Transit services in the City of Toronto are delivered through the Toronto Transit Commission (TTC), which provides and maintains transit infrastructure and service including the operation and maintenance of an integrated transit system and a multi-modal fleet that includes buses, subways, streetcars and light rail transit.

The TTC is the third largest transit system in North America based on ridership after New York City and Mexico City.

The TTC also provides special door-to-door transit service (Wheel-Trans) for persons with the greatest need for accessible transit as established by eligibility criteria based upon an individual's level of functional mobility.

The results reported here exclude Wheel-Trans.
## Transit Services
### 2012 Performance Measurement And Benchmarking Report

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<th>Question</th>
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<td>1</td>
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<td>1</td>
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<td>Decrease</td>
<td>4</td>
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<td></td>
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<td>Decrease</td>
<td>4</td>
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<td></td>
<td>Number of Conventional Transit Trips per In-Service Vehicle Hour (Efficiency)</td>
<td>Increase</td>
<td>1</td>
<td>Higher rate of trips per in-service vehicle hour compared to others</td>
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<tr>
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<td>Decrease</td>
<td>1</td>
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</tr>
<tr>
<td></td>
<td>Total Cost for Conventional Transit per Regular Service Passenger Trip (Efficiency) (MPMP)</td>
<td>Decrease</td>
<td>N/A</td>
<td>Total cost to provide a passenger trip decreased</td>
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<td></td>
<td>0- Increase</td>
<td>0-Favourable</td>
<td>0- 1st quartile</td>
<td>3- 1st quartile</td>
</tr>
<tr>
<td></td>
<td>0- Stable</td>
<td>0-Stable</td>
<td>0- 2nd quartile</td>
<td>3- 2nd quartile</td>
</tr>
<tr>
<td></td>
<td>0-Decrease</td>
<td>0-Unfavourable</td>
<td>0- 3rd quartile</td>
<td>3- 3rd quartile</td>
</tr>
<tr>
<td></td>
<td>100% increased or stable</td>
<td>100% favourable or stable</td>
<td>0- 4th quartile</td>
<td>2- 4th quartile</td>
</tr>
</tbody>
</table>

For an explanation of how to interpret this summary and the supporting charts, please see the Guide to the Summaries of Toronto’s Performance Results. These quartile results are based on a maximum sample size of thirteen municipalities.
How many vehicles hours of transit service are provided in Toronto?

The number of in-service transit vehicle hours available in a year for residents to use provides an indication of service levels. It can also influence how often residents use public transit.

An in-service vehicle hour refers to any hour a transit vehicle accepts paying passengers. It does not include other activities such as school contracts, charters and cross-boundary service, or vehicle hours devoted to road tests or maintenance activities.

How do Toronto’s in-service transit vehicle hours compare to other municipalities?

Chart 33.2 compares Toronto’s 2012 in-service transit vehicle hours per capita with other Ontario municipalities, shown as columns relative to the left axis. Toronto ranks first of twelve municipalities (first quartile), with the highest number of transit vehicle hours per capita. As service levels are primarily set based on observed ridership, the number of trips taken per capita is the largest determinant of the number of in-service hours per capita required to carry passengers (see Chart 33.4 below).

Population density (persons per square kilometre) can have a large impact on the number of passengers attracted to the service and therefore the need for, and extent of, transit systems. Population density is plotted as a line graph relative to the right axis in Chart 33.2. Toronto’s density is related to the extent of its transit system, with approximately 96 percent of Toronto residents living within 400 metres of at least one stop of the TTC’s multi-modal services.
How many passenger trips per person are taken in a year in Toronto?

Chart 33.3 (City of Toronto & MPMP) Number of Transit Passenger Trips per Person (Community Impact)

How does Toronto’s annual transit use per person, compare to other municipalities?

Chart 33.4 (OMBI 2012) Number of Conventional Transit Passenger Trips per Person (Community Impact)

One of the primary goals of a transit system is to maximize use by residents. Chart 33.3 provides a summary of the total number and rate of transit trips taken in Toronto per person, which has grown on a per capita basis since 2002, in part as a result of the Ridership Growth Strategy.

Toronto’s population over this period has grown at an annual rate of approximately 1 percent.

Highlights of the changes in ridership over this period are:

- 2002 – dropped by -1 percent due to economic slowdown after 9/11.
- 2003 – decreased by -2.4 percent due primarily to SARS and the electricity blackout.
- 2004-2007 – Ridership grew each year by more than 3 percent.
- 2008 – increase of +1.5 percent due to increased sales of monthly passes (federal income tax credit) and rising automobile vehicle fuel prices.
- 2009 – total ridership of over 471 million, an increase in ridership of almost 1 percent primarily due to increases in the system capacity from the Ridership Growth Strategy (Chart 33.1).
- 2011 – total ridership grew by 4.8 percent to more than 500 million trips.
- 2012 – total ridership grew by 2.7% to over 514 million trips.

Chart 33.4 compares the number of public transit passenger trip in Toronto in 2012 to other municipalities. Toronto ranked first of twelve (first quartile) with the highest transit usage per capita. Toronto’s high population density and extensive multi-modal transit system are the primary factors behind high transit use by Toronto residents in relation to other municipalities.

Information on the number of transit stops in each of Toronto’s 140 neighbourhoods can be found at Wellbeing Toronto. A comprehensive list of all active transit stops on the TTC is provided by route on the TTC’s web site at: http://www.ttc.ca/
What does it cost in Toronto to operate a transit vehicle for an hour?

In terms of efficiency, it is important to examine two aspects of service delivery:

- The cost per hour to make a transit vehicle available (in-service) in order to accept passengers.
- The cost to provide a passenger trip, which takes into consideration actual use of the available transit supply.

Chart 33.5 provides Toronto's operating cost and total cost (operating cost plus amortization but excludes interest) per in-service vehicle hour, and shows that both operating and total operating have decreased compared to 2011.

Amortization costs were slightly lower in 2012 leading to a reduction in the total costs per in-service vehicle hour.

To reflect the impact of inflation, Chart 33.5 also provides Consumer Price Index (CPI) adjusted operating costs, which are plotted as a line graph. This adjustment discounts the actual operating cost result for each year by the change in Toronto’s CPI since the base year of 2002.

Chart 33.6 compares Toronto’s 2012 result to other municipalities for both the operating and total cost per in-service vehicle hour. Toronto ranks eleventh of twelve municipalities (fourth quartile) for both of these measures with the second highest cost per in service vehicle hour.

Toronto’s costs are high among OMBI municipalities due to a number of factors that are unique to Toronto, such as the use of many modes of transit (subway, streetcars and light rapid transit) that are more expensive to operate on an hourly basis than buses.
What does it cost to provide one passenger trip?

The second aspect of efficiency is from the utilization perspective, where the transit cost to provide a passenger trip is considered. This indicator should not be confused with the cost of purchasing a transit ticket.

Chart 33.7 illustrates Toronto’s transit operating cost and total cost (operating cost plus amortization, but excludes interest) per passenger trip, which had been steadily increasing over the longer term, but has decreased slightly from 2011. The longer term increases are related to increased wages, fuel, electricity and maintenance. The total costs also decreased further because a drop in the amount of amortization.

To reflect the impact of inflation, Chart 33.7 also provides Consumer Price Index (CPI) adjusted results for operating costs, using 2002 as the base year.

How well are transit vehicles being utilized to move people?

The degree of passenger utilization of the transit vehicles is a primary factor in the cost per passenger trip, as higher usage rates allow fixed and variable costs to be spread over a larger number of riders. Chart 33.8 provides this utilization data for Toronto expressed as the number of passenger trips per in-service vehicle hour. In 2012, Toronto improved its utilization of transit vehicles to 53.2 trips per service hour.

How do Toronto’s transit costs per passenger trip, compare to other municipalities?

The average number of passengers per hour that a transit vehicle is in service (utilization) is also plotted as a line graph relative to the right axis. Toronto has a very high utilization rate ranking second of twelve municipalities (first quartile), which is a key factor in Toronto’s low cost per transit trip.
2013 Achievements and 2014 Planned Initiatives

The following initiatives have improved or are expected to further improve the efficiency and effectiveness of Transit Services:

2013 Initiatives Completed/Achievements

- Projecting all-time record ridership of 525 million
- Carried 29th billion rider in late September
- Customer Service Enhancements completed include:
  - Launch of new Customer Charter
  - Continued roll out of debit and credit card acceptance
  - Pilot newly designed bus stop poles and shelter maps
  - Implemented group station management model and station maintenance blitz
  - Enhanced frequency of public washroom cleaning
- Continued expansion of Toronto Rocket fleet
- Acceptance testing of new accessible streetcars and articulated buses
- PRESTO smartcard project moving forward
- Contracting out of bus servicing line to all TTC garages
- Issued Five-Year Corporate Plan – outlining objectives and a delivery strategy in 7 key areas
- New Service Delivery Group created to provide better focus on visible activities including station management, transit enforcement, bus and streetcar operators, and janitors

2014 Planned Initiatives

- Develop a multi-year funding framework that includes projected City funding, non-earned revenue and a fare policy that considers increased ridership and the rate of inflation and accounts for cost-cutting initiatives, customer service improvements and key performance indicators.
- Continue implementation of the new station management model, ensuring that customer throughput within the existing, crowded stations will be more carefully managed
- Point of Sale Solution for Collectors: Continue to roll out point of sale terminals into collector booths. The service will also be responsible for providing all required hardware and software.
- Facility Maintenance: Increase efforts on cleaning vent/fan shafts and track level flushing with the objective of improving subway service reliability by reducing delays. As well, preventative maintenance of the systems various heating, ventilation and air conditioning systems will be enhanced.
- Commence work on substation reliability: An additional seven new electrical substations (beginning with Leslie Barns in 2014) will become operational by 2016, requiring additional staff to maintain them.
- Improve signal system reliability: increase shift coverage as well as improve data acquisition and analysis of root causes of delays attributable to the signal system
- Continue work on track engineering initiatives that are geared towards improving the timely delivery of goods and services in order to reduce repair times associated with restricted speed zones.
Factors Influencing the Results of Municipalities

The results of each municipality included in this report can be influenced to varying degrees by factors such as:

- Size and population density of the service area.
- Socio-economic factors such as income levels, population age, energy prices, etc. which impact transit usage.
- Transit policies such as fare levels, parking rates, park and ride, etc.
- Service design and delivery (e.g., diversity and the number of routes, frequency of service, hours of service, fare structures, etc.).
- Composition of the fleet and the different modes of transit.
- The number of transit trips taken by non-residents, since these results are based on the total number of passenger trips in the municipality (by residents and non-residents) divided by the municipality’s population.