



GM Verbal Update

Transit Executive Committee

February 7, 2024

“If you want to make everyone happy, don’t be a leader – sell ice cream.

Steve Jobs

February GM Information Highlights

2023 Performance Outcomes

Performance Metric	Target	Result	2023 Year End
Preventable Collision Rate	10 per cent improvement per year	25 per cent improvement	0.29
Ridership (Scheduled)	Improvement each year	48 per cent improvement	10,589,799
Ridership (Demand Response)	Improvement each year	23 per cent improvement	276,838
Ridership - On Demand	Improvement each year	6 per cent improvement	135,030
Ridership - Specialized	Improvement each year	46 per cent improvement	141,808
On-Time Performance	80 per cent departures on-time	4 per cent decline	69.3 per cent
Service Availability	99.5 per cent scheduled service delivered	<1 per cent improvement	97.9 per cent

Note: Preventable Collision Rate is the number of preventable collisions per 100,000 km



Updates

Fare Integration – On-Fare Program

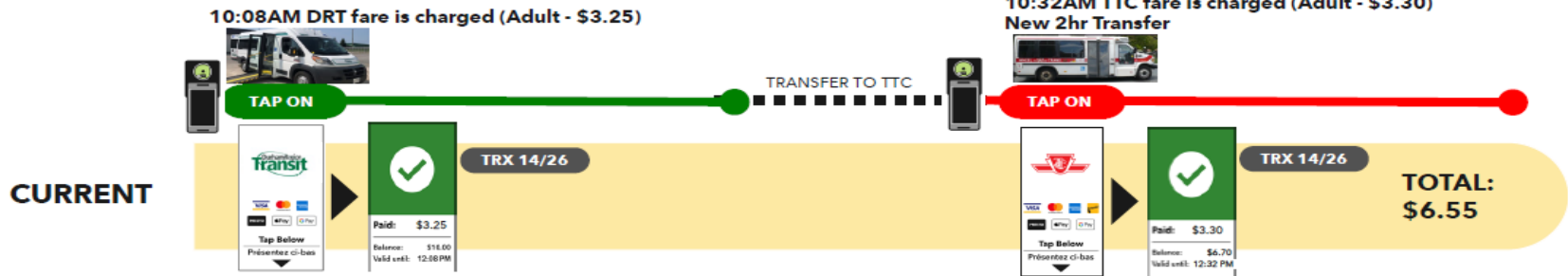
- Eliminates double fare when using supported PRESTO product and transferring to TTC within transfer window
- Toronto, Durham, York, Brampton, Mississauga
- Through Metrolinx, MTO reimbursing transit agencies foregone revenue
- Extensive communication campaign following announcement of implementation date

Service Model Transition

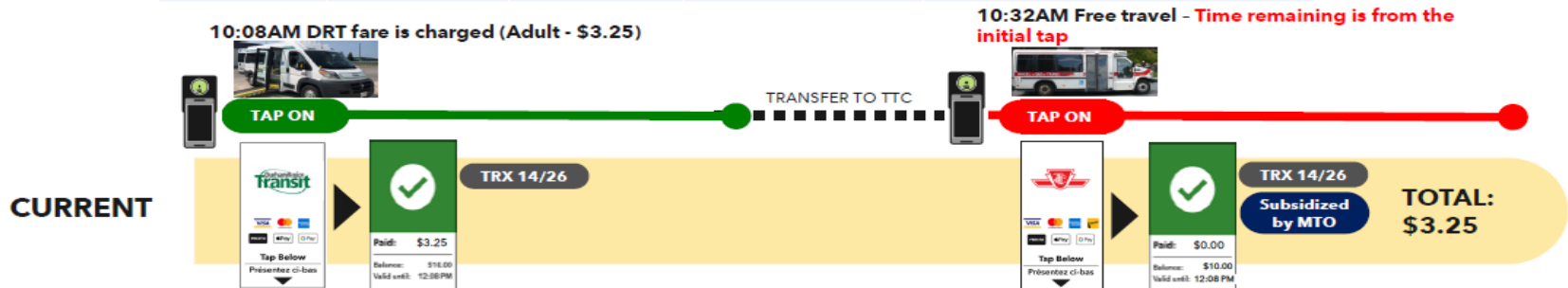
- Effective December 25, 2023, all scheduled services delivered by DRT
- Project successfully completed by January 31, 2024

Updates

JOURNEY 1.19: DRT → TTC, ADULT, DRT SPECIALIZED SERVICE, TTC WHEELTRANS, FUNDS



	First Tap	Second Tap	Total	Transfer Window @ end
Current	DRT - \$3.25	TTC - \$3.30	\$6.55	New 2 Hour Window from Last Tap
Proposed	DRT - \$3.25	TTC - \$0.00	\$3.25	Transfer window carries over from Initial tap



METROLINX

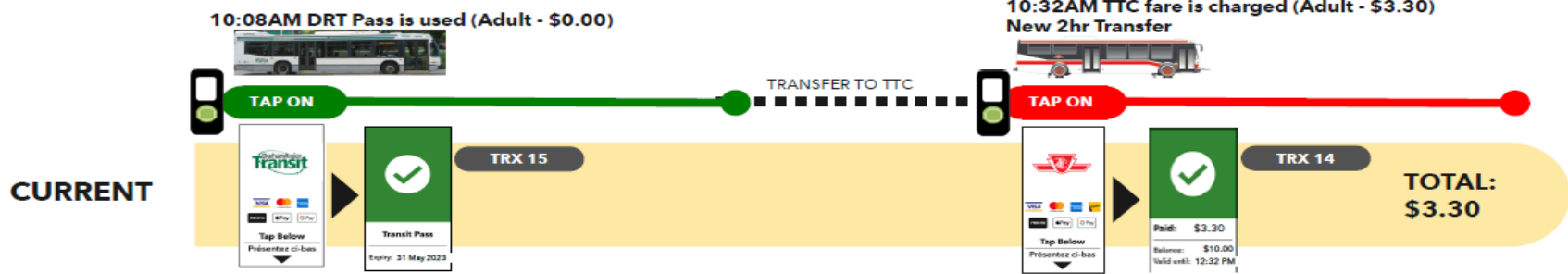


TRANSFER JOURNEYS & SUBSIDY ANALYSIS | 21

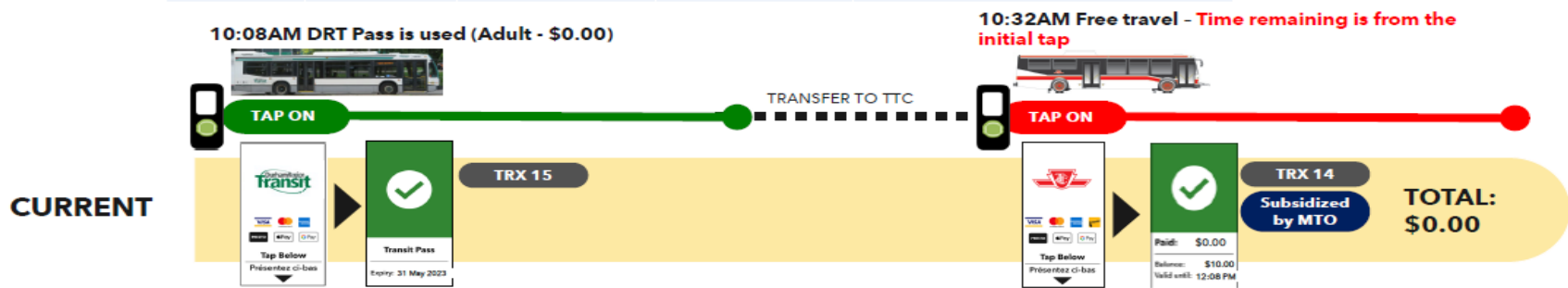


Updates

JOURNEY 2.8: DRT → TTC, ADULT, DRT PASS, TTC FUNDS



	First Tap	Second Tap	Total	Transfer Window @ end
Current	DRT - \$0.00	TTC - \$3.30	\$3.30	New 2 Hour Window from Last Tap
Proposed	DRT - \$0.00	TTC - \$0.00	\$0.00	Transfer window carries over from Initial tap



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TRANSFER JOURNEYS & SUBSIDY ANALYSIS | 30



Network performance, January Service Change

- Fall 2023 pressures on transit network as weekday and weekend ridership reached record levels, service experiencing delays due to higher loading and increased traffic congestion.
- November On-Time Performance record low of 66 per cent
 - customers experiencing full buses, full buses by-passing customers at stops, last-minute trip cancellations, longer wait and travel times
- For January 2024, network optimized to reallocate equivalent of 20,000 annual service hours (4 per cent) to areas experiencing greatest pressures
- Optimization changes included restructuring of routes, suspension of service on lowest performing routes, new/replacement service, reduction in some route frequencies
 - Some customers to walk further to access transit, others may need to transfer between routes

Network performance, January Service Change

- Alignment of network within service guidelines
 - Service deployment: Service varies by time of day and day of week to ensure sustainable services, routes operate minimum 30 minute frequency for minimum three hours, span and level of service adjusted based on customer demand
 - Ridership productivity: Measure of the effectiveness of a route, influenced built environment
 - Frequency/Span: 24-hours, seven days a week in urban areas, 0600 – 2400 weekdays and 0700 – 21000 weekends in rural areas. Span and service levels vary by customer demand. Minimum 30 minutes frequency in urban areas, 90 minutes in rural areas
 - Vehicle capacity: average number passengers on bus during busiest hour and most popular point on route
 - Service proximity: Walking distance to bus stop, 80 per cent within 500 metre walk of bus stop, 95 per cent within 800 metre walk

Network performance, January Service Change

Examples of feedback from customers

- “ ... I need the bus because a) I have no car b) there are coyotes in this area c) I am almost 60 years old d) 2 lane road which is dark.”
- “Both are gone now – replaced by the 121 which has a stop by the Metro that has no shelter, and takes longer both ways.
- “I am concerned that my daughter is having to walk further and in the dark and cold.”
- “Prior to the new year my son could walk south .. jump on a bus, that would take him straight to (the high school). Now he has to walk farther and takes an additional 35 minutes. There is no accessible side walk.”
- “I understand and accept this reasoning but unfortunately it still does not provide the seniors in this community a solution to our problem.”
- “There is definitely a difference today with the scheduling, a positive welcome change, 2 thumbs up from me.”
- “Just wanted to let you know the new schedule that started January 2 is a great one. It’s very effective. Shorter route to Pickering parkway.”

Reliability – Early January 2024

- Improved reliability on major cross-regional routes
- Significant investment in Route 920 reliability:
 - 18% improvement in departures from terminals
 - 28% improvement in arrivals at terminals
- Routes continue to be monitored and will be further adjusted within available resources

Route	Fall 2023	January 2024	Improvement
PULSE 900	22%	17%	5%
PULSE 915	23%	19%	4%
PULSE 916	26%	23%	3%
Route 917	24%	21%	3%
Route 920	40%	26%	14%

Capacity – Early January 2024

- Improvement in over-capacity buses on the network's busiest routes
 - Route 920: 13% improvement
 - PULSE 901: 6% improvement
- On Demand Capacity
 - Amazon Fulfillment Centre
 - 53 daily trips now accommodated by Route 920, On Demand capacity reallocated
 - New Route 605 in Uxbridge
 - 49 daily trips that previously required On Demand



3 route adjustments planned

Pickering

Adjustment: Temporary solution for Sunbird Loop. Rt 121 will include extensions to the Sunbird Loop between 8:00 – 10:00 and 15:00-19:00.

Effective date: Monday, February 19, 2023

Ajax

Adjustment Temporary solution to assist industrial workers and students. Rt 227 will include an additional morning trip on the departing Ajax GO station at 8:45 and operating in a counterclockwise direction

Effective date: Monday, January 29, 2021

Whitby

Temporary solution to assist residents travelling near end of morning peak. Rt 319 will include an additional morning round trip departing Whitby GO at 8:30.

Effective date: Monday, February 19, 2023



Thank you

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