

2026 Key Statistics

YEAR ONE ENDED WITH 22,767 RIDES

2026 Rider Experience

Metric	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Target Range
Rider Satisfaction (5-star rating)	4.7	4.5	4.9	4.7	4.7	4.6	>4.0
Trip Rejection Rate	3.2%	3.6%	2.2%	2.2%	2.7%	4.5%	<5.0%
Riders per Service Hr	4.0	4.3	4.3	4.3	4.2	3.9	2.3 – 3.3
No-Show Trips	197 (9%)	217 (10%)	178 (8%)	147 (7%)	134(7%)	139(8%)	8%
Mobile Payment	74%	74%	77%	81%	79%	76%	70 - 80%

Metric	Jul 2026	Aug 2026	Sep 2026	Oct 2026	Nov 2026	Dec 2026	Target Range
Rider Satisfaction (5-star rating)	4.4						>4.0
Trip Rejection Rate	1.52%						<5.0%
Riders per Service Hr	3.9						2.3 – 3.3
No-Show Trips	130(7%)						8%
Mobile Payment	76%						70 - 80%

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2026 Operational Performance

Metric	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Target Range
Monthly Ridership	2,114	2,058	2,355	2,232	2,038	1,999	1,200 - 1,700
Budget Adherence	On-Track	On-Track	On-Track	On-Track	On-Track	On-Track	
Driver Shift Performance – Efficiency	42.2%	65.7%	76.8%	75.4%	73.4%	71.9%	70% - 75%
Driver Shift Performance - Utilization	100%	95%	100%	100%	100%	100%	100%

Metric	Jul 2026	Aug 2026	Sep 2026	Oct 2026	Nov 2026	Dec 2026	Target Range
Monthly Ridership	2,072						1,200 - 1,700
Budget Adherence	On-Track						
Driver Shift Performance – Efficiency	72.0%						70% - 75%
Driver Shift Performance - Utilization	95%						100%

2026 Strategic Value

Metric	Jan 2026	Feb 2026	Mar 2026	Apr 2026	May 2026	Jun 2026	Target Range
Monthly Ridership	2,114	2,058	2,355	2,232	2,038	1,999	1,200 - 1,700
On-Time Performance	91.1%	88.4%	To follow	To follow	To follow	To follow	90%
Service Availability	100%	95%	100%	100%	100%	100%	100%
Rider Satisfaction	4.7	4.5	4.9	4.7	4.7	4.6	>4.0

Metric	Jul 2026	Aug 2026	Sep 2026	Oct 2026	Nov 2026	Dec 2026	Target Range
Monthly Ridership	2,072						1,200 - 1,700
On-Time Performance	To follow						90%
Service Availability	95%						100%
Rider Satisfaction	4.4						>4.0

2026 YTD TOP 10 STOPS

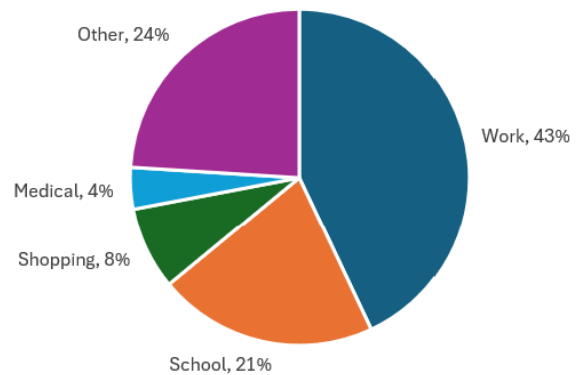
No.	Stop Location
1	Stop#290-East End Mall
2	Stop#111-Crandall/Pembroke St W
3	Stop#205-Rexall (John Street)
4	Stop#345-Bell Street/Patricia (Fellowes Crosswalk)
5	Stop#135-Algonquin College
6	Stop#112-West End Mall
7	Stop#400-Eganville Rd/Carmody (Bishop Smith)
8	Stop#260-Pembroke St/O'Brien
9	Stop#211-Beer Store (Nelson St)
10	Stop#124-McGee/New

Economic Benefit

% of trips where reason was provided

Reason for Trip	2026*
Work	43%
School	21%
Shopping	8%
Medical	4%
Other	24%

Trip Purpose



Glossary of Terms

- **Driver Shift Performance – Efficiency:** The percentage of time during operating hours that an ORTC bus is servicing a trip. This includes driving any time that a rider is on-board and driving from a break location to pick up a rider.
- **Driver Shift Performance – Utilization or Service Availability:** The percentage of time during operating hours that an ORTC bus is available for service. This metric is an indicator any “down-time” caused by an on-board issue such as a mechanical failure.
- **Monthly Ridership:** Trips taken by ORTC users in a month.
- **No-Show Trip:** An ORTC trip where the rider is not at their assigned pick-up stop at the time of their pick-up. Riders must be at their assigned pick-up location at the beginning of their 10-minute pick-up window. Drivers are instructed to wait one minute when arriving within the pick-up window before classifying the trip as a no-show and proceeding to their next pick-up or drop-off.
- **On-Time Performance:** A metric that indicates the percentage of ORTC trips that are on time. An ORTC trip is considered on time if the vehicle arrives within the 10-minute pick-up window.
- **Operator:** The organization that provides the transit service to the City of Pembroke. Following procurement in late 2024, Mobility Transportation Specialists (MTS) were chosen as the preferred operator.
- **Payment Method:** A metric that identifies how fares are being paid. Rider fares are paid electronically via the Blaise Transit app or on-board with cash.
- **Rider Satisfaction:** A five-star rating system for riders to rate each of their trips upon completion.
- **Riders per Service Hour:** The average number of trips completed per hour of service.
- **Trip Rejection Rate:** The percentage of trips that are rejected by the booking and scheduling software. Trip rejections may be caused by high demand during a specific time-period or if a ride request is outside the service area.