



# The Corporation of the Town of Milton

Report To:	Council
From:	M. Paul Cripps, P. Eng., Commissioner, Engineering Services
Date:	October 7, 2019
Report No:	ENG-032-19
Subject:	2019 Milton Transit Q2 Key Performance Indicators
<b>Recommendation:</b>	<b>THAT ENG-032-19 be received.</b>

## EXECUTIVE SUMMARY

This report provides a summary of 2019 second quarter performance (Q2 April-June) on Milton Transit conventional and specialized family of services.

Q2 performance builds on services that were implemented in September 2018 as well as service adjustments made to reduce later evening services. Council approved a reduction of system-wide evening service, effective April 1, 2019, as part of the 2019 Operating Budget deliberation process.

Q2 ridership (revenue passenger trips) on the conventional system has increased by 8% compared to 2018 levels, attributed to ongoing service uptake and growth. This increase was partially spearheaded by increased utilization from GO Transit passenger trips (8% increase in Q2). Service utilization performance during this period remained at just over 12 boardings per service hour, influenced by sustained growth in ridership in the quarter and a reduction of evening service hours.

Performance on the Milton access+ specialized system in Q2 has seen an 18% growth in trip demand compared to 2018. Cost-effectiveness indicators remain in line with the progression and maturity of the specialized transit program.

## REPORT

### Background

Milton Transit continues to demonstrate positive ridership performance relative to service, population and employment growth. In September 2018, a number of initiatives



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were implemented, including new services into Boyne (10 Farmstead route) as well as 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.

As part of the 2019 Operating Budget process, Council approved a motion to reduce the conventional and specialized transit service span on weekdays, scaling service back from 11:00 pm to approximately 10:00 pm during the weekday evenings. This service reduction was implemented effective April 1, 2019.

## Data Compilation and Format

A selection of key performance indicators (KPIs) have been compiled and presented in this report to show trends throughout Q2 including ridership, revenue/cost ratio and municipal operating subsidies. All figures include a combination of actual and aggregated data. One-time costs, such as insurance premiums and transfer payments, have been evenly distributed over each quarter. Population data used for calculating Service Area Population<sup>1</sup> is referenced from Milton's overall population growth forecast, using the Halton Region population ratio per dwelling type.

As introduced in [ENG-008-19](#), all financial performance statistics incorporate "all-in" costs and revenues associated with the delivery of Milton Transit conventional and specialized services<sup>2</sup>, including:

- Purchased services; contract operation/maintenance costs
- Administration costs
- Asset replacement transfers to reserves
- Fare media sales and revenue collection
- GO Transit Fare Integration subsidies
- Advertising revenue
- 2019 Provincial Gas Tax allocation

This process provides a true-cost perspective of conventional and specialized transit operations in Milton, as well as the continued importance of Provincial Gas Tax contributions to help offset transit operating expenditures.

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

<sup>2</sup> Excluding costs and revenues related to third party charters.



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## 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 (Appendices 1 and 2). The dashboard provides graphical representations of performance metrics showing multiple variables and trends. To reflect continuous improvement, staff will consider future dashboard versions and additional content when new and/or applicable data is available.

## Discussion

Appendix 1 summarizes Q2 transit performance, including the following key indicators and definitions:

### Ridership

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

### Service Utilization

- Revenue Passenger Trips per Service Area Population (a measure of ridership, controlling for service area population; “per capita” measure)
- Boardings per Contracted Service Hour (a measure of how well the service is used; all trips including transfers/unlinked trips)
- 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, net of fares collected)
- 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 hours operated in Q2 reflect improvements and adjustments introduced in September 2018, as well as evening service reductions made in April 2019. The adjustments represent an overall increase of 6% in contracted revenue service hours compared to 2018 levels. In particular, the new 10 Farmstead route provides service to



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a developing residential area in the Willmott and Ford neighbourhoods (areas bounded by Bronte St., Britannia Rd., Farmstead Dr. and Derry Rd.). Staff anticipate continued ridership growth in this area over time.

Additionally, Council approved a motion to reduce the weekday service span (service availability) to approximately 10:00 pm on all routes, effective April 1, 2019 as part of 2019 Operating Budget deliberations. This adjustment is reflected in this KPI report.

Appendix 1 illustrates Q2 performance, including conventional ridership, service utilization, financial performance and cost efficiency. Typically, the Q2 period normalizes service that has been implemented in the previous quarters, while building on service performance achieved in the previous month. Q2 ridership on the conventional system grew by 11,144 boardings to 166,241; representing a 7% increase compared to 2018. This growth was partially spearheaded by increased utilization from GO Transit passenger trips (8% increase in Q2). Service utilization performance during this period remained at just over 12 boardings per service hour, influenced by sustained growth in ridership in the quarter and a reduction of evening service hours.

From a financial performance perspective, the average net operating cost per revenue passenger trip for Q2 remained consistent to 2018 levels at \$6.65 per trip, and a revenue-cost ratio at 40%. Service cost efficiency has remained stable in Q2 compared to 2018, partly attributed to the implementation of the reconfigured service contract with PWTransit in 2016 and contract extension in 2018 ([ENG-021-16](#), [CORS-042-18](#)). Increases in revenue were mainly attributed a growth in fare media sales (tickets and monthly passes) and Metrolinx/GO Transit co-fare integration subsidies.

## Specialized Transit Performance

The Milton 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](#)). Staff also continue to monitor and assess the specialized transit system relative to legislated requirements from the Integrated Accessibility Standards Regulation (IASR 191-11), Accessibility for Ontarians with Disabilities Act (AODA).

As illustrated in Appendix 2, performance on the Milton access+ in Q2 has seen an 18% growth in trip demand compared to 2018 (an increase of 940 trips). Similar to trends seen on the conventional system, passengers are shifting from cash fares to purchasing tickets and passes more regularly, increasing fare media revenue in the quarter.



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Notwithstanding this growth, cost-effectiveness indicators have also increased in line with the typical progression and maturity of specialized transit in Milton.

As a way to improve cost-effectiveness and service sustainability, the specialized transit program will be shifting to a predominately-dedicated service delivery model later in 2019 ([ENG-015-18](#)). Council approved the specialized transit contract inclusion as per [CORS-055-19](#). Staff anticipate that the new service delivery model will provide greater opportunity for shared-ride trips, maximizing vehicle capacity and efficiency. The new model will also provide additional accessible vehicle availability as well as maintain a consistent customer service approach to that of the conventional system. Further impact on performance will be identified in future KPI reports upon service implementation, currently estimated for January 2020.

## Financial Impact

There are no financial impacts associated with this report.

Respectfully submitted,

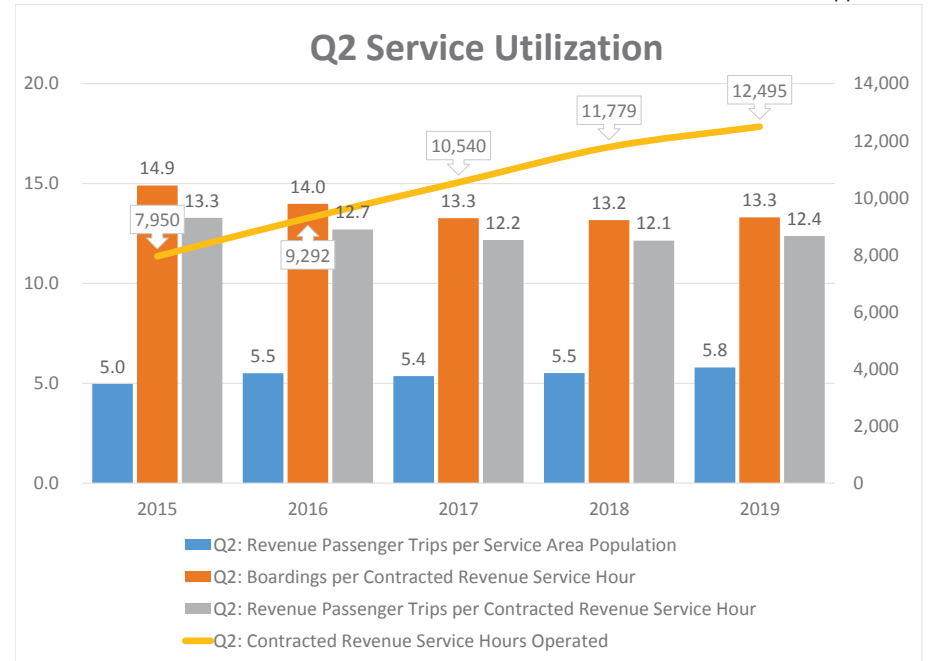
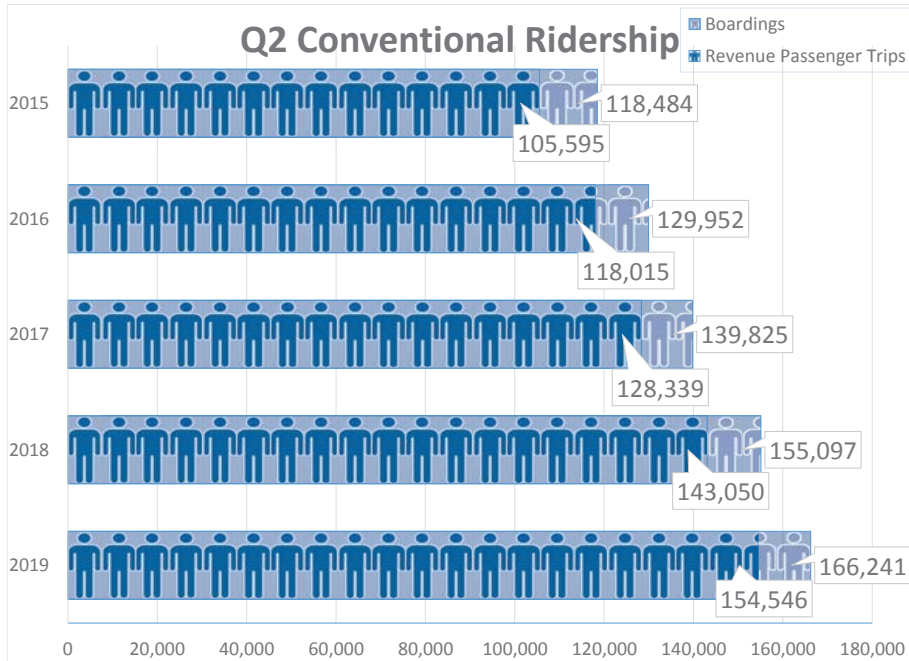
M. Paul Cripps, P. Eng.  
Commissioner, Engineering Services

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

## Attachments

Appendix 1 - 2019 Q2 Performance Dashboard – Conventional Services  
Appendix 2 - 2019 Q2 Performance Dashboard – Specialized Services

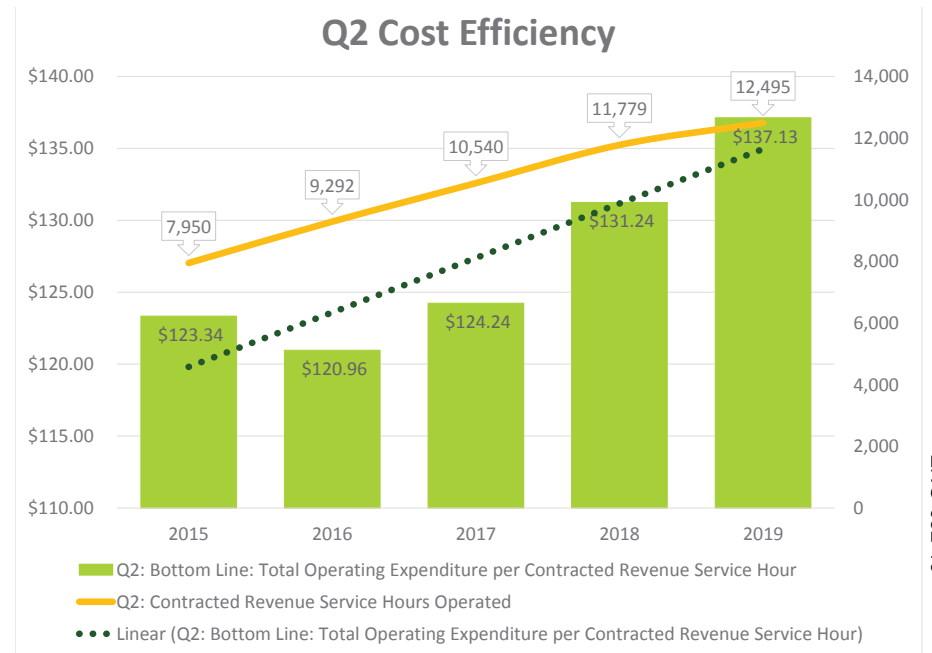
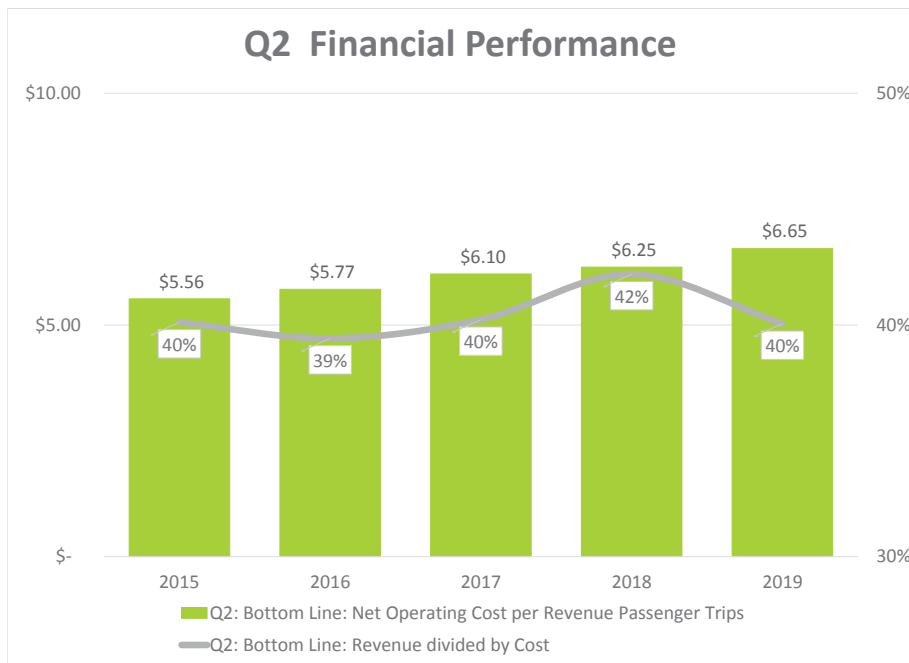
CAO Approval  
Andrew M. Siltala  
Acting Chief Administrative Officer



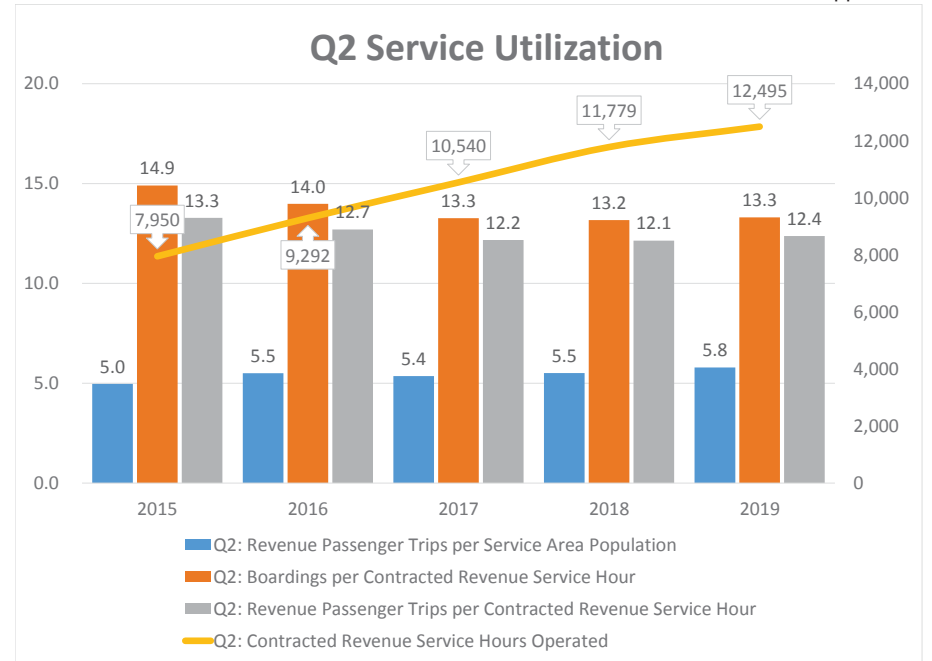
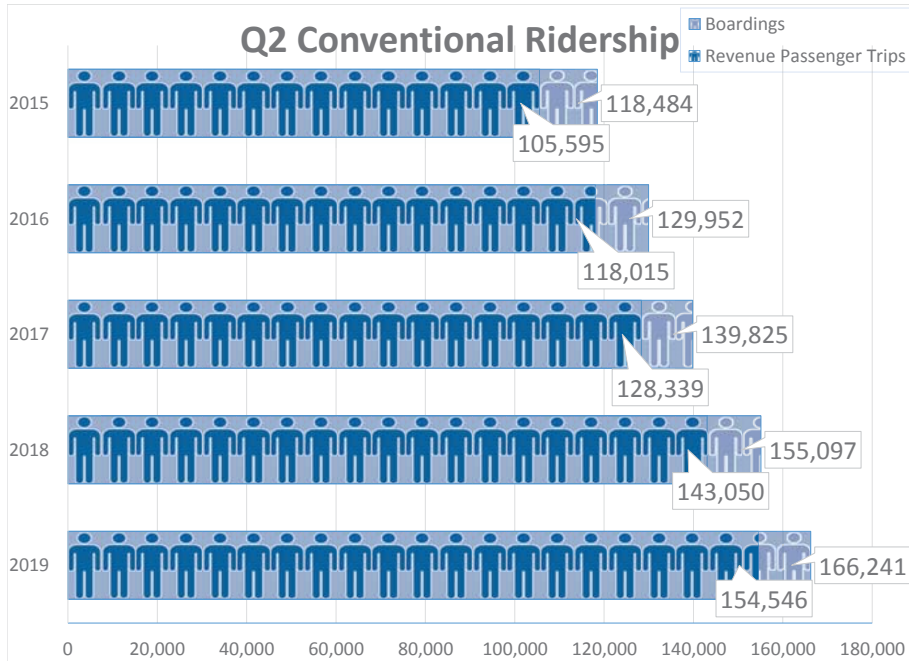
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## Performance Dashboard 2019 Q2 - Conventional



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## Performance Dashboard 2019 Q2 - Conventional

