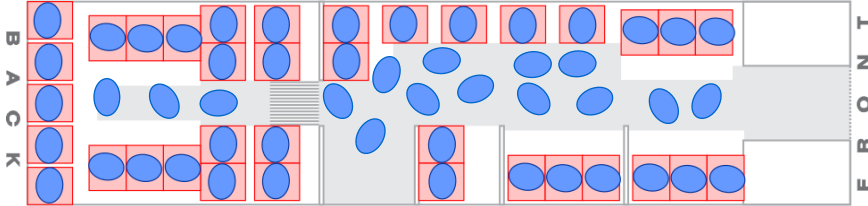
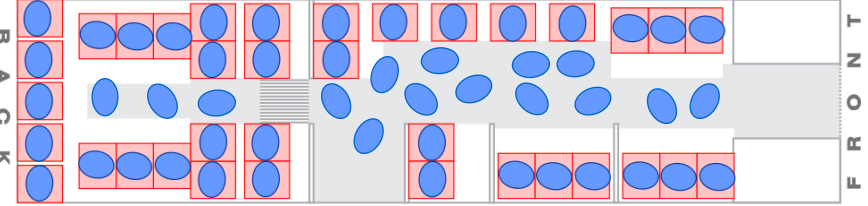
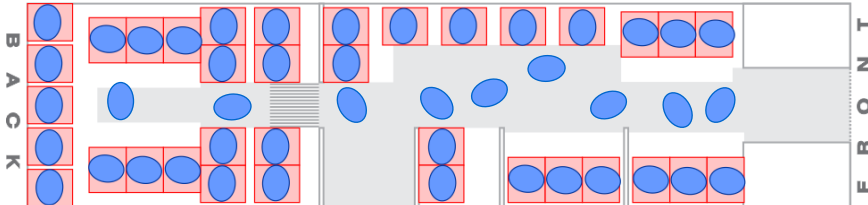
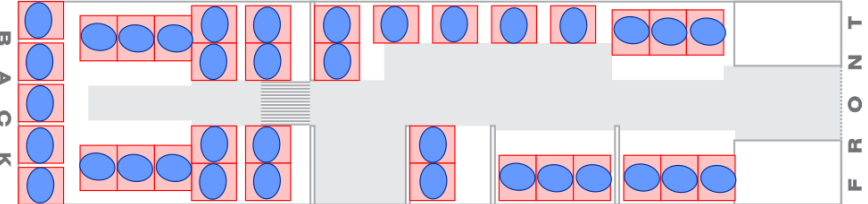
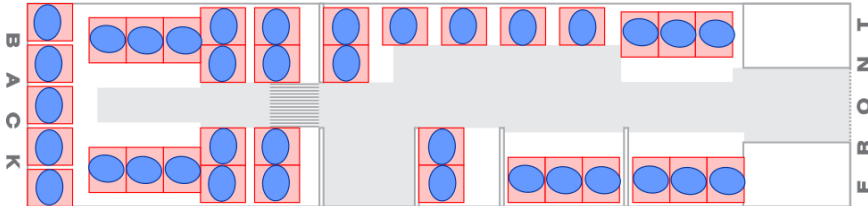




Crowding standards

- Comfort, capacity, frequency
- By vehicle type & time
- Recent changes to off-peak crowding standard

Crowding standards

Previous standard	Current standard
<p align="center">Peaks 51 customers per bus on average</p> 	<p align="center">Peaks 51 customers per bus on average</p> 
<p>Off-Peak (every 10 min or more frequent) 45 customers per bus on average</p> 	<p align="center">Off-Peak 36 customers per bus on average</p> 
<p>Off-Peak (less frequent than every 10 min) 36 customers per bus on average</p> 	



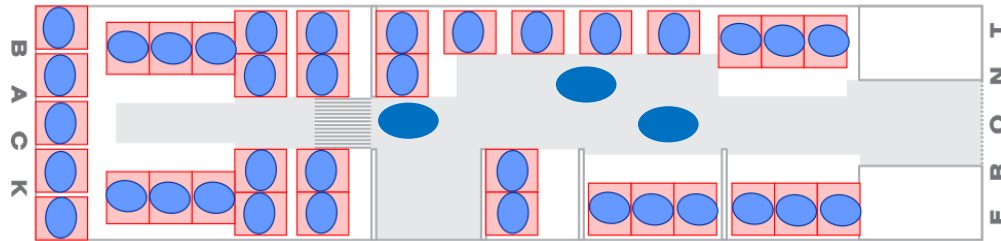
Crowding standards

Previous standard				
Mode	Routes	Peak periods	Off-peak periods	Total periods
Bus	43	25	45	70
Streetcar	5	5	7	12
Rapid Transit	2	3	2	5
Total	50	33	54	87

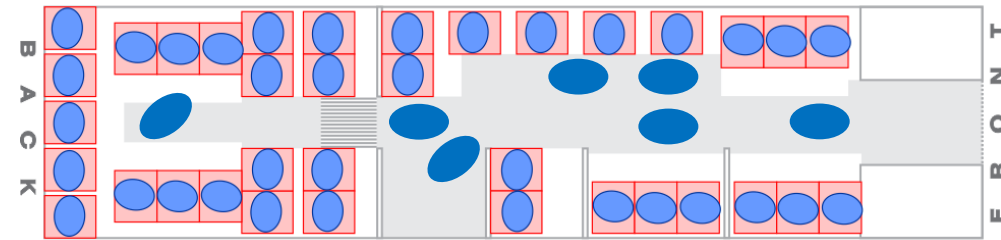
Current standard				
Mode	Routes	Peak periods	Off-peak periods	Total periods
Bus	54	25	118	143
Streetcar	8	5	25	30
Rapid Transit	2	3	2	5
Total	64	33	145	178



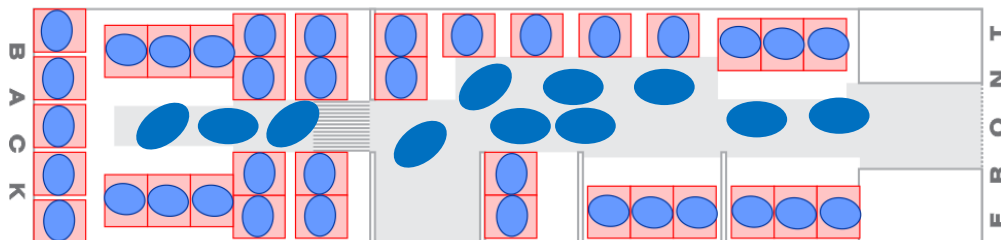
Examples of off-peak crowding



10% Overcrowded
36 Seated, 3 Standees
(84 periods less than 10%)



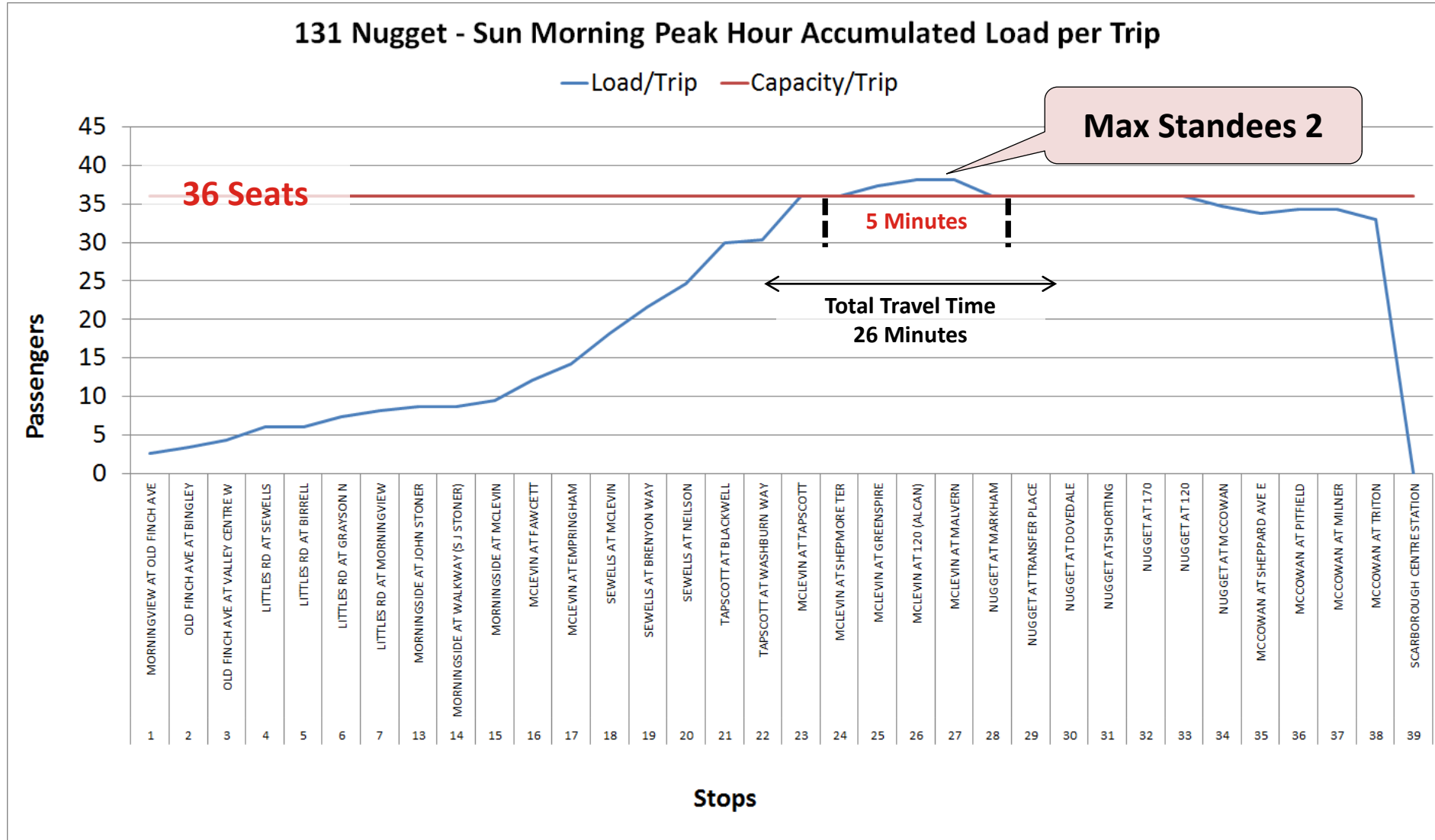
20% Overcrowded
36 Seated, 7 Standees
(24 periods btw 10%-20%)



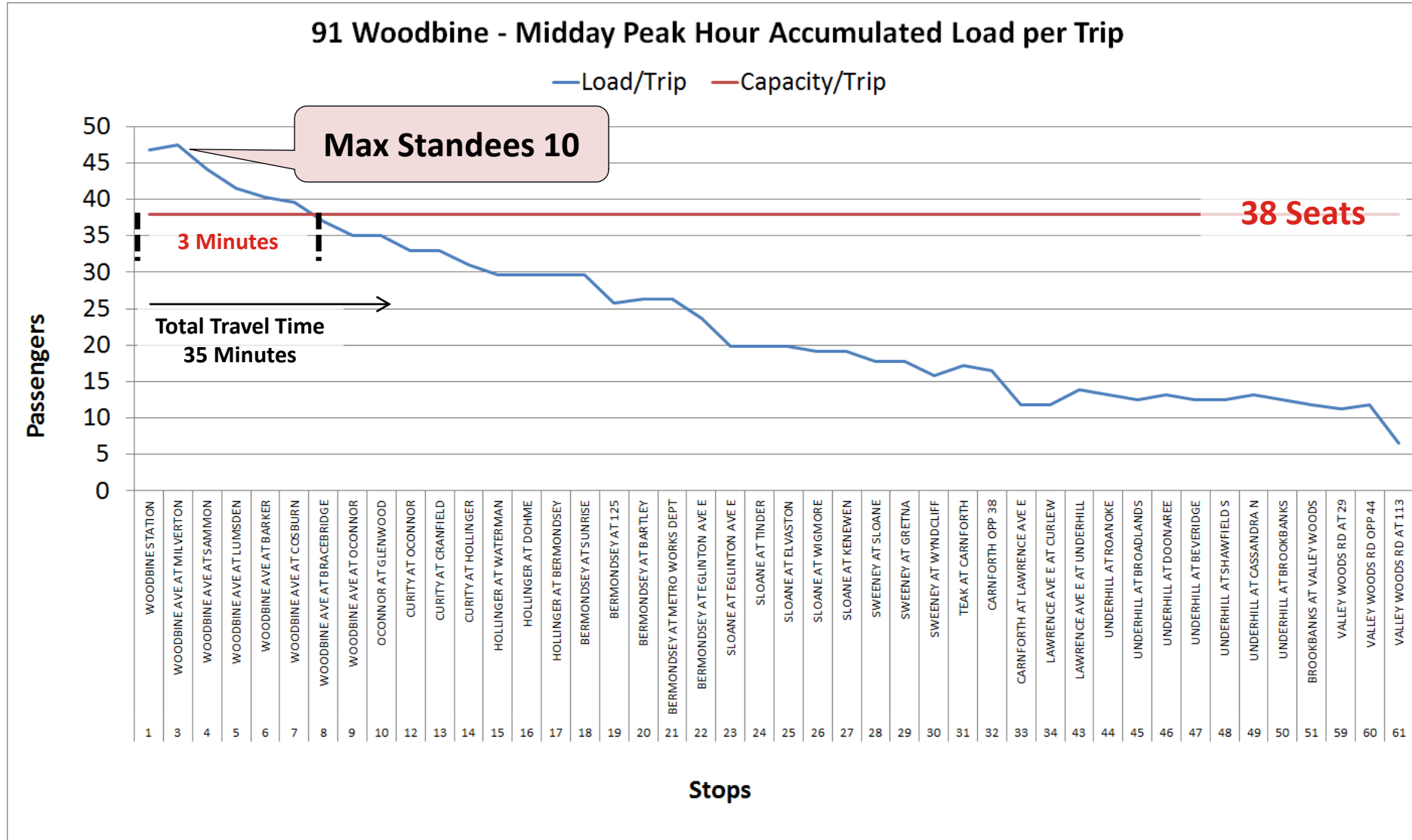
30% Overcrowded
36 Seated, 11 Standees
(6 periods btw 20%-30%)
(4 periods greater than 30%)



<10% overcrowded in off-peak



20-30% overcrowded in off-peak





Plan to reduce overcrowding

- Priority 1: Bus – Peak Periods
- Priority 2: Bus – Off-Peak Periods (Greater than 30% overcrowded)
- Priority 3: Bus – Off-Peak Periods (Remaining)