

Milton Transit Service Update

COMS-005-20

Council Meeting
September 21, 2020

Tony D'Alessandro
Manager, Transit

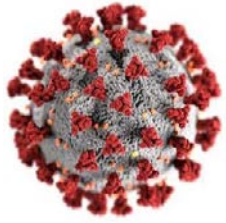


Life is changing...we are too

- Living in a time of uncertainty, austerity, disruption
- COVID-19 presents challenges and opportunities
 - Shifting priorities; realigning and redefining services
 - Continued sustainability, resiliency
- Coordination with key stakeholders
 - Industry peers, school boards, Metrolinx
 - MTO advocacy

Transit remains an important
part of building a
Complete Community

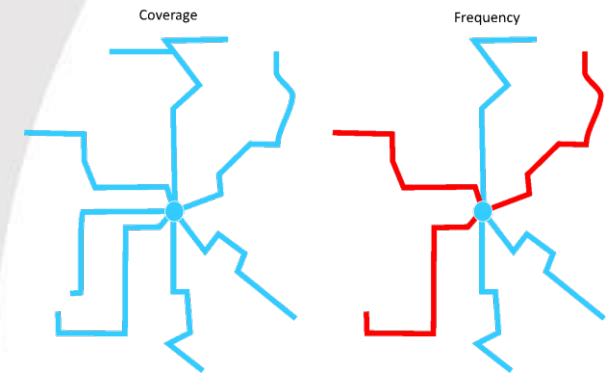


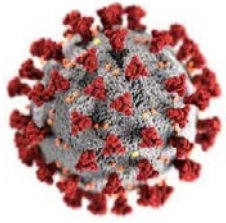


COVID-19 Update

1. Strategic Service Reintroduction

- Adapt to evolving and changing market drivers, demand
- Continue enhanced Saturday-level of service
 - 30 minute peak frequency on routes with anticipated high passenger volumes
 - Relaunch of school specials, with adjusted schedules to reflect modified school arrival and dismissal times
 - Operational adjustments
- Regular service hour span for specialized; Trans-Cab services
- Monitor for future adjustments in Q4





COVID-19 Update

2. Fare Reintroduction

- Fare Policy Updates
 - 2 hour universal transfer
 - Kids 12 and under ride free
 - Improve long term ridership, customer convenience
 - Harmonize with regional fare structure
- Mobile Fare Payment Adoption
 - Token Transit launch
 - Set stage for next generation e-ticketing; legacy
 - Integration with trip planning
 - Discourage multiple human touchpoints
 - Support growth and sustainability

**No Cash.
No Cards.
No Contact.**

Use Token Transit to buy bus passes and board with your phone.



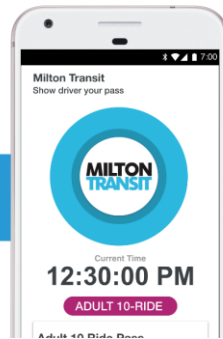
Download the Token Transit App

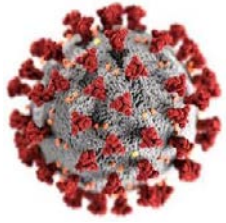


MILTON

TRANSIT

Token Transit

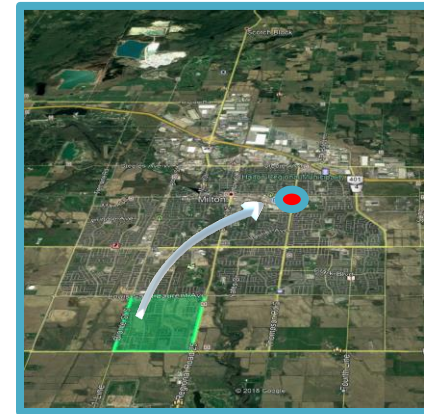




COVID-19 Update

3. Alternative Service Delivery (ASD)

- Accelerated project through Council-Staff Work Plan initiatives
- Broad scope
 - Specialized transit scheduling, administration, online trip booking
 - On-Demand/Home-to-hub service
 - Point-to-point/microtransit solution for times that span before/after Milton Transit hours of operation
 - Potential integration with Mobility as a Service (MaaS) providers
- Regional connectivity
 - Opportunities and challenges



Funding Update

- Throughout COVID-19, transit agencies have been incurring financial impacts:
 - Fare revenue loss due to lower trip demand and halted fare collection
 - Increased costs for vehicle cleaning, health + safety measures
 - Long-term transitional costs to re-engage markets, redefine services
 - Other operational and/or contractual costs
- Municipal Transit Enhanced Cleaning (MTEC)
 - Allocation: \$48,536
- Federal-Provincial Safe Restart Agreement (SRA)
 - Allocation (Phase 1): \$460,236
 - Phase 2 to be determined
- Intent - make systems whole for costs incurred

2021 Service and Budget Strategy

- Guidance
 - Council-Staff Work Plan (ES-009-20)
 - Milton Transit Master Plan Update (ENG-021-19)
 - 2021 Budget Call report (CORS-004-20)
 - Current and forecasted landscape
- Service and Budget Strategy
 - Continued enhanced Saturday-level of service
 - Service aligned with demand
 - Service decommissioning/adjustments
 - Introduction of ASD in Q3
 - Prolonged ridership recovery

