

TRANSIT

VALUE STATEMENT

I expect affordable and accessible transit services that consistently operate as scheduled and are easy and safe to use.

TRANSIT

What is this Service?

Transit Services provide citizens with a safe, reliable, efficient and affordable means of traveling to work, school, home or play. Greater use of public transit systems in a community eases traffic congestion and improves air quality.

Objectives May Include:

- Providing mobility options for all residents to ensure access to work, education, health care, shopping, social and recreational opportunities
- Providing affordable transit for everyone in the community, while being fiscally responsible to taxpayers and supporting the goal of improving the environment
- Ensuring services and costs reflect and encourage residential and commercial growth

Influencing Factors:

- **Demographics:** Average household income, auto ownership rates, age of population, population growth and communities with higher immigrant levels impact transit market share.
- **Economic Conditions:** Fare policies, fluctuations in commodity and energy prices, foreign exchange rates, age of fleet and magnitude of external contracting and internal contractual obligations with labor unions, and expansion of service may influence fare structure and cost recovery.
- **Environmental Factors:** Factors such as topography and climate may limit transit service levels and delivery options.
- **Nature of Transit:** Diversity and number of routes, proximity and frequency of service, service coverage and hours of operation, automated fare systems, GPS systems, advance and delay traffic signals, the use of dedicated bus lanes and the composition of fleet (bus [including diversity of types], subway or LRT) help account for differences in transit service levels. Subway systems may lead to more costly maintenance and higher infrastructure costs. Integrated urban mobility options such as ridesharing (car, bike/scooters sharing, Transportation Network Company etc.) are both complementary and competition to city transit, specifically in areas where service is infrequent.
- **Non-Resident Transit Users:** Catchment area for transit riders may extend beyond municipal boundaries.

- **Size of Service Area:** Servicing larger geographic areas with small populations may result in higher costs per capita. Alternatively, servicing higher density development corridors and contiguous development may contribute to a lower cost per capita. Service and costs may be affected by type of development, topography, density and total population.
- **Vehicle Standards and Legislation:** Factors such as loading standards of vehicles, propulsion method(s)/energy source(s), high floor versus low floor accessible and municipal/regional legislation may affect cost of transit service delivery.

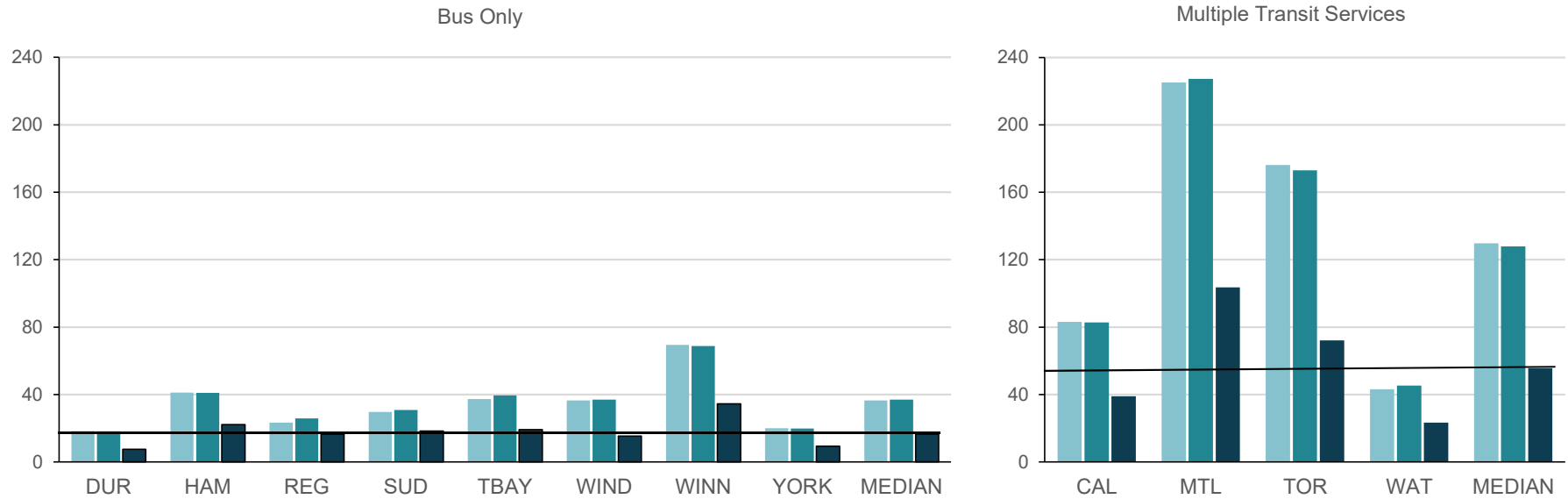
Extenuating Circumstances:

- **COVID-19 Pandemic:** Transit ridership was heavily affected by the COVID-19 pandemic due to stay at home orders and remote work or work from home options for employees. Provincial shutdown orders for educational institutions, commercial establishments, recreational facilities, and other amenities further reduced the demand for public transit across all municipalities. This resulted in an associated decline in revenues, which in turn produced considerable operating cost variances. Provision of transit service during the pandemic required adhering to protocols for social distancing and other public health measures. Practices like rear-door boarding and isolation and testing requirements, including additional sick leaves for public facing transit staff, were enacted to keep staff and customers safe. Cost reduction and mitigation strategies varied across municipalities including service changes/reductions, staff layoffs and limited discretionary spending. During the pandemic many municipalities accelerated technology solutions and other on-demand public transit service offerings.

Transit

Figure 33.1 Number of Regular Service Passenger Trips per Capita in Service Area

The population used in this measure is based on the service area population as reported to CUTA (Canadian Urban Transit Association). The first graph shows the municipalities with bus only; and the second graph shows the municipalities with multiple services including bus, streetcar, light rail (LRT, ALRT, DMU, etc.), heavy rail, commuter rail and ferry.



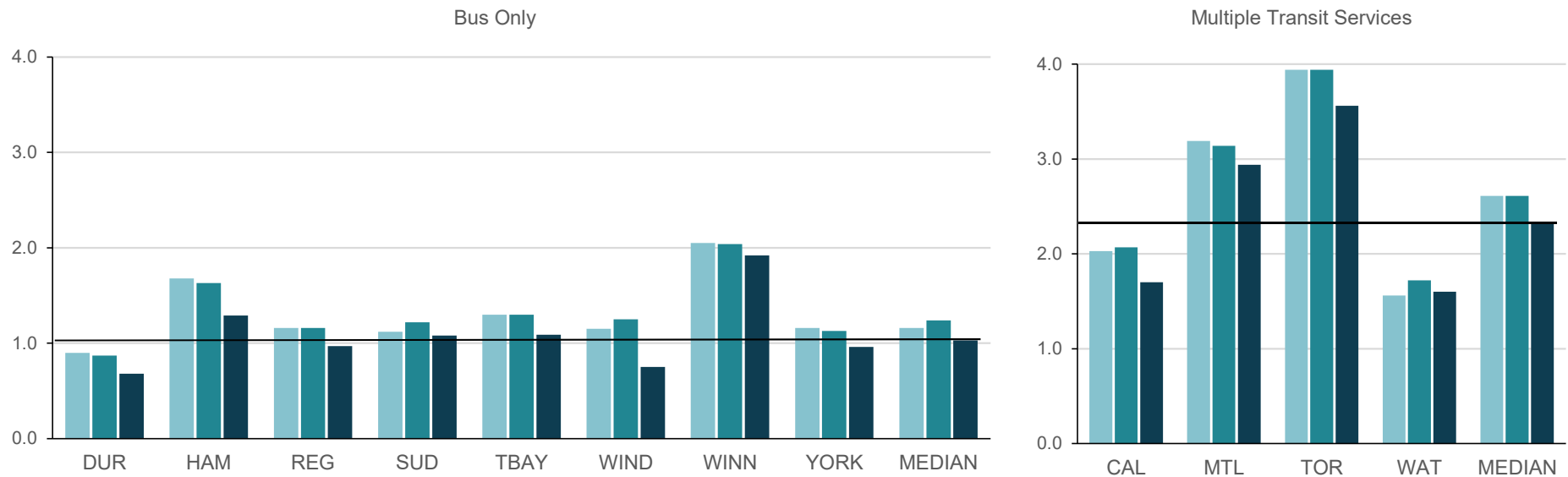
2018	18.3	41.1	23.4	29.6	37.4	36.5	69.5	20.0	36.5	83.1	225.2	176.2	43.1	129.7
2019	18.1	40.9	25.8	30.8	39.4	37.0	68.8	19.9	37.0	82.8	227.3	173.0	45.4	127.9
2020	7.5	22.1	16.5	18.3	19.2	15.4	34.5	9.4	16.5	39.0	103.6	72.2	23.4	55.6

Source: TRNT106 (Community Impact)

Transit

Figure 33.2 Revenue Vehicle Hour per Capita in Service Area

This measure is as the annual vehicle hours operated by active revenue vehicles (buses, trains, etc.) in regular passenger revenue service including scheduled and non-scheduled service. It does not include auxiliary passenger services (e.g. school contracts, charters, cross-boundary services to adjacent municipalities), deadheading, training, road tests, or maintenance. The population used in this measure is based on the service area population as reported to CUTA (Canadian Urban Transit Association). The first graph shows the municipalities with bus only; and the second graph shows the municipalities with multiple services including bus, streetcar, light rail (LRT, ALRT, DMU, etc.), heavy rail, commuter rail and ferry.



2018	0.9	1.68	1.16	1.12	1.3	1.15	2.05	1.16	1.16	2.03	3.19	3.94	1.56	2.61
2019	0.87	1.63	1.16	1.22	1.3	1.25	2.04	1.13	1.24	2.07	3.14	3.94	1.72	2.61
2020	0.68	1.29	0.97	1.08	1.09	0.75	1.92	0.96	1.03	1.7	2.94	3.56	1.6	2.32

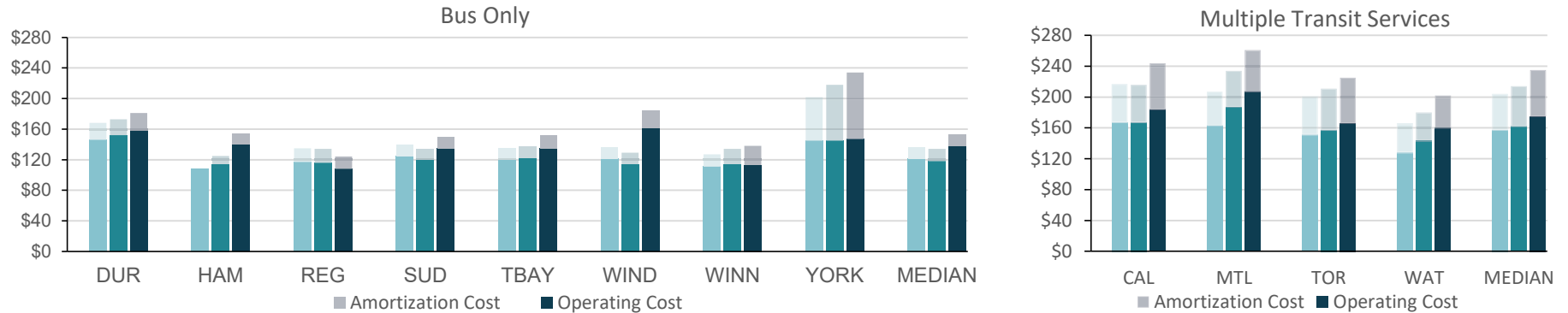
Source: TRNT210 (Service Level)

Waterloo: The new ION LRT service was launched on July 1, 2019. Conventional transit service was realigned to support the new service and expanded in September 2019.

Transit

Figure 33.3 Operating and Total Cost (Expenses) per Revenue Vehicle Hour

This measure reflects the total cost to operate the conventional transit system over the revenue vehicle hours. Amortization rates and capitalization thresholds are unique to each municipality and the variations partly explains the differences in performance between municipalities. The first graph shows the municipalities with bus only; and the second graph shows the municipalities with multiple services including bus, streetcar, light rail (LRT, ALRT, DMU, etc.), heavy rail, commuter rail and ferry.



Operating Cost										Source: TRNT220 (Efficiency)				
2018	\$146	\$108	\$117	\$125	\$120	\$121	\$111	\$145	\$121	\$167	\$163	\$151	\$128	\$157
2019	\$152	\$114	\$116	\$120	\$122	\$114	\$114	\$145	\$118	\$167	\$187	\$157	\$143	\$162
2020	\$158	\$140	\$108	\$135	\$135	\$162	\$113	\$147	\$138	\$184	\$207	\$166	\$160	\$175
Total Cost										Source: TRNT220T (Efficiency)				
2018	\$168	\$108	\$135	\$140	\$135	\$136	\$127	\$202	\$136	\$217	\$207	\$201	\$166	\$204
2019	\$173	\$125	\$134	\$134	\$137	\$129	\$134	\$218	\$134	\$216	\$234	\$211	\$180	\$214
2020	\$181	\$154	\$124	\$150	\$152	\$184	\$138	\$234	\$153	\$244	\$261	\$225	\$202	\$235

Montréal: The increase in 2019 over 2018 is mainly due to lower social security charges in 2018, as a result of a pension plan agreement.

Waterloo: Operating costs in 2019 increased by approximately 22% compared to 2018. This increase is related to the implementation of the new LRT line and subsequent redesign of the conventional bus transit network.

York: The reported Total Cost includes the amortization cost of capital assets. Amortization cost has increased significantly in recent years due to new rapidways and subway coming on board.