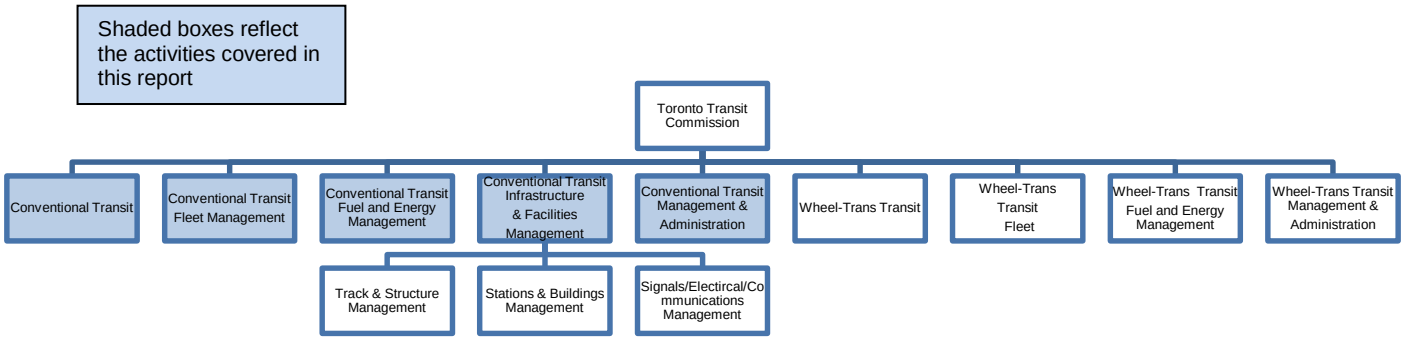
Transit Services



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.

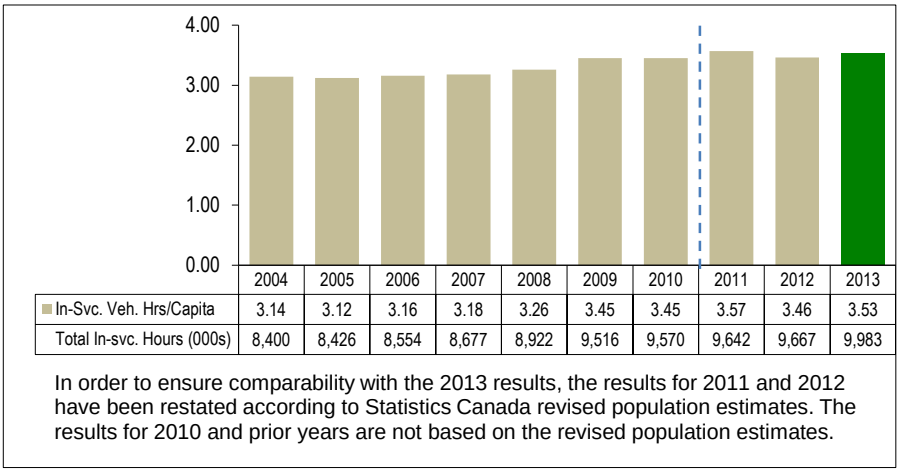
The results reported here exclude Wheel-Trans.

Question	Indicator/Measure	Internal Comparison of Toronto's 2013 vs. 2012 Results	External Comparison to Other Municipalities (OMBI) By Quartile for 2013	Chart & Page Ref.
Service Level Indicators				
How many vehicle hours of transit service are provided?	Transit In-Service (Revenue) Vehicle Service Hours per Capita (Service Level)	**Stable** **Vehicle hours of transit provided has increased (service level indicator)**	**1** **Highest rate of transit vehicle hours per capita compared to others (service level indicator)**	34.1 34.2 pg. 4
Community Impact Measures				
How many transit passenger trips are taken by an average person in a year?	Number of Conventional Transit Trips per Capita in Service Area (Community Impact) (MPMP)	**Increase** **Transit usage increased**	**1** **Highest rate of transit usage by residents compared to others**	34.3 34.4 pg. 5
Efficiency Measures				
What does it cost to operate a transit vehicle for an hour?	Operating Cost for Conventional Transit per In-Service Vehicle Service Hour (Efficiency)	**Decrease** **Operating cost per in-service vehicle hour decreased**	**4** **Higher operating cost per in-service vehicle hour compared to others (impacted by multi-modal fleet)**	34.5 34.6 pg. 6
	Total Cost for Conventional Transit per In-Service Vehicle Service Hour (Efficiency)	**Decrease** **Total cost per in-service vehicle hour decreased due to lower amortization**	**4** **Higher total cost per in-service vehicle hour compared to others (impacted by multi-modal fleet)**	34.5 34.6 pg. 6
How well are transit vehicles used to move people?	Passenger Trips per In-Service Vehicle Hour (Efficiency)	**Increase** **Number of transit trips per in-service vehicle hour (utilization) increased**	**N/A**	34.8 pg. 7
What does it cost to provide one passenger trip?	Operating Cost for Conventional Transit per Regular Service Passenger Trip (Efficiency)	**Decrease** **Operating cost to provide a passenger trip decreased**	**1** **Lower operating cost to provide a passenger trip compared to others**	34.7 34.9 pg. 7
	Total Cost for Conventional Transit per Regular Service Passenger Trip (Efficiency)	**Stable** **Total cost to provide a passenger trip remained relatively stable**	**N/A**	34.7 pg. 7

Question	Indicator/Measure	Internal Comparison of Toronto's 2013 vs. 2012 Results		External Comparison to Other Municipalities (OMBI) By Quartile for 2013		Chart & Page Ref.
		Service Level Indicators (Resources)	Performance Measures (Results)	Service Level Indicators (Resources)	Performance Measures (Results)	
Overall Results		1- Increase 0- Stable 0-Decrease 100% increased or stable	4- Favourable 1- Stable 1 -Unfavourable 83% favourable or stable	1- 1st quartile 0- 2nd quartile 0- 3rd quartile 0- 4th quartile 100% above median	2- 1st quartile 0- 2nd quartile 0- 3rd quartile 2- 4th quartile 50% above median	

For an explanation of how to interpret this summary and the supporting charts, please see the Guide to 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?

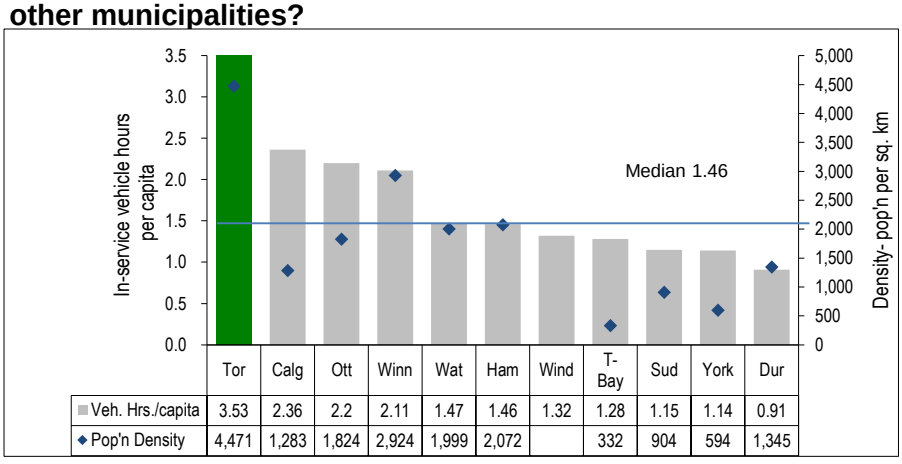


	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
In-Svc. Veh. Hrs/Capita	3.14	3.12	3.16	3.18	3.26	3.45	3.45	3.57	3.46	3.53
Total In-svc. Hours (000s)	8,400	8,426	8,554	8,677	8,922	9,516	9,570	9,642	9,667	9,983

In order to ensure comparability with the 2013 results, the results for 2011 and 2012 have been restated according to Statistics Canada revised population estimates. The results for 2010 and prior years are not based on the revised population estimates.

Chart 34.1 (City of Toronto) In-Service (Revenue) Transit Vehicle Hours per Capita (Service Level)

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



	Tor	Calg	Ott	Winn	Wat	Ham	Wind	T-Bay	Sud	York	Dur
Veh. Hrs./capita	3.53	2.36	2.2	2.11	1.47	1.46	1.32	1.28	1.15	1.14	0.91
Pop'n Density	4,471	1,283	1,824	2,924	1,999	2,072		332	904	594	1,345

Chart 34.2 (OMBI 2013) In-Service (Revenue) Transit Vehicle Hours per Capita (Service Level) & Population Density

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.

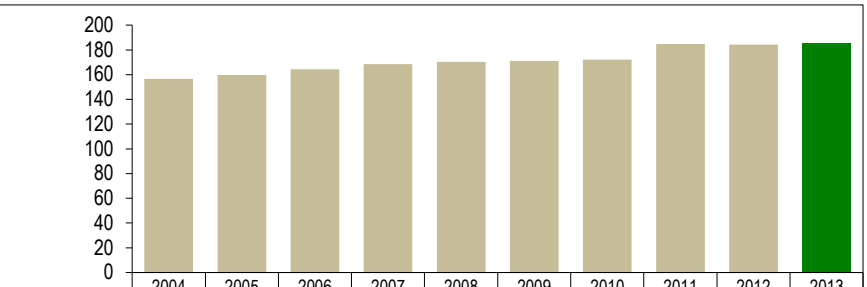
Chart 34.1 provides Toronto's total number and rate of in-service vehicle hours per capita.

Over the past decade, Toronto's total in-service transit vehicle hours has grown each year, as has Toronto's population. In 2013 total in-service vehicle hours increased by 3.2 %, and by 2.0% percent on a per capita basis.

Chart 34.2 compares Toronto's 2013 in-service transit vehicle hours per capita with other Ontario municipalities, shown as columns relative to the left axis. Toronto ranks first of eleven 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 34.4 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 34.2. 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?

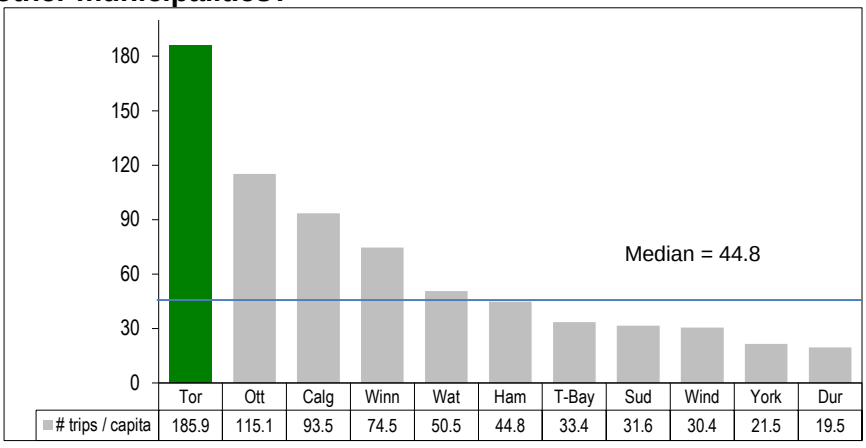


	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
# trips/person	156.5	159.8	164.4	168.4	170.4	171.0	172.1	184.9	184.2	185.9
Total # of trips (millions)	418.1	431.2	444.5	459.8	466.7	471.2	477.4	500.2	514.01	525.19

This measure reports on the Total Regular Service Passenger Trips per Capita based on the definition of the Canadian Urban Transit Association (CUTA).

Chart 34.3 (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?



	Tor	Ott	Calg	Winn	Wat	Ham	T-Bay	Sud	Wind	York	Dur
# trips / capita	185.9	115.1	93.5	74.5	50.5	44.8	33.4	31.6	30.4	21.5	19.5

Chart 34.4 (OMBI 2013) 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 34.3 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 2004, 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.

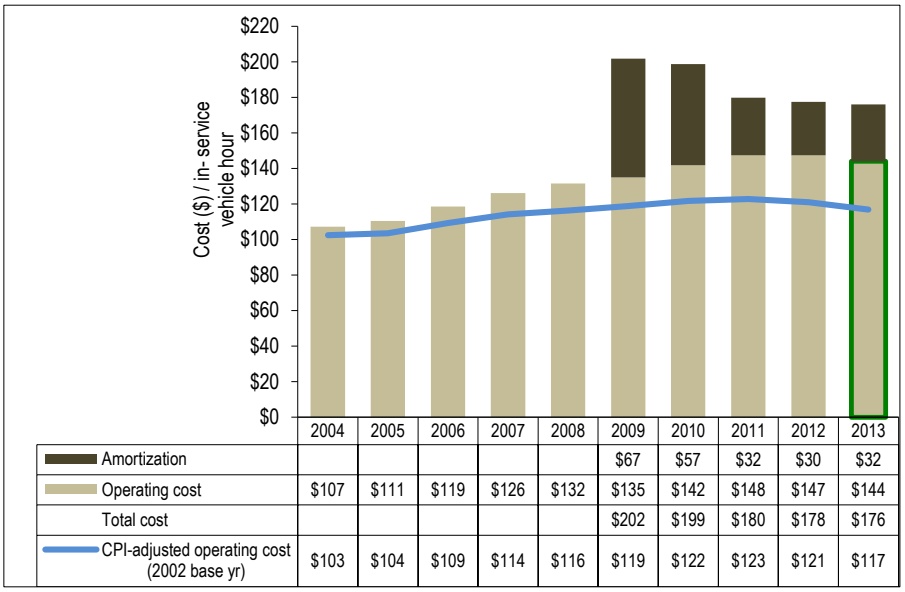
Highlights of the changes in ridership over this period are:

- 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 34.1).
- 2012 – total ridership grew by 2.8% to over 514 million trips
- 2013 – total ridership grew by 2.2% to over 525 million trips

Chart 34.4 compares the number of public transit passenger trip in Toronto in 2013 to other municipalities. Toronto ranked first eleven (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/

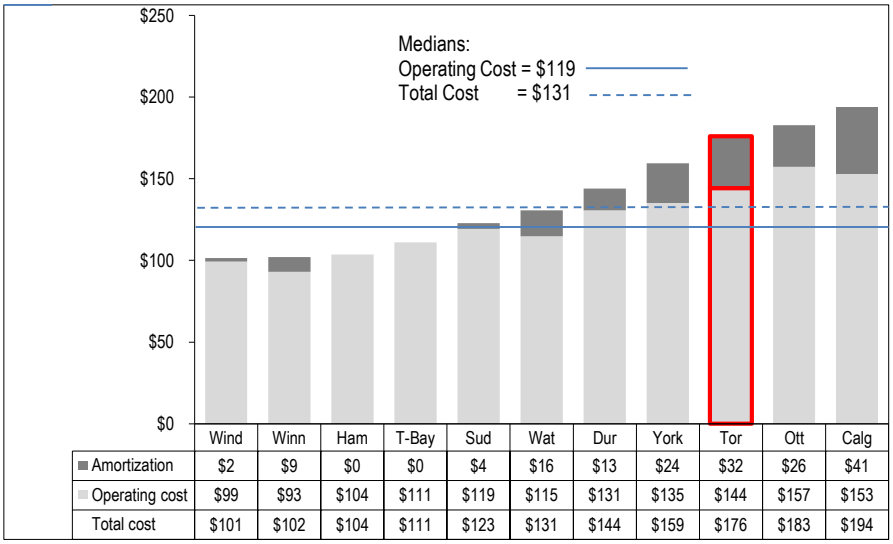
What does it cost in Toronto to operate a transit vehicle for an hour?



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Amortization						$67	$57	$32	$30	$32
Operating cost	$107	$111	$119	$126	$132	$135	$142	$148	$147	$144
Total cost						$202	$199	$180	$178	$176
CPI-adjusted operating cost (2002 base yr)	$103	$104	$109	$114	$116	$119	$122	$123	$121	$117

Chart 34.5 (City of Toronto) Operating and Total Costs for Conventional Transit per In-Service Vehicle Hour (Efficiency)

How does Toronto's transit cost per vehicle hour, compare to other municipalities?



	Wind	Winn	Ham	T-Bay	Sud	Wat	Dur	York	Tor	Ott	Calg
Amortization	$2	$9	$0	$0	$4	$16	$13	$24	$32	$26	$41
Operating cost	$99	$93	$104	$111	$119	$115	$131	$135	$144	$157	$153
Total cost	$101	$102	$104	$111	$123	$131	$144	$159	$176	$183	$194

Chart 34.6 (OMBI 2013) Operating and Total Costs for Conventional Transit per In-Service Vehicle Hour (Efficiency)

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 34.5 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 2012.

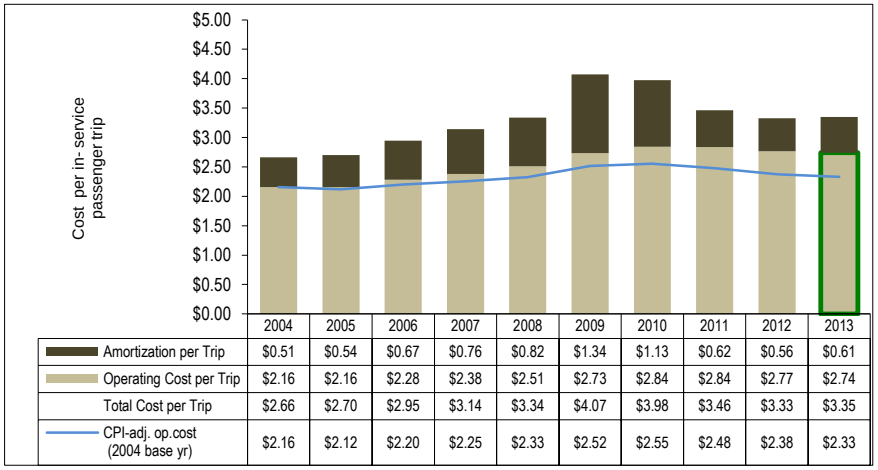
Amortization costs were slightly higher in 2013 leading to an increase in the total costs per in-service vehicle hour.

To reflect the impact of inflation, Chart 34.5 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 34.6 compares Toronto's 2013 result to other municipalities for both the operating and total cost per in-service vehicle hour. Toronto ranks eight of eleven municipalities (fourth quartile) for both of these measures with the third 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.

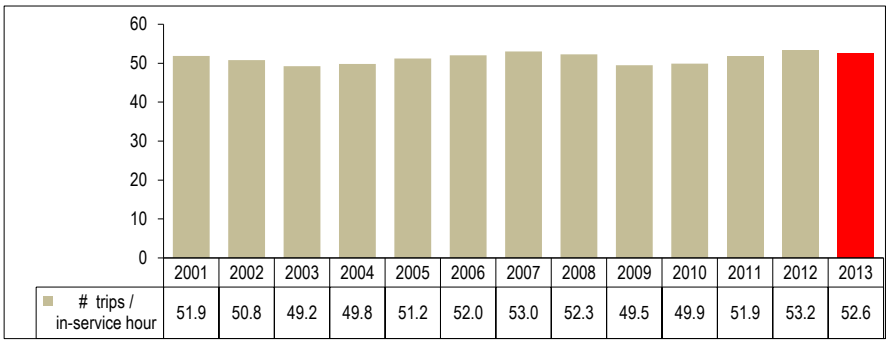
What does it cost to provide one passenger trip?



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
Amortization per Trip	$0.51	$0.54	$0.67	$0.76	$0.82	$1.34	$1.13	$0.62	$0.56	$0.61
Operating Cost per Trip	$2.16	$2.16	$2.28	$2.38	$2.51	$2.73	$2.84	$2.84	$2.77	$2.74
Total Cost per Trip	$2.66	$2.70	$2.95	$3.14	$3.34	$4.07	$3.98	$3.46	$3.33	$3.35
CPI-adj. op.cost (2004 base yr)	$2.16	$2.12	$2.20	$2.25	$2.33	$2.52	$2.55	$2.48	$2.38	$2.33

Chart 34.7 (City of Toronto) Operating and Total Cost for Conventional Transit per Regular Service Trip (Efficiency)

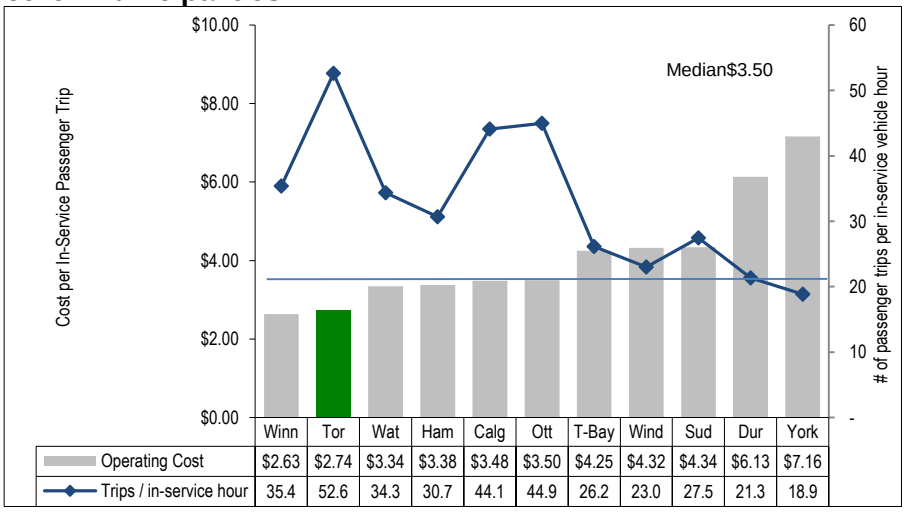
How well are transit vehicles being utilized to move people?



	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
# trips / in-service hour	51.9	50.8	49.2	49.8	51.2	52.0	53.0	52.3	49.5	49.9	51.9	53.2	52.6

Chart 34.8 (City of Toronto) Passenger Trips per In-Service Vehicle Hour (Efficiency)

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



	Winn	Tor	Wat	Ham	Calg	Ott	T-Bay	Wind	Sud	Dur	York
Operating Cost	$2.63	$2.74	$3.34	$3.38	$3.48	$3.50	$4.25	$4.32	$4.34	$6.13	$7.16
Trips / in-service hour	35.4	52.6	34.3	30.7	44.1	44.9	26.2	23.0	27.5	21.3	18.9

Chart 34.9 (OMBI 2013) Operating Cost of Conventional Transit per Passenger Trip and Average Number of Passenger Trips per In-Service Vehicle Hour (Efficiency)

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 34.7 illustrates Toronto's transit operating cost and total cost (operating cost plus amortization, but excludes interest) per passenger trip, which has remained relatively steady over the past few years. Excluding amortization, the operating cost per trip decreased slightly from 2012.

To reflect the impact of inflation, Chart 34.7 also provides Consumer Price Index (CPI) adjusted results for operating costs, using 2004 as the base year.

The degree of passenger utilization of 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 34.8 provides this utilization data for Toronto expressed as the number of passenger trips per vehicle hour. In 2013, Toronto's utilization of transit vehicles reduced slightly to 52.6 trips per service.

Chart 34.9 displays the operating cost per transit trip, and the average number of passenger trips per hour that a transit vehicle is in service on the line graph relative to the right axis. Toronto has the highest utilization rate, and ranks second of eleven municipalities (first quartile), in terms of lowest operating cost per passenger trip.

2014 Achievements and 2015 Planned Initiatives

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

2014 Initiatives Completed/Achievements

In 2014, TTC Conventional accomplished the following:

- All-time record ridership of 534.8 million;
- Negotiated affordable 4 year collective bargaining agreements with the TTC's 4 unions;) Revamped TTC's employee recognition programs to align employee recognition to customer service excellence;
- Customer Service Enhancements completed include:
    - Introduction of all door boarding on selected streetcar routes
    - Continued monitoring and quarterly reporting on Customer Charter initiatives.
    - Continued roll out of debit and credit card acceptance
    - Continued staffing the group station management model
    - Improved Way finding and collector booth signage was implemented throughout the subway system
    - New uniforms issued to TTC operating staff
    - Continued WIFI rollout in subway stations
    - Completed PA system upgrades in over 20 subway stations
- Continued expansion of Toronto Rocket fleet;
- First new LRV vehicle entered revenue service;
- Continued to receive articulated buses for revenue service;
- Opened new second platform at Union Station; and
- PRESTO smartcard project moving forward.

In 2014, Wheel-Trans accomplished the following:

- Ridership of 3.126 million;
- Negotiated a 4 year agreement with TTC's bargaining units that included a change to the Wheel-Trans model geared to a base number of 350 operators to avoid significant anticipated service cost increases;
- Negotiated new 5 year Taxi Contracted service agreements through a competitive bid process;
- Improved customer service by reducing wait times and call abandonment rates by adding additional resources;
- Improved daily management of operators;
- Implemented a dedicated management team to manage contracted taxi service;
- Utilized AVLM system to improve on-time performance; and
- Enhanced internet trip-booking feature.

2015 Planned Initiatives

- Provide an increased level of public transit to the City of Toronto during the 2015 Pan Am / Parapan Am Games.
- Improvements in subway service resiliency through reducing service delays.
- Implementation of the new station management model will continue in 2015. With new positions, customer throughput within the existing, increasingly crowsded stations will be more carefully managed.

- To enhance customer service, TTC plans to review route and station management to ensure best practices are in place that reflects industry standards.
- A new warehouse is required to store parts for new vehicle types, as well as capital project material. Due to over capacity at existing bus garages, and to bridge the gap until the McNicoll Bus Garage Facility is operable, an interim bus garage is required to restore efficient operations.
- Customer service initiatives including:
    - Reduce wait times at crowding at off-peak periods
    - Implement a city-wide network of major bus and streetcar routes operating every ten minutes or better, all day, every day from 6am (9am on Sundays) to 1am on key routes.
    - New express service at off-peak times.
    - Purchase of 50 buses.
    - Operate all routes, all day, every day across the city – from approximately 6am (9am on Sundays) to 1am.
    - Expand overnight bus and streetcar service.
    - Improve service reliability.
- Elimination of the TTC Child Fare for children ages 2 through 12.

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.