

# Overall NT+ Service Metrics - 2025 (Q2)

Number of Passengers

89,414

Number of Trips

79,887

Number of Accessible Trips

12,988

Number of Micro Trips with an Accessibility Device

928

Average Direct Distance (km)

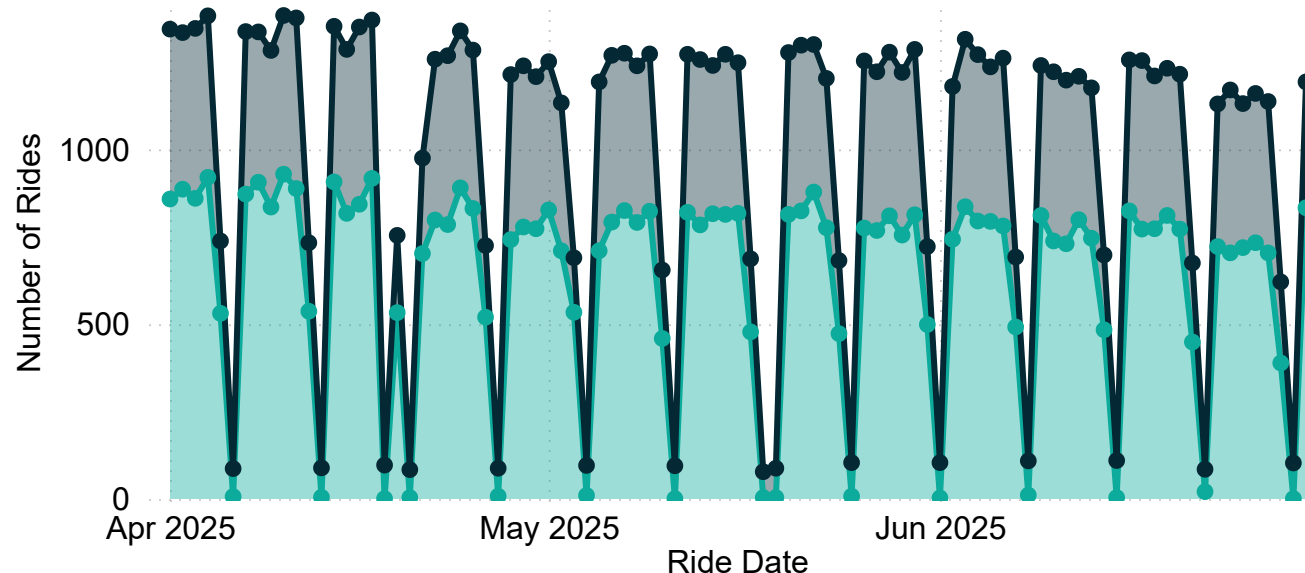
9.51

Average Time On-Board (min)

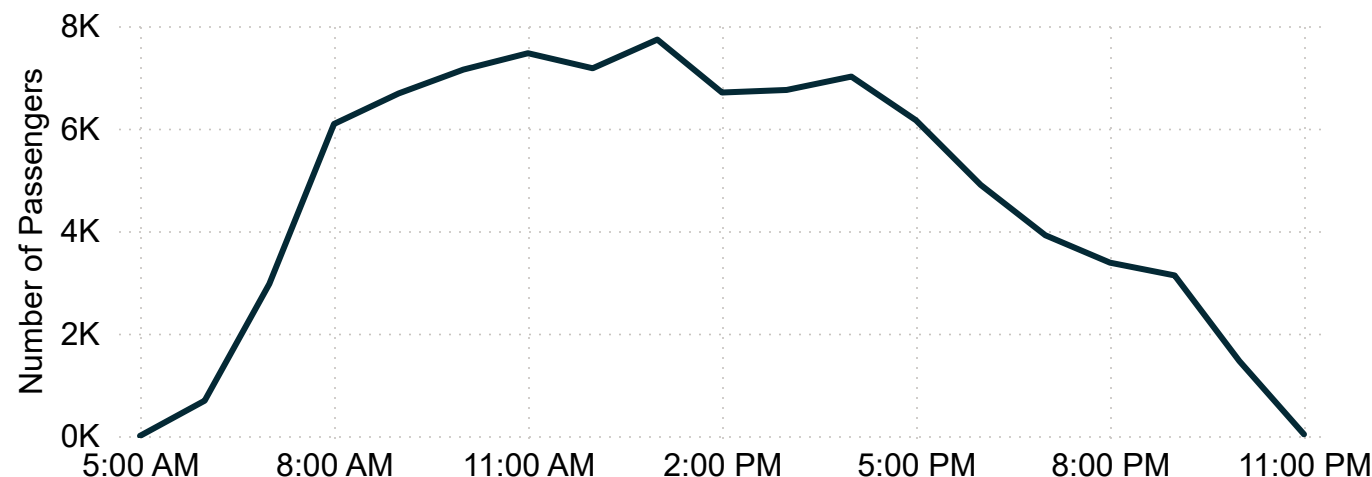
17.97

## Daily Ridership

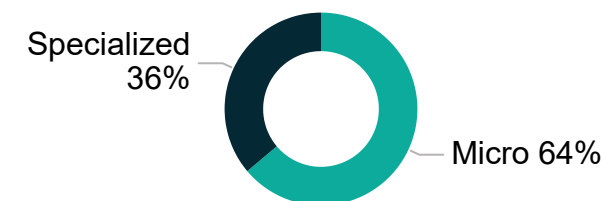
● Micro ● Specialized



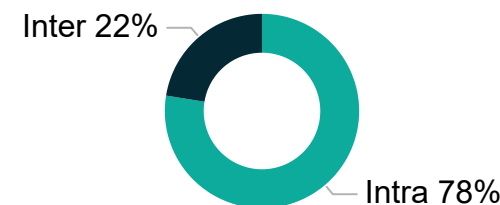
## Peak Hours



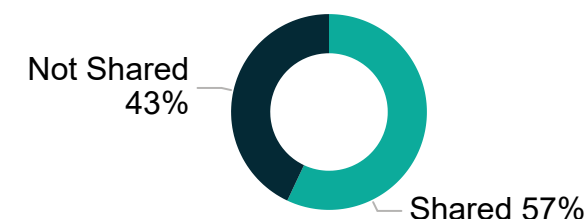
## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	3081	13874	16955
App	29510	29501	59011
Subscription		3921	3921
Total	32591	47296	79887

# Overall NT+ In-House Service Metrics - 2025 (Q2)

Number of Passengers

21,237

Number of Trips

18,023

Number of Accessible Trips

7,304

Number of Micro Trips with an Accessibility Device

68

Average Direct Distance (km)

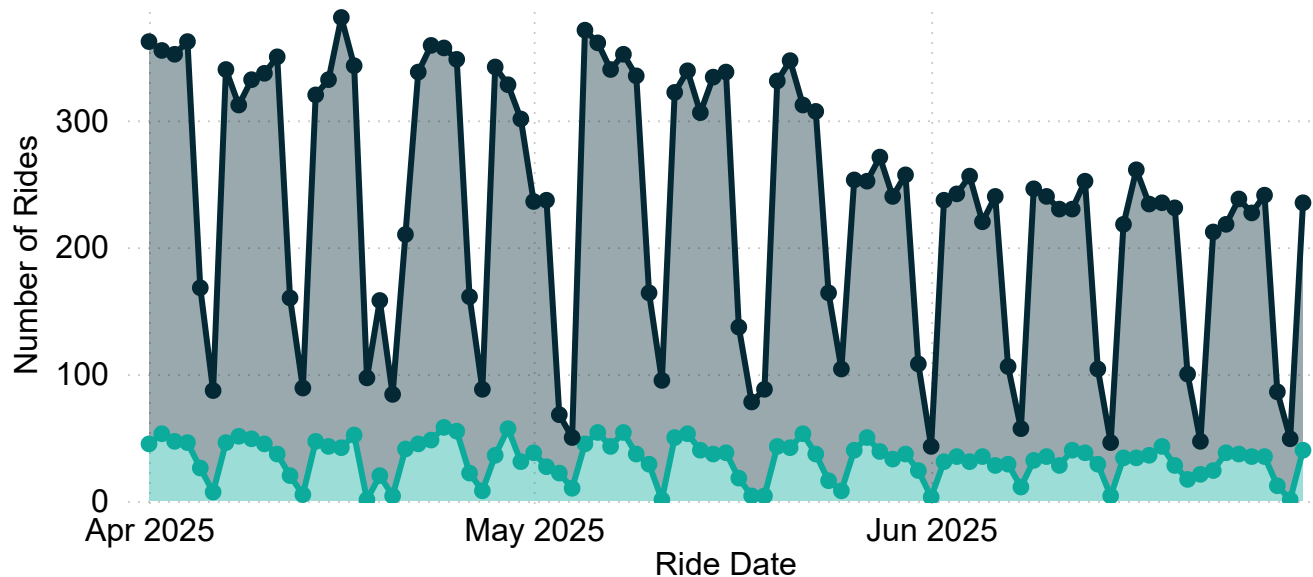
5.12

Average Time On-Board (min)

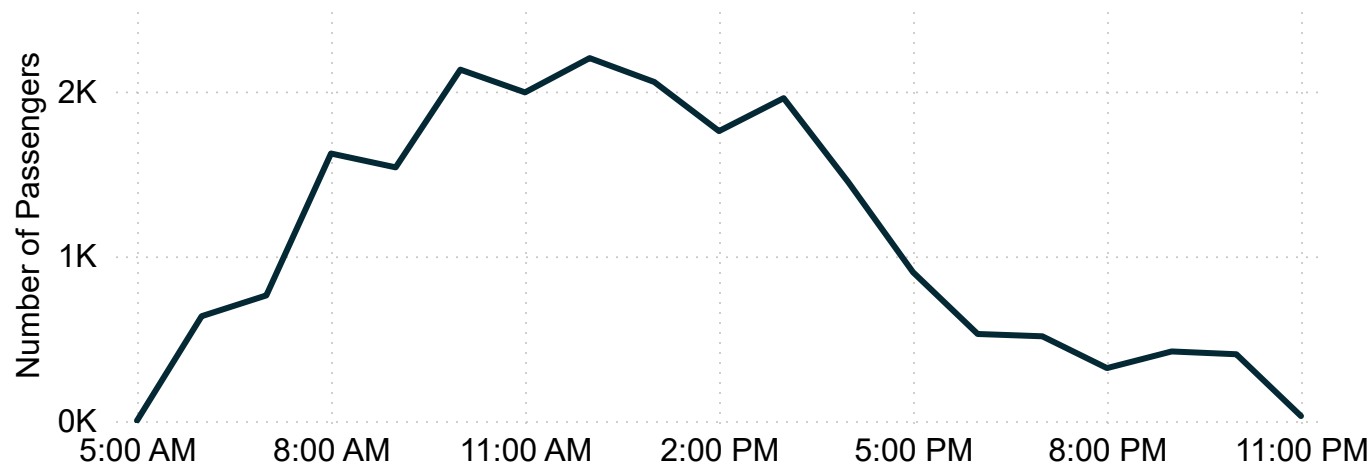
17.67

## Daily Ridership

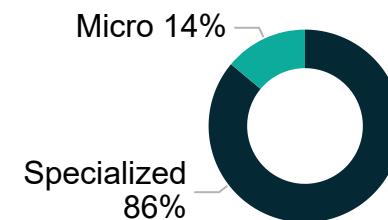
● Micro ● Specialized



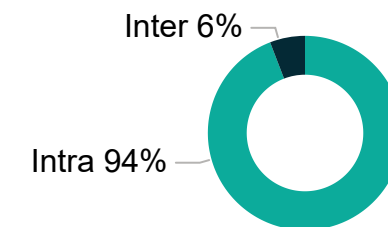
## Peak Hours



## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	1005	7719	8724
App	2596	6138	8734
Subscription		565	565
Total	3601	14422	18023

# Overall NT+ In-House 2025 (Q2) Service Metrics - Niagara Falls

Number of Passengers

3,816

Number of Trips

3,311

Number of Accessible Trips

1,180

Number of Micro Trips with an Accessibility Device

(Blank)

Average Direct Distance (km)

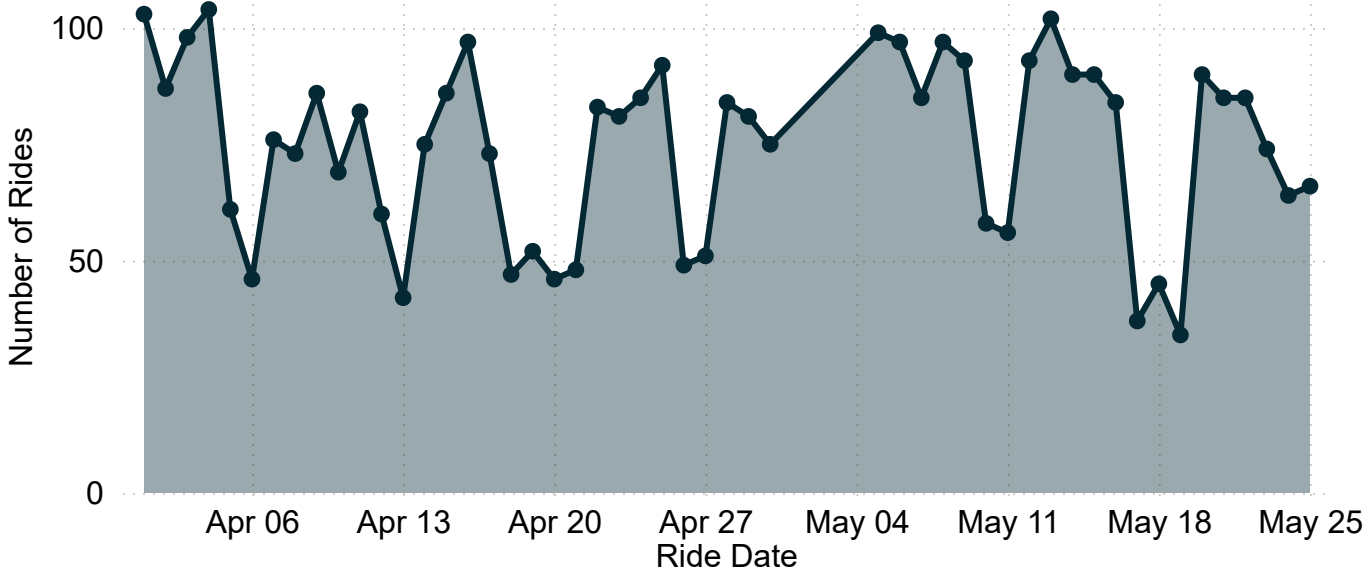
5.07

Average Time On-Board (min)

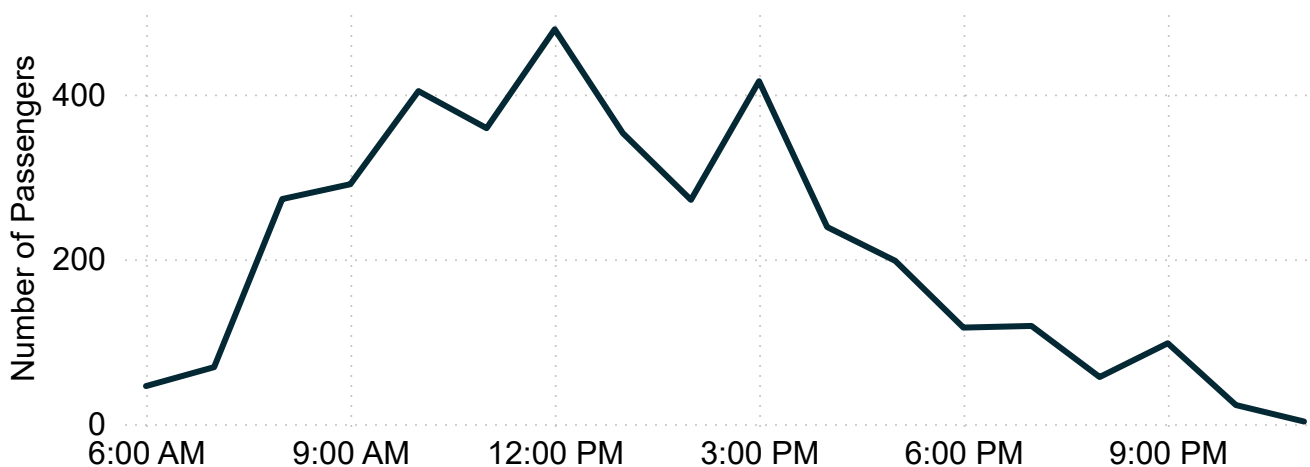
17.65

## Daily Ridership

● Specialized



## Peak Hours



## Service Type

Specialized  
100%



## Trip Type

Intra 100%



## Trip Utilization

Not Shared  
49%

Shared 51%



Booking Method	Day Of	Pre-Booked	Total
Agent	281	1534	1815
App	344	587	931
Subscription		565	565
Total	625	2686	3311

# Overall NT+ In-House 2025 (Q2) Service Metrics - St. Catharines

Number of Passengers

9,640

Number of Trips

7,795

Number of Accessible Trips

3,515

Number of Micro Trips with an Accessibility Device

3

Average Direct Distance (km)

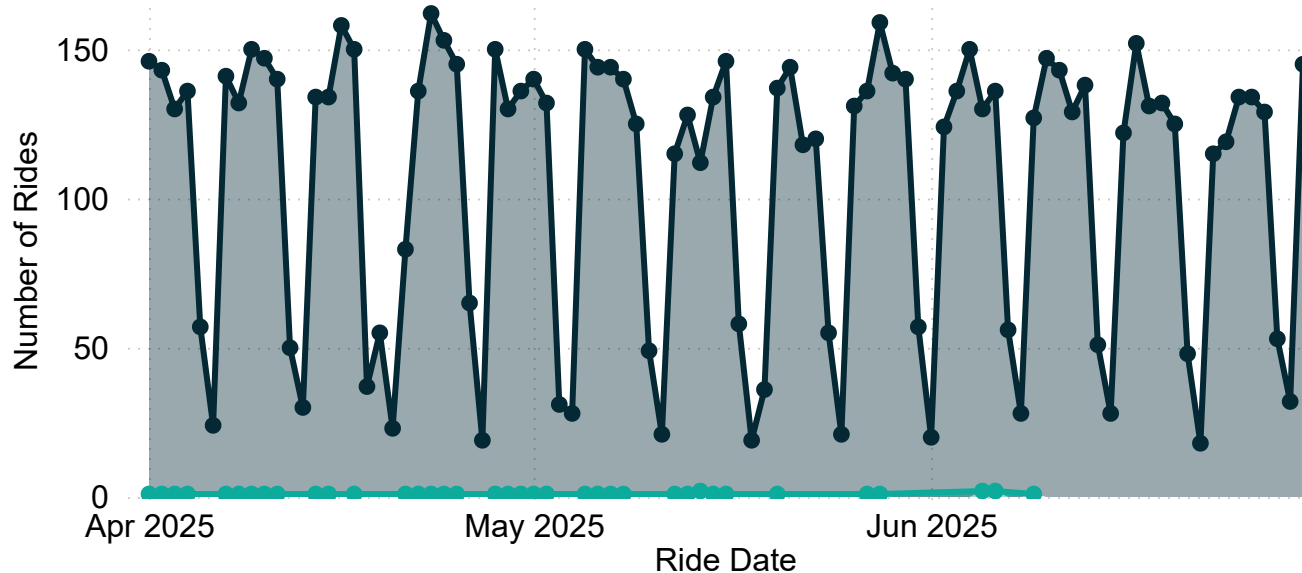
5.10

Average Time On-Board (min)

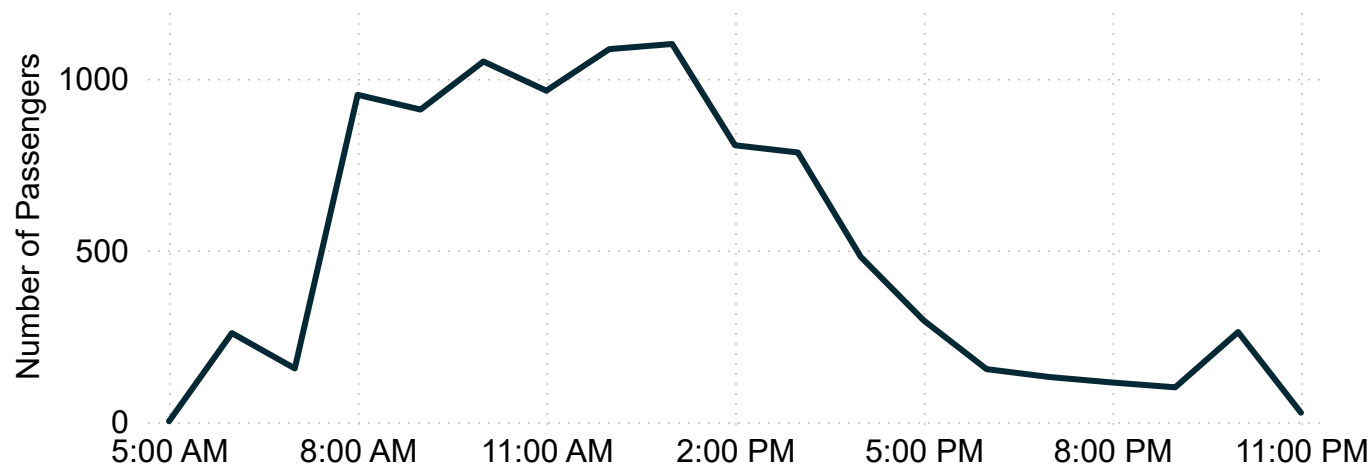
18.77

## Daily Ridership

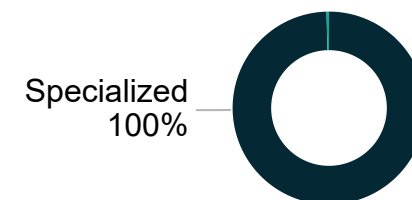
● Micro ● Specialized



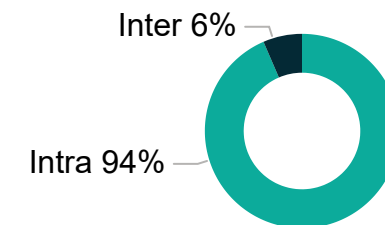
## Peak Hours



## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	444	3555	3999
App	554	3242	3796
Total	998	6797	7795

# Overall NT+ In-House 2025 (Q2) Service Metrics - Thorold

Number of Passengers

649

Number of Trips

599

Number of Accessible Trips

399

Number of Micro Trips with an Accessibility Device

(Blank)

Average Direct Distance (km)

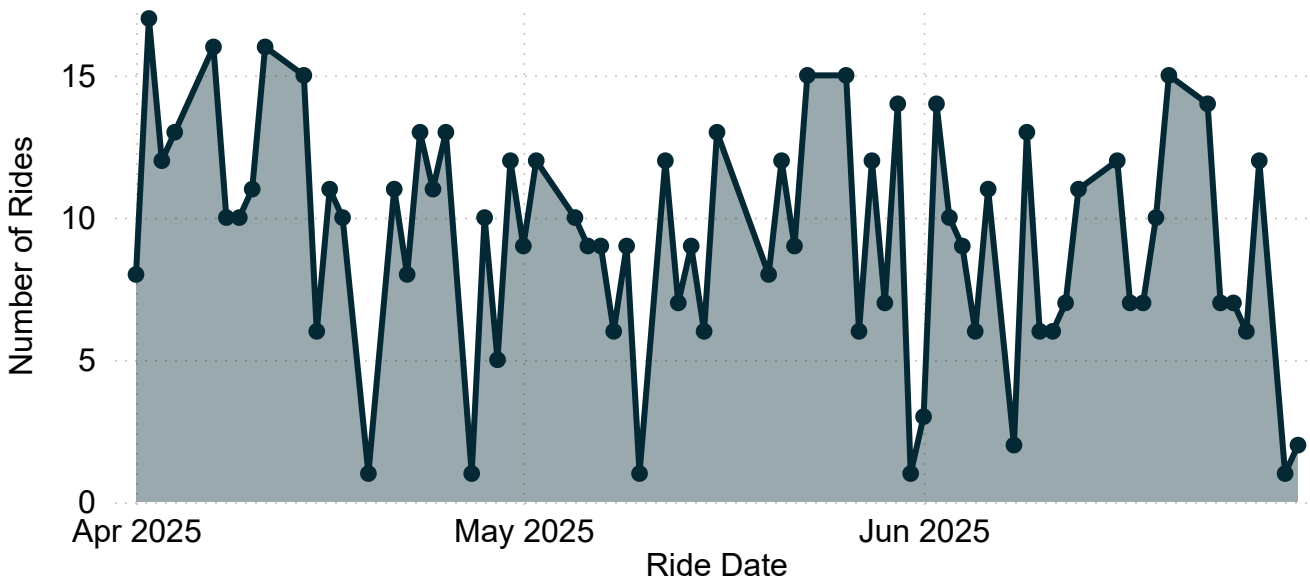
8.06

Average Time On-Board (min)

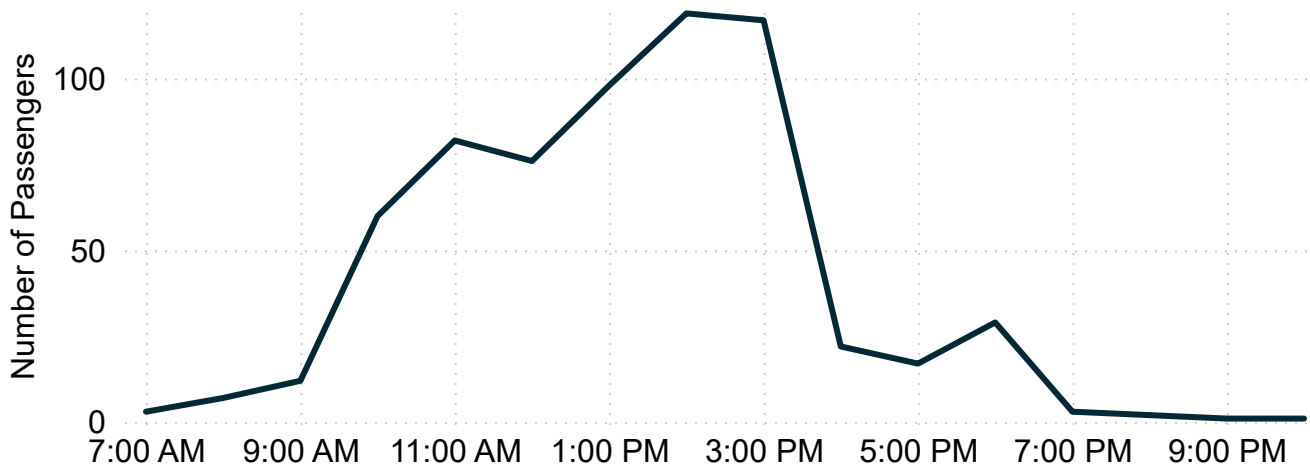
22.29

## Daily Ridership

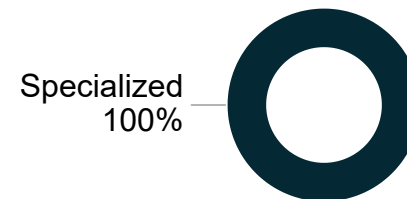
● Specialized



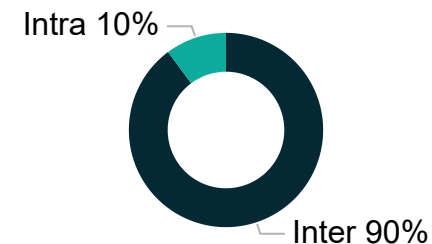
## Peak Hours



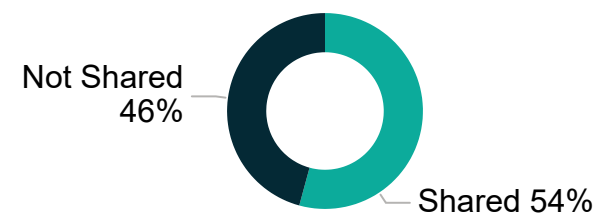
## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	18	178	196
App	37	366	403
Total	55	544	599

# Overall NT+ In-House 2025 (Q2) Service Metrics - Welland

Number of Passengers

7,116

Number of Trips

6,309

Number of Accessible  
Trips

2,206

Number of Micro Trips with  
an Accessibility Device

65

Average Direct Distance  
(km)

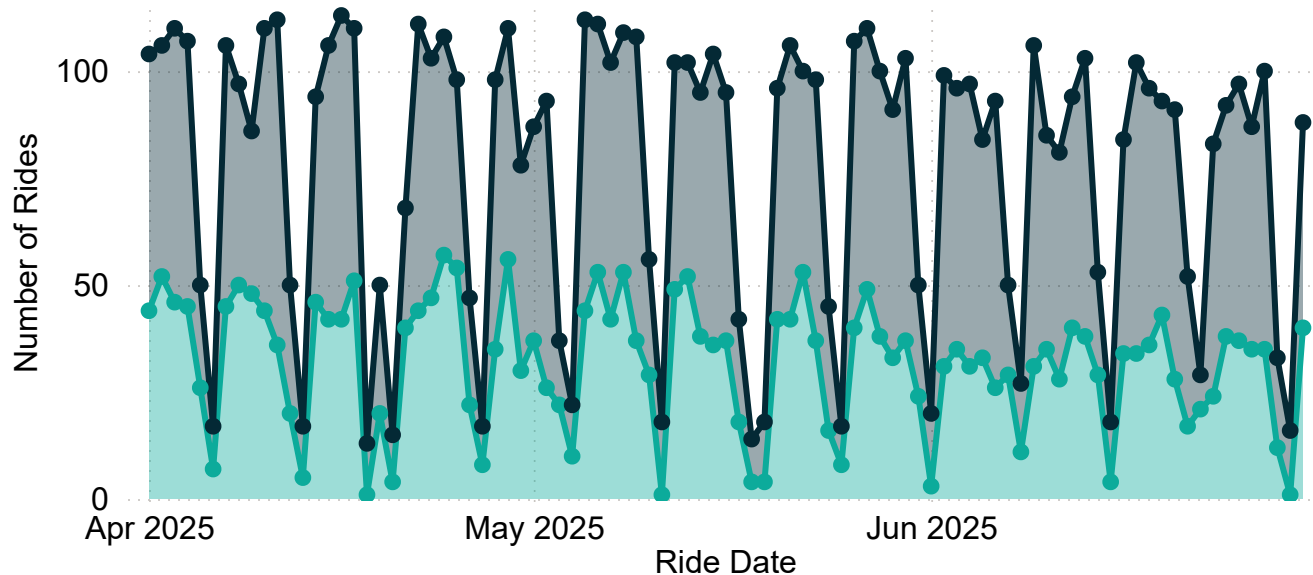
4.88

Average Time On-Board  
(min)

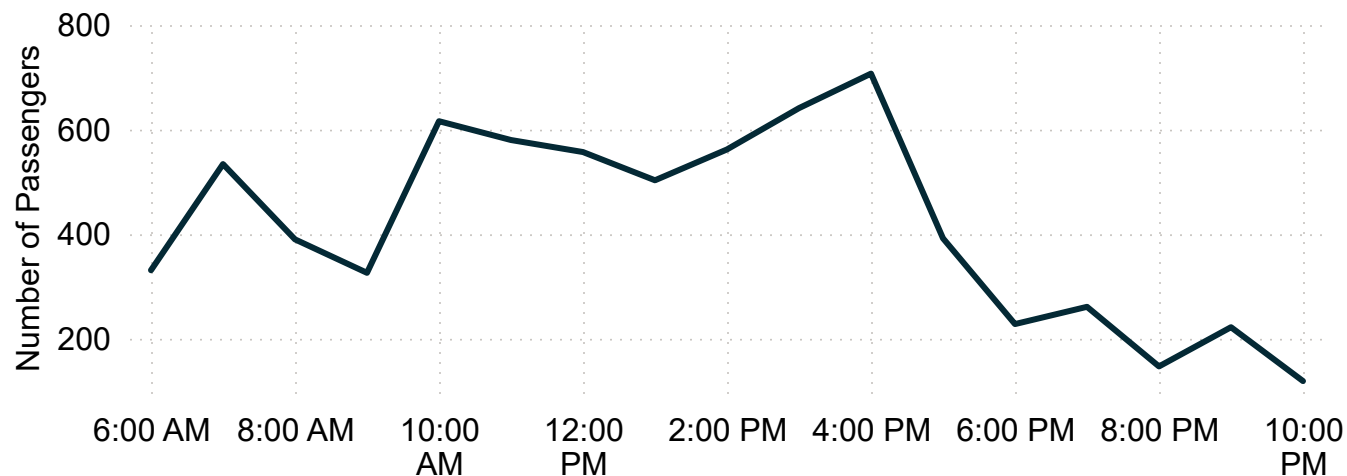
15.86

## Daily Ridership

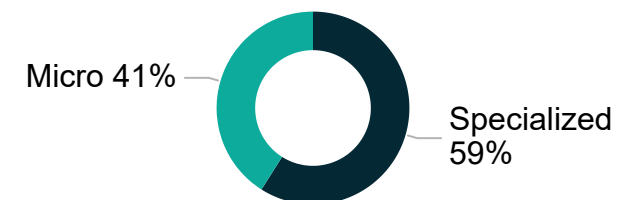
● Micro ● Specialized



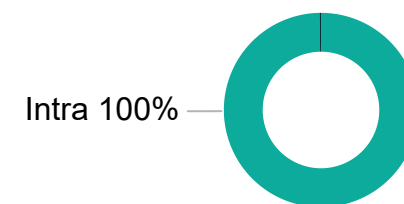
## Peak Hours



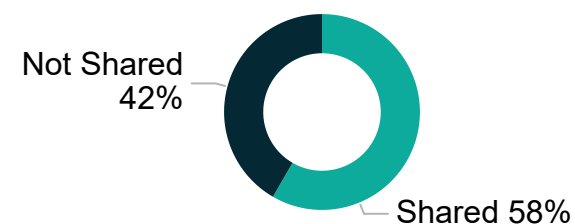
## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	262	2449	2711
App	1661	1937	3598
Total	1923	4386	6309

# Overall NT+ (Contract) Voyago Service Metrics - 2025 (Q2)

Number of Passengers

65,171

Number of Trips

59,223

Number of Accessible Trips

4,766

Number of Micro Trips with an Accessibility Device

860

Average Direct Distance (km)

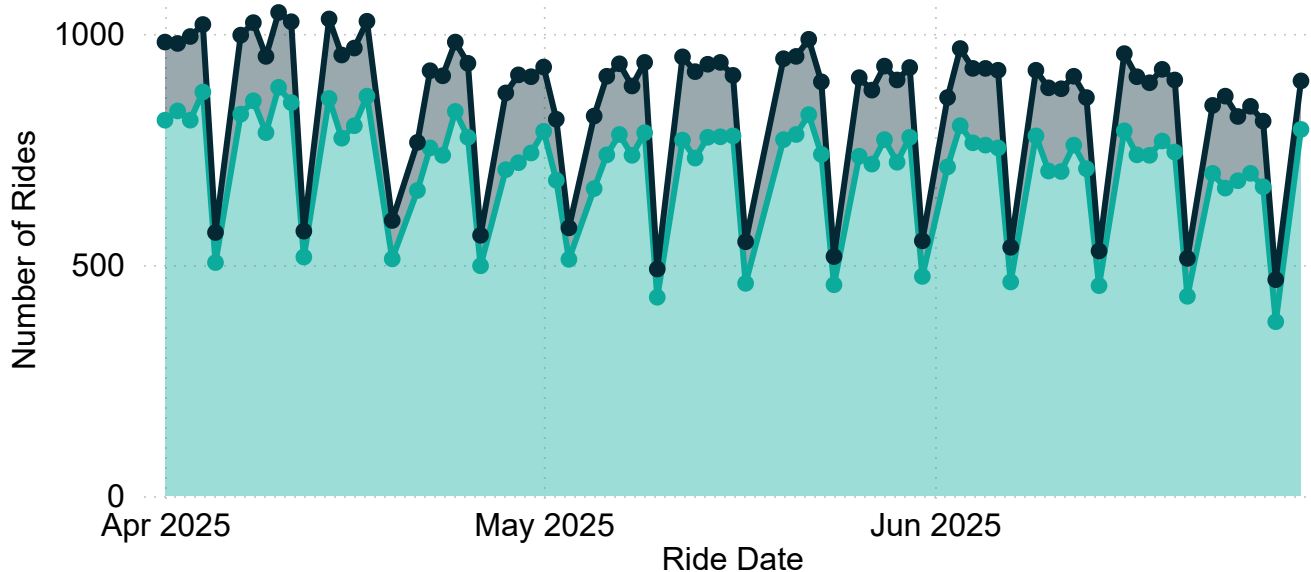
11.06

Average Time On-Board (min)

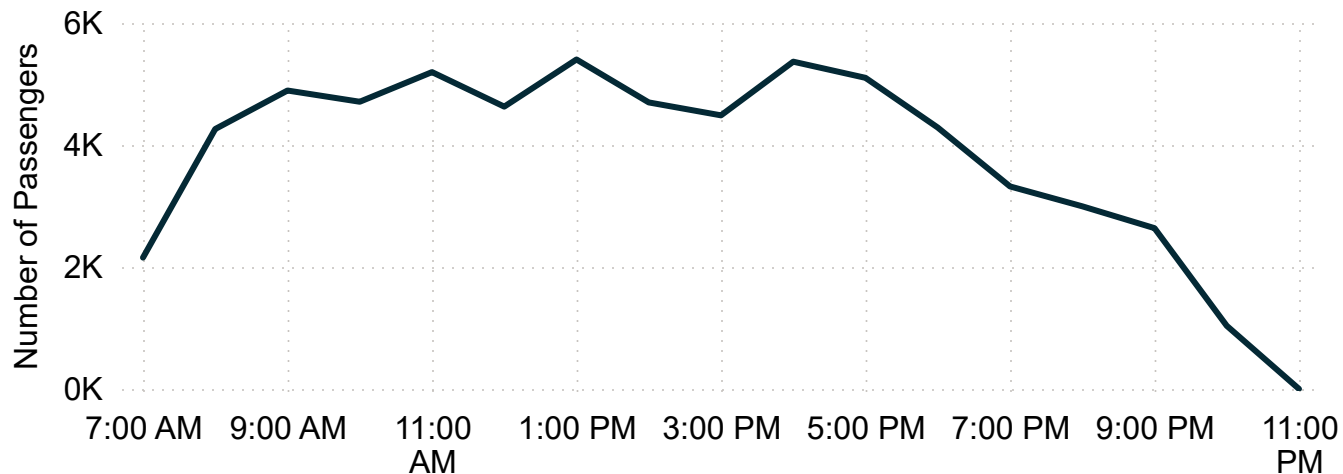
18.13

## Daily Ridership

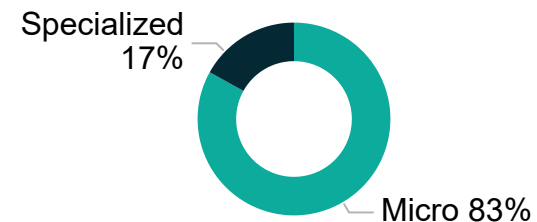
● Micro ● Specialized



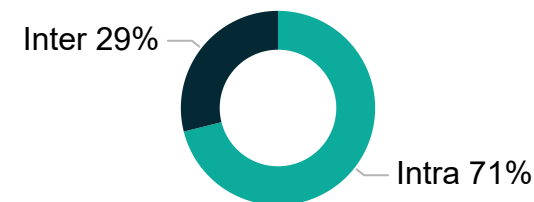
## Peak Hours



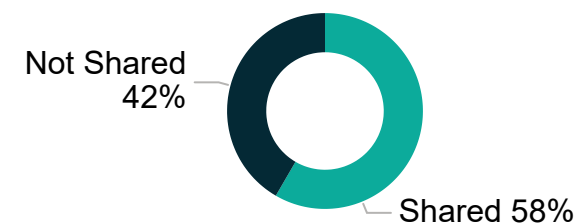
## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	1775	4988	6763
App	26558	22960	49518
Subscription		2942	2942
Total	28333	30890	59223

# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - Fort Erie

Number of Passengers

24,406

Number of Trips

21,314

Number of Accessible Trips

1,042

Number of Micro Trips with an Accessibility Device

409

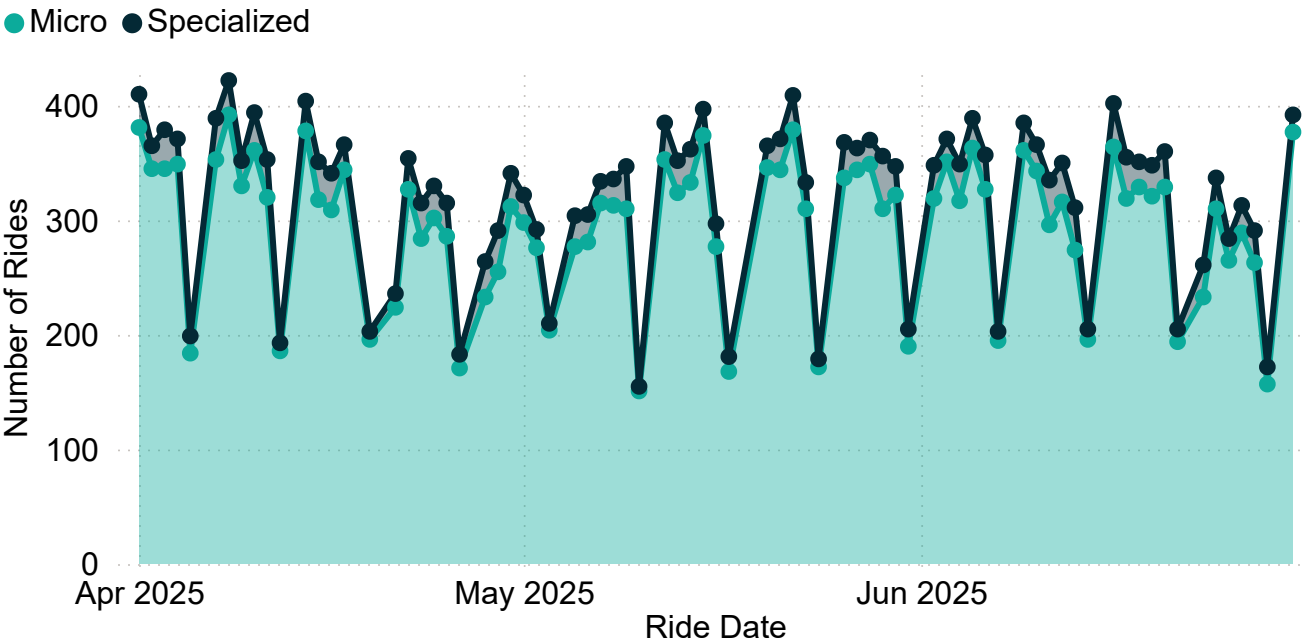
Average Direct Distance (km)

8.05

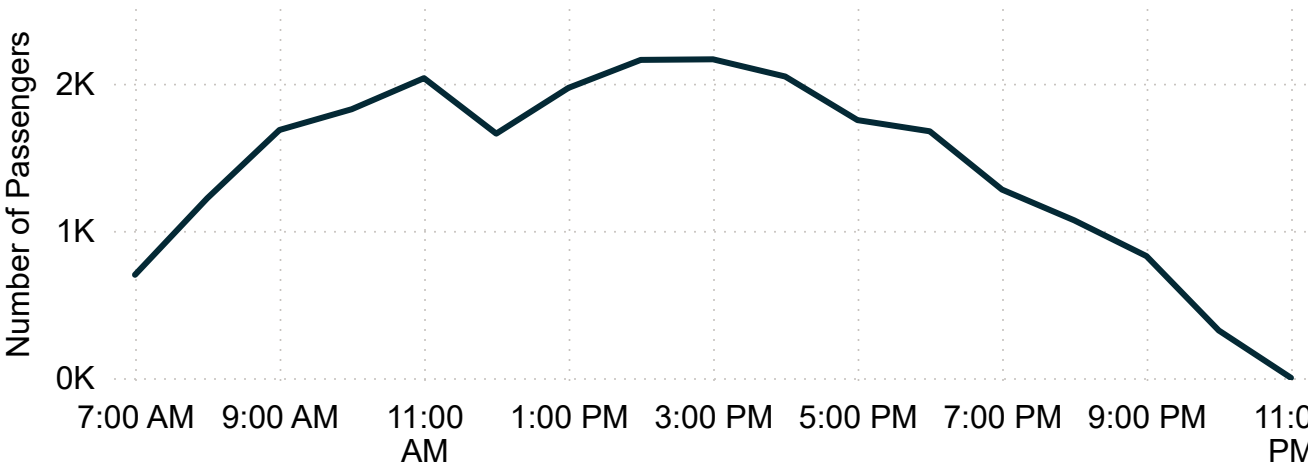
Average Time On-Board (min)

14.34

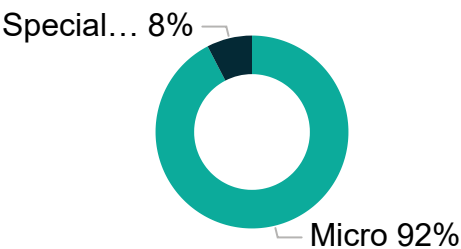
Daily Ridership



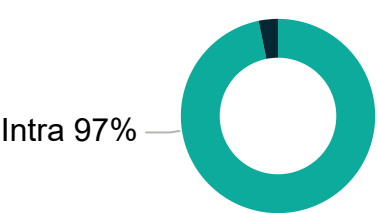
Peak Hours



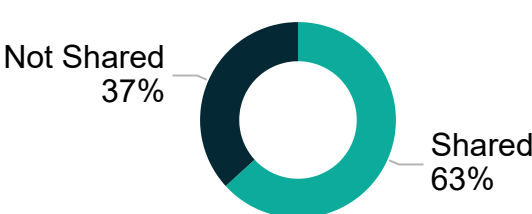
Service Type



Trip Type



Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	1027	1250	2277
App	12131	6334	18465
Subscription		572	572
Total	13158	8156	21314



# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - Grimsby

Number of Passengers

6,255

Number of Trips

5,910

Number of Accessible Trips

186

Number of Micro Trips with an Accessibility Device

108

Average Direct Distance (km)

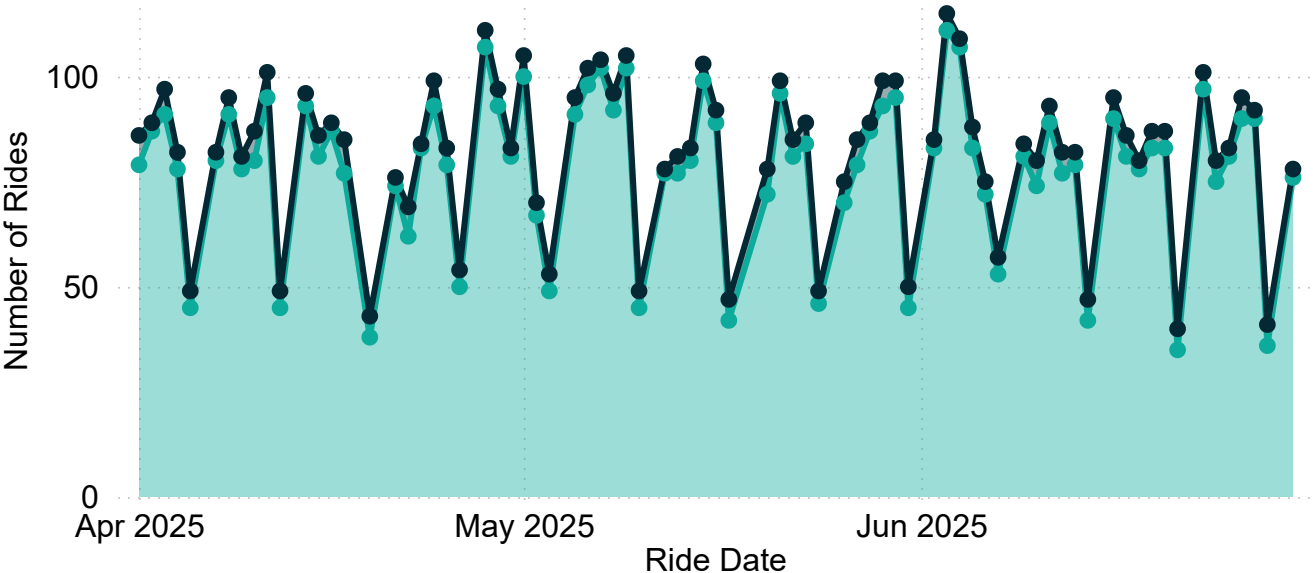
9.77

Average Time On-Board (min)

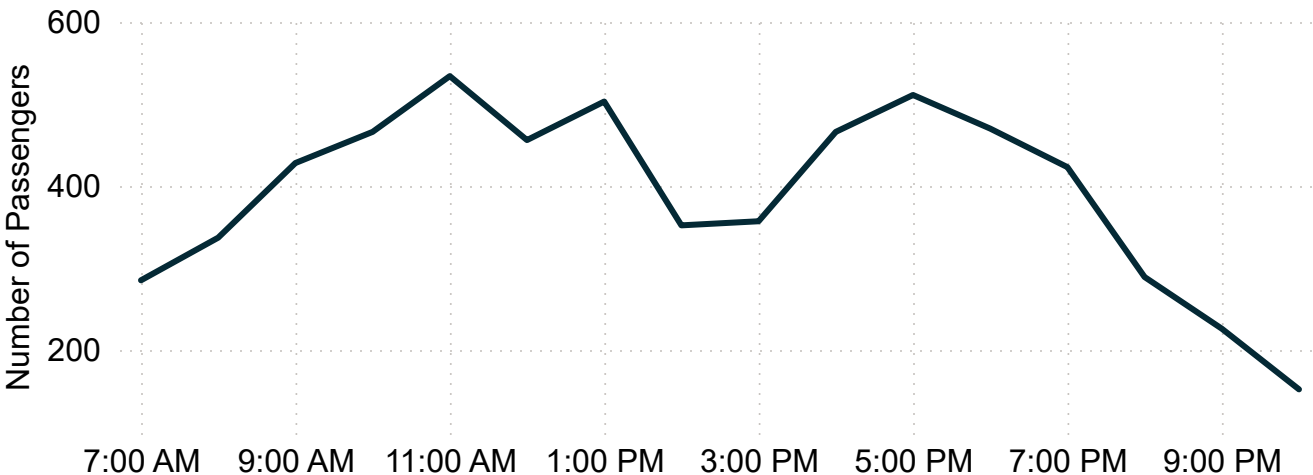
15.89

## Daily Ridership

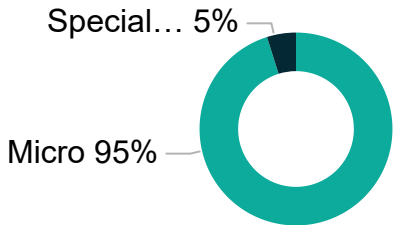
● Micro ● Specialized



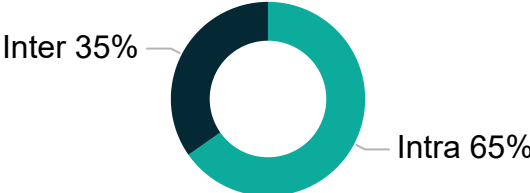
## Peak Hours



## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	138	229	367
App	2510	2859	5369
Subscription		174	174
Total	2648	3262	5910

# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - Lincoln

Number of Passengers

5,856

Number of Trips

5,520

Number of Accessible  
Trips

241

Number of Micro Trips with  
an Accessibility Device

117

Average Direct Distance  
(km)

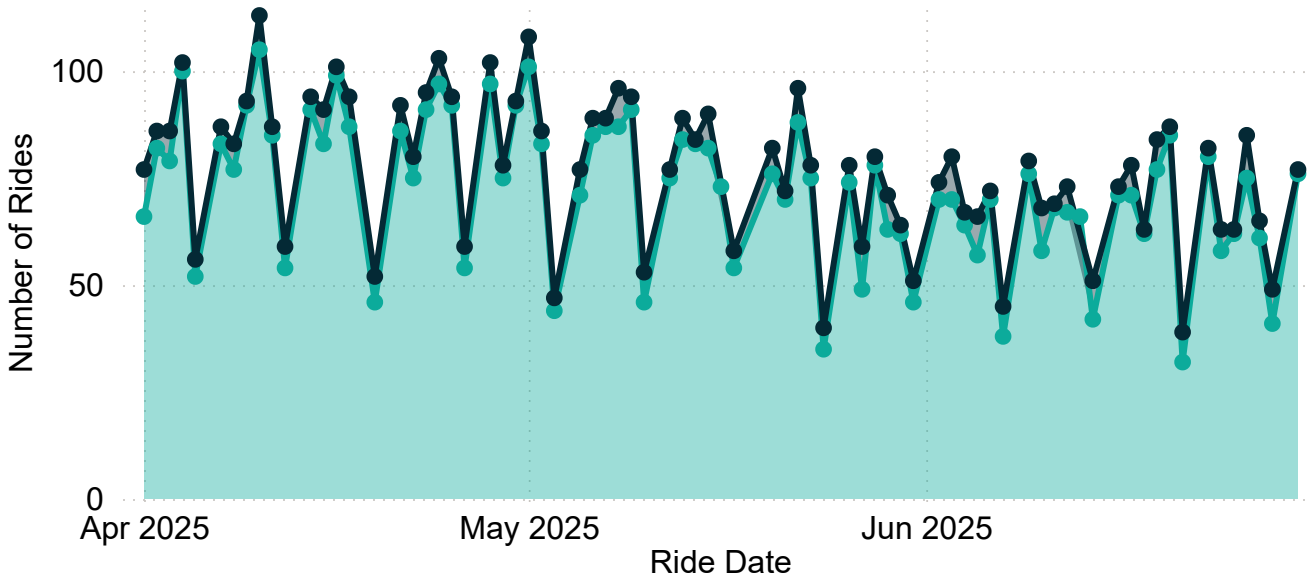
12.04

Average Time On-Board  
(min)

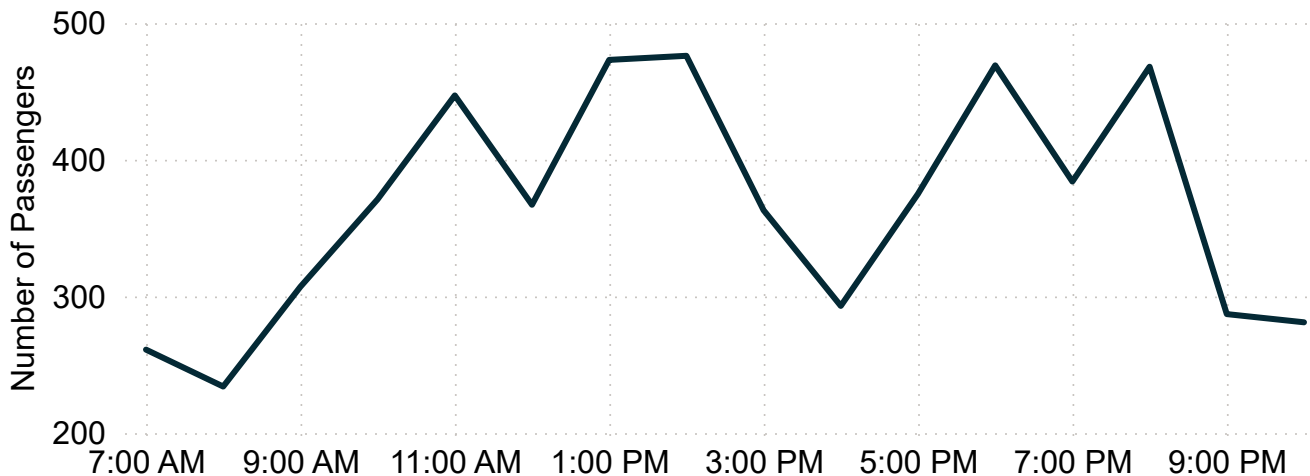
18.29

## Daily Ridership

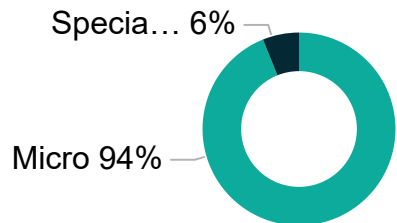
● Micro ● Specialized



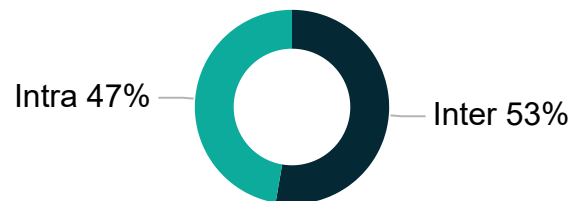
## Peak Hours



## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	89	219	308
App	2390	2704	5094
Subscription		118	118
Total	2479	3041	5520

# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - Niagara Falls

Number of Passengers

2,125

Number of Trips

1,859

Number of Accessible Trips

724

Number of Micro Trips with an Accessibility Device

2

Average Direct Distance (km)

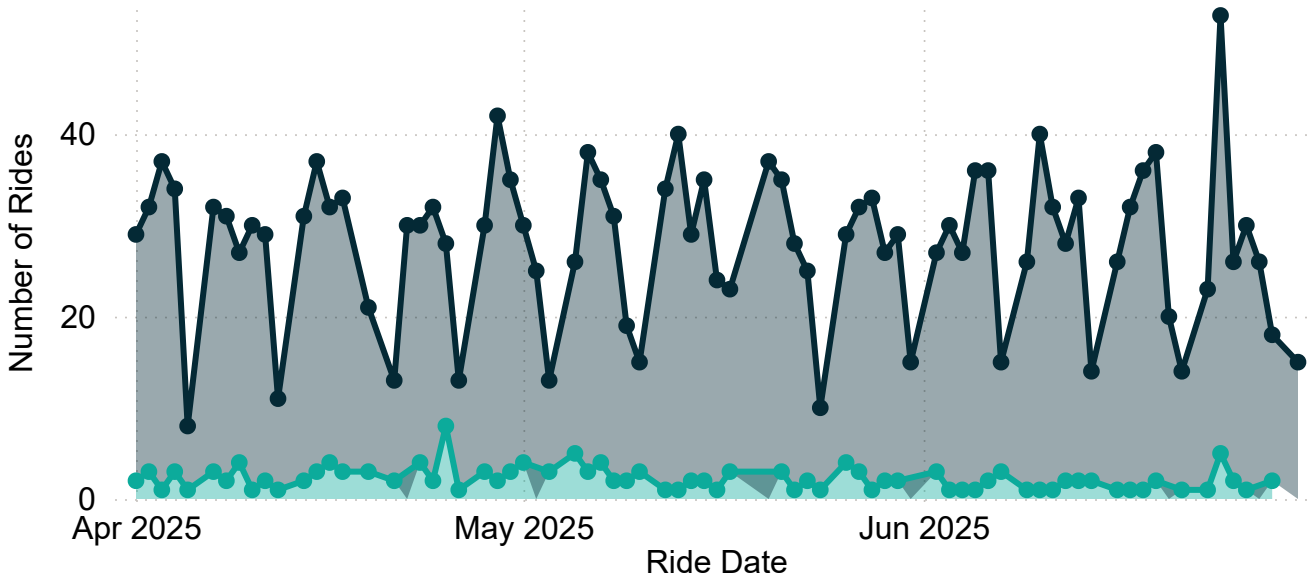
21.41

Average Time On-Board (min)

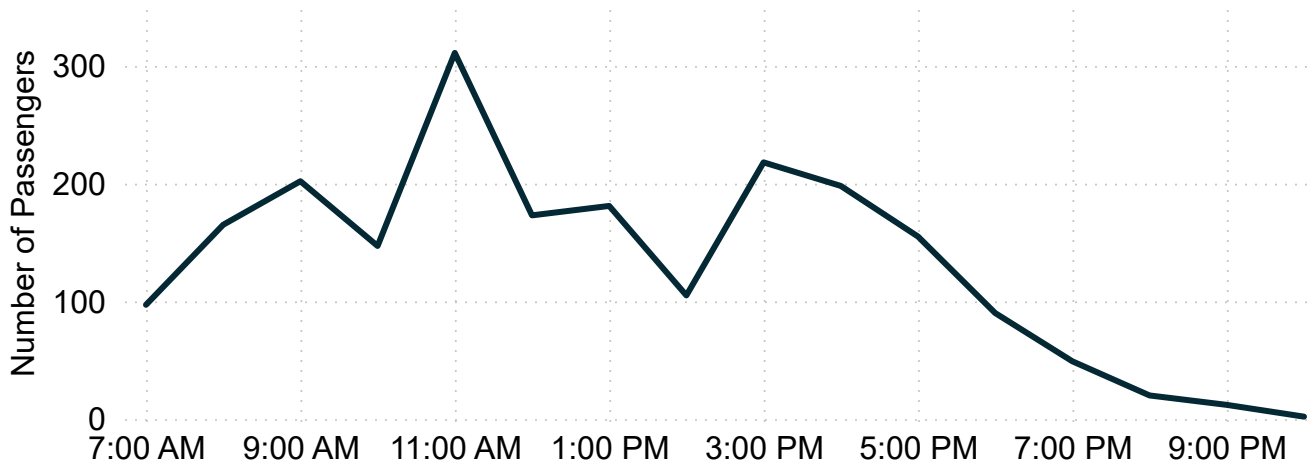
34.16

## Daily Ridership

● Micro ● Specialized



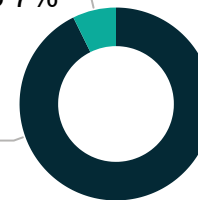
## Peak Hours



## Service Type

Micro 7%

Specialized 93%



## Trip Type

Inter 100%



## Trip Utilization

Not Shared 46%

Shared 54%



Booking Method	Day Of	Pre-Booked	Total
Agent	23	766	789
App	112	478	590
Subscription		480	480
Total	135	1724	1859

# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - Niagara-on-the-Lake

Number of Passengers

12,212

Number of Trips

11,536

Number of Accessible Trips

242

Number of Micro Trips with an Accessibility Device

132

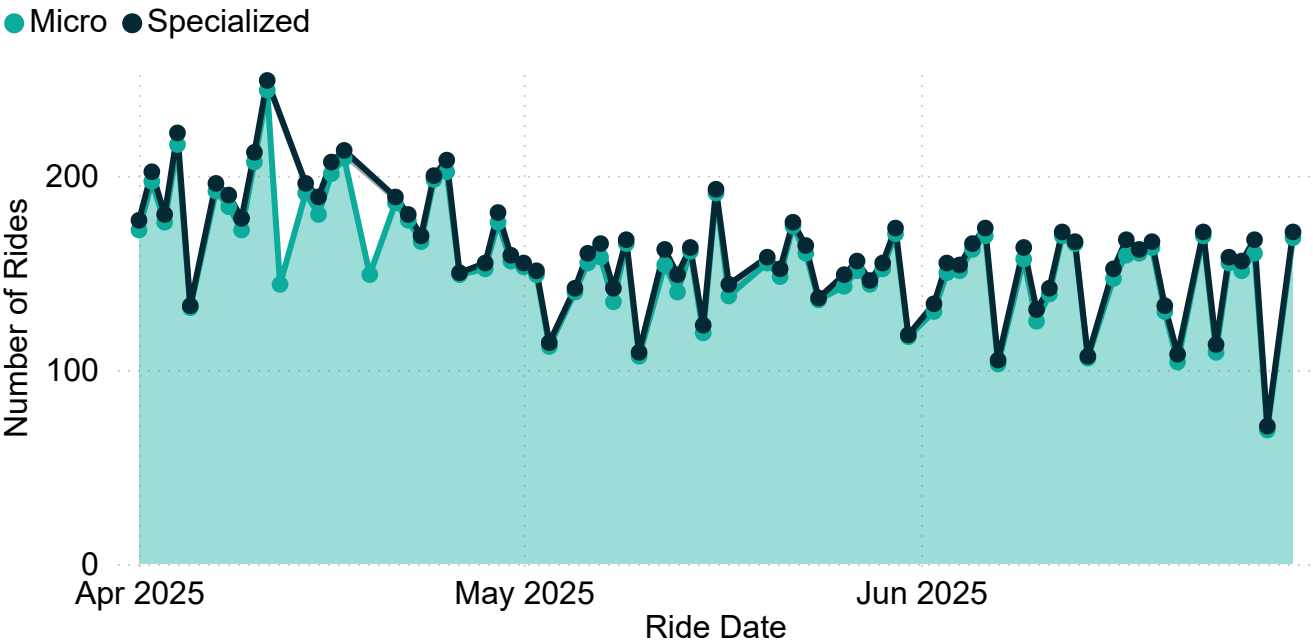
Average Direct Distance (km)

10.00

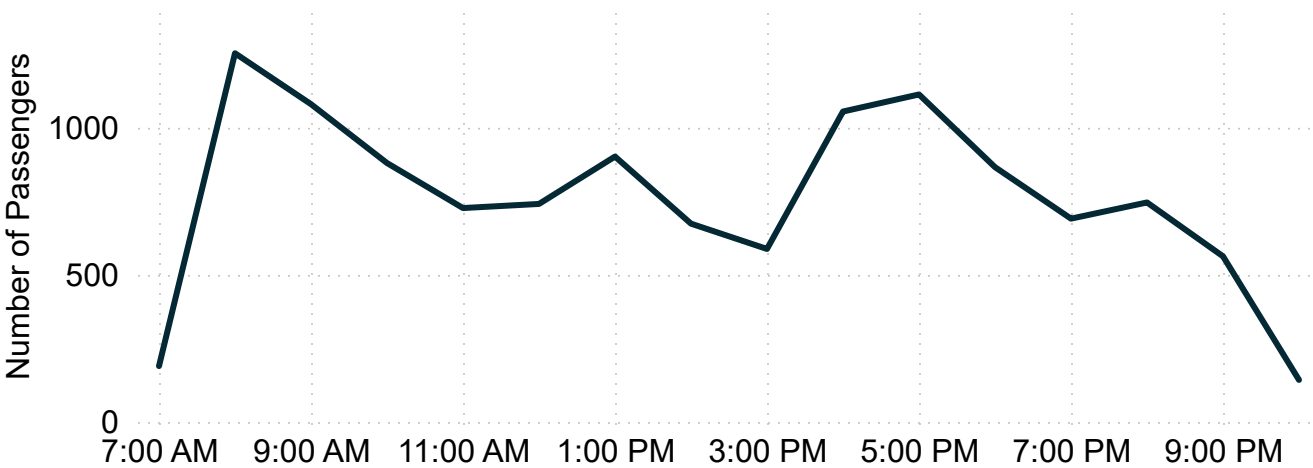
Average Time On-Board (min)

17.80

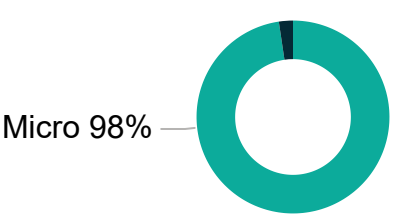
Daily Ridership



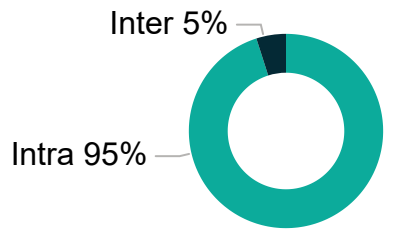
Peak Hours



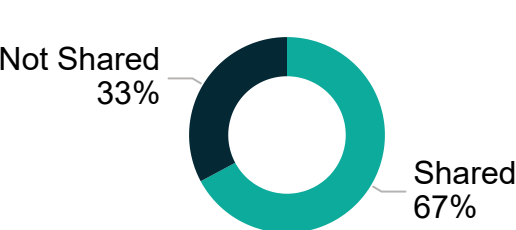
Service Type



Trip Type



Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	110	164	274
App	6100	5081	11181
Subscription		81	81
Total	6210	5326	11536

# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - Pelham

Number of Passengers

1,458

Number of Trips

1,400

Number of Accessible Trips

214

Number of Micro Trips with an Accessibility Device

51

Average Direct Distance (km)

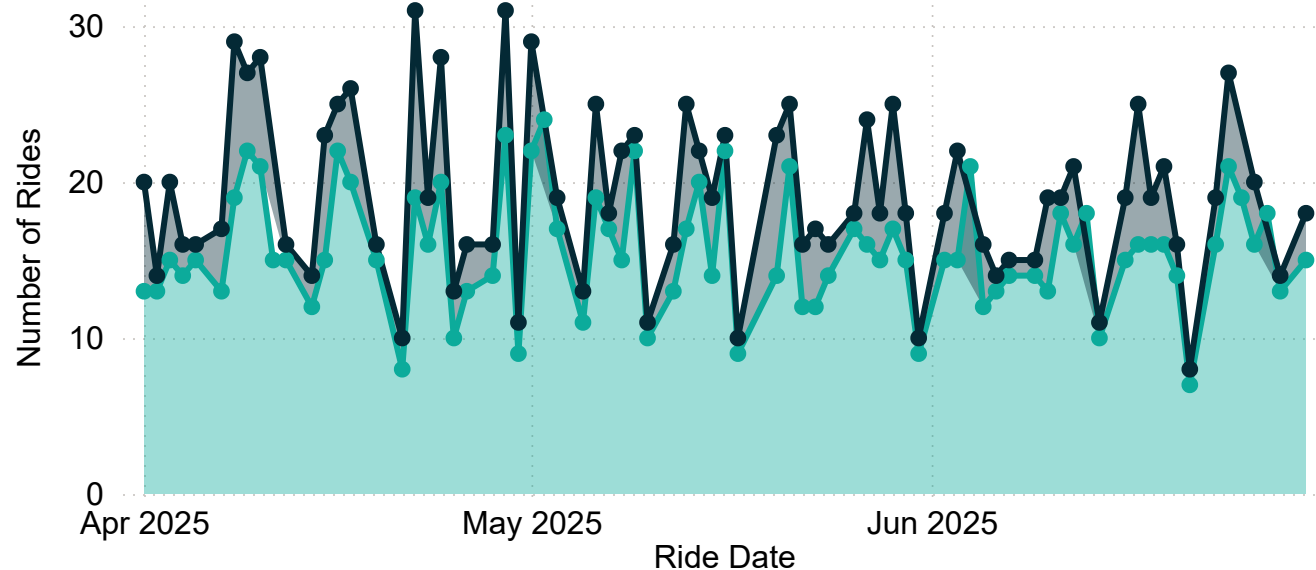
12.25

Average Time On-Board (min)

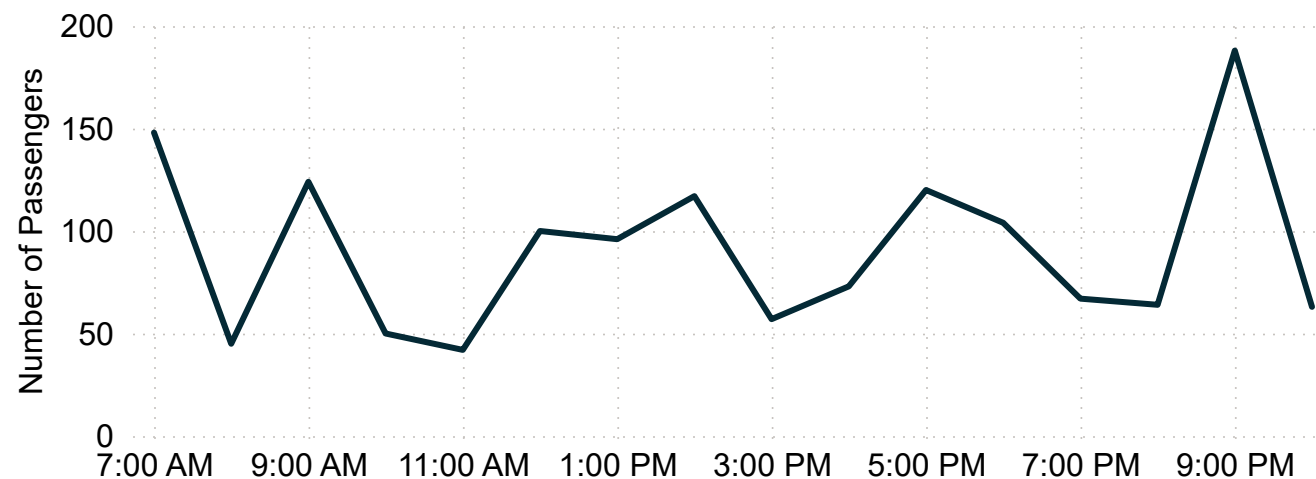
19.27

## Daily Ridership

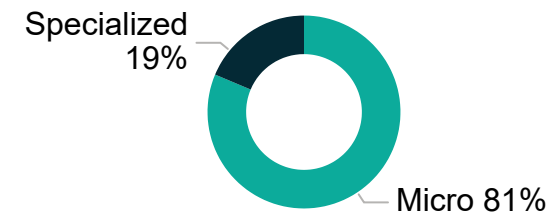
● Micro ● Specialized



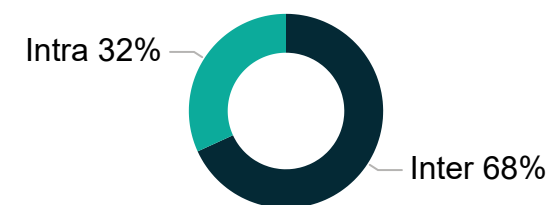
## Peak Hours



## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Subscription		126	126
App	480	579	1059
Agent	36	179	215
Total	516	884	1400

# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - Port Colborne

Number of Passengers

3,976

Number of Trips

3,546

Number of Accessible Trips

190

Number of Micro Trips with an Accessibility Device

21

Average Direct Distance (km)

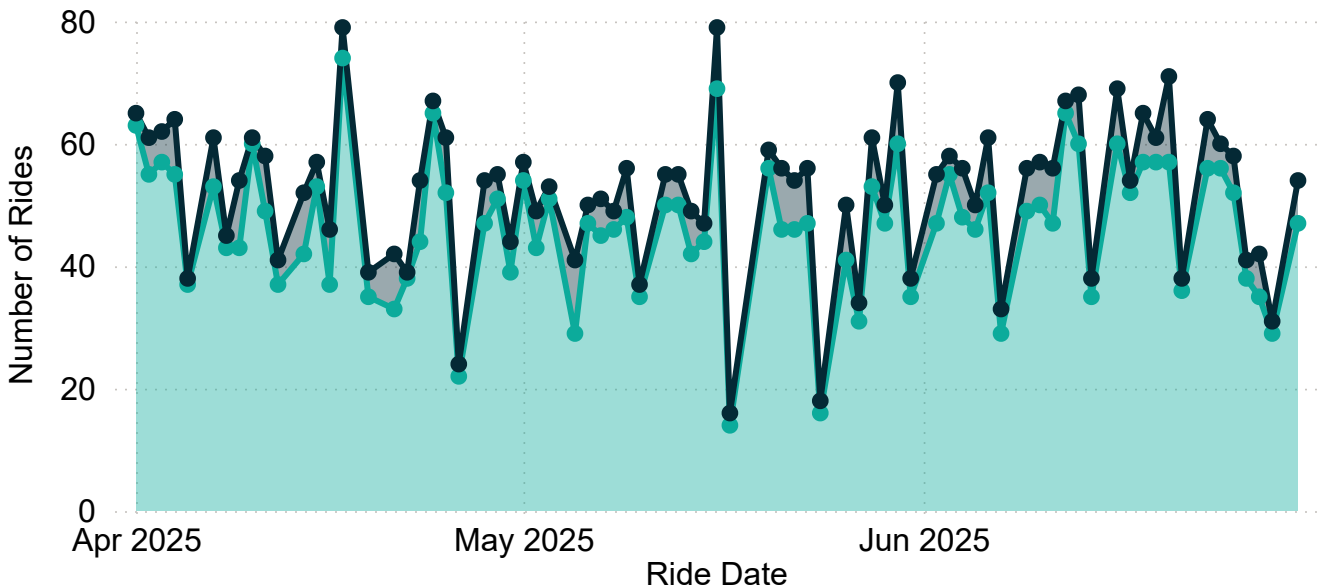
6.05

Average Time On-Board (min)

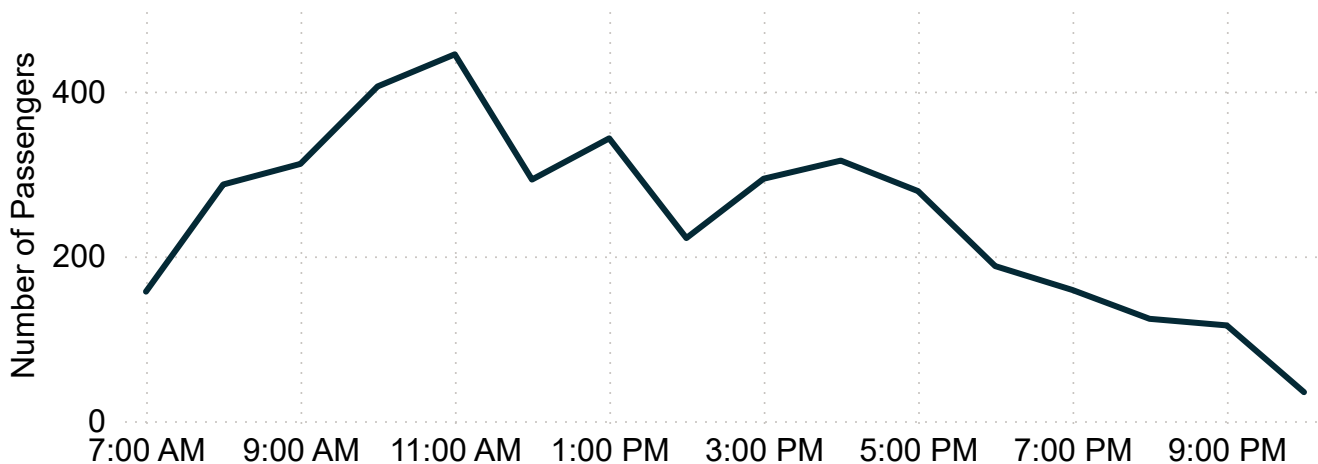
11.43

## Daily Ridership

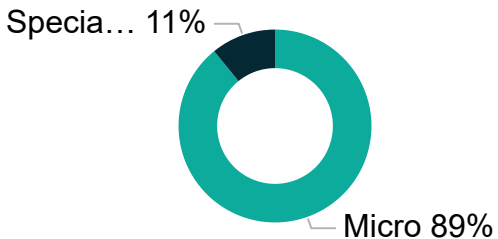
● Micro ● Specialized



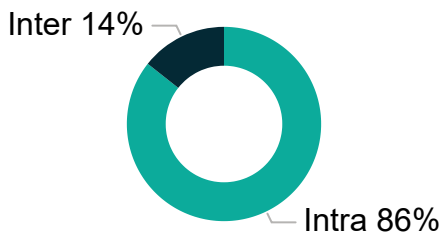
## Peak Hours



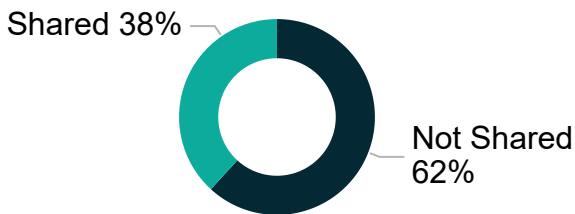
## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	193	317	510
App	1976	817	2793
Subscription		243	243
Total	2169	1377	3546

# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - St. Catharines

Number of Passengers

4,250

Number of Trips

3,947

Number of Accessible Trips

750

Number of Micro Trips with an Accessibility Device

9

Average Direct Distance (km)

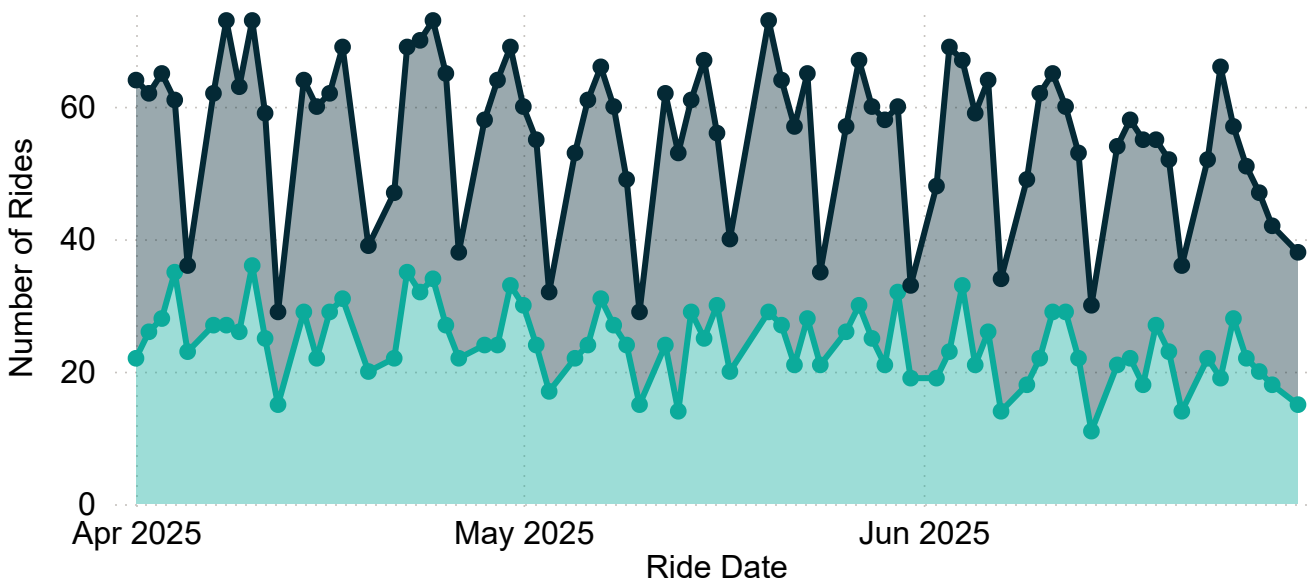
21.67

Average Time On-Board (min)

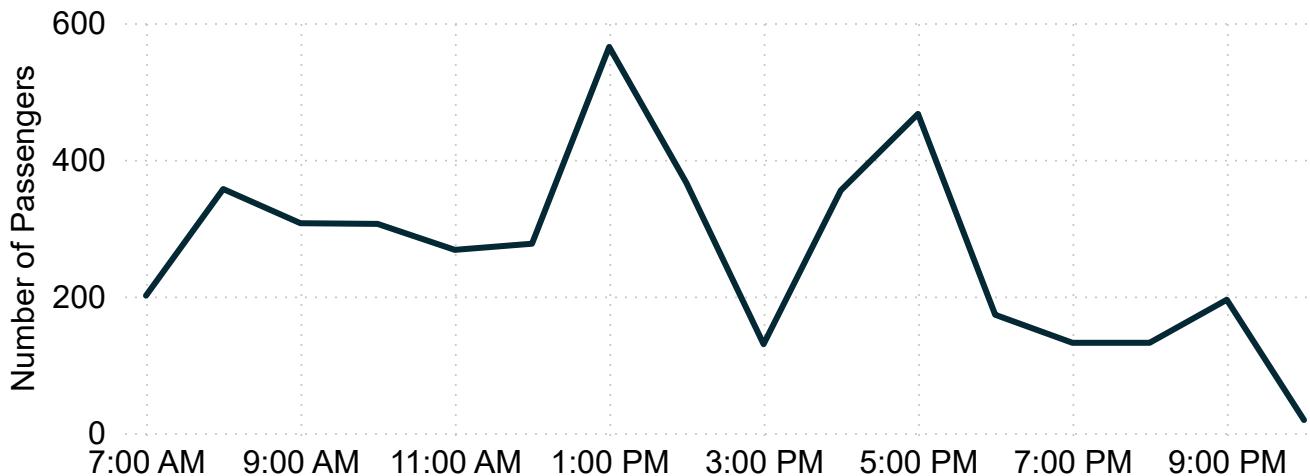
29.75

## Daily Ridership

● Micro ● Specialized



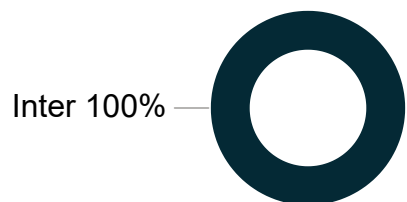
## Peak Hours



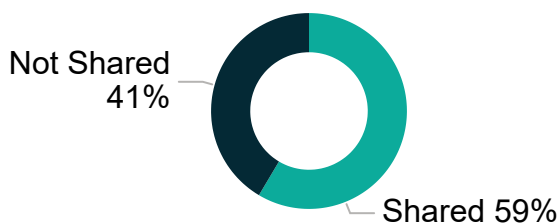
## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	82	791	873
App	412	2205	2617
Subscription		457	457
Total	494	3453	3947

# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - Thorold

Number of Passengers

1,187

Number of Trips

1,002

Number of Accessible Trips

432

Number of Micro Trips with an Accessibility Device

(Blank)

Average Direct Distance (km)

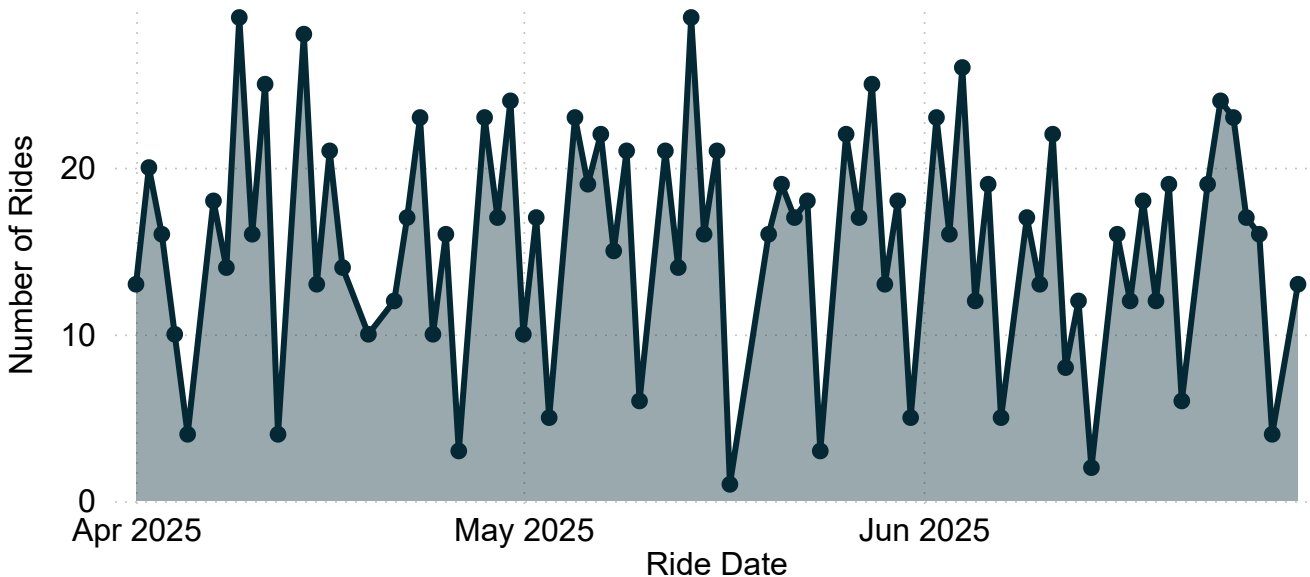
11.15

Average Time On-Board (min)

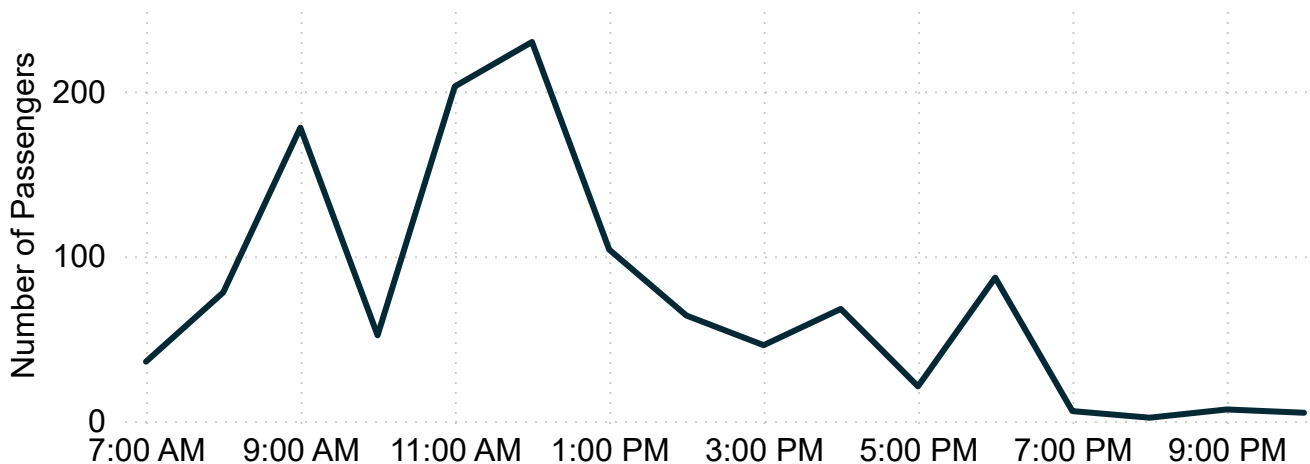
21.65

## Daily Ridership

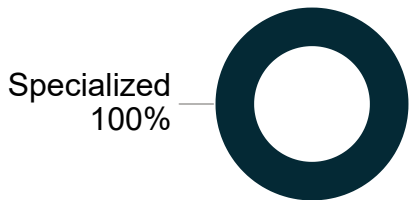
● Specialized



## Peak Hours



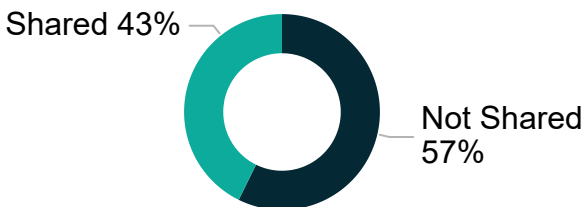
## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	31	356	387
App	12	458	470
Subscription		145	145
Total	43	959	1002



# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - Wainfleet

Number of Passengers

213

Number of Trips

203

Number of Accessible  
Trips

37

Number of Micro Trips with  
an Accessibility Device

1

Average Direct Distance  
(km)

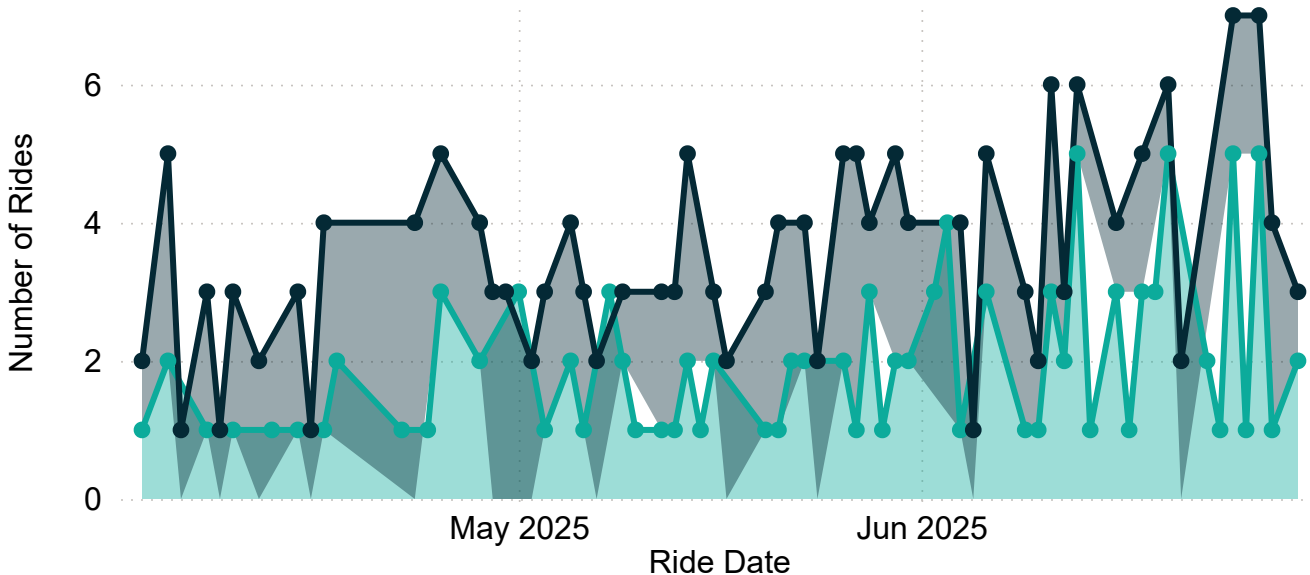
22.45

Average Time On-Board  
(min)

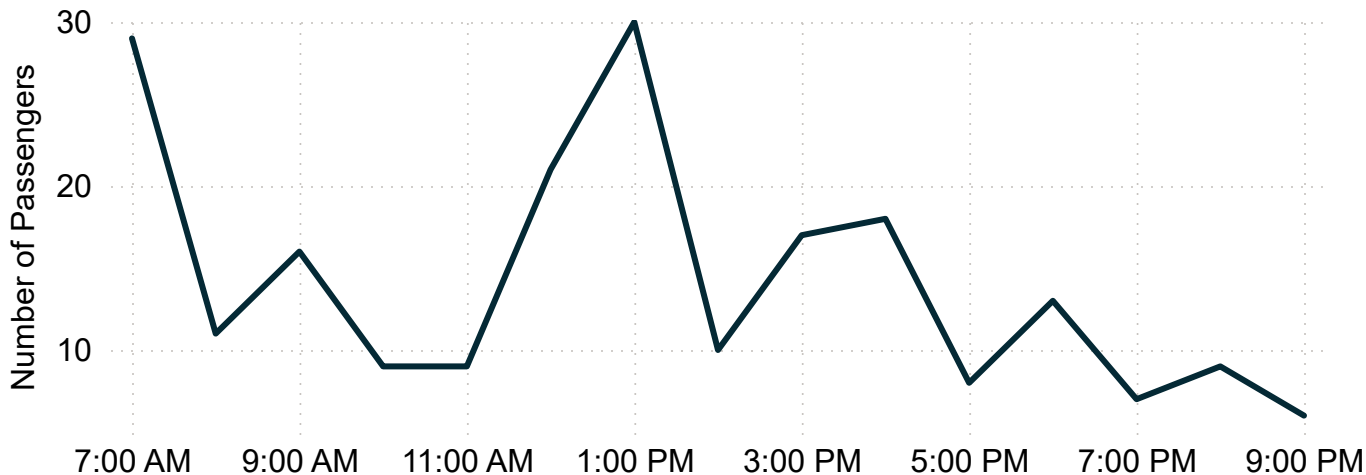
27.63

## Daily Ridership

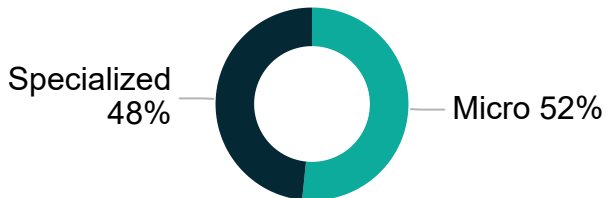
● Micro ● Specialized



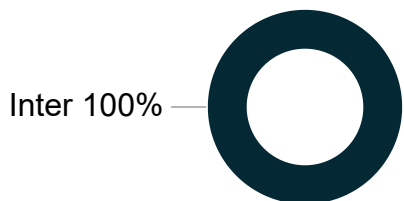
## Peak Hours



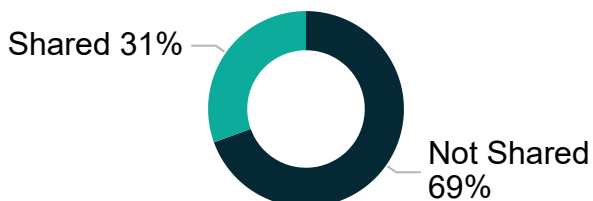
## Service Type



## Trip Type



## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	3	48	51
App	26	123	149
Subscription		3	3
Total	29	174	203

# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - Welland

Number of Passengers

2,482

Number of Trips

2,284

Number of Accessible  
Trips

690

Number of Micro Trips with  
an Accessibility Device

4

Average Direct Distance  
(km)

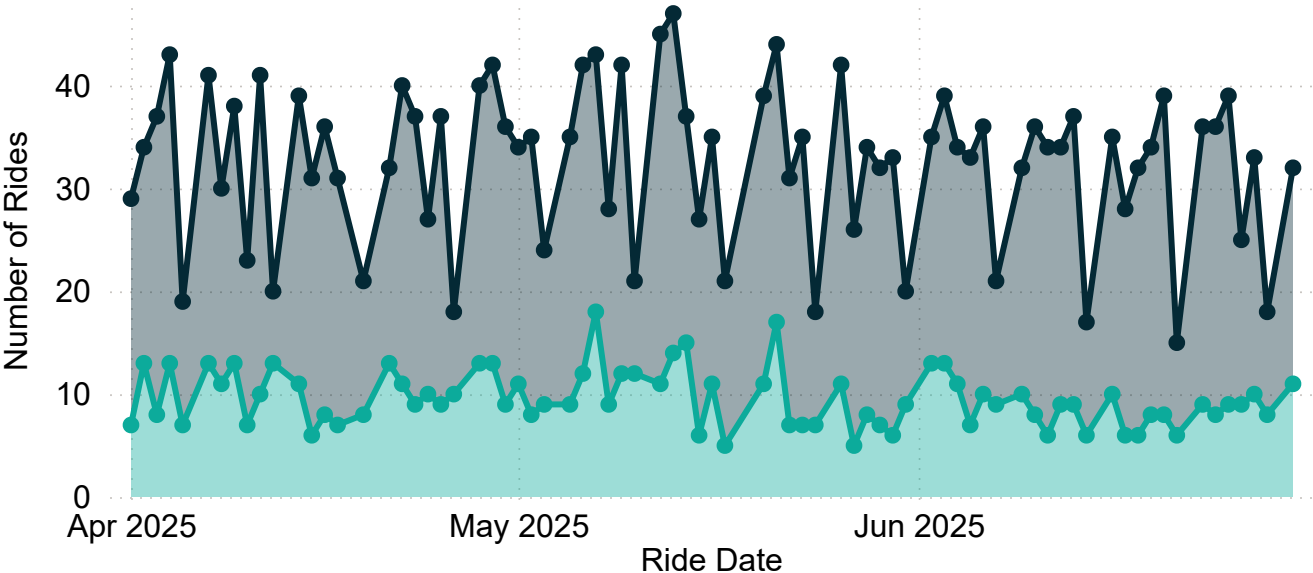
20.58

Average Time On-Board  
(min)

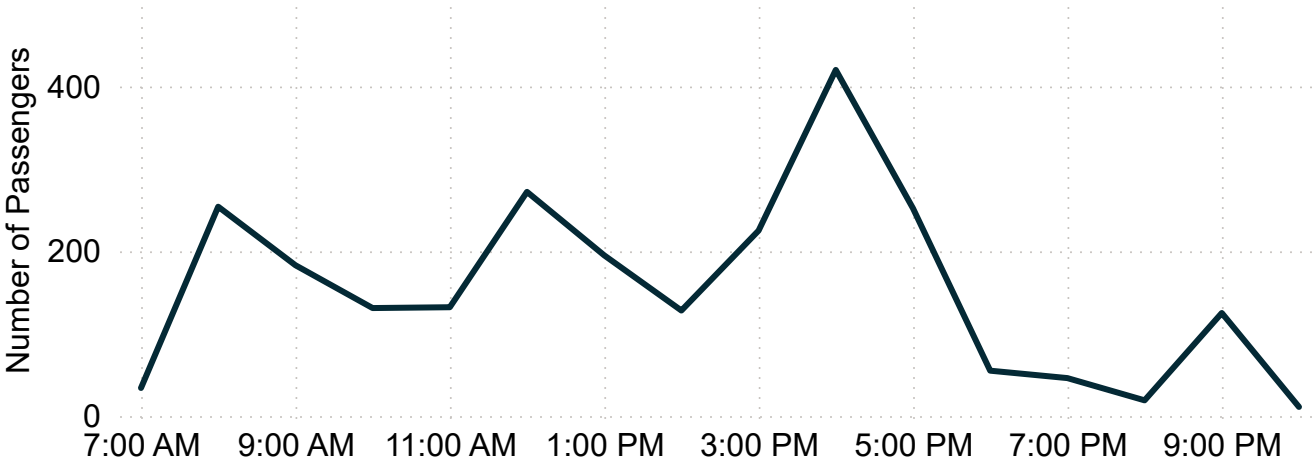
31.18

## Daily Ridership

● Micro ● Specialized

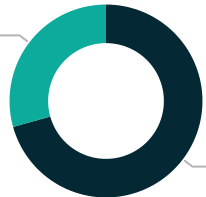


## Peak Hours



## Service Type

Micro 29%



Specialized 71%

## Trip Type

Inter 100%



## Trip Utilization

Not Shared 43%



Shared 57%

Booking Method	Day Of	Pre-Booked	Total
Agent	30	601	631
App	250	860	1110
Subscription		543	543
Total	280	2004	2284

# NT+ (Contract) Voyago 2025 (Q2) Service Metrics - West Lincoln

Number of Passengers

715

Number of Trips

675

Number of Accessible  
Trips

8

Number of Micro Trips with  
an Accessibility Device

6

Average Direct Distance  
(km)

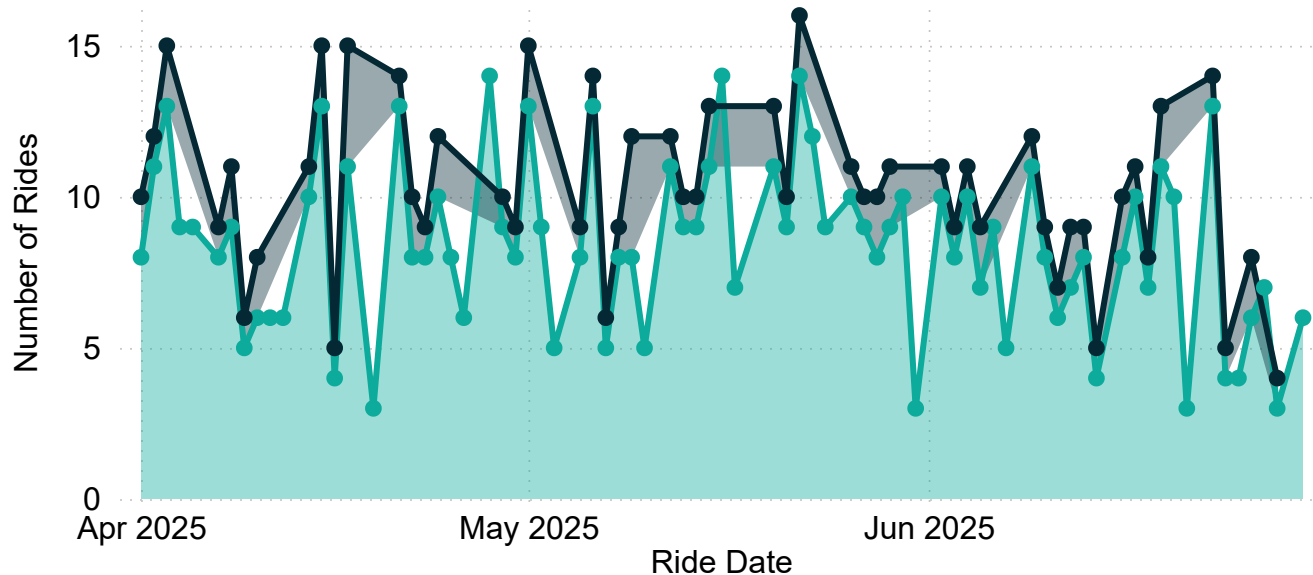
23.63

Average Time On-Board  
(min)

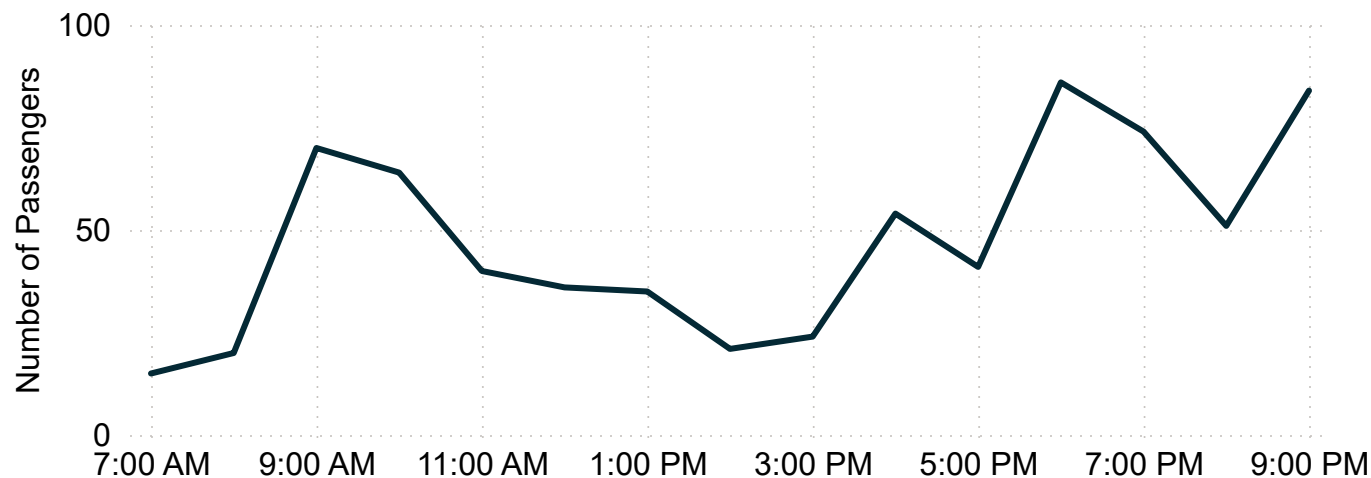
29.33

## Daily Ridership

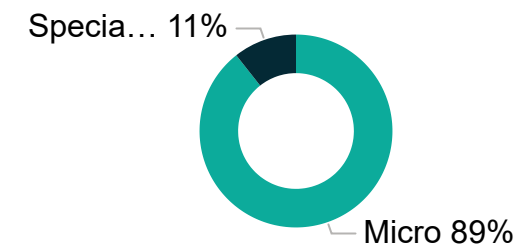
● Micro ● Specialized



## Peak Hours



## Service Type



## Trip Type



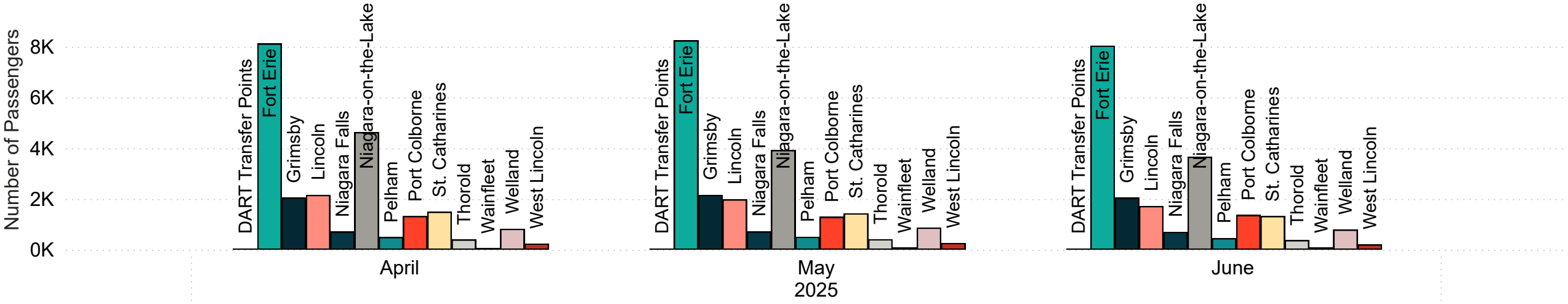
## Trip Utilization



Booking Method	Day Of	Pre-Booked	Total
Agent	12	48	60
App	159	456	615
Total	171	504	675

# Overall NT+ (Contract) Voyago Trip Origin Metrics - 2025 (Q2)

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		7	1		8				10			10		36
Fort Erie	7	23624			219	4		108	135	30		279		24406
Grimsby			4082	1119	6	1	29	12	755	3	3	52	193	6255
Lincoln			1058	2770	17	13	71	9	1554	21	1	127	215	5856
Niagara Falls	9	181	6	19		236	21	11	803	202	12	622	3	2125
Niagara-on-the-Lake		5		16	393	11610	18		126	36	1	5	2	12212
Pelham		3	47	70	18	19	464	6	226	32	10	554	9	1458
Port Colborne		116	11		12		8	3405	17	6	60	335	6	3976
St. Catharines	8	116	726	1387	795	188	201	17		296	14	353	149	4250
Thorold		30	3	21	207	42	32	4	358	378	16	92	4	1187
Wainfleet			3	4	11		12	25	7	22		122	7	213
Welland	10	247	21	179	600	6	516	327	367	92	74		43	2482
West Lincoln			178	233	1	5	9	6	167	50	7	59		715
Total	34	24329	6136	5818	2287	12124	1381	3930	4525	1168	198	2610	631	65171

# Glossary

- **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