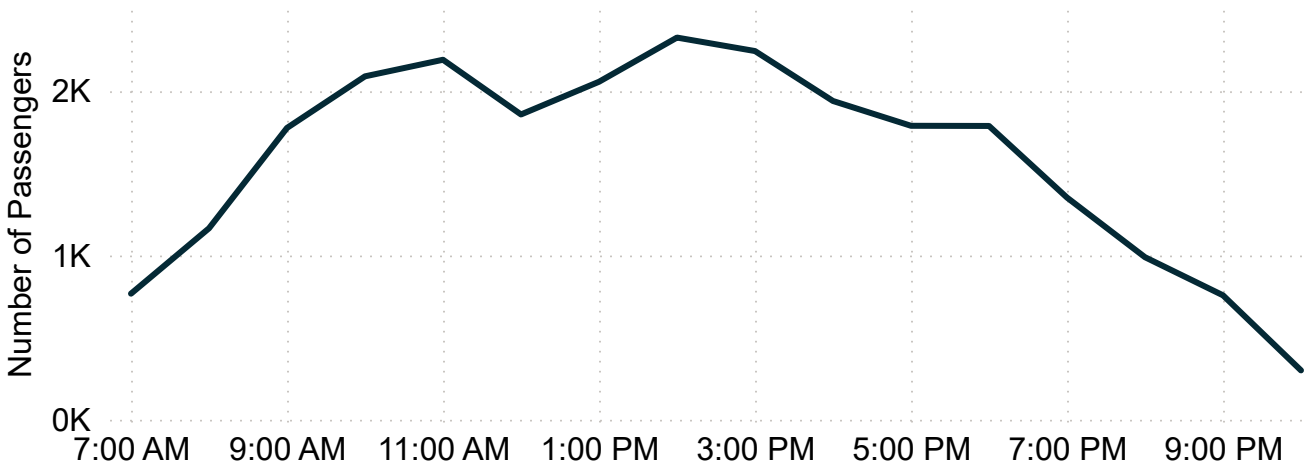
Average Direct Distance (km)
7.06

Average Time On-Board (min)
13.98

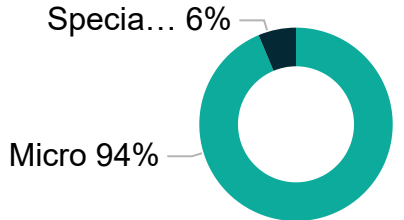
Daily Ridership



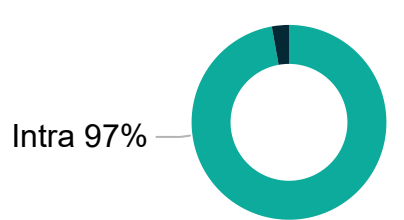
Peak Hours



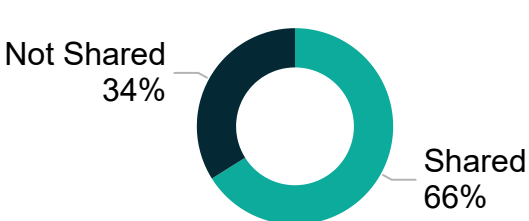
Service Type



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

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

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Appendix 1

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)

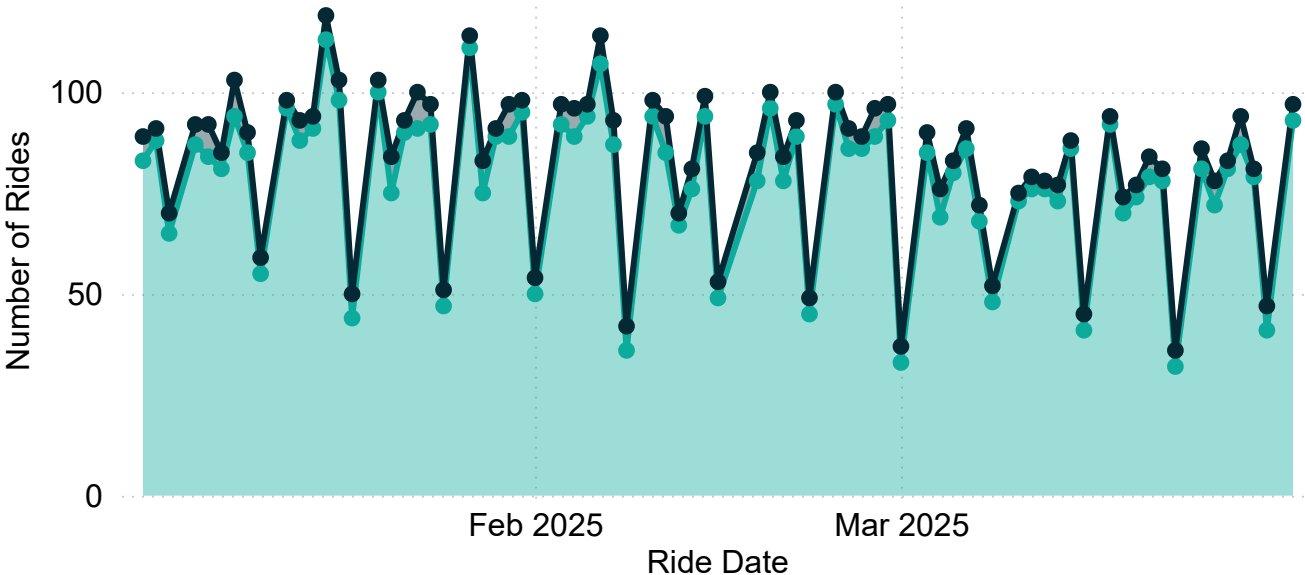
10.29

Average Time On-Board (min)

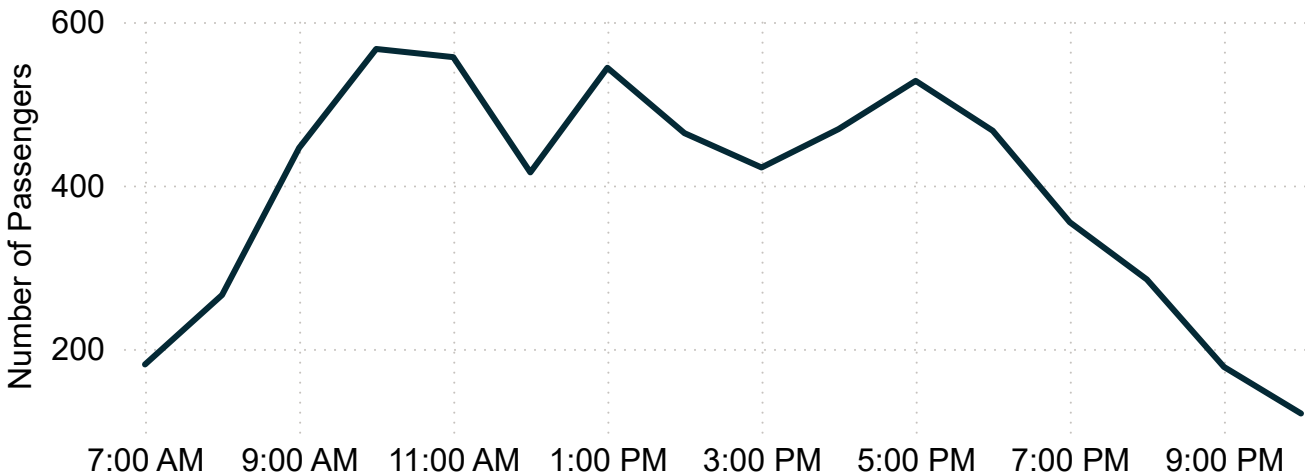
16.26

Daily Ridership

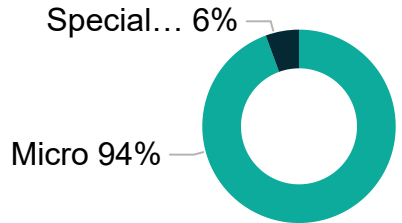
● Micro ● Specialized



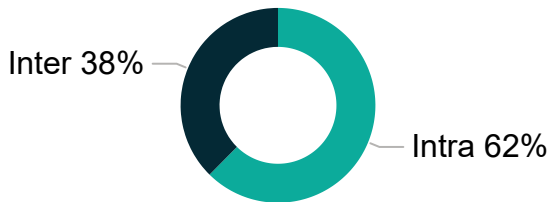
Peak Hours



Service Type



Trip Type



Trip Utilization



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

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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)

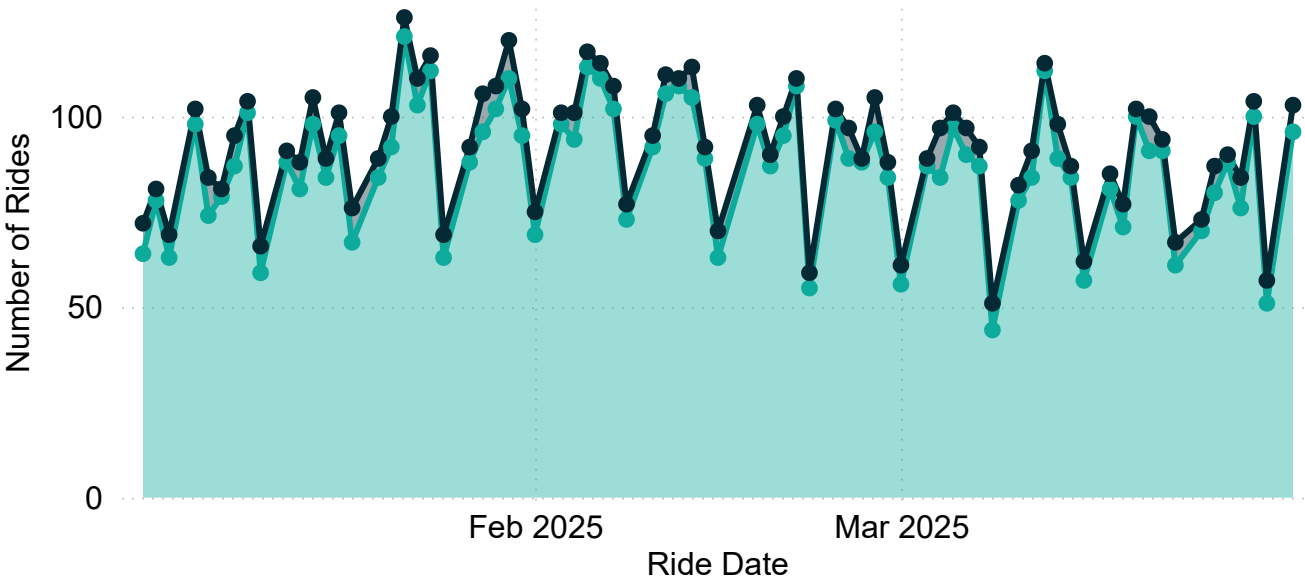
11.96

Average Time On-Board (min)

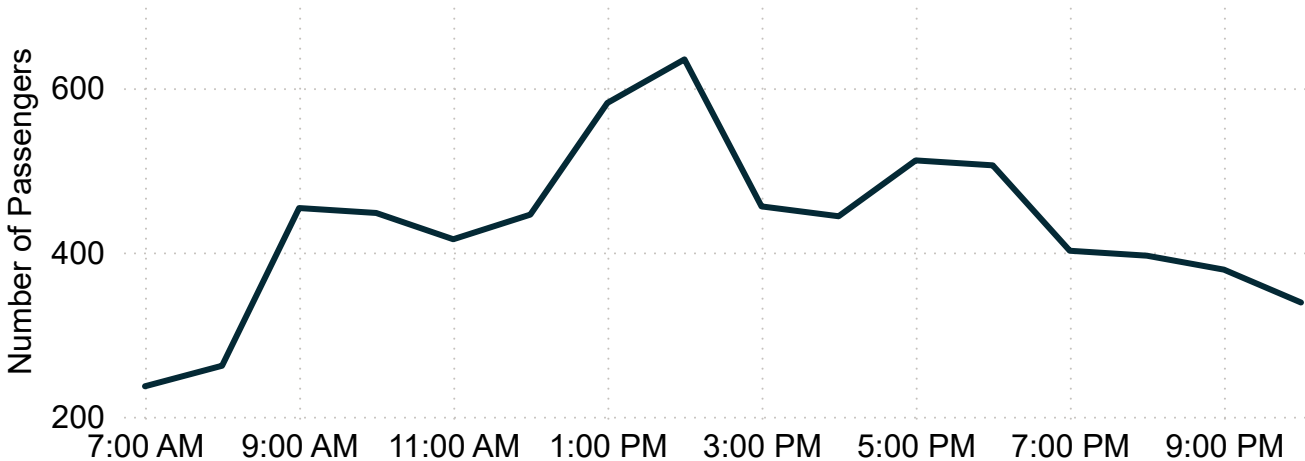
18.27

Daily Ridership

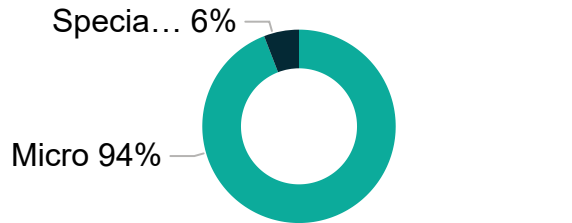
● Micro ● Specialized



Peak Hours



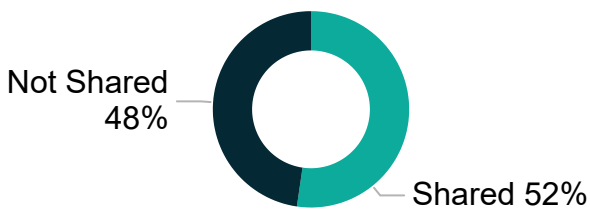
Service Type



Trip Type



Trip Utilization



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

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Appendix 1

Number of Passengers
2,179

Number of Trips
1,925

Number of Accessible Trips
680

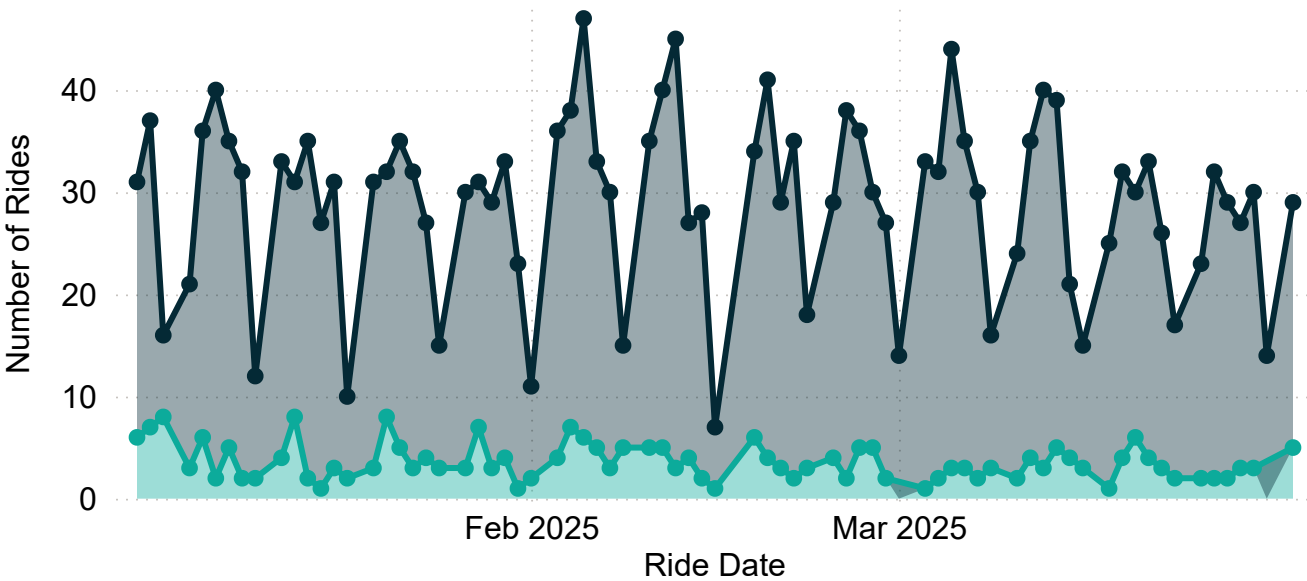
Number of Micro Trips with an Accessibility Device
2

Average Direct Distance (km)
20.30

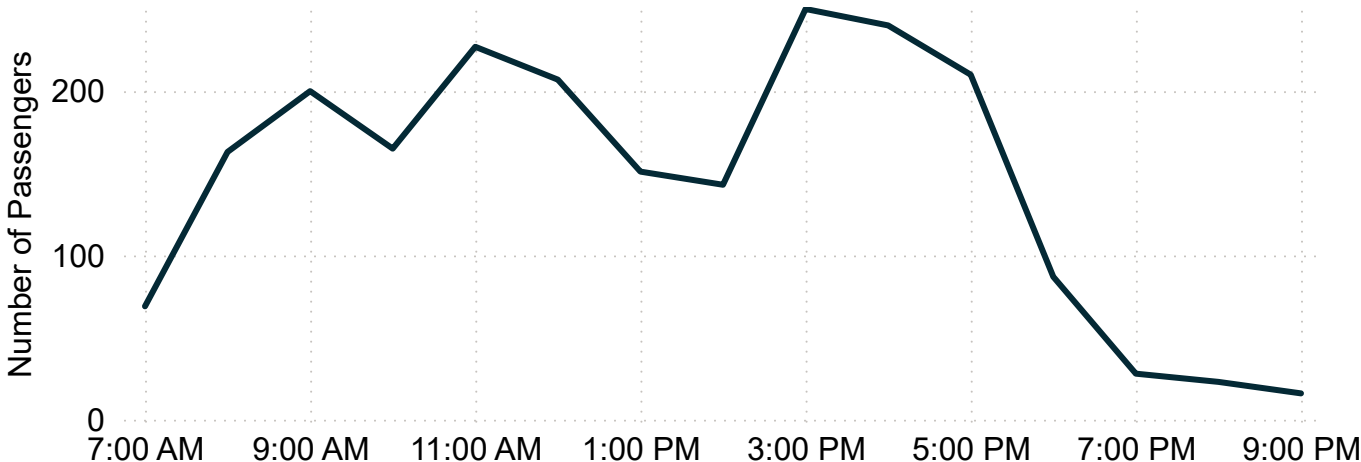
Average Time On-Board (min)
33.30

Daily Ridership

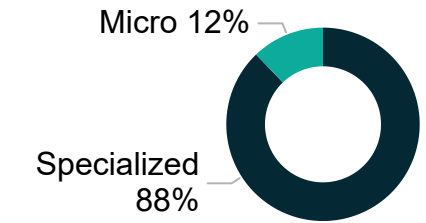
● Micro ● Specialized



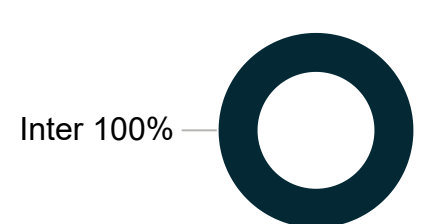
Peak Hours



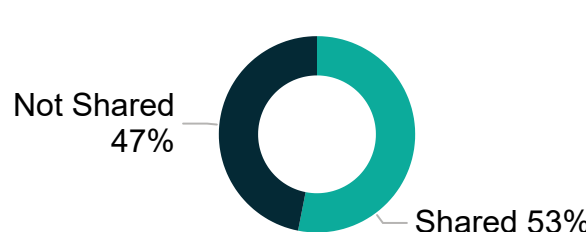
Service Type



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

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

Power BI Desktop

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Appendix 1

Number of Passengers

15,736

Number of Trips

14,549

Number of Accessible Trips

332

Number of Micro Trips with an Accessibility Device

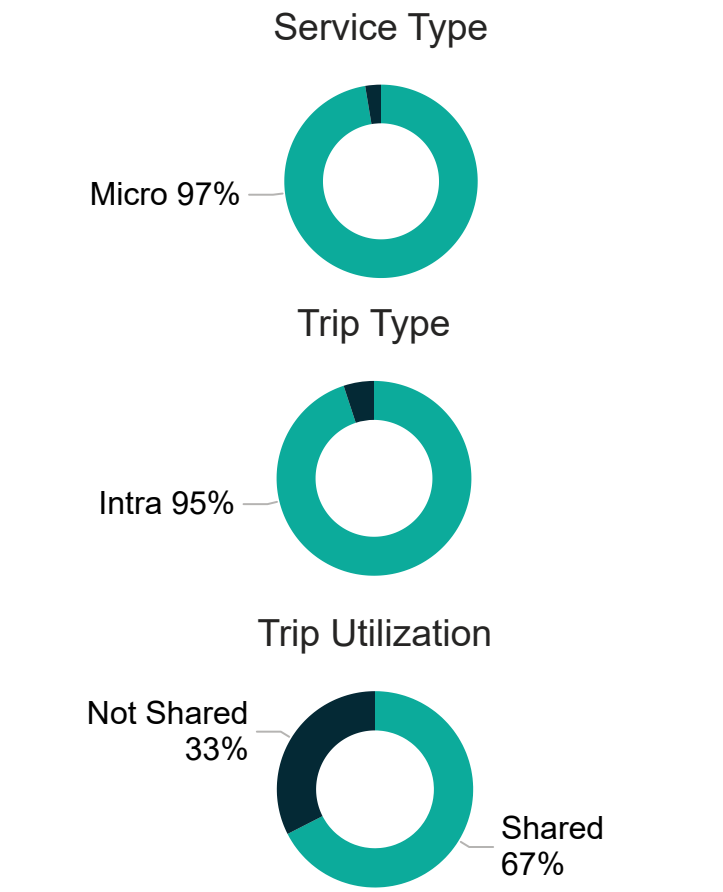
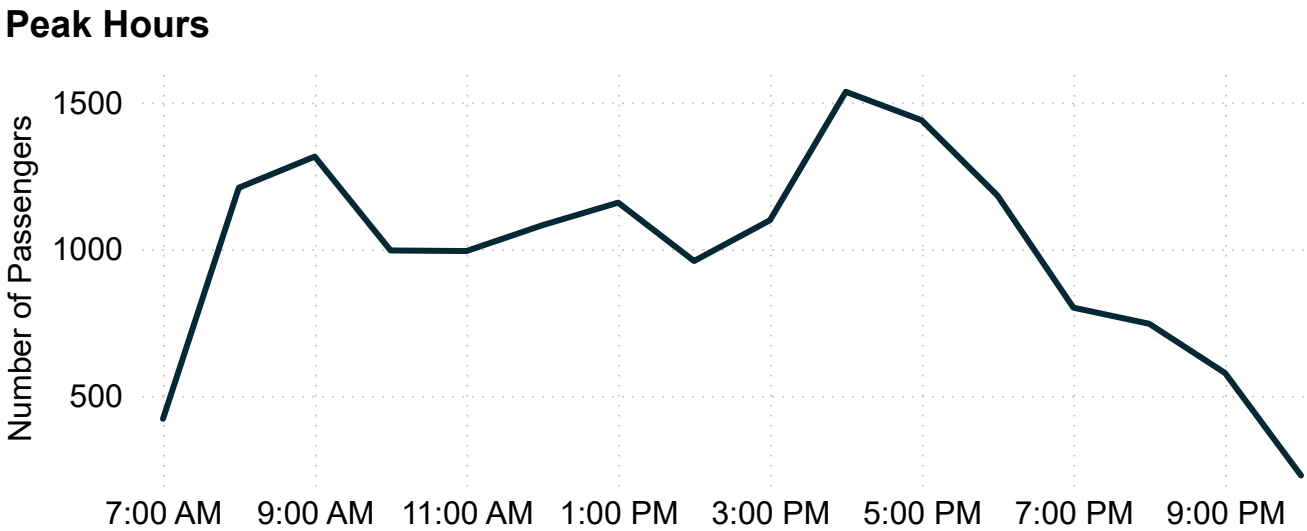
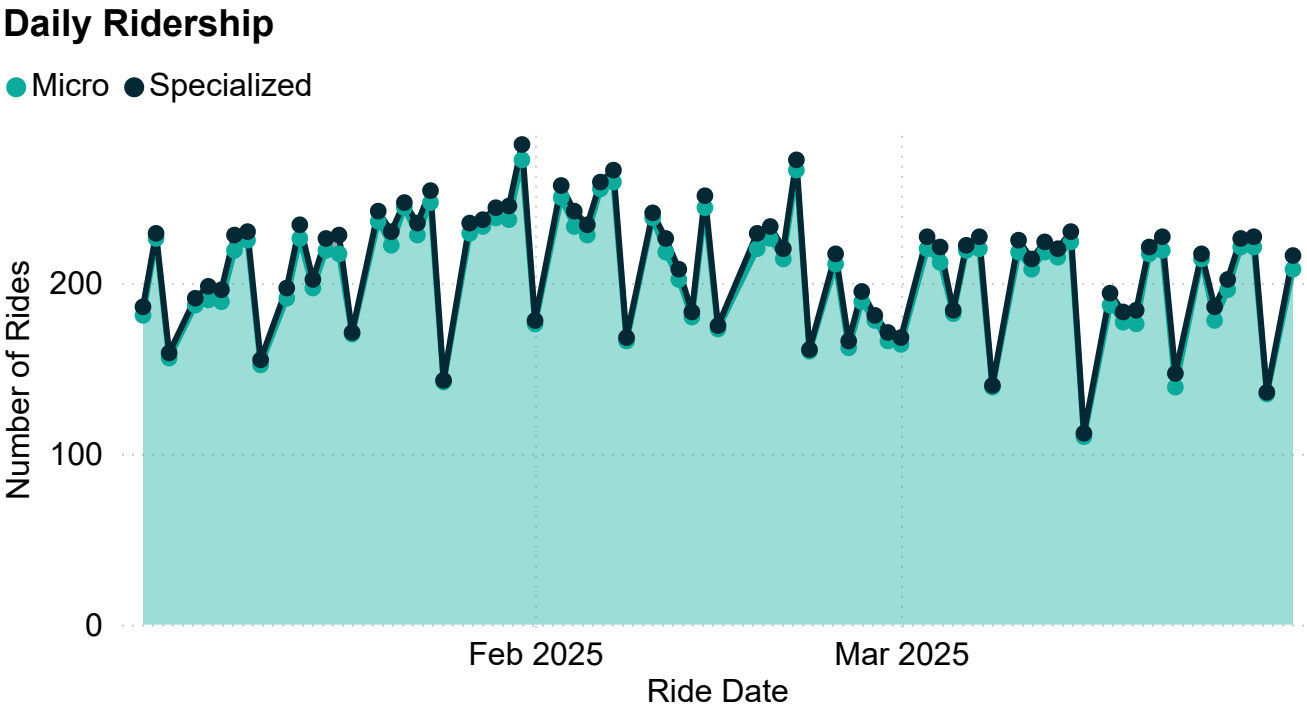
214

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

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

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Appendix 1

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)

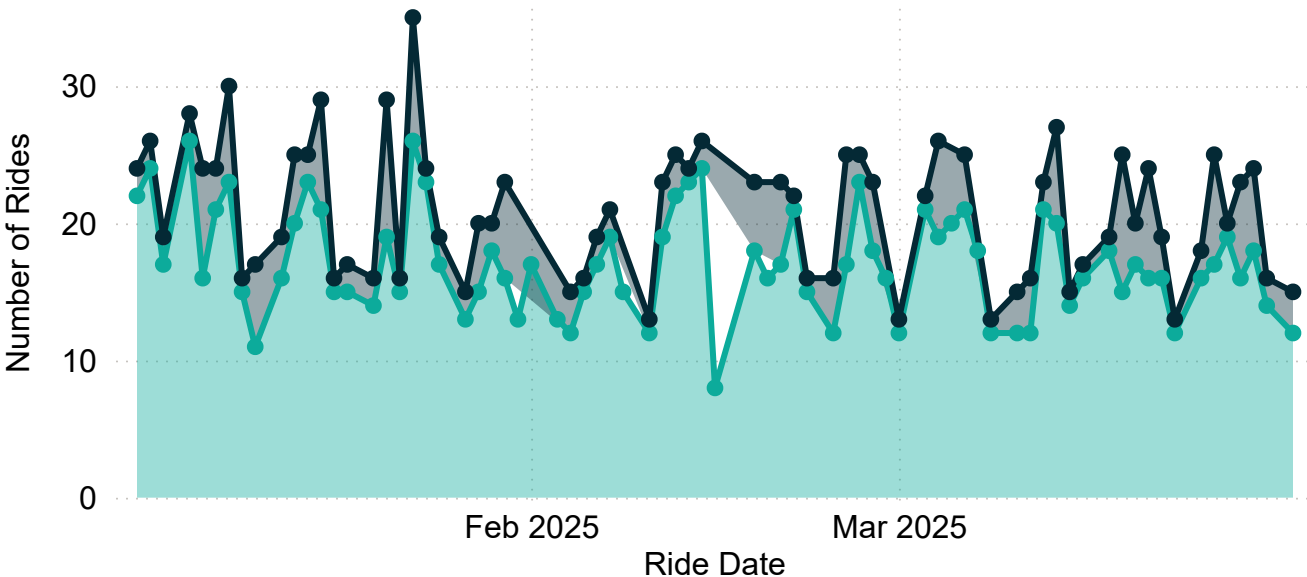
11.03

Average Time On-Board
(min)

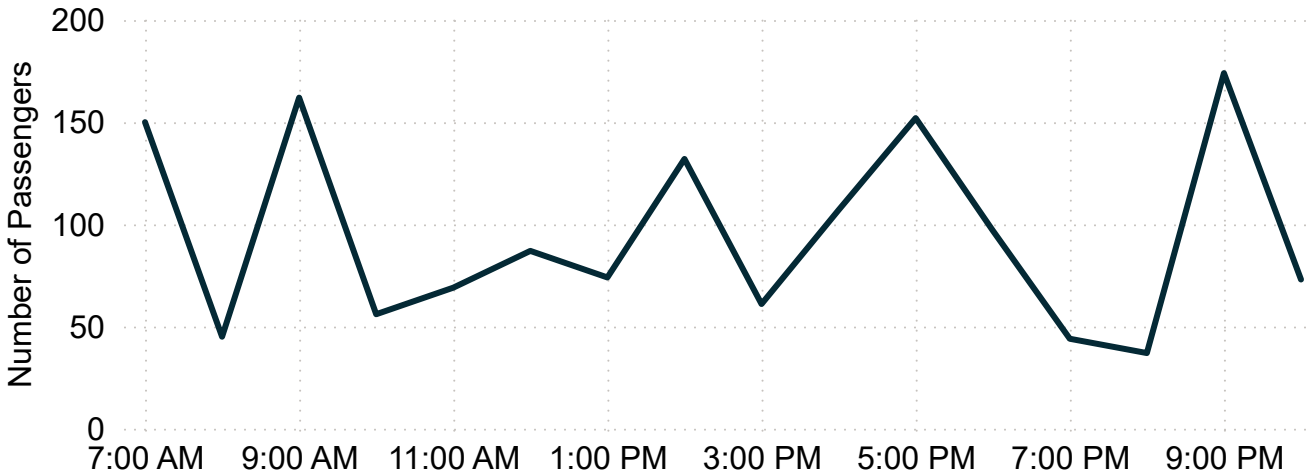
18.14

Daily Ridership

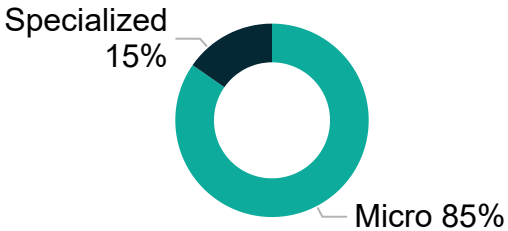
● Micro ● Specialized



Peak Hours



Service Type



Trip Type



Trip Utilization



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

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

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)

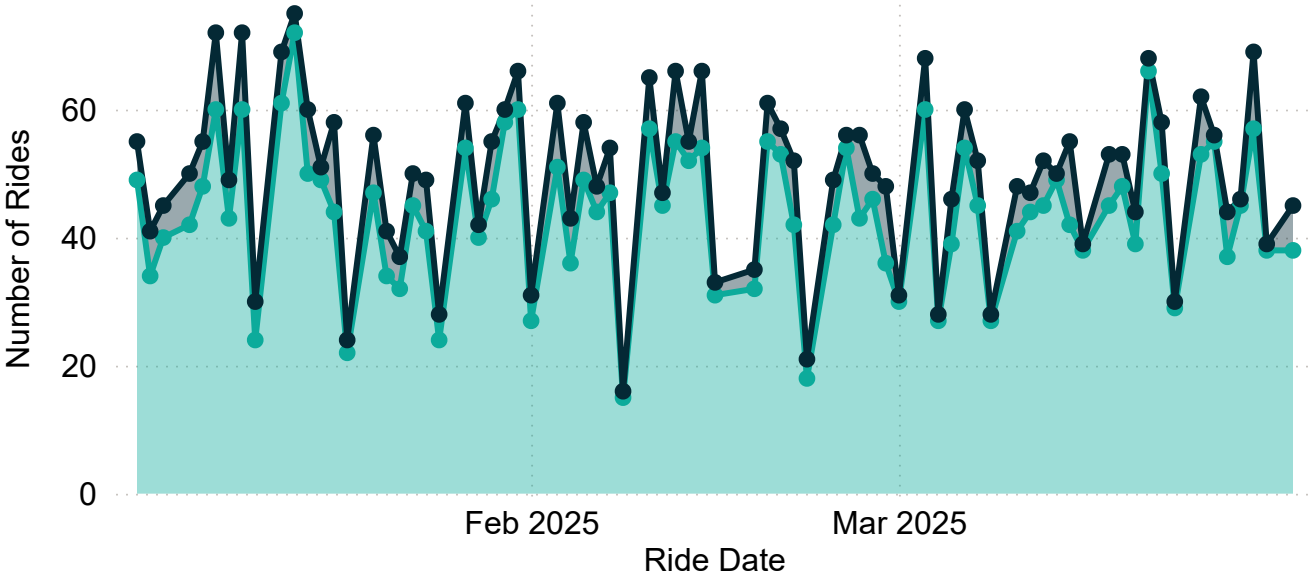
6.62

Average Time On-Board (min)

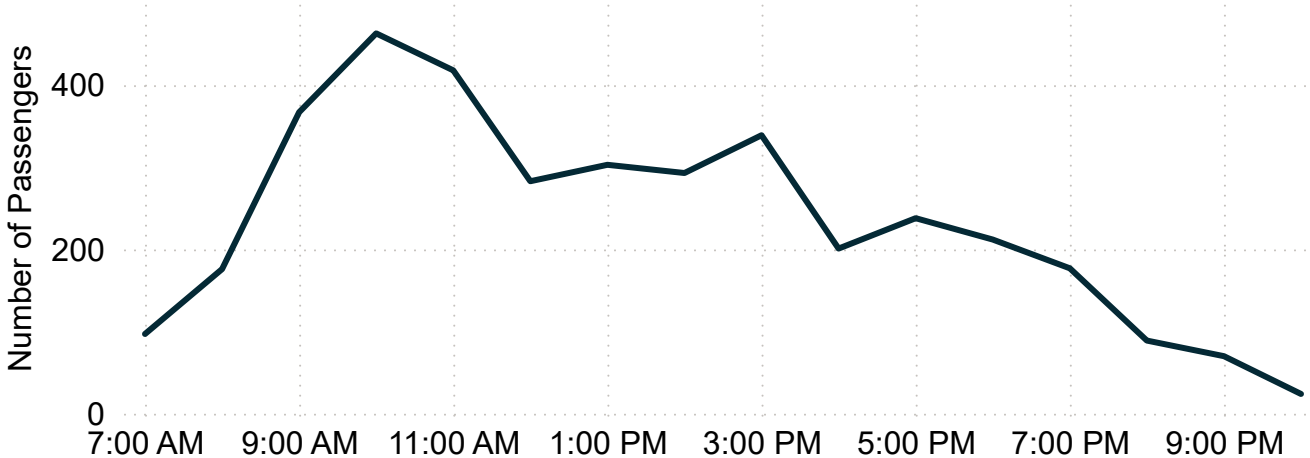
13.19

Daily Ridership

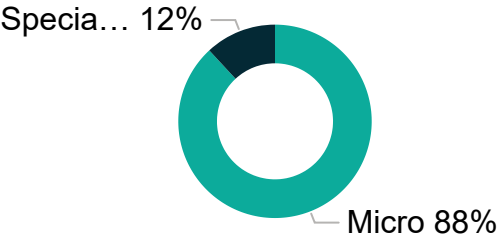
Micro Specialized



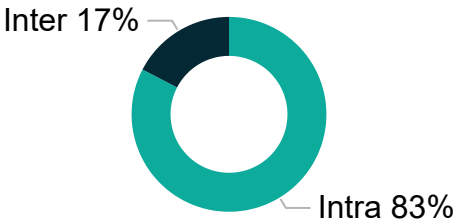
Peak Hours



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

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

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Appendix 1

Number of Passengers
4,509

Number of Trips
4,112

Number of Accessible Trips
813

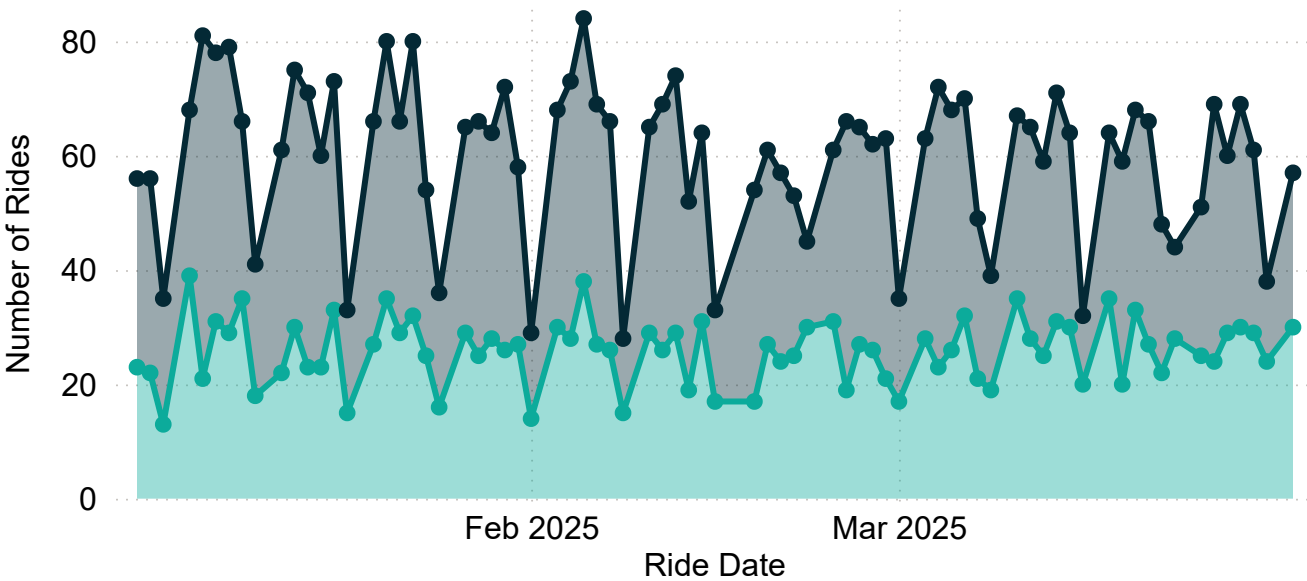
Number of Micro Trips with an Accessibility Device
14

Average Direct Distance (km)
21.32

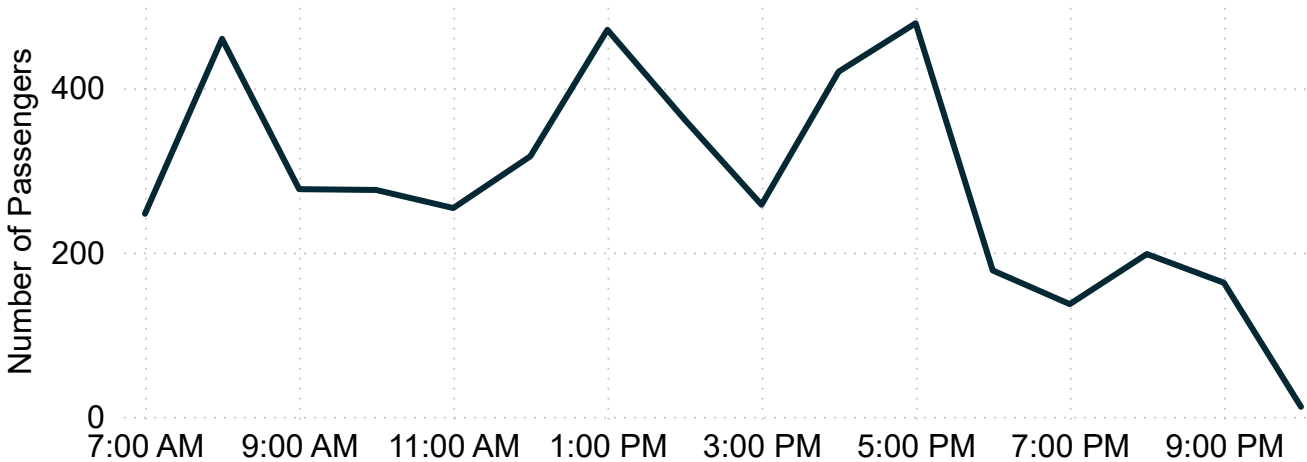
Average Time On-Board (min)
29.74

Daily Ridership

● Micro ● Specialized



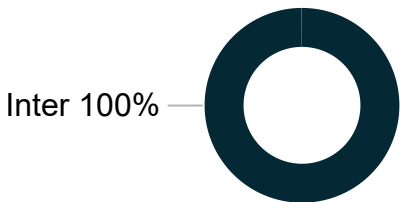
Peak Hours



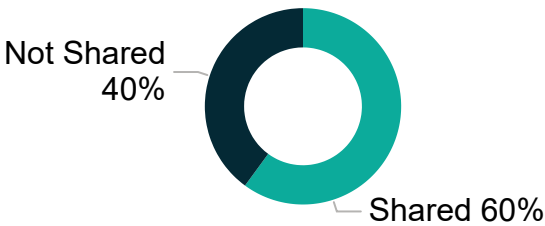
Service Type



Trip Type



Trip Utilization



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

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

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

Number of Passengers

1,101

Number of Trips

907

Number of Accessible
Trips

379

Number of Micro Trips with
an Accessibility Device

(Blank)

Average Direct Distance
(km)

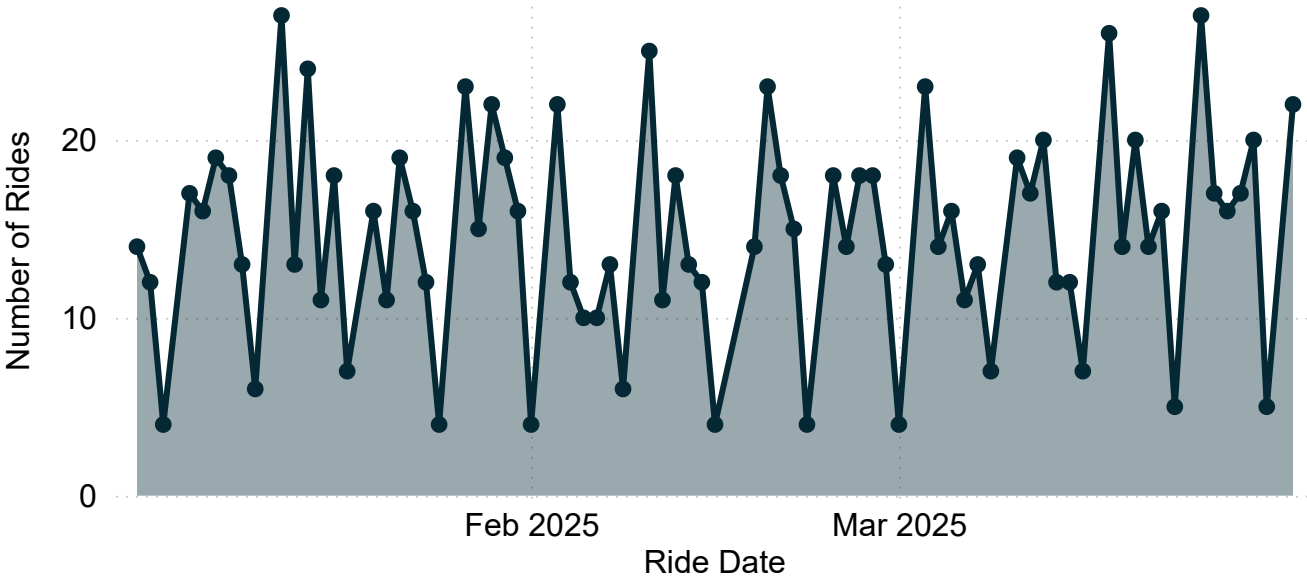
10.77

Average Time On-Board
(min)

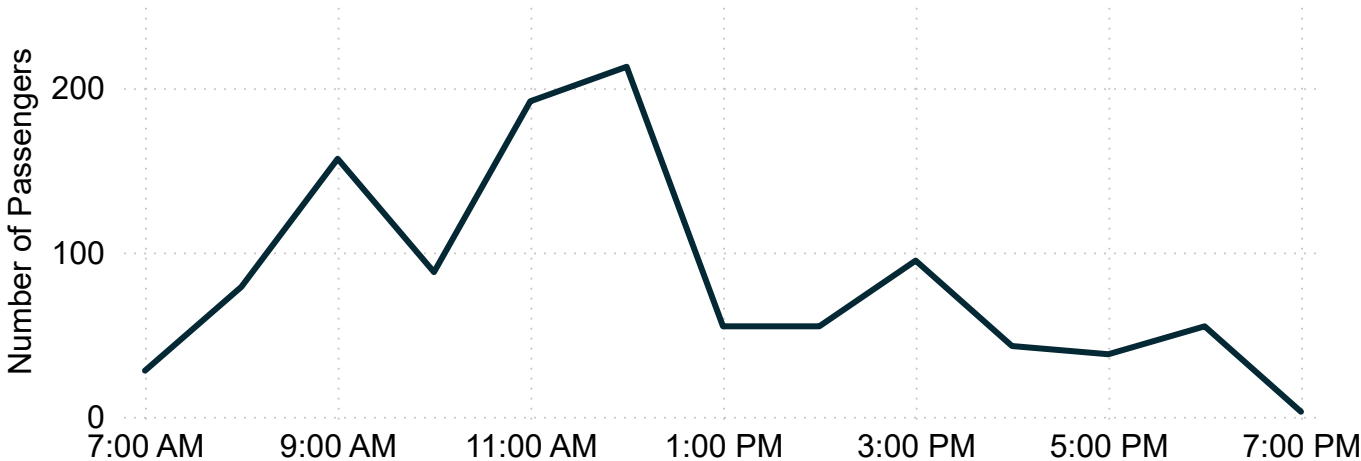
21.70

Daily Ridership

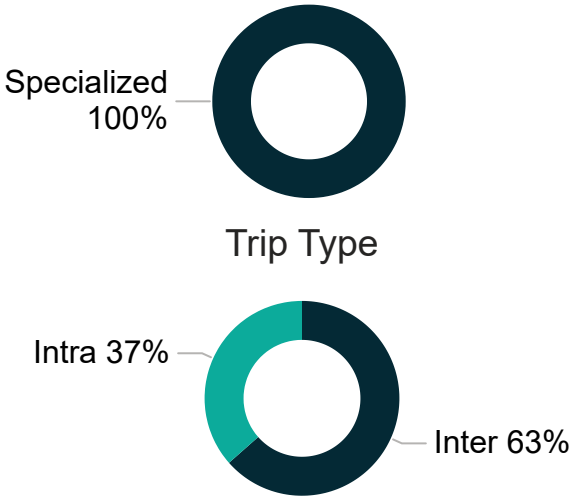
● Specialized



Peak Hours



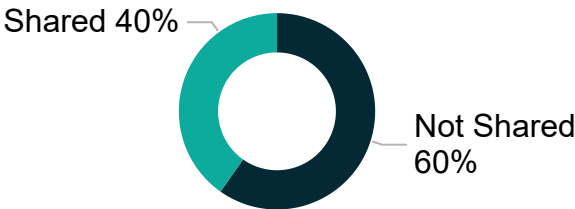
Service Type



Trip Type



Trip Utilization



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)

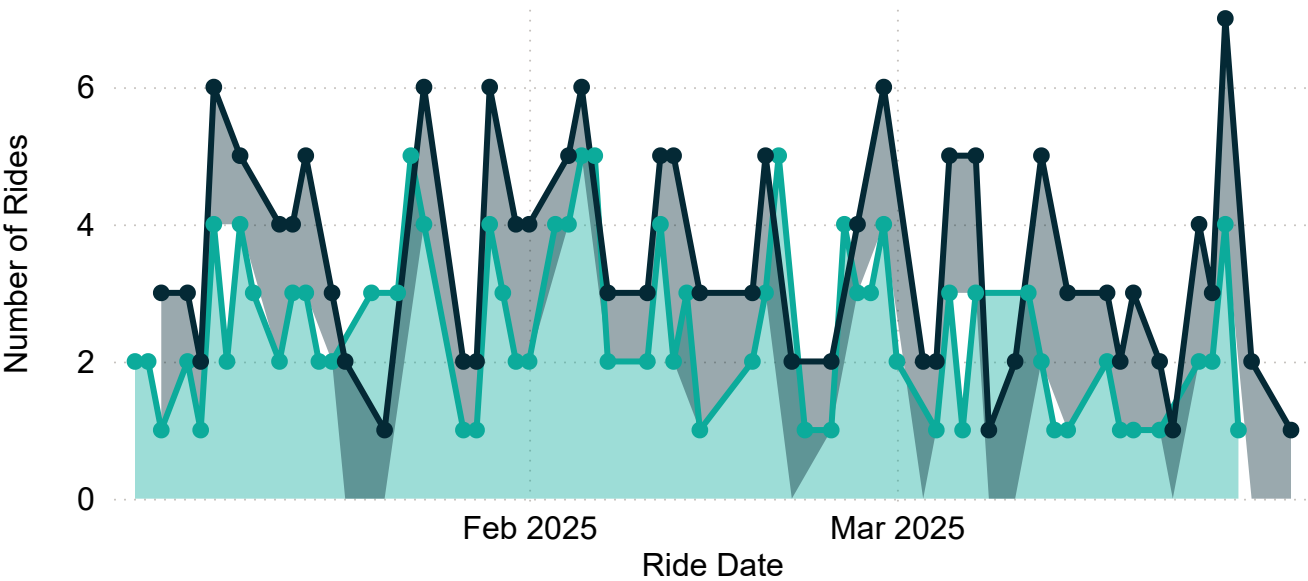
20.72

Average Time On-Board (min)

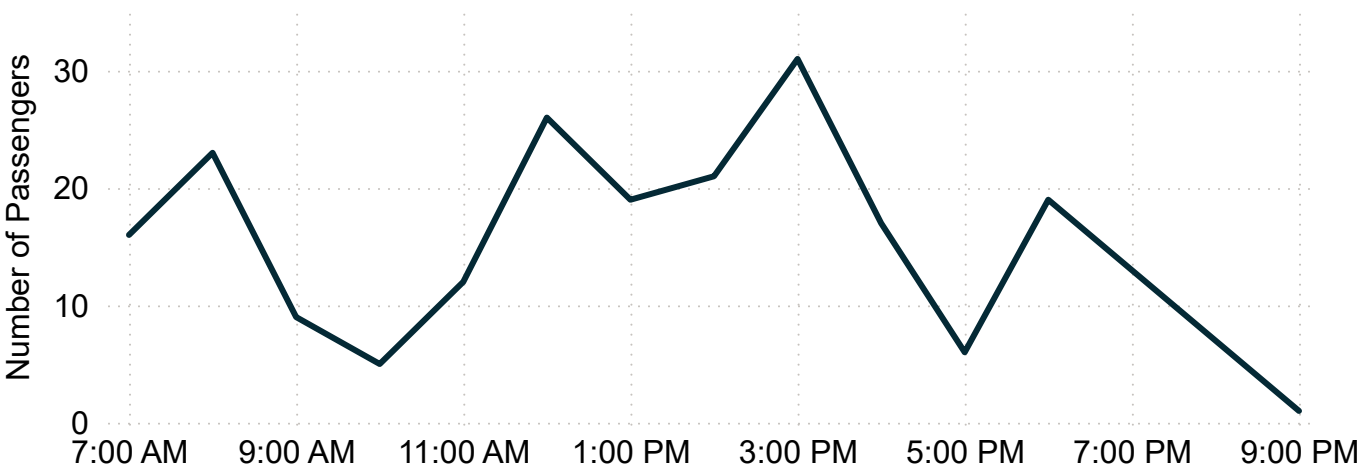
25.99

Daily Ridership

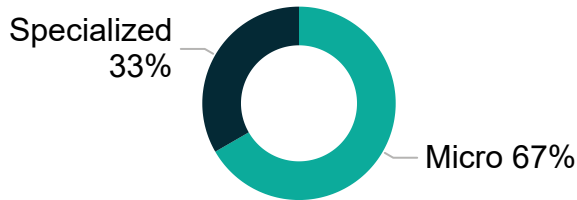
● Micro ● Specialized



Peak Hours



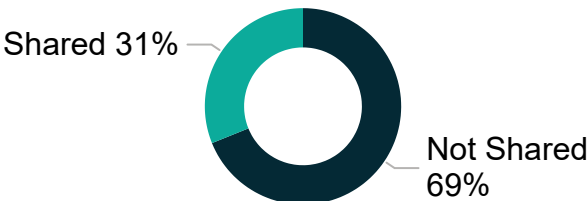
Service Type



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)

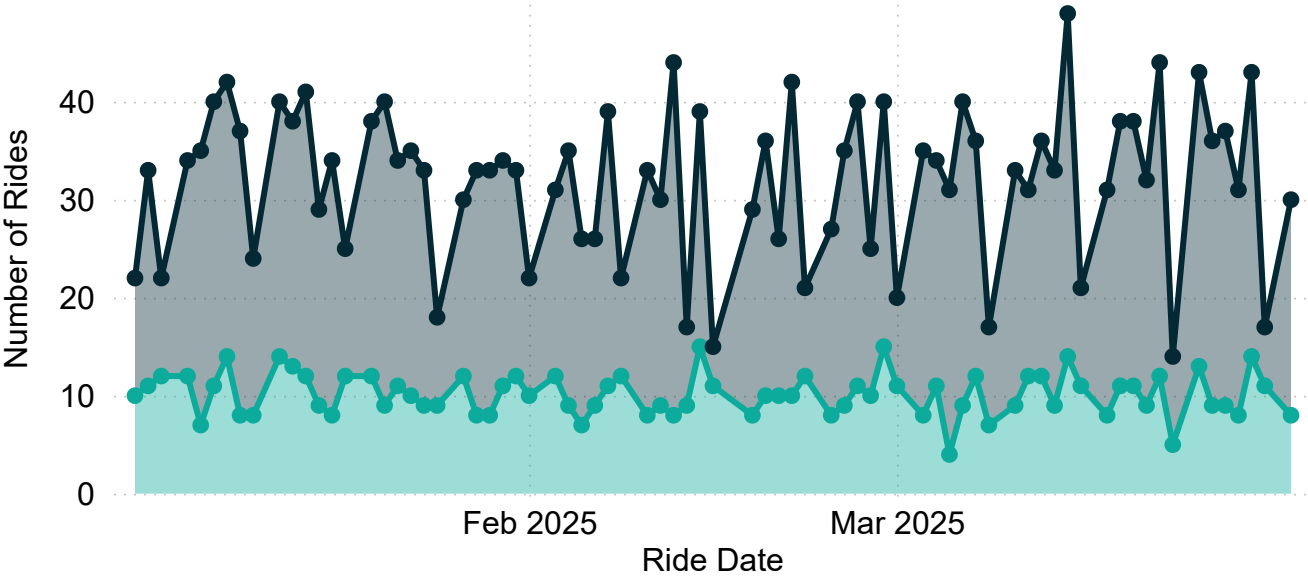
20.32

Average Time On-Board (min)

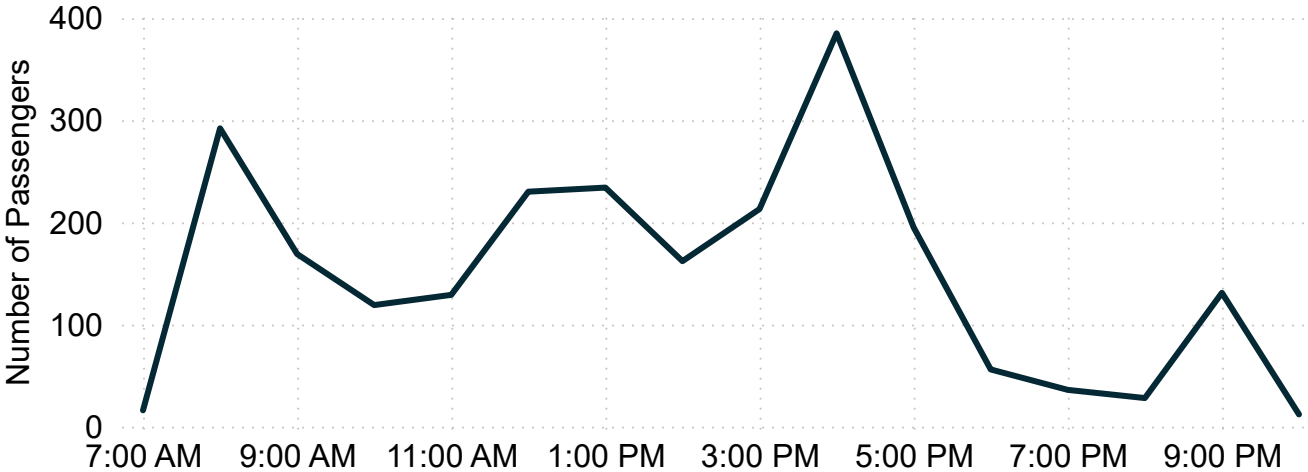
31.66

Daily Ridership

● Micro ● Specialized



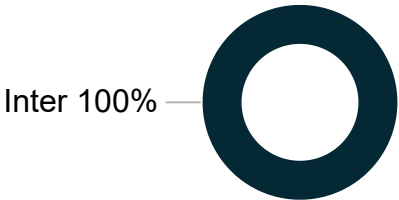
Peak Hours



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

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

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Appendix 1

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)

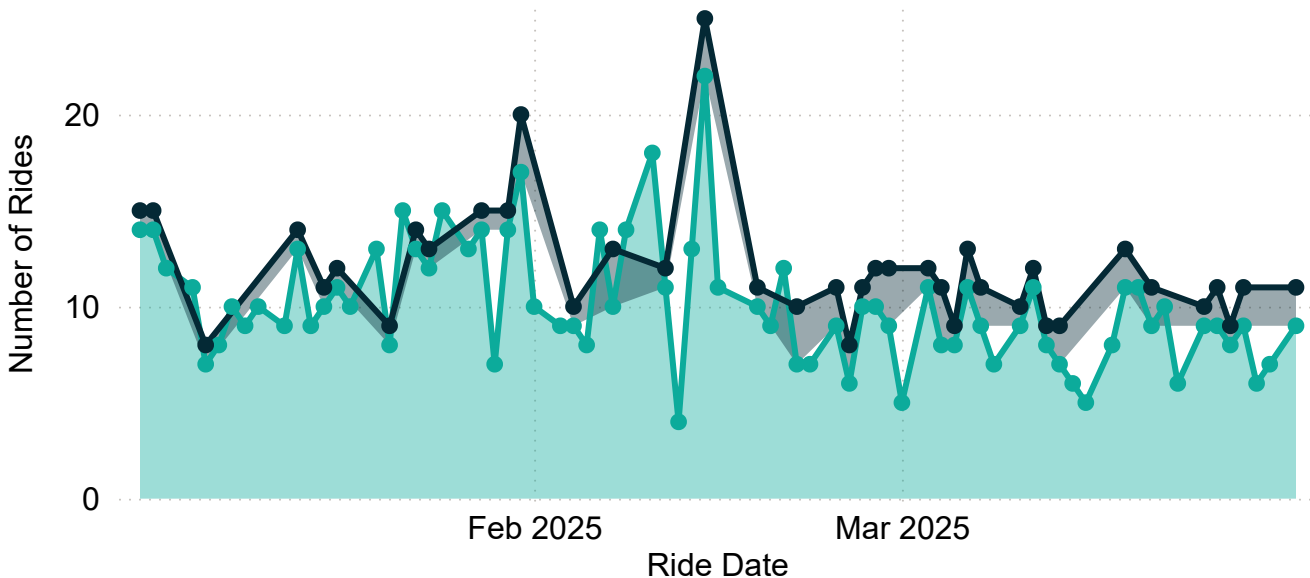
21.31

Average Time On-Board
(min)

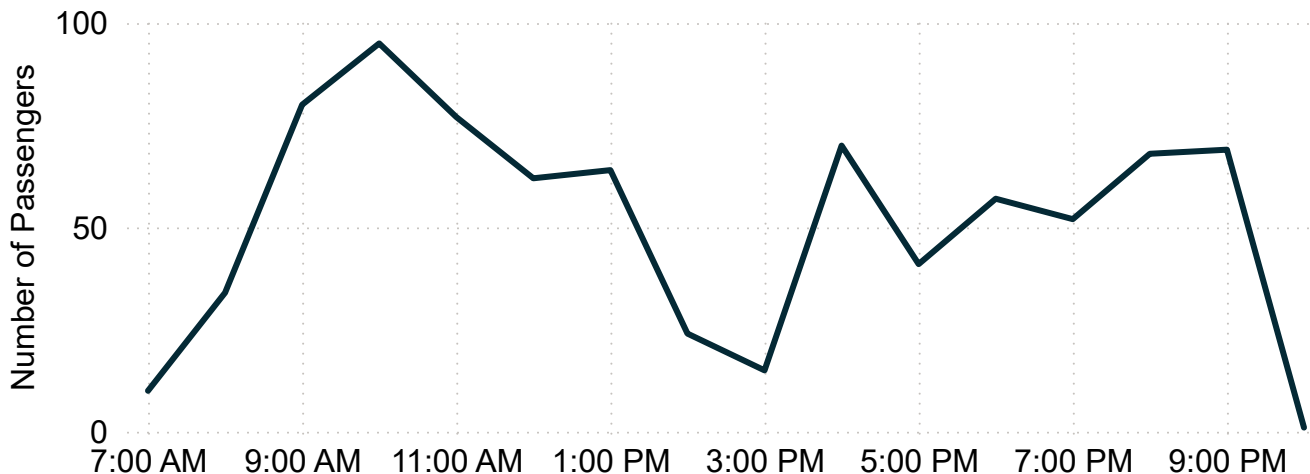
28.33

Daily Ridership

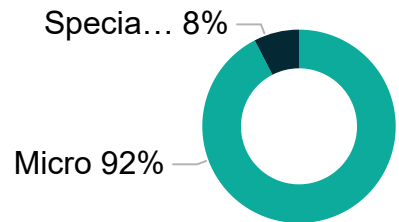
● Micro ● Specialized



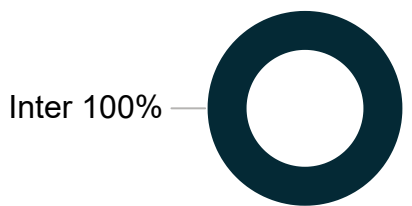
Peak Hours



Service Type



Trip Type



Trip Utilization

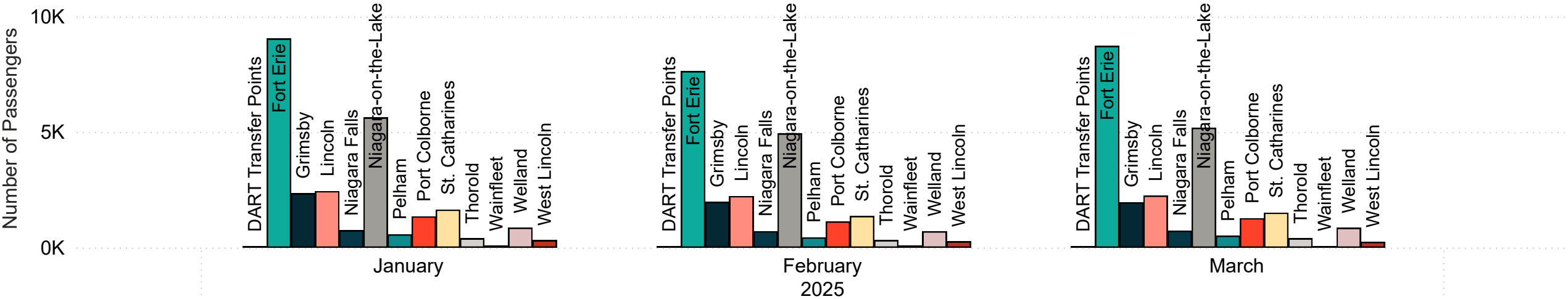


Booking Method	Day Of	Pre-Booked	Total
Agent	10	12	22
App	226	512	738
Subscription		13	13
Total	236	537	773

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

- **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