



The Corporation of the Town of Milton

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| Report To: | Council |
| From: | M. Paul Cripps, P.Eng., Commissioner, Engineering Services |
| Date: | March 25, 2019 |
| Report No: | ENG-008-19 |
| Subject: | 2018 Milton Transit Q4 Key Performance Indicators and Annual Summary Report |
| Recommendation: | THAT ENG-008-19 be received. |

EXECUTIVE SUMMARY

This report provides a summary of 2018 fourth quarter performance (Q4 October - December) on the Milton Transit family of services (conventional and specialized). Additionally, this report provides an overview of 2018 annual performance on the conventional system and highlights key accomplishments in 2018 as well as upcoming initiatives in 2019.

Overall Q4 ridership on the conventional system has increased by 12% compared to 2017 level. Service utilization performance during this period remained at approximately 13 boardings per service hour, influenced by additional service implemented in September 2018. Performance on the Milton access+ specialized system in Q4 has seen a 6% growth in trip demand compared to 2017.

There were 598,055 total annual boardings (552,654 revenue passenger trips) reported in 2018, highest ever recorded on Milton Transit, representing a growth rate of 11%. Revenue passenger trips grew by 12% compared to 2017 levels, surpassing 5 trips per service area population. Service utilization continues to average approximately 12 boardings per service hour.

REPORT

Background

Milton Transit continues to demonstrate positive ridership performance relative to service, population and employment growth. In September 2018, a number of initiatives were implemented, including new services into Boyne (10 Farmstead route) as well as



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amendments to the 1A Industrial route to accommodate a later shift time for employees working in the 401 Industrial Park area. These service additions have provided more available transit options for residents and visitors alike.

Data Compilation and Format

A selection of pertinent key performance indicators (KPIs) have been compiled and presented in this report to show trends throughout Q4, including: ridership, revenue/cost ratio and municipal operating subsidies. Data presented includes a combination of actual and aggregated data, while reflecting an even distribution of one time annual costs over each quarter (e.g. insurance costs). Population data used for calculating Service Area Population¹ is referenced from the Town's overall population growth forecast, using Halton Region population ratio per dwelling type.

In an attempt to simplify statistical representation in this report, all financial performance statistics incorporate "all-in" costs and revenues associated with the delivery of Milton Transit conventional and specialized services, including costs related to asset replacement and revenue from Provincial Gas Tax allocations². There have been no adjustments or exclusions to Milton Transit KPIs to align with typical Canadian Urban Transit Association (CUTA) industry reporting standards.

Dashboard Presentation

As launched in ENG-001-17 and replicated in subsequent quarterly KPI reports, this report presents system performance in a visual dashboard format. The dashboard provides graphical representations of metrics showing multiple variables and trends.

Discussion

Appendix 1 displays Q4 transit performance, including the following key indicators and definitions:

Ridership

- Boardings (all trips recorded, including transfers)
- Revenue Passenger Trips (number of fare-paying trips recorded, less transfers)

¹ **Service Area Population** represents the population within a 400 metre area of a travel path distance to/from a transit stop.

² Excluding costs and revenues related to third party charters.



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Service Utilization

- Revenue Passenger Trips per Service Area Population (a measure of ridership, controlling for service area population)
- Boardings per Contracted Service Hour (a measure of how well the service is used; all trips including transfers)
- Revenue Passenger Trips per Contracted Service Hour (a measure of how well the service is used; fare-paying trips)

Financial Performance

- Net Operating Cost per Revenue Passenger Trip (a measure of service cost effectiveness. Also called municipal subsidy / tax levy per ride)
- Revenue / Cost Ratio (a measure of overall system cost recovery from external revenue sources; e.g. fares, advertising, Provincial Gas Tax contributions, etc.)

Conventional Transit Performance

Service increases and adjustments made in September 2018 have been reflected in the additional service hours operated in Q4 compared to the previous year (13% increase in contracted revenue service hours). Under a typical operating environment, newly implemented conventional routes and service level modifications require approximately 12-18 months of maturity to assess full performance potential. In particular, the new 10 Farmstead route provides service to a developing residential area in the Willmott and Ford neighbourhoods (areas bounded by Bronte St., Britannia Rd., Farmstead Dr. and Derry Rd.). This route is also currently operating on a detour due to access restrictions along Farmstead Dr. during housing construction. For these reasons, it is expected that ridership growth will continue over time and throughout 2019/2020.

Appendix 1 displays Q4 performance statistics, including ridership, service utilization financials and financial performance, and cost efficiency. Typically, the Q4 period elicits the highest quarterly ridership due to the recommencement of employment and school routines, with highest ridership observed in the October and November months. Q4 ridership on the conventional system in 2018 grew by 18,400 boardings to 165,780; representing a 12% increase compared to 2017 Q4 levels. Service utilization performance during this period remained at approximately 13 boardings per service hour, influenced by additional service growth and sustained ridership uptake in the quarter.



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From a financial performance perspective, the average net operating cost per revenue passenger trip for Q4 remained consistent with 2017 levels at \$6.16. The revenue-cost ratio has remained above 40% in Q4. Service cost efficiency has remained stable in Q4 compared to 2017, partly attributed to the implementation of the reconfigured service contract with PWTransit (ENG-021-16, CORS-042-18). Increases in revenue were mainly attributed to higher than expected advertising sales, fare media sales and Metrolinx / GO Transit co-fare integration subsidies.

Automatic Passenger Counters (APCs)

As part of the Federal Public Transit Infrastructure Funding (PTIF) allocation, APC technology was procured and installed on all conventional transit buses, with system configurations completed in March 2018. The primary purpose of the APC system is to record boarding and alighting information specific to geography (e.g. bus stop locations). This information provides more wholesome analytical data for transit service planning/scheduling to articulate passenger movements on particular routes throughout the service area. APCs have the potential to support the development of service guidelines/standards for understanding bus capacities related to service demand, as well as establishing warrants for installation of passenger amenities (e.g. shelters, benches, etc.).

In conjunction with the system vendor Consat Canada and equipment manufacturer Infodev, staff have been testing APC units installed on each bus for data integrity and validity. Some adjustments have been required to ensure APC equipment was calibrated to account for all passenger entry and exits (e.g. adjustments for miscounts and system anomalies). Initial operation of the APC system had been implemented in Q2 and all APC equipment have been performing to staff expectations.

APC counts can provide additional cross-referencing support for reporting ridership accuracy relative to GFI farebox counts, GFI farebox revenue collection and fare media sales from ticket agents. While statistical trends and methodologies will improve over time, staff are currently observing reasonably minimal variances on the APC system compared to GFI farebox counts (Table 1).

Table 1. APC counts versus GFI Farebox Counts

| Period | APC Adjusted | GFI Farebox | % Difference |
|--------|--------------|-------------|--------------|
| Q2 | 157,863 | 155,097 | 98% |



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| Q3 | 141,390 | 136,941 | 97% |
| Q4 | 175,486 | 165,780 | 94% |
| Total | 474,739 | 457,818 | 96% |

Further commentary on the use and application of APCs will be included in future annual KPI reporting.

Specialized Transit Performance

The Town's specialized transit program (Milton access+) continues to be reflective of several administrative/operational changes and an alternative service delivery approach established in 2013 (ENG-019-13, ENG-038-13). As illustrated in Appendix 2, performance on the specialized system in Q4 has seen a 6% growth in trip demand compared to 2017. Notwithstanding this additional growth, cost-effectiveness indicators remain in line with the progression and maturity of the specialized transit program as well as continued compliance with the Integrated Accessibility Standards Regulation (IASR 191-11), Accessibility for Ontarians with Disabilities Act (AODA).

2018 Annual Summary

Appendix 3 provides a summary of 2018 annual performance on the conventional system. Annual ridership in 2018 has met staff expectations reporting 598,055 annual boardings (552,654 revenue passenger trips), representing the highest annual trips recorded on Milton Transit since inception. Revenue passenger trips grew by 12% compared to 2017 levels, surpassing 5 trips per service area population. Service utilization continued to average approximately 12 boardings per service hour.

Financial performance on the Milton Transit conventional system remained stable and efficient in 2018. Transit expenditures were impacted by increased growth services as well as higher than anticipated diesel fuel prices. Similar to observations in Q4, revenue continues to be driven by increased advertising sales, fare media sales, and GO Transit co-fare integration subsidies. The conventional system revenue/cost ratio has remained stable at 43% in 2018 with a net operating cost per passenger at \$6.41.

Appendix 3 also provides a performance summary on annual percentage growth since 2009 in three (3) key areas: Ridership, Service Hours and Service Area Population. While all indicators have increased since 2009, ridership has grown at a higher rate than service and population growth. This result is evidenced by continued annual



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investments in Milton Transit services through service level increases (services on Saturdays, later evenings), and service coverage (new routes, school special services).

Key Accomplishments in 2018

The Transit Division delivered a number of key initiatives in 2018:

Accessibility Initiatives (Q2-Q4)

- Bus stop accessibility - Installation of over 70 accessible bus pads
- Specialized Transit application process - Refined application, eligibility and in-person assessment process
- Approval of 2019 Transit Accessibility Plan

Service Initiatives (Q1-Q3)

- Fare increase, effective January 2, 2018
- Service contract extension with PWTransit
- 10 Farmstead route, serving Willmott and Ford neighbourhoods
- Additional trip on 1A Industrial route

Transit Information Technology System (ITS) Phase 1 (Q1-Q4)

- Implementation of APC system

2019 Looking Ahead

The 2019 Transit Division work plan has been developed. Upcoming projects that have been identified and/or are ongoing in 2019 include:

Strategic Initiatives (Q1-Q2)

- 2019-2023 Milton Transit Service Review and Master Plan Update
- Milton Transit Operations Facility Feasibility Study
- Service Delivery Continuity Study

Transit Information Technology System (ITS) Phase 2 (Q2-Q3)

- Implementation of real-time Transit Tracker system for public use

Specialized Transit Service Delivery Model Implementation, ENG-015-18 (Q2-Q4)

- Procurement of specialized vehicles



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- Refinement of operational policies and communication plan
- Service implementation

Accessibility Initiatives (Q3-Q4)

- Bus stop accessibility - Installation of additional accessible bus pads (in relation to recommendations from 2019-2023 Milton Transit Master Plan)
- Approval of 2020 Transit Accessibility Plan

Summary

From a performance perspective, Milton Transit continues to exemplify unparalleled achievement in delivering a system that attracts a growing customer base and increased trip demand. Demonstrated by 12% annual ridership and 8% per capita growth, the system is meeting growth objectives established by the Town. Strategic initiatives planned in 2019 will provide further recommendations on how Milton Transit can best continue to accommodate anticipated residential and employment growth.

Financial Impact

There are no financial impacts associated with this report

Respectfully submitted,

M. Paul Cripps, P. Eng.
Commissioner, Engineering Services

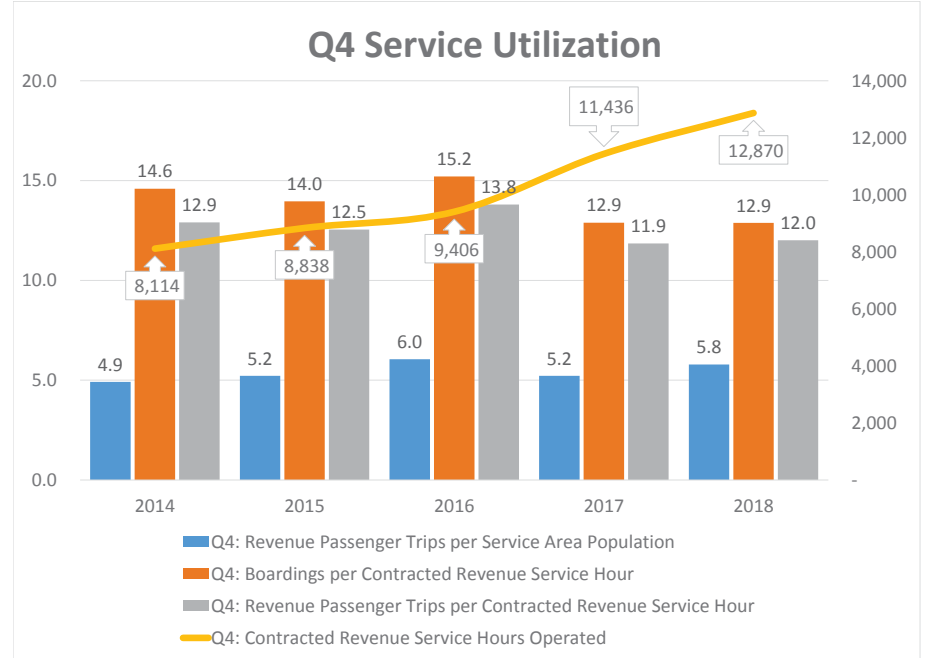
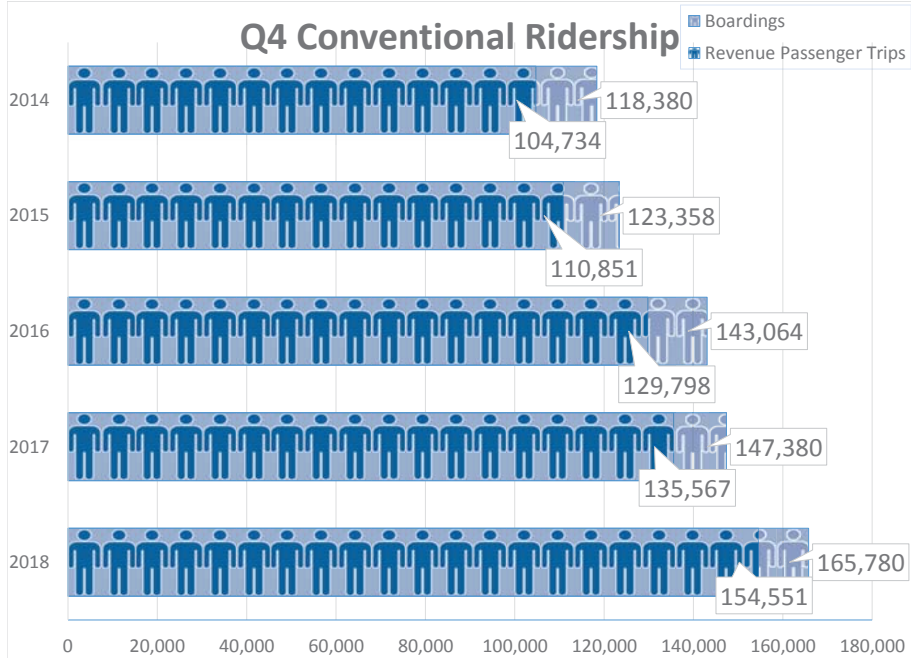
For questions, please contact: Tony D'Alessandro, MCIP, RPP 905-878-7252 x 2548
Manager, Transit

Attachments

Appendix 1 - 2018 Q4 Performance Dashboard – Conventional Services
Appendix 2 - 2018 Q4 Performance Dashboard – Specialized Services
Appendix 3 - 2018 Annual Performance Dashboard Summary

CAO Approval
William Mann, MCIP, RPP, OALA, CSLA, MCIF, RPF
Chief Administrative Officer

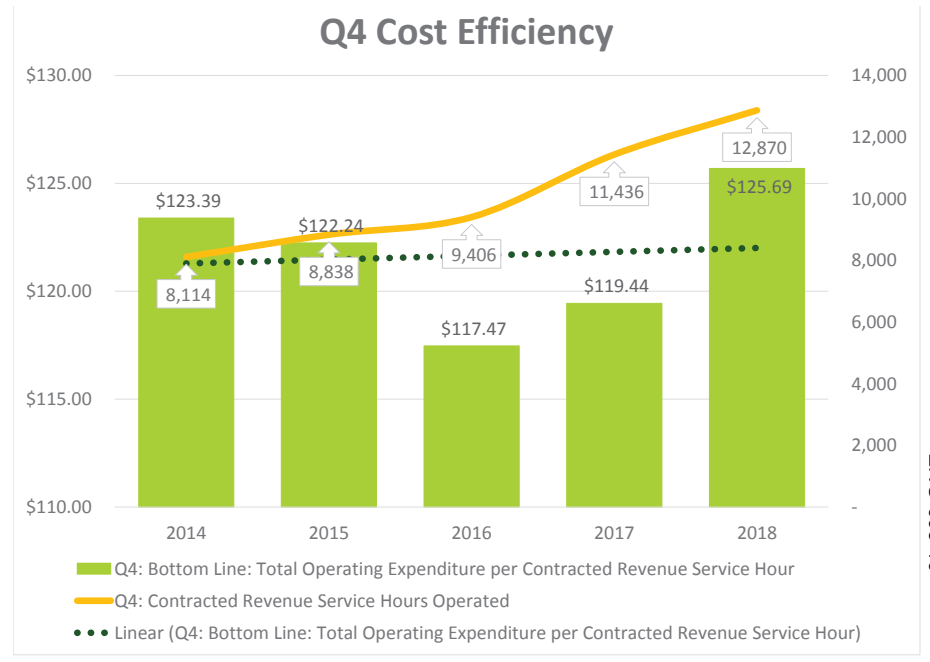
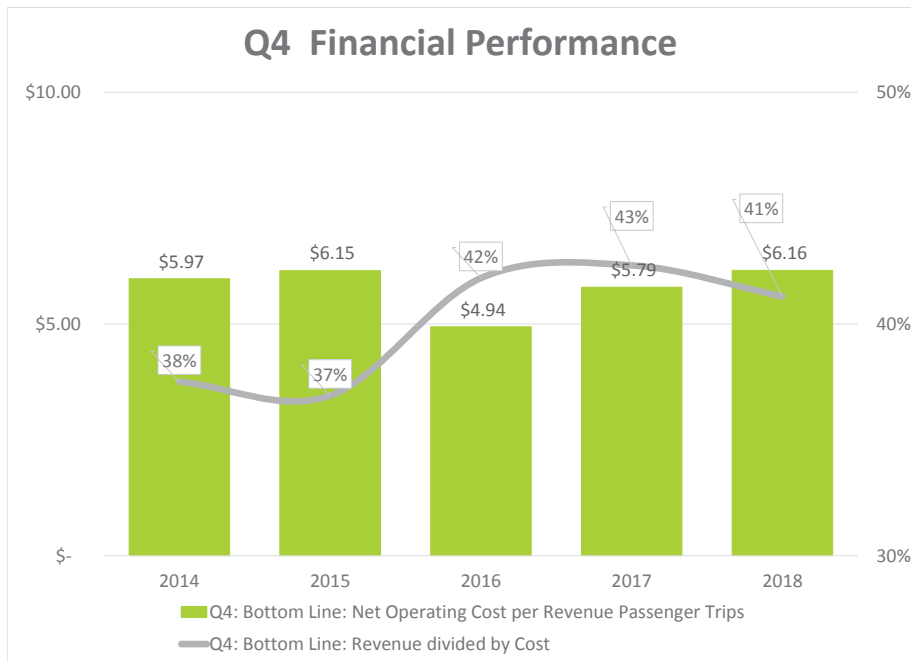
Appendix 1 - 2018 Q4 Performance Dashboard - Conventional Services



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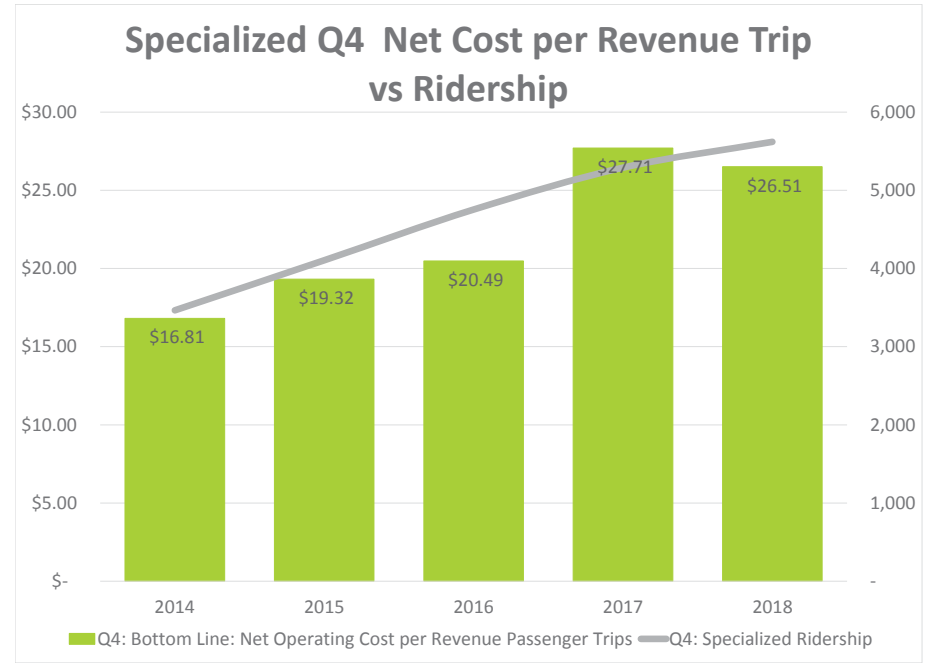
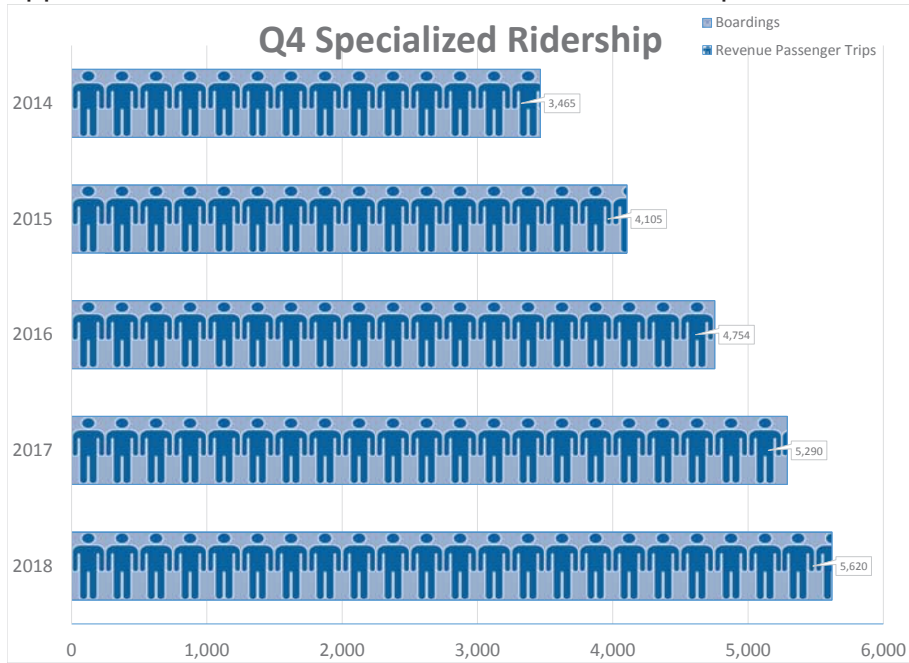


Performance Dashboard
2018 Q4 - Conventional

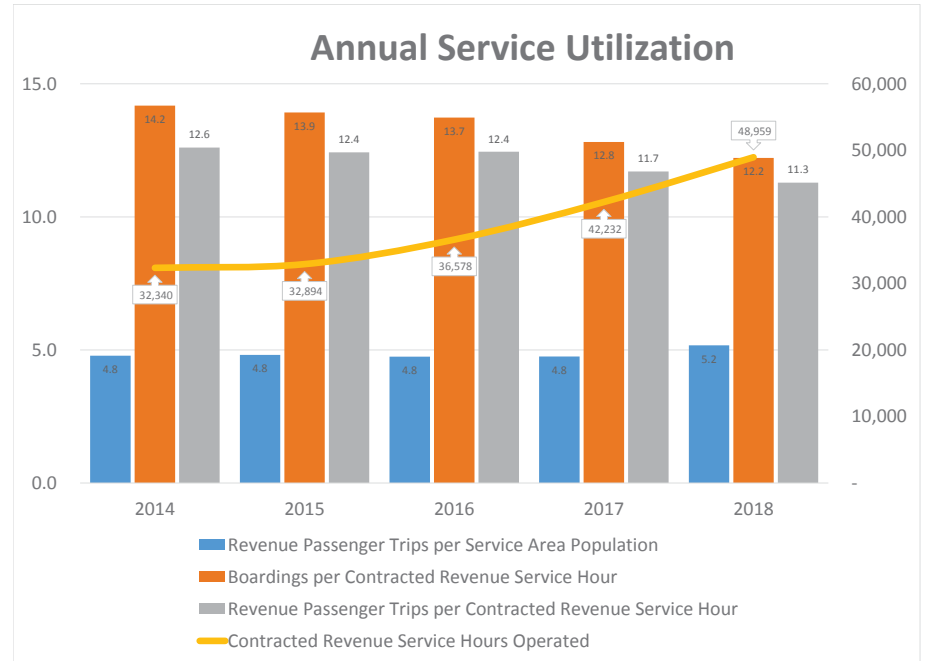
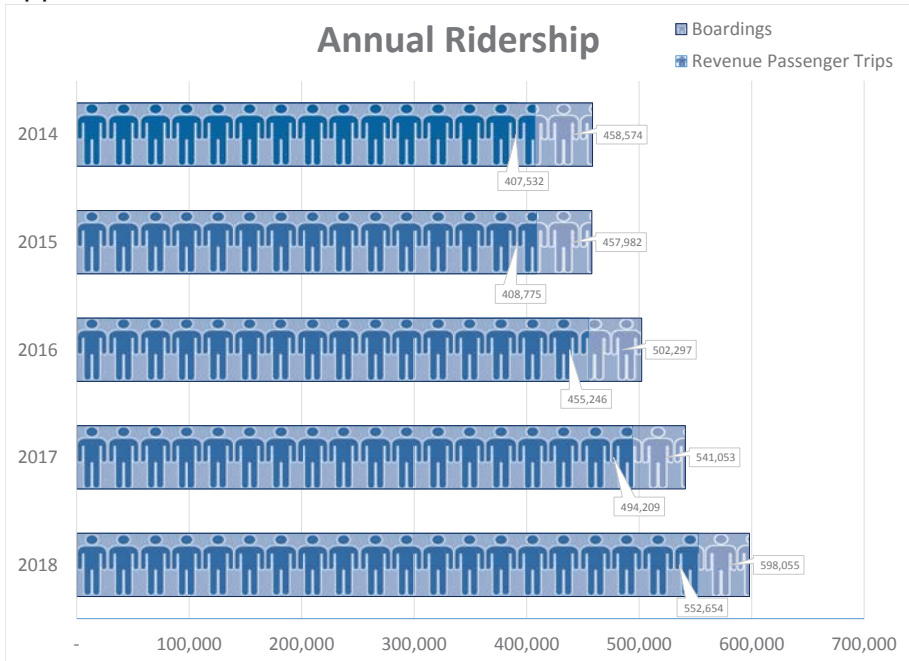


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Appendix 2 - 2018 Q4 Performance Dashboard - Specialized Services



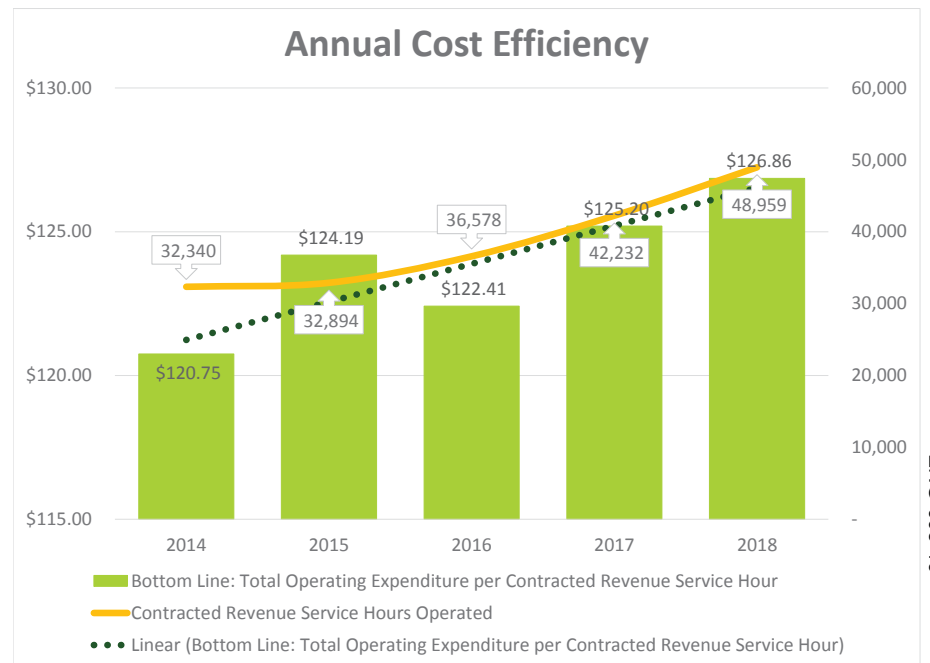
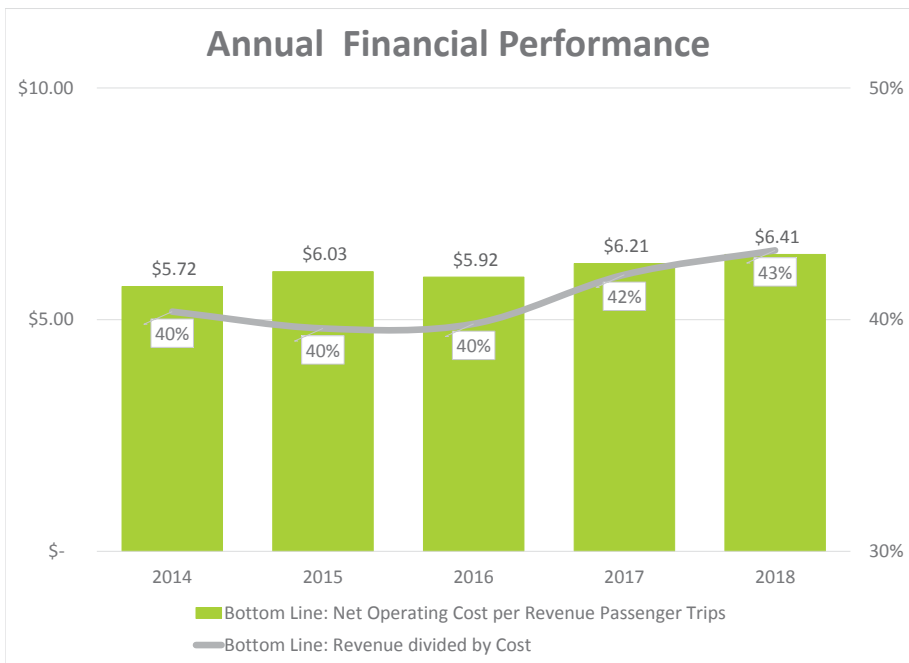
Appendix 3 - 2018 Annual Performance Dashboard - Conventional Services



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Performance Dashboard
2018 Annual - Conventional



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