



AGENDA

BUDGET COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

**WEDNESDAY, SEPTEMBER 21, 2011 –
IMMEDIATELY FOLLOWING GENERAL COMMITTEE**

**COUNCIL CHAMBERS
SECOND FLOOR, CIVIC CENTRE
300 CITY CENTRE DRIVE, MISSISSAUGA, ONTARIO, L5B 3C1
www.mississauga.ca**

Members

Mayor Hazel McCallion	(CHAIR)
Councillor Jim Tovey	Ward 1
Councillor Pat Mullin	Ward 2
Councillor Chris Fonseca	Ward 3
Councillor Frank Dale	Ward 4
Vacant	Ward 5
Councillor Ron Starr	Ward 6
Councillor Nando Iannicca	Ward 7 (ACTING MAYOR)
Councillor Katie Mahoney	Ward 8
Councillor Pat Saito	Ward 9
Councillor Sue McFadden	Ward 10
Councillor George Carlson	Ward 11

CONTACT PERSON: Julie Lavertu, Legislative Coordinator
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CALL TO ORDERDECLARATIONS OF (DIRECT OR INDIRECT) PECUNIARY INTERESTAPPROVAL OF AGENDADEPUTATIONSMATTERS TO BE CONSIDERED1. MiWay 2012 Fare Strategy

Corporate Report dated August 29, 2011 from the Commissioner of Transportation and Works with respect to MiWay 2012 fare strategy.

Recommendation

1. That the proposed transit fare change outlined in the report dated August 29, 2011 from the Commissioner of Transportation and Works to Budget Committee be implemented effective January 30, 2012.
2. That a by-law be enacted to establish the proposed 2012 Mississauga Transit fares and related charges as set out in Appendix 2 of the report dated August 29, 2011 and Mississauga Transit Fares By-law 345-10 be repealed.

Recommend Approval2. MiWay The New Mississauga Transit – Option to Reduce the 2012 Budget: Suspension of Remaining 2011 Service Hours (All Wards except Ward 2)

Corporate Report dated August 12, 2011 from the Commissioner of Transportation and Works with respect to MiWay the new Mississauga Transit – Option to reduce the 2012 budget: Suspension of remaining 2011 service hours (all wards except Ward 2).

Recommendation

That Budget Committee provide direction on the option to reduce the 2012 Budget through the suspension of the remaining 2011 service hours outlined in the report dated August 12, 2011 from the Commissioner of Transportation and Works.

Direction Required

3. Proposed MiWay Service Reductions (All Wards)

Corporate Report dated August 17, 2011 from the Commissioner of Transportation and Works with respect to proposed MiWay service reductions (all wards).

Recommendation

That the service rationalization measures recommended by staff and the proposed implementation plan outlined in the report to Budget Committee dated August 17, 2011 from the Commissioner of Transportation and Works be approved.

Recommend Approval

CLOSED SESSION – Nil

ADJOURNMENT



Corporate Report

Clerk's Files

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BUDGET COMMITTEE SEP 21 2011

DATE: August 29, 2011

TO: Chair and Members of Budget Committee
Meeting Date: September 21, 2011

FROM: Martin Powell, P.Eng.
Commissioner of Transportation and Works

SUBJECT: **MiWay 2012 Fare Strategy**

- RECOMMENDATION:**
1. That the proposed transit fare change outlined in the report dated August 29, 2011 from the Commissioner of Transportation and Works to Budget Committee be implemented effective January 30, 2012.
 2. That a by-law be enacted to establish the proposed 2012 Mississauga Transit fares and related charges as set out in Appendix 2 of the report dated August 29, 2011 and Mississauga Transit Fares By-law 345-10 be repealed.

BACKGROUND: The 2011–2014 Business Plan and Budget identifies transit fare increases in each of the four years to help offset baseline budget increases due to inflationary pressures. Council approved the 2011 fare increase including a recommendation to freeze student/child fares for four years as an outcome of the Youth Plan.

COMMENTS: Transit ridership growth now and in the future will depend significantly on attracting new, choice riders. In order to attract these riders, continued investment in transit will be required to expand service levels and frequency, introduce transit priority initiatives, launch rapid transit programs (BRT and LRT) and educate the community on the benefits of MiWay in Mississauga.

Achieving these goals does not come without a cost. MiWay strives to recover close to half of the costs to operate transit through user fees (fares) and to a much lesser extent, advertising revenues. The remaining amount is funded through taxes.

As operational costs increase there is a need to continue to grow ridership bringing in more revenue through the farebox. However, this becomes a challenge if transit services and frequency are not attractive to new riders.

The 2010 revenue to cost ratio (R/C ratio) for Mississauga was 47%. The 2011 forecasted R/C ratio for Mississauga is 46%. The main factor contributing to this decrease in R/C ratio is the higher than projected diesel fuel costs. As of the end of July 2011 the diesel fuel budget was \$7.6 million however, the actual cost incurred has reached \$9.8 million and is projected to be \$3.3 million over budget by the end of 2011.

For the 2012 budget the base cost pressures include an increase in labour and diesel fuel costs, increasing hydro costs, annualization of 2011 initiatives and a reduction in transfers from reserve funds. These total cost pressures add an additional \$11 million (gross costs) or an increase of 8% to the 2012 transit base budget. The reserve funds reduction relates to the previously approved multi-year transit revenue reduction phase-in plan. This plan is gradually phasing out the major revenue shortfall from 2009 utilizing the accumulated balance in this reserve fund as transitional funding.

Fare Change

In order to off-set a portion of the 2012 rise in costs, a fare increase is being proposed effective January 30, 2012. Although the previous fare change occurred in April 2011, it is recommended that this next change take place in January instead of April 2012 since an earlier fare change will provide an additional \$500,000 in revenue for 2012 to help offset the additional cost pressures. This is to assist in accommodating the increased fuel pressure.

For the purpose of the 2012 fare review, several options were considered and the associated revenue increase and ridership decreases examined. Based on the review, the following fare changes are recommended.

Fare Change Recommendation Summary

Category	Current Fare	Proposed Fare	Increase
All Cash	\$3.00	\$3.25	+\$0.25
Student/Child	Fares frozen	at 2009 prices	
Adult Tickets	\$2.50	\$2.60	+\$0.10
Adult Weekly Pass	\$28/wk	\$29/wk	+\$1/wk
Adult Monthly Pass	\$116/month	\$120/month	+\$4/m
Senior Tickets	\$1.70	\$1.75	+\$0.05
Senior Monthly Pass	\$44/month	\$47month	+\$3/m
Senior Annual Pass	\$444/year	\$474/year	+\$30/yr
GO Transit - Cash	\$0.65	\$0.70	+\$0.05
GO Transit-Monthly Sticker	\$25.00	\$26.00/month	+\$1/m

A complete fare table including percent increases is provided as Appendix 2.

The recommendation is based on a detailed analysis which accounts for ridership impacts, GTA fare averages and comparison with other GTA R/C ratios.

Ridership Impacts

Given that transit is a major strategic priority, the upward trend in ridership in 2010/11 is a positive direction for Mississauga that needs to be nurtured and supported. Transit ridership demand like many products and services is sensitive to price. Price sensitivity is measured using elasticity, defined as the percentage change in use as a result of a percentage change in price, with all else held constant. A frequently used fare elasticity measurement called the Simpson-Curtin rule sets fare elasticity at -0.3 which means that for every 1% fare increase, ridership is reduced by 0.3%. When applying this elasticity factor with the recommended fare change, it reduces ridership by approximately 350,000 rides per year. For 2012 inherent ridership growth is expected to provide \$1.2 million in new revenue in addition to the \$2.2 million in revenue as a result of the proposed fare increase. In order to maintain ridership growth momentum, a fare increase must take a balanced approach.

Fare Pricing

The current Mississauga fare pricing is similar in most categories when compared with other GTA systems. The proposed fare change moves several fare categories to a higher level than the GTA average. See Appendix 3.

Approximately 30% of our riders use a cash payment to travel on MiWay. Currently, both Brampton and York Region Transit have a \$3.25 cash fare rate and other systems are also considering an increase in their fare rate in the next year. The increase from \$3.00 to \$3.25 cash for MiWay riders will provide an additional \$1.1 million in revenue for 2012. The remaining categories shown in the fare change recommendation summary above will generate the remaining \$1.1 million for a total of \$2.2 million in new revenue for 2012.

Student and child fare rates remain unchanged until 2014, as approved by Council, in order to provide youth an affordable travel option as part of the City's Youth Plan.

In order to lessen the impact on older adults, the rate of increase for seniors' tickets is recommended to be slightly lower than the adult change. The seniors pass rates remain extremely reasonable allowing seniors to travel with a monthly pass at \$1.07 per trip and an annual pass at \$0.91 per trip based on an average of 44 trips per month.

Revenue/Cost Ratio

Mississauga's R/C ratio remains comparable with that of the other GTA systems. See Appendix 1. Since provincial funding varies amongst transit systems the R/C ratio's in Appendix 1 are costs versus transit user fees from the farebox and advertising revenues and do not include additional provincial funds.

For 2012, the R/C ratio is expected to be slightly lower at 45% due to the additional cost pressures, even with the recommended fare increase and additional ridership growth expected.

In order to maintain the R/C ratio at 46% or 2011 levels, a further \$1.5 million in revenue would be required. To achieve this additional revenue the cash fare would need to increase by 16.7% (to \$3.50 from the current \$3.00) or another \$0.25 beyond the proposed \$3.25.

As well, increases would need to be implemented on the student and child fares which are currently frozen until 2014, as approved by Council. A change of this magnitude would have negative results including a greater ridership loss and an additional reduction in revenue as customers shift from cash fares to other, lower priced fare categories thereby minimizing any additional revenue gained with the increase.

STRATEGIC PLAN: The growth and investment in transit contributes to the strategic pillar of Developing a Transit Oriented City and the strategic goals of:

- Connect our City
- Build a Reliable and Convenient System
- Increase Transportation Capacity

However, to make transit a faster and more attractive alternative to the automobile, an ongoing commitment to capital and operating investments will be required.

The proposed service growth for 2012-2014 has been reduced in response to the financial challenges facing the City in 2012 and therefore only modest ridership growth is forecasted. The City has made a commitment to the Bus Rapid Transit network in Mississauga and plans for full operation of this service in 2013/2014. Transit investment and growth plans will need to be reviewed and revised in order to make further progress to meet the transit network needs required with the addition of the BRT service. This will support the continued progress towards becoming a transit orientated city.

FINANCIAL IMPACT: The proposed operating budget costs for transit will be increasing by \$11 million in 2012. These increases consist of an increase in labour and diesel fuel costs, increasing hydro costs, annualization of 2011 initiatives and a reduction in transfers from reserve funds.

The total new revenue generated from the recommended fare changes is an additional \$2.2 million in 2012. This amount is in addition to the \$1.2 million in new revenue through inherent ridership growth alone. The proposed early fare increase, effective January 30, 2012, instead of April 2012 will provide an additional \$500,000 in revenue.

Approval of this proposed increase is required by September 28, 2011 to allow for sufficient time to complete the design, production, delivery and fare agent distribution in January 2012.

CONCLUSION:

The fare structure is an important component of transit service. It needs to strike a balance between providing affordable fare options for riders and consistency with other GTA transit systems while contributing towards a reasonable cost recovery ratio for taxpayers. All of these variables have been considered as part of this report and a fare change effective January 30, 2012 is recommended accordingly.

ATTACHMENTS:

- Appendix 1: GTA Transit Systems- 3 Year R/C Ratio Comparison
- Appendix 2: MiWay Fares 2012
- Appendix 3: GTA Fare Rate Comparison



Martin Powell, P.Eng

Commissioner of Transportation and Works

*Prepared By: Mary-Lou Johnston, Manager, Business Development
MiWay The new Mississauga Transit*

Appendix 1

GTA Transit Systems - Three-Year Revenue/Cost (R/C) Ratio Comparison

	2008	2009	2010
MISSISSAUGA	49.0%	47.0%	47.0%
OAKVILLE	36.0%	37.0%	37.0%
BRAMPTON	44.0%	43.0%	43.0%
YORK REGION	41.0%	40.0%	39.0%
HAMILTON HSR	51.0%	50.0%	51.0%
TORONTO (TTC)	74.0%	67.0%	70.0%
Average	44%	43%	43%

Source: Canadian Transit Fact Book - Operating Data- Canadian Urban Transit Association
 Percentage includes farebox and advertising revenue only. Does not include other transit subsidies.
TTC R/C ratio is not calculated into the average.

MiWay¹ Fares 2012

Appendix 2

ITEM	Fares		Increase (\$)	Increase (%)
	Existing	Proposed		
Blind Patrons (with C.N.I.B. Card)	Free	Free	N/A	N/A
Pre-School Children	Free	Free	N/A	N/A
Children (Grades 1 to 8)				
Cash Fare	\$3.00	\$3.25	\$0.25	8.3%
Tickets – 10	\$16.50	\$16.50	N/A	N/A
Tickets – 5	\$8.25	\$8.25	N/A	N/A
Presto e-purse	N/A	\$1.65	N/A	N/A
Students (Grade 9+)				
Cash Fare	\$3.00	\$3.25	\$0.25	8.3%
Tickets – 10	\$22.50	\$22.50	N/A	N/A
Tickets – 5	\$11.25	\$11.25	N/A	N/A
Presto e-purse	N/A	\$2.25	N/A	N/A
Weekly Pass	\$24.50	\$24.50	N/A	N/A
Monthly Pass	\$101.00	\$101.00	N/A	N/A
U-Pass annual fee (for eligible UTM students) ¹	\$130.00	\$130.00	N/A	N/A
U-Pass replacement fee ¹	\$20.00	\$20.00	N/A	N/A
Adults				
Cash Fare	\$3.00	\$3.25	\$0.25	8.3%
Tickets – 10	\$25.00	\$26.00	\$1.00	4.0%
Tickets – 5	\$12.50	\$13.00	\$0.50	4.0%
Presto e-purse	\$2.50	\$2.60	\$0.10	4.0%
Weekly Pass	\$28.00	\$29.00	\$1.00	3.5%
Monthly Pass	\$116.00	\$120.00	\$4.00	3.4%
Seniors (65 years of age or older)				
Cash Fare	\$3.00	\$3.25	\$0.25	8.3%
Tickets – 10	\$17.00	\$17.50	\$0.50	2.9%
Tickets – 5	\$8.50	\$8.75	\$0.25	2.9%
Presto e-purse	N/A	\$1.75	N/A	N/A
Monthly Pass	\$44.00	\$47.00	\$3.00	6.8%
Annual Pass	\$444.00	\$474.00	\$30.00	6.7%
Photo ID Card – new and replacement	\$5.00	\$5.00	N/A	N/A
GO Transit Fare Integration				
GO Sticker (monthly)	\$25.00	\$26.00	\$1.00	4.0%
GO Discounted Cash Fare for travel to and from GO Rail stations	\$0.65	\$0.70	\$0.05	7.7%
Presto e-purse	\$0.65	\$0.70	\$0.05	7.7%
GTA Weekly Pass ²	\$52.00	\$52.00	\$0.00	0%
PRESTO Fare Card – new and replacement	\$6.00	\$6.00	N/A	N/A
Board of Education Student Tickets - 10 Dufferin-Peel Catholic District School Board and Peel District School Board	\$21.50	\$21.50	N/A	N/A
Purchase Discount For purchases of tickets and passes with a total value of \$750 or more per transaction and made directly from Mississauga Transit.	1.5%	1.5%	N/A	N/A
Paramount Canada's Wonderland (seasonal)				
- Per person one-way	\$8.00	\$8.50	\$0.50	6.2%
- Per family (of four individuals) one-way	\$24.00	\$25.00	\$1.00	4.1%
Charter Rate (per hour) (min. charge 2 hours)				
60 foot bus	\$180.00	\$190.00	\$10.00	5.5%
30/40 foot bus	\$165.00	\$175.00	\$10.00	6.1%
Transit Route Map	N/A	\$2.00	N/A	N/A
Canadian Armed Forces Veterans and Companion -on the day of the Warriors' Day Parade -on Remembrance Day, November 11	Free	Free	N/A	N/A

¹ As per Council approved agreement.

² Price set by the TTC and other participating partners.

Appendix 3

GTA Fare Rate Comparison

Rates as of September 2011

	MISSISSAUGA 2011	MISSISSAUGA 2012 Proposed	BRAMPTON	YORK REGION	DURHAM	OAKVILLE	BURLINGTON	TTC	AVERAGE
Adult									
Cash	\$ 3.00	\$ 3.25	\$ 3.25	\$ 3.25	\$ 2.90	\$ 3.00	\$ 3.00	\$ 3.00	\$ 3.06
Ticket	\$ 25.00	\$ 26.00	\$ 26.50	\$ 26.00	\$ 26.25	\$ 26.50	\$ 25.00	\$ 25.00	\$ 25.75
Weekly pass	\$ 28.00	\$ 29.00	\$ 27.50	n/a	n/a	n/a	n/a	\$ 36.00	\$ 30.50
Monthly pass	\$ 116.00	\$ 120.00	\$ 107.00	\$ 105.00	\$ 97.00	\$ 94.00	\$ 88.00	\$ 121.00	\$ 104.00
Student*									
Cash	\$ 3.00	\$ 3.25	\$ 3.25	\$ 3.25	\$ 2.90	\$ 3.00	\$ 3.00	\$ 2.00	\$ 2.91
Ticket	\$ 22.50	\$ 22.50	\$ 24.50	\$ 19.00	\$ 24.20	\$ 21.50	\$ 17.00	\$ 16.50	\$ 20.74
Weekly pass	\$ 24.50	\$ 24.50	\$ 25.50	n/a	n/a	n/a	n/a	\$ 28.00	\$ 26.00
Monthly pass	\$ 101.00	\$ 101.00	\$ 100.00	\$ 75.00	\$ 81.50	\$ 60.00	\$ 64.00	\$ 99.00	\$ 82.93
Senior									
Cash	\$ 3.00	\$ 3.25	\$ 3.25	\$ 3.25	\$ 1.90	\$ 3.00	\$ 3.00	\$ 2.00	\$ 2.77
			\$1.00						
Ticket	\$ 17.00	\$ 17.50	\$ 15.00	\$ 15.00	\$ 17.85	\$ 17.50	\$ 17.00	\$ 16.50	\$ 16.55
Weekly pass			\$ 12.00					\$ 28.00	\$ 20.00
Monthly pass	\$ 44.00	\$ 47.00	\$ 47.00	\$ 46.00	\$ 39.00	\$ 50.00	\$ 54.00	\$ 99.00	\$ 54.14
Annual pass	\$ 444.00	\$ 474.00	n/a	n/a	n/a	n/a	n/a	n/a	
Child									
Cash	\$ 3.00	\$ 3.25	\$ 3.25	\$ 3.25	\$ 1.90	n/a	\$ 1.75	\$ 0.75	\$ 2.32
10 Tickets	\$ 16.50	\$ 16.50	n/a	\$ 15.00	\$ 17.85	n/a	\$ 14.00	\$ 5.50	\$ 13.77
GO Co-Fare									
GO Co-Fare	\$ 0.65	\$ 0.70	\$ 0.65	\$ 0.50	\$ 0.65	\$ 0.65	\$ 0.65	n/a	\$ 0.63

Indicates Mississauga rates that are higher than the GTA average
 Brampton Senior rate of \$1.00 available to Brampton residents only.

*Mississauga student fares include post-secondary students (All others do not)

Prices Effective Since:

- Mississauga - April 4, 2011
- Brampton - March 28, 2011
- YRT/Viva- January 1, 2009
- Durham - July 1, 2009
- Oakville - January 1, 2009
- Burlington - January 1, 2010
- TTC - January 3, 2010



Corporate Report

Clerk's Files

BUDGET COMMITTEE
SEP 21 2011Originator's
Files

DATE: August 12, 2011

TO: Chair and Members of Budget Committee
Meeting Date: September 21, 2011

FROM: Martin Powell, P.Eng.
Commissioner of Transportation and Works

SUBJECT: **MiWay The new Mississauga Transit - Option to Reduce the 2012 Budget: Suspension of Remaining 2011 Service Hours (All Wards except Ward 2)**

RECOMMENDATION: That Budget Committee provide direction on the option to reduce the 2012 Budget through the suspension of the remaining 2011 service hours outlined in the report dated August 12, 2011 from the Commissioner of Transportation and Works.

BACKGROUND: The 2011 Transit Operating Budget approved modest service growth to address congestion within the network throughout the year. As of the October board period, two thirds of the 29,500 service hours will have been implemented to relieve overcrowding on specific routes or to maintain capacity on routes that have been affected by traffic or long term construction projects such as the BRT or 401 overpasses at Hurontario.

COMMENTS: The remaining 10,000 service hours would be implemented over the fall/winter period for the same purposes until the 2012 Operating Budget request is approved. An overview of the pressures for 2012 in the Transit Service Area was provided at the June 28, 2011 Budget Committee meeting.

Transit is a front line service with a 79% labour component and the budget is driven by activity levels which are measured in service hours.

The 2012 request is \$8.3 million which includes \$1.4 million in new initiatives. This represents a 2.6% tax increase on the City portion of tax bill for transit alone. Since the June Budget Committee meeting, staff have been working to identify options to reduce the 2012 request.

An option for consideration of Budget Committee is to suspend the implementation of the remaining 10,000 service hours approved for implementation in 2011. This step would reduce the base budget by \$700,000 in 2012 reducing the potential tax increase by 0.22%. Depending on the outcome of Budget Committee discussions and the final tax rate increase, transit service reductions may be necessary and it is less disruptive to customers to eliminate service before it is introduced.

Impact

Routes affected by this option are Routes: 3-Bloor, 51-Tomken, 19C Hurontario (Sundays) and 35-Eglinton. All of these routes would benefit from peak service frequency improvements to ease overcrowding. All Wards except Ward 2 are affected by one or more of the routes.

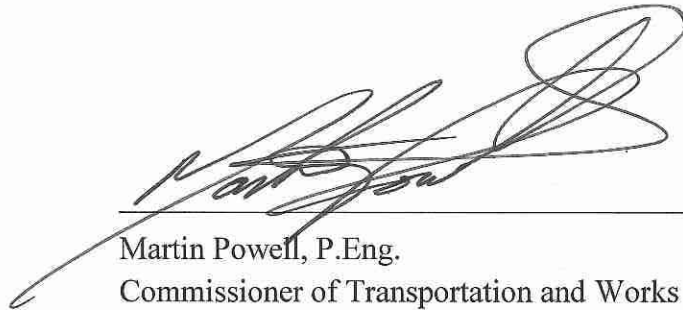
Transit ridership has been growing 5.4% year to date and is expected to continue at this rate for the rest of the year. The twelve month rolling average exceeded our 2008 annual ridership (best year ever) in June and we are on track for 2011 to set a new record. If this budget reduction is approved, service levels would remain frozen at October 2011 levels. MiWay would lose the ability to respond to overcrowding or road congestion issues leading to more complaints, reduced growth on major routes and in the worse case, loss of existing riders. Any time there is a loss of ridership there is a revenue impact as well.

STRATEGIC PLAN: This proposal runs contrary to the City's Strategic Plan, thereby having an adverse impact on the following strategic goals:

- Build a Reliable and Convenient System
- Increase Transportation Capacity

FINANCIAL IMPACT: The suspension of the remaining service growth would reduce the 2012 base budget request by \$700,000 provided that the option is exercised in September 2011. Planning for the December Board Period commences in mid October and training of operators starts early October. In order to realize the full savings, approval by September 28, 2011 is required.

CONCLUSION: MiWay staff have explored options to reduce the 2012 Operating Budget pressures on the tax rate. Suspending the remaining service growth and freezing service levels may result in overcrowding and increases in complaints, but these will be less disruptive than reducing services that have already been established in the community.



Martin Powell, P.Eng.
Commissioner of Transportation and Works

*Prepared By: Geoff Marinoff, P.Eng.
Director, MiWay The new Mississauga Transit*



Corporate Report

Clerk's Files

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BUDGET COMMITTEE

SEP 21 2011

DATE: August 17, 2011

TO: Chair and Members of Budget Committee
Meeting Date: September 21, 2011

FROM: Martin Powell, P.Eng.
Commissioner of Transportation and Works

SUBJECT: **Proposed MiWay Service Reductions (All Wards)**

RECOMMENDATION: That the service rationalization measures recommended by staff and the proposed implementation plan outlined in the report to Budget Committee dated August 17, 2011 from the Commissioner of Transportation and Works be approved.

BACKGROUND: MiWay conducts an annual system wide review of its public transit system, where all routes are evaluated in terms of ridership volume, subsidy per boarding and frequency of service. Through this process, low performing routes are identified and further evaluated for possible service adjustments to improve efficiency through schedules or routing changes aiming to attain higher cost-recovery ratios through ridership growth. Where existing and forecasted ridership cannot support the cost of providing the service beyond certain thresholds, service reductions and other measures are considered. Specific direction to staff to submit an updated review with recommendations was provided during the Budget Committee meeting of June 28, 2011.

COMMENTS: MiWay currently operates 89 named routes, carrying about 31,000,000 annual revenue passengers.

Service is delivered by a layered network of Local (neighbourhood) Routes, Core (main corridors) Routes and Express (limited stop) Routes. The use of variants within certain routes allows for both higher efficiency and enhancement of the transportation options to a wider customer base. Specific market segments are targeted by providing time-frame based alternative designs (all-day, peak hours, GO Shuttles, school routes and seasonal service, for example).

About 85% of the total output (with the associated costs) is delivered by all-day routes which carry 90.3% of all boardings and constitute the foundation on which network connectivity is built. This encompasses 41 routes active on weekdays, 39 on Saturdays, and 31 on Sundays and holidays.

Specific market segments are targeted and serviced by the other 15% of the output, comprising 48 named routes which have alternative service designs, such as: GO Shuttles, school routes, seasonal services and rush hour or midday services. These routes are continuously subject to evaluation and adjustments by staff in the conduct of regular business, and outside the scope of this report.

As part of the annual service review, MiWay weighs the revenue ridership carried by every all-day route against the cost of providing the service. This analysis is conducted not only by route, but also by time frame and service type (i.e., Weekday, Saturday and Sunday/holiday) for each of the routes in the system. Through this process, the lowest performers are identified and subjected to further analysis, aiming to achieve higher efficiency levels through a number of possible measures which include: trimming the span of service hours, feasibility of frequency reductions or, ultimately, direct cancellation of the service in question for a specific service day or for the entire week of service.

The evaluation just completed was initially based on the 2010 ridership numbers obtained through on-board counts conducted in the first half of the year. Those results were normalized against the service levels in effect for January 2011. For those routes where additional analysis was required, the most up-to-date ridership data was obtained and used in the final evaluation for higher consistency in the plan of action to be proposed.

This report focuses on recommended actions based not only on recorded data analysis but also keeping in mind the new travel options which will become available upon delivery of the BRT infrastructure presently under construction.

Ridership Performance

To evaluate full-day service routes, the standard base of 200 minimum boardings per day threshold has been maintained from previous reports to identify low-performing services. **Appendix 1** (Ridership and Subsidy Summary) presents the total number of boardings per route and service day, ranked by total daily volume within each service day type.

Information is complemented by the average of boardings per service hour value, which provides a second set of ridership related rankings.

Eleven different route/service day combinations were identified as being below the threshold of 200 daily boardings and having low boardings per hour.

Ridership Performance				
Wards	Route	Service	Daily Boardings	Boardings per Hour
8,9,10,11	33-Erin Centre Loop	Weekday	175	10.4
		Saturday	125	7.0
		Sunday	75	5.4
1,2	14-Lorne Park	Saturday	120	9.9
8,9,10	41-Thomas	Saturday	135	11.6
		Sunday	120	11.8
2,8	31-Folkway Homelands	Sunday	195	13.3
9,10	49-McDowell	Saturday	155	13.8
		Sunday	95	9.6
1,3,5	51-Tomken	Saturday	180	13.9
4,5,6	68-Windsor Hill	Sunday	175	15.7

Operating Efficiency

The subsidy per boarding is the evaluation criteria used to establish any route's financial performance. For service evaluation purposes, the subsidy per boarding is calculated by considering the current gross operational budget less the net revenues obtained exclusively through the farebox. The threshold used for the analysis was set at \$5.00 of subsidy per boarding, or roughly three times the compounded system average, based on 2011 costs.

This resulted in the identification of fourteen different route/service day combinations showing operating efficiency under the above threshold.

Operating Efficiency			
Wards	Route	Service	Subsidy per Boarding
8,9,10,11	33-Erin Centre Loop	Weekday	\$6.98
		Saturday	\$11.05
		Sunday	\$18.42
1,2	14-Lorne Park	Saturday	\$7.45
8,9,10	41-Thomas	Saturday	\$6.15
		Sunday	\$7.71
9,10	49-McDowell	Sunday	\$9.80
2,8,9,10	45-Winston Churchill	Sunday	\$9.49
5,6,9,10,11	39-Britannia	Sunday	\$7.07
2,8	31-Folkway/Homelands	Sunday	\$6.73
8	36-Colonial	Sunday	\$5.70
4,5,6	68-Windsor Hill Loop	Sunday	\$5.50
2,8,9,11	29-Park Royal	Sunday	\$5.49
6,7,9,11	38-Creditview	Sunday	\$5.12

Detailed Analysis

The above results were incorporated into an in-depth analysis of every route/service day, where a "low performance" indication acknowledges that either the service in question recorded less than 200 boardings per day, and/or showed a subsidy per boarding exceeding \$5.00.

A full case-by-case analysis covering a total of fifteen routes/service days is presented under **Appendix 2** (Detailed Recommendations). A short background for each service under scrutiny is provided, supported by ridership data, route map, and a summary of the three simple key performance indicators used (total boardings per day, boardings per service hour and subsidy per boarding). This is followed by an evaluation of technical options considered, a review of impact of possible measures on current riders and, finally, conclusions and recommendations by staff for each of the routes and services under scrutiny.

In developing the final recommendations, staff considered the impact of any service adjustments on existing riders and the effect of the changes discussed on the network connectivity as a whole, as well as some mitigating factors such as the forecasted effect of future infrastructure improvements, as well as logistic arrangements and expected developments in the different areas.

The results were grouped in three distinct sections: (a) where immediate action is recommended by staff, as the proposed actions would eliminate service redundancies or the effect of such actions would affect a clearly limited ridership base and no future growth can be anticipated; (b) where service adjustments would affect specific and localized customer clusters causing a certain loss of connectivity, but without compromising the overall integrity of the network; (c) where those service adjustments would bring relief to the existing financial pressures, but at the cost of seriously impairing network integrity, or otherwise offer future growth potential.

Recommended actions

Eight routes/services are in the first group, identified as suitable candidates for immediate action, including all three service types on Route 33-Erin Centre Loop. These measures will decrease the total annual service hours by 10,310 and reduce annual boardings by about 103,660, for an estimated net \$841,550.00 in annual savings.

Staff recommended actions			
Route	Service Day	Action Proposed	Wards
14-Lorne Park	Saturday	Cancellation	1,2
29-Park Royal	Sunday	Shortened routing	2,8,9,11
31-Folkway-Homelands	Sunday	Cancellation	2,8
33-Erin Centre Loop	All week	Cancellation	8,9,10,11
36-Colonial	Sunday	Frequency Adjustment	8
68-Windsor Hill Loop	Sunday	Cancellation	4,5,6

Further options

Four more route/services fall in the group of possible actions not recommended by staff and are presented solely for Council's consideration. Their implementation would be detrimental to network connectivity, and isolate certain communities where a ridership base may still be in development. Such measures are mostly related to Sunday service, where low ridership is met with the burden of the premium cost of service delivery. 3,030 annual service hours would be saved, with a loss of 29,000 boardings and \$271,220 in annual savings.

Loss of connectivity			
Route	Service Day	Action Considered	Wards
39-Britannia	Sunday	Frequency Adjustment	5,6,9,10,11
41-Thomas	Saturday	Cancellation	8,9,10
41-Thomas	Sunday	Cancellation	8,9,10
49-McDowell	Sunday	Cancellation	9,10

Finally, three of the identified low-performing route/services could be considered for the actions summarized below, but at the cost of loss of network integrity, affecting Core corridors.

They are not recommended by staff and are presented solely for Council's consideration.

Their implementation would have long-term implications not only for the long-term health of our public transit network but for their direct effect on the social fabric of our communities. 3,430 annual service hours would be reduced, and 38,310 boardings would be lost with about \$300,370 in net annual savings.

Loss of network integrity			
Route	Service Day	Action Considered	Wards
38A-Creditview	Sunday	Cancellation	6,7,9,11
45-Winston Churchill	Sunday	Cancellation	2,8,9,10
51-Tomken	Saturday	Cancellation	1,3,5

STRATEGIC PLAN:

While all of the measures described above acknowledge and contribute to mitigate the existing financial pressures, they will erode, to a certain extent, on MiWay's ability to make steady progress towards the long-term strategic pillar of becoming a transit oriented city and, as well, will impair the achievement of the strategic pillar aiming to connect the different communities in our city.

FINANCIAL IMPACT:

The total service adjustments and/or service cancellations summarized above would generate reductions to budgetary disbursement allocations but they will also bring about a loss of revenue income, with diminished ridership.

Item	Annualized Savings		Calendar 2012
	Hours	Budget	
Staff recommendations:	10,310	\$841,550	\$771,500
Other options for Budget Committee consideration:			
Loss of connectivity	3,030	\$271,220	\$248,590
Loss of Network Integrity	3,430	\$300,370	\$275,300

The subset of actions recommended by staff for adoption would represent a decrease of 10,310 annual service hours. They would also cause a projected loss of revenue as a result of a forecasted decrease of 103,660 annual boardings. The recommended actions would lead to net annualized savings in the amount of \$841,550.00.

Due to the planning and scheduling deadlines, which are set well in advance of board period cycles, as well as the need to ensure optimum customer communication on these matters, the earliest possible date when any service adjustments adopted by Council could be implemented would be with the January 30, 2012 service changes. In order to realize full 2012 savings, approval no later than October 26, 2011 is required.

The estimated net savings for the calendar year 2012, should Council approve staff recommended adjustments, would reach \$771,500.00.

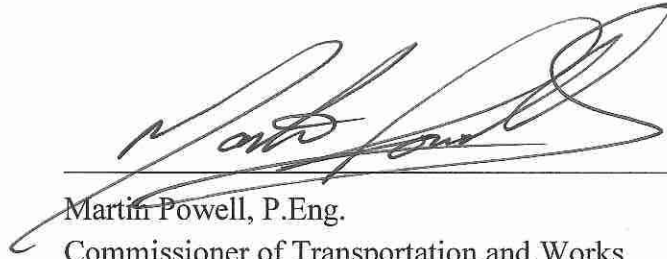
CONCLUSION:

MiWay has conducted a system wide review of route performance with a view towards eliminating or reducing service levels on poorly performing all-day transit routes. The results of this review revealed that some routes are below the set efficiency targets in ridership volume and/or subsidy per boarding, defined as a minimum of 200 boardings per service day, and over \$5.00 of subsidy per boarding.

MiWay staff has identified a number of recommended actions which could be adopted without adversely affecting network connectivity or network integrity. These would result in net annual savings in operating costs valued at \$841,550.00 per year, effectively reducing the 2012 budgetary needs by \$771,500.00.

Implementation of these recommendations would take place with the January 2012 service changes board period.

ATTACHMENTS: Appendix 1: Ridership and Subsidy Summary
 Appendix 2: Detailed Recommendations



Martin Powell, P.Eng.

Commissioner of Transportation and Works

*Prepared By: Gustavo Delfino, Manager
MiWay Service Development*



Proposed MiWay (Mississauga Transit) Service Reductions

APPENDIX 1

Ridership and Subsidy Summary

August 17, 2011

WEEKDAY SERVICE - 41 ALL-DAY ROUTES ACTIVE

ROUTE	DESIGNATION	SERVICE CLASS	Boardings		Boardings per Hour		Subsidy per boarding	
			Totals	Route Ranking	Average	Route Ranking	Average	Route Ranking
19	Hurontario	ALL DAY	23,265	1	60.4	3	\$0.15	3
1	Dundas	ALL DAY	15,080	2	58.0	4	\$0.20	4
26	Burnhamthorpe	ALL DAY	9,185	3	44.7	8	\$0.65	8
3	Bloor	ALL DAY	7,275	4	51.1	5	\$0.40	5
5	Dixie	ALL DAY	7,105	5	41.3	11	\$0.80	11
110	University Express	ALL DAY	5,715	6	64.7	2	\$0.05	2
61	Mavis	ALL DAY	4,550	7	41.7	10	\$0.78	10
7	Airport	ALL DAY	3,970	8	36.6	14	\$1.08	14
35	Eglinton	ALL DAY	3,830	9	32.5	22	\$1.37	22
42	Derry	ALL DAY	3,810	10	34.4	17	\$1.22	17
23	Lakeshore	ALL DAY	3,750	11	50.8	6	\$0.42	6
10	Bristol-Britannia	ALL DAY	3,500	12	36.8	13	\$1.06	13
66	McLaughlin	ALL DAY	3,225	13	50.5	7	\$0.43	7
13	Glen Erin	ALL DAY	3,150	14	32.9	21	\$1.33	21
22	Finch	ALL DAY	2,980	15	75.4	1	(\$0.14)	1
20	Rathburn	ALL DAY	2,965	16	39.2	12	\$0.92	12
38	Creditview	ALL DAY	2,575	17	25.4	31	\$2.11	32
11	Westwood	ALL DAY	2,570	18	29.8	26	\$1.61	26
51	Tomken	ALL DAY	2,560	19	32.3	23	\$1.38	23
34	Credit Valley	ALL DAY	2,525	20	33.5	20	\$1.29	20
44	Mississauga Road	ALL DAY	2,495	21	33.6	19	\$1.28	19
9	Rathburn-Miller's Grove	ALL DAY	2,385	22	35.1	16	\$1.17	16
45	Winston Churchill	ALL DAY	2,160	23	27.3	27	\$1.87	27
6	Credit Woodlands-Westdale	ALL DAY	2,130	24	34.0	18	\$1.25	18
29	Park Royal	ALL DAY	1,960	25	25.4	32	\$2.11	31
28	Confederation	ALL DAY	1,890	26	43.1	9	\$0.72	9
8	Cawthra	ALL DAY	1,790	27	30.1	25	\$1.58	25

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WEEKDAY SERVICE - 41 ALL-DAY ROUTES ACTIVE

ROUTE	DESIGNATION	SERVICE CLASS	Boardings		Boardings per Hour		Subsidy per boarding	
			Totals	Route Ranking	Average	Route Ranking	Average	Route Ranking
39	Britannia	ALL DAY	1,685	28	26.8	29	\$1.93	29
48	Erin Mills	ALL DAY	1,645	29	25.0	34	\$2.17	34
36	Colonial	ALL DAY	1,565	30	35.6	15	\$1.14	15
53	Kennedy	ALL DAY	1,525	31	30.5	24	\$1.54	24
4	Sherway Gardens	ALL DAY	1,045	32	24.9	35	\$2.18	35
31	Folkway-Homelands	ALL DAY	790	33	18.7	39	\$3.32	39
16	Malton	ALL DAY	720	34	27.1	28	\$1.90	28
68	Windsor Hill	ALL DAY	710	35	25.3	33	\$2.12	33
41	Thomas	ALL DAY	690	36	25.8	30	\$2.05	30
49	McDowell	ALL DAY	615	37	22.5	37	\$2.55	37
27	Matheson	ALL DAY	540	38	24.7	36	\$2.20	36
14	Lorne Park	ALL DAY	530	39	20.6	38	\$2.90	38
65	Barondale	ALL DAY	305	40	18.3	40	\$3.41	40
33	Erin Centre Loop	ALL DAY	175	41	10.4	41	\$6.98	41

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SATURDAY SERVICE - 39 ALL-DAY ROUTES ACTIVE

ROUTE	DESIGNATION	SERVICE CLASS	Boardings		Boardings per Hour		Subsidy per boarding	
			Totals	Route Ranking	Average	Route Ranking	Average	Route Ranking
19	Hurontario	ALL DAY	14,765	1	59.9	2	\$0.16	2
1	Dundas	ALL DAY	9,775	2	62.7	1	\$0.09	1
26	Burnhamthorpe	ALL DAY	5,855	3	42.3	7	\$0.75	7
3	Bloor	ALL DAY	4,390	4	47.1	5	\$0.55	5
5	Dixie	ALL DAY	3,415	5	48.6	4	\$0.49	4
23	Lakeshore	ALL DAY	2,050	6	35.9	11	\$1.12	11
61	Mavis	ALL DAY	1,970	7	43.2	6	\$0.71	6
7	Airport	ALL DAY	1,955	8	38.8	8	\$0.94	8
20	Rathburn	ALL DAY	1,940	9	38.4	9	\$0.96	9
110	University Express	ALL DAY	1,905	10	36.0	10	\$1.11	10
10	Bristol-Britannia	ALL DAY	1,695	11	29.9	15	\$1.60	16
9	Rathburn-Miller's Grove	ALL DAY	1,535	12	29.9	16	\$1.60	15
34	Credit Valley	ALL DAY	1,490	13	27.0	18	\$1.91	18
13	Glen Erin	ALL DAY	1,485	14	24.7	20	\$2.21	20
35	Eglinton	ALL DAY	1,430	15	22.1	21	\$2.61	21
42	Derry	ALL DAY	1,185	16	26.1	19	\$2.02	19
29	Park Royal	ALL DAY	1,145	17	19.5	27	\$3.14	27
11	Westwood	ALL DAY	1,120	18	32.3	14	\$1.39	14
66	McLaughlin	ALL DAY	1,095	19	34.9	12	\$1.19	12
28	Confederation	ALL DAY	1,025	20	34.6	13	\$1.21	13
6	Credit Woodlands-Westdale	ALL DAY	920	21	27.5	17	\$1.86	17
36	Colonial	ALL DAY	820	22	19.6	26	\$3.11	26
48	Erin Mills	ALL DAY	805	23	20.7	24	\$2.87	24
39	Britannia	ALL DAY	795	24	21.1	23	\$2.81	23
22	Finch	ALL DAY	770	25	50.2	3	\$0.44	3
38	Creditview	ALL DAY	735	26	16.8	30	\$3.84	30
4	Sherway Gardens	ALL DAY	680	27	21.7	22	\$2.70	22

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SATURDAY SERVICE - 39 ALL-DAY ROUTES ACTIVE

ROUTE	DESIGNATION	SERVICE CLASS	Boardings		Boardings per Hour		Subsidy per boarding	
			Totals	Route Ranking	Average	Route Ranking	Average	Route Ranking
30	Woodbine	ALL DAY	575	28	20.6	25	\$2.89	25
31	Folkway-Homelands	ALL DAY	530	29	16.1	33	\$4.08	33
45	Winston Churchill	ALL DAY	475	30	16.3	32	\$4.01	32
44	Mississauga Road	ALL DAY	450	31	15.5	34	\$4.27	34
8	Cawthra	ALL DAY	405	32	18.6	28	\$3.34	28
68	Windsor Hill	ALL DAY	305	33	18.6	29	\$3.35	29
16	Malton	ALL DAY	270	34	16.4	31	\$3.96	31
51	Tomken	ALL DAY	180	35	13.9	35	\$4.93	35
49	McDowell	ALL DAY	155	36	13.8	36	\$4.96	36
41	Thomas	ALL DAY	135	37	11.6	37	\$6.15	37
33	Erin Centre Loop	ALL DAY	125	38	7.0	39	\$11.05	39
14	Lorne Park	ALL DAY	120	39	9.9	38	\$7.45	38

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SUNDAY/HOLIDAY SERVICE - 31 ALL-DAY ROUTES ACTIVE

ROUTE	DESIGNATION	SERVICE CLASS	Boardings		Boardings per Hour		Subsidy per boarding	
			Totals	Route Ranking	Average	Route Ranking	Average	Route Ranking
19	Hurontario	ALL DAY	9,420	1	77.3	1	\$0.10	1
1	Dundas	ALL DAY	5,865	2	49.7	2	\$0.86	2
26	Burnhamthorpe	ALL DAY	3,190	3	48.9	3	\$0.89	3
3	Bloor	ALL DAY	2,740	4	47.8	4	\$0.95	4
5	Dixie	ALL DAY	1,750	5	34.7	9	\$1.79	9
7	Airport	ALL DAY	1,330	6	34.7	10	\$1.79	10
23	Lakeshore	ALL DAY	1,155	7	29.6	11	\$2.31	11
110	University Express	ALL DAY	1,115	8	28.6	12	\$2.43	12
34	Credit Valley	ALL DAY	1,080	9	40.8	7	\$1.32	7
20	Rathburn	ALL DAY	1,050	10	43.9	6	\$1.14	6
61	Mavis	ALL DAY	980	11	45.8	5	\$1.04	5
13	Glen Erin	ALL DAY	915	12	17.1	21	\$4.94	21
9	Rathburn-Miller's Grove	ALL DAY	865	13	28.5	13	\$2.45	13
11	Westwood	ALL DAY	825	14	26.1	16	\$2.80	16
29	Park Royal	ALL DAY	790	15	15.7	23	\$5.49	23
10	Bristol-Britannia	ALL DAY	760	16	21.0	19	\$3.78	19
28	Confederation	ALL DAY	600	17	27.0	15	\$2.66	15
42	Derry	ALL DAY	590	18	21.9	18	\$3.57	18
66	McLaughlin	ALL DAY	520	19	28.3	14	\$2.48	14
48	Erin Mills	ALL DAY	500	20	17.4	20	\$4.82	20
36	Colonial	ALL DAY	490	21	15.2	25	\$5.70	25
39	Britannia	ALL DAY	460	22	12.7	27	\$7.07	27
6	Credit Woodlands-Westdale	ALL DAY	415	23	22.4	17	\$3.48	17
22	Finch	ALL DAY	395	24	37.6	8	\$1.55	8
38	Creditview	ALL DAY	350	25	16.6	22	\$5.12	22
45	Winston Churchill	ALL DAY	235	26	9.9	29	\$9.49	29

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SUNDAY/HOLIDAY SERVICE - 31 ALL-DAY ROUTES ACTIVE

ROUTE	DESIGNATION	SERVICE CLASS	Boardings		Boardings per Hour		Subsidy per boarding	
			Totals	Route Ranking	Average	Route Ranking	Average	Route Ranking
31	Folkway-Homelands	ALL DAY	195	27	13.3	26	\$6.73	26
68	Windsor Hill	ALL DAY	175	28	15.7	24	\$5.50	24
41	Thomas	ALL DAY	120	29	11.8	28	\$7.71	28
49	McDowell	ALL DAY	95	30	9.6	30	\$9.80	30
33	Erin Centre Loop	ALL DAY	75	31	5.4	31	\$18.42	31

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Proposed **MiWay** (Mississauga Transit) Service Reductions

APPENDIX 2
Detailed Recommendations

August 17, 2011

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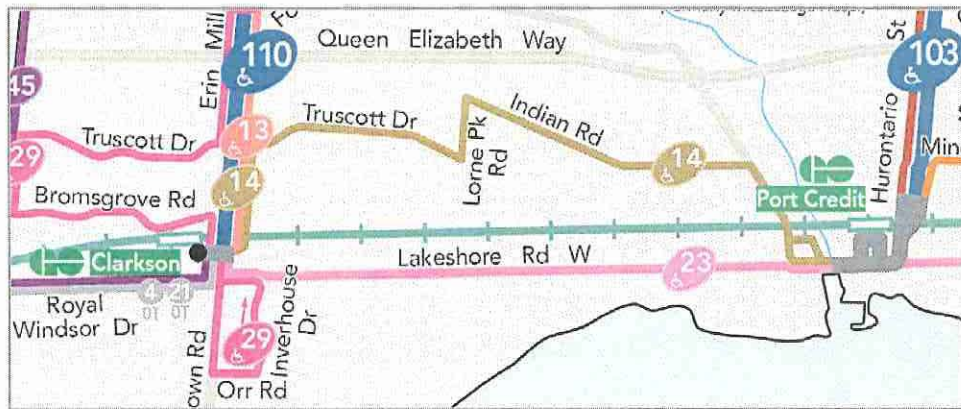
Background

Route 14 is a **Local** circulator serving the Lorne Park community between Port Credit and Clarkson via Indian Road and Truscott, as a split service from the Core **Route 8** which was re-designed to handle the heavier demand between Port Credit and the City Centre via Cawthra Road. This Route is operational from Monday through Saturday, with no Sunday or Holiday service.

Weekday service is performing at reasonable levels, but **Saturday** is under-performing, based on a 60 minutes headway. This is the most updated results summary:

Service	Variant	Hours	Peak Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Weekday	14-14A	28	2	20.6	530	\$2.90
Saturday	14	12	1	9.9	120	\$7.45
Sunday	No service offered					

Route Map



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

14	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Saturday	39	39 th	38 th	38 th

Technical Options

1. Saturday service is based on an interlined design combining **Route 8** and **Route 14**, using 2 buses to deliver 60 minutes headway on each of the routes. Thus, Route 14 is charged with using 1 bus and, therefore, a change in frequencies to reduce costs is not possible: either we provide the service or the Route is cancelled.
2. For the proposed cancellation to produce the desired savings, a re-design of **Route 8** as a stand alone Core service must follow. If the 2 buses currently in service are used to boost frequencies on **Route 8**, no savings would be obtained.
3. An in-depth analysis of boardings per trip was conducted to verify whether trimming the span of service hours would contribute to increase Route efficiency. The results show a very even distribution of boarding numbers over the course of a day. A simple reduction of service hours, would not achieve any savings of relevance, considering the labour agreements in place. This is the summary of results:

Boardings per directional trip			
Service Type	Minimum	Maximum	Average
Saturday	1	6	3.6

Customer Impact

The largest number of transactions occurs between the Indian Road area and the Port Credit GO Station either as a way of connecting with GO trains (minimal) or as a transfer hub to other MiWay services.

Sector	Description	Saturday Boardings	Relevance
1	Clarkson GO	15	13%
2	Southdown -Truscott East	16	13%
3	Lorne Park – Indian Rd	43	36%
4	Lakeshore	9	8%
5	Port Credit	37	31%
	Total Saturday Boardings	120	100%

Given the land use, roadway configuration, and the geographical encapsulation of the Indian Road community delimited by the Queen Elizabeth Way in the north and the railway tracks on the south, there is no expectation for growth or sustainable Saturday demand. The lack of such demand along the years resulted in the offering of hourly service which, by its very nature, does not foster the creation of a sound customer base.

This isolated community is, by the most part, beyond reasonable walking distance from the available public transit Core or Express route alternatives available at Southdown Rd or Lakeshore Rd. Cancellation of Saturday service on **Route 14** would effectively leave most of its would be customers without access to public transit.

The client base which provides support for this Route on weekdays (with some work-related trips and a respectable number of student trips) is not present on Saturdays, leaving our service with a very limited

demand which is not nearly enough to provide the necessary revenue. It is unrealistic to expect the 50% growth in boardings which would bring the Saturday service on **Route 14** to under the minimum acceptable financial threshold.

Conclusions

- A 60 minutes headway is unlikely to produce better results than the ones obtained, especially considering the roadway network and densities in the service area.
- There are no suitable mitigation alternatives to achieve savings of any substance unless complete Saturday service cancellation is adopted.

*Given the high subsidies per boarding recorded and poor ridership, MiWay staff recommends the full cancellation of **Saturday** service on **Route 14**.*

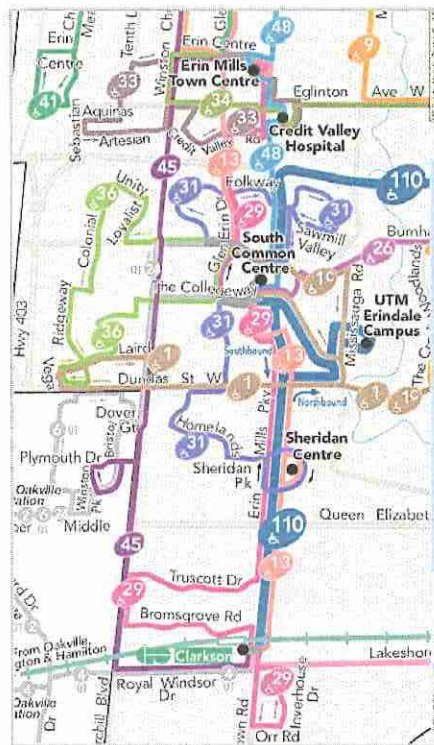
Route 29 – Park Royal	Wards 2,8,9,11
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Background

Route 29 is an established daily Local neighbourhood route, connecting the west Clarkson communities with the rest of the network, being anchored on several attractors along its way, including Sheridan Centre, South Common Centre and Erin Mills Town Centre. All three service types show relevant number of boardings, but **Sunday** service is under review due to its high subsidy per boarding. This is the most updated results summary

Service	Variant	Hours	Peak Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Sunday	29	51	3	15.7	790	\$5.49

Route Map



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

29	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Sunday	31	15 th	23 rd	23 rd

Technical Options

1. Given the fact that we deploy 3 buses in service, the financial results could be improved by taking 1 bus off the line, offering a 48 minutes frequency instead of the current 32.
 - a. This would produce relevant savings but would most likely cause a loss of overall ridership (estimated at over 25% of current levels.)
 - b. The current bus-type allocation which asks for 30FT small buses would have to be abandoned and 40FT buses would need to be required to avoid overcrowding episodes.
2. The distribution of **Sunday** passenger demand show in the following paragraphs tends to support a combined solution, with one less bus, but adopting a shortened path for this service which would allow MiWay to keep existing frequencies by:
 - a. abandoning the southern Orr/Inverhouse area, and
 - b. turning around at South Common Centre instead of Erin Mills Town Centre

Customer Impact

The following is the distribution of demand by sector:

Sector	Description	Sunday Boardings	Relevance
1	Clarkson GO	120	15%
2	Bromsgrove - Trustcott	240	30%
3	Southdown-Erin Mills south	140	18%
4	5 th Line - Collegeway	20	3%
5	South Common Centre	150	19%
6	Glen Erin	20	3%
7	Credit Valley	10	1%
8	Erin Mills Town Centre	80	10%
9	Orr – Inverhouse	10	1%
	Total Sunday Boardings	790	100%

Since connections between South Common Centre and Erin Mills Town Centre are also covered by **Routes 13 and 48**, with the latter duplicating coverage along Glen Erin Drive north of South Common, shortening the length of **Route 29** on Sundays by cancelling the leg north of South Common Centre would only seriously affect the 1% of customers along the portion of Credit Valley Road.

There is clearly not enough demand to continue providing service to the Orr-Inverhouse area, with only 1% of the demand. The few customers in that area can still access public transit via **Route 23** along the Lakeshore which is 400 mts. away at the farthest point of the loop currently served by **Route 29**.

Trimming the length of **Route 29** on Sunday would still provide service to 85% of its current customer base. An additional 13% would have **Routes 13 and 48** as viable alternatives.

Conclusions

- There is an opportunity to reduce costs without severely affecting or completely isolating a significant number of customers, by reducing the output coupled with a redesign and shortening of the length of **Route 29** on both Sundays and Holidays.
- Such an approach would allow for current service frequency to be maintained for the largest majority of customers and would also reduce service duplication in certain areas.

*Given the high subsidies per boarding recorded, MiWay staff recommends that **Route 29** should be **shortened** on **Sundays** (and **Holidays**) generating significant savings, **with one less bus in service**.*

Route 31– Folkway-Homelands	Wards 2, 8
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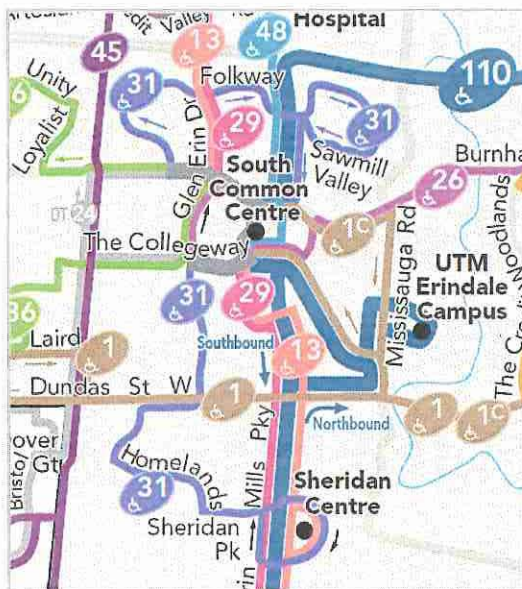
Background

Route 31 is the Local service providing daily service to two distinct communities: the Folkway area north of South Common Centre, and the Homelands area between South Common Centre and Sheridan Centre. By themselves, these sectors do not have the necessary customer base to sustain stand-alone service.

Sunday service is under review because of low ridership and high subsidy per boarding. This is the most updated results summary:

Service	Variant	Hours	Peak Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Sunday	31	15	1	13.3	195	\$6.73

Route Map



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

31	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Sunday	31	27 th	26 th	26 th

Technical Options

1. Given the fact that there is only one bus on the line, providing bare minimum service with 60 minutes frequency, there are no palliative options. To achieve savings of any substance, service cancellation would be required.

Customer Impact

The main attractor for this Route is South Common Centre, be it as a commercial magnet or, as well, as a transfer point to other MiWay services. By cancelling Sunday service, each population sector along its path would be affected in a different manner.

Sector	Description	Sunday Boardings	Relevance
1	Sheridan Centre-Fowler	12	6%
2	Homelands	62	32%
3	Dundas-Woodchester	19	10%
4	Glen Erin-Collegeway	12	6%
5	South Common Centre	72	37%
6	Folkway	18	9%
	Total Boardings	195	100%

While geographical isolation, either by sheer distance or by roadway configuration and grading, would seriously impair the ability of Folkway residents to maintain easy access to the South Common hub, the demand is truly insignificant. Those residing in the Sheridan Centre, Dundas-Woodchester or Glen Erin-Collegeway have other services they can use to reach their final destination, within acceptable distances.

The Homelands community, which provides the largest number of passenger-trips would be the one feeling the impact of cancellation, as there would be no truly accessible public transit alternatives for them given the distances involved.

Conclusions

- o There are no suitable or mitigating technical alternatives to deal with the low performance of Sunday service on **Route 31**, except straight cancellation.

*Given the high subsidies per boarding recorded and poor ridership, MiWay staff recommends the full cancellation of Sunday service on **Route 31**.*

**Route 33 – Erin Centre Loop &
Route 33A –Artesian-Streetsville**

Wards 8, 9, 10, 11

Background

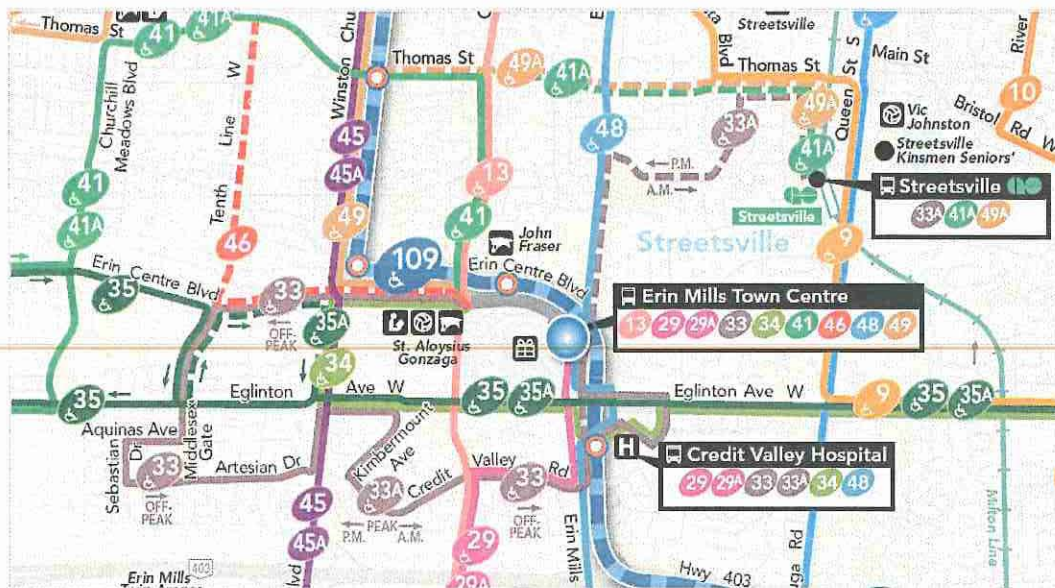
Route 33 was established as a daily Local neighbourhood route, providing loop service between Erin Mills Town Centre and the southern portion of the Churchill Meadows community, focussing on the Artesian Drive area.

The initial design with 2 buses and about 15 minutes peak frequency, was subsequently downgraded to 1 bus and, more recently, to a combination of (a) **Route 33A** : GO Shuttle service to-from Streetsville GO Station during peak hours and (b) **Route 33** : conventional loop service at all other times, on a 30 minutes headway.. This is the most updated results summary:

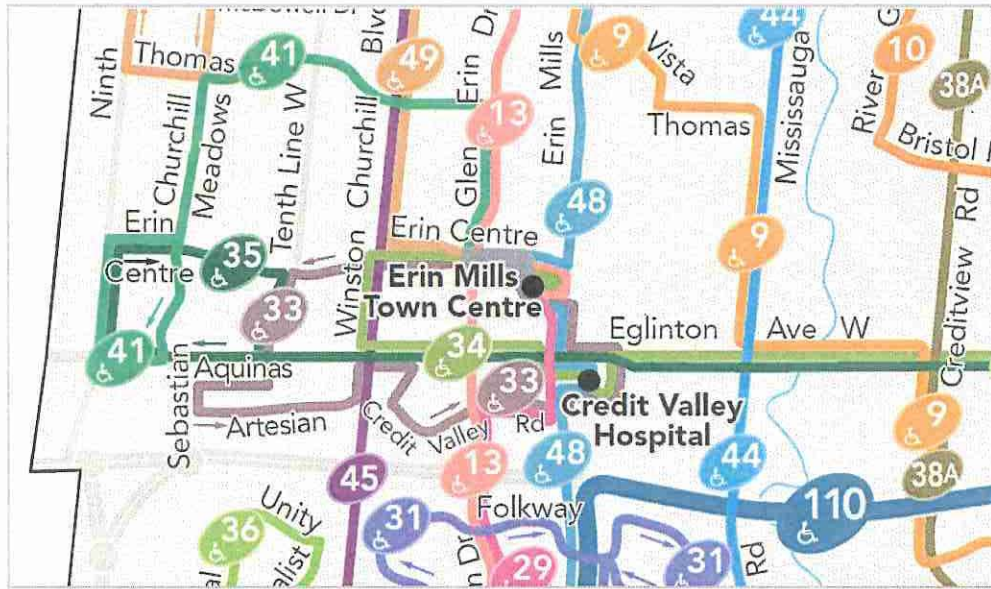
Service	Variant	Hours	Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Weekday	33	15	1	8.4	126	\$7.58
	33A	3		14.7	44	\$4.34
	33+33A	18	1	9.4	170	\$6.98
Saturday	33	18.3	1	7.0	125	\$11.05
Sunday	33	14.5	1	5.2	75	\$18.42

Route Map

Weekday Service



Weekend Service



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

33	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Weekday	88	59 th	88 th	88 th
Saturday	39	38 th	39 th	39 th
Sunday	31	31 st	31 st	31 st

Technical Options

1. With only one bus in service on this route, a change of frequencies to reduce costs is not possible: either we provide the service or the Route is cancelled.
2. On weekdays, maintaining just the peak hours **Route 33A** service is not financially viable. If those pieces of work are separated from the main vehicle block (Route 33), they would become two small isolated pieces in the heart of the peak periods. This would automatically increase costs as they would end up as voluntary Overtime work, with a subsidy per boarding in the **\$5.92** range.
3. An in-depth analysis of boardings per trip was conducted to verify whether trimming the span of service hours would increase Route efficiency. The results show a very even distribution of boarding numbers over the course of a day, as shown below. Any simple a reduction of service hours, would not achieve any savings of relevance, considering the labour agreements in place.

Boardings per trip			
Service Type	Minimum	Maximum	Average
Weekday	1	11	4.7
Saturday	1	7	3.5
Sunday	1	4	2.4

Customer Impact

Sector	Description	Weekday Boardings	Saturday Boardings	Sunday Boardings	Relevance
1	Erin Mills Town Centre	48	58	25	31%
2	Erin Centre Boulevard	12	17	9	8%
3	Tenth Line	4	3	7	3%
4	Artesian Aquinas	60	29	19	33%
5	Credit Valley Road	18	18	5	11%
6	Credit Valley Hospital	9	0	0	4%
7	Streetsville GO	19	0	0	9%
	Total Daily Boardings	170	125	75	100%

The largest number of weekly transactions occurs between the Artesian-Aquinas residential area and the Erin Mills Town Centre, the latter considered as either a commercial attraction or a transfer hub to other MiWay services.

Alternative Core and Local services are being offered in the immediate vicinity of the communities involved, as shown in the maps, in a variety of formats:

- Route 35 – Eglinton- Ninth Line All-day , Monday through Saturday
- Route 35A – Eglinton-Tenth Line Peak hours, Monday through Friday
- Route 34 – Credit Valley Daily
- Route 29 – Park Royal Daily
- Route 46 – Tenth Line Peak Hours, Monday through Friday
- Route 45- Winston Churchill Daily
- Route 45A- W.Churchill-Financial Peak Hours, Monday through Friday

The effect of cancellation on the individual variants would be as follows:

Route 33

Customers in the Artesian area (one third of the total volume) would have access to public transit by walking between 400 and 900 mts to a Core route in their area. Those in the Kimbermount and Credit Valley road west of Glen Erin Dr, or from the Erin Centre Blvd at Tenth Line area would have service between 400 and 700 mts. away.

Route 33A

The 20 or so customers currently benefiting from the “GO-Shuttle” service between their residential area and Streetsville GO Station on weekday peak hours will no longer have a suitable, direct alternative for their local commuting needs. **Route 41A- Thomas-Streetsville GO** will provide them with partial relief and transferring opportunities, but without the present-day convenience.

Conclusions

- There are no mitigation alternatives to achieve savings of any substance unless complete service cancellation is adopted.
- This route has effectively been competing with other Core and Local routes working in the area, which have proven to be more effective in delivering the type of service and covering the type of destinations desired by the majority of the customers residing in the area.
- Community support has never been strong or consistent, at time directly questioning the presence of our service.

*Given the route’s poor performance over an extended period of time, in spite of the different service permutations attempted, MiWay staff recommends the **full cancellation of Route 33** for all service types (**Weekday, Saturday, and Sunday**).*

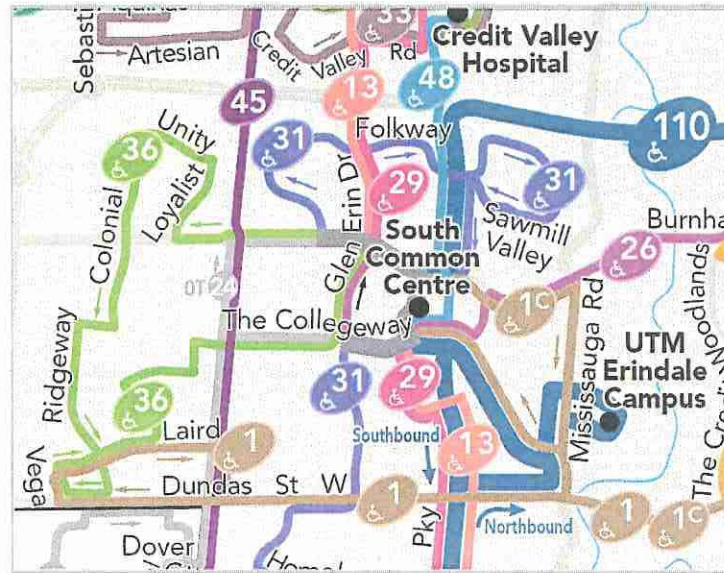
Route 36 – Colonial	Ward 8
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Background

Route 36 is an established daily Local neighbourhood route providing connections between the South Common Centre hub and the residential/employment areas in the quadrant delimited by Highway 403, Erin Mills Parkway, and Dundas Street. Sunday service is under review due to its high subsidy per boarding. This is the most updated results summary

Service	Variant	Hours	Peak Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Sunday	36	32	2	15.2	490	\$5.70

Route Map



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

36	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Sunday	31	21 st	25 th	25 th

Technical Options

1. Given the fact that we deploy 2 buses in service, the financial results could be improved by taking 1 bus off the line, offering 38 minutes frequency instead of the current 19 minutes. This would produce relevant savings but would most likely cause a loss of overall ridership (estimated at over 25% of current levels.)
2. The distribution of **Sunday** passenger demand show under next paragraph does not allow consideration of a shortened loop which would allow MiWay to keep existing frequencies with one less bus in service.

Customer Impact

The following is the distribution of demand by sector:

Sector	Description	Sunday Boardings	Relevance
1	South Common Centre	224	46%
2	Burnhamthorpe	24	5%
3	Loyalist – Unity	2	0%
4	Colonial	151	31%
5	Ridgeway – Laird	57	12%
6	Garthwood	32	7%
	Total Sunday Boardings	490	100%

Given the layout of the roadways, abandoning the Unity-Loyalist area where no demand is recorded would also reduce coverage of the north Colonial residential area. There are no competing or alternative services these customers could rely on either.

Conclusions

- The only opportunity to reduce costs without completely isolating a significant number of customers, would be to reduce frequency of service and offer less palatable frequencies.

*Given the high subsidies per boarding recorded, MiWay staff recommends that service on **Route 36** should be reduced on **Sundays (and Holidays)** generating significant savings, with **one less bus in service**.*

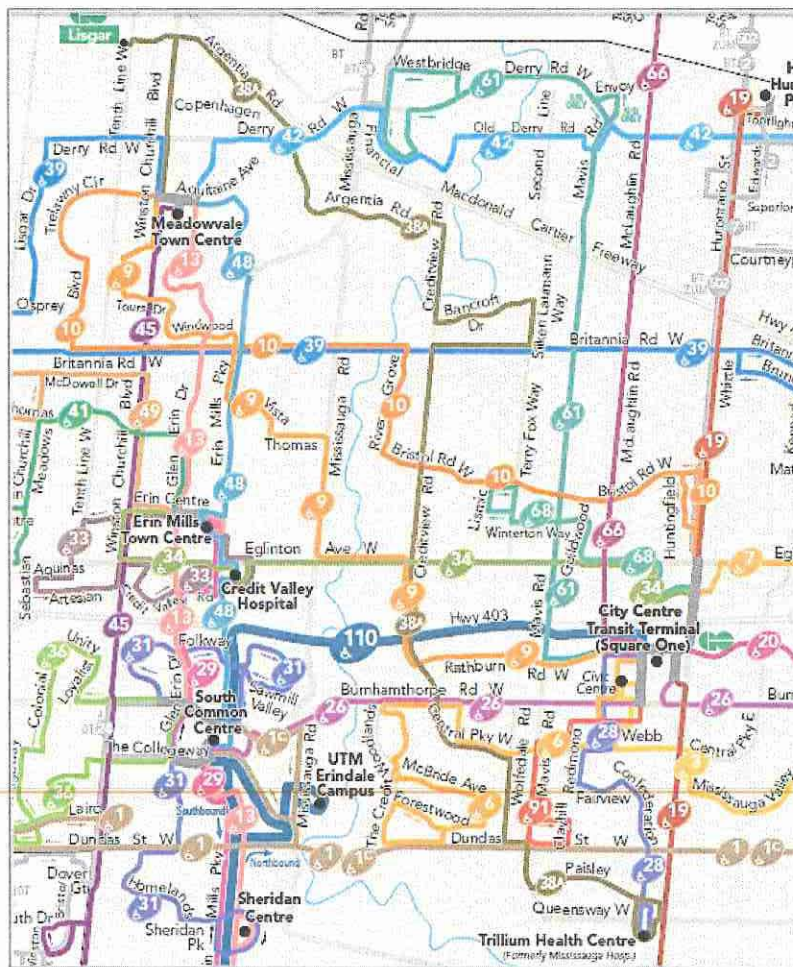
Route 38A – Creditview	Wards 6,7,9,11
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Background

Route 38 is a Core service offered daily, travelling along Creditview Road and providing direct service between Meadowvale Town Centre and the Trillium Health Centre. On weekends a shorter variant is offered under the **Route 38A** banner, which bypasses the Meadowpine/Meadowvale Boulevard employment area in the north quadrant of this route. Sunday service is under review due to its subsidy per boarding which is over the set ceiling of \$5.00. This is the most updated results summary

Service	Variant	Hours	Peak Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Sunday	38	21	2	16.6	350	\$5.12

Route Map



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

38	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Sunday	31	25 th	22 nd	22 nd

Technical Options

1. Frequency, with 2 buses on the line, is at the bare minimum of 60 minutes. Taking a bus off the line can not be considered as a tool to obtain savings.
2. This is a Core route diagonally crossing the City from southern Cooksville to Meadowvale, providing a critical link in the overall public transit network. The distribution of **Sunday** passenger demand show under next paragraph does not allow consideration of a shortened loop which would allow MiWay to keep existing frequencies with one less bus in service.

Customer Impact

The following is the distribution of demand by sector:

Sector	Description	Sunday Boardings	Relevance
1	Paisley-Trillium	59	17%
2	Erindale sector	47	13%
3	Creditview south	96	27%
4	Bancroft Loop	10	3%
5	Creditview north +Argentia	54	15%
6	Winston Churchill north	23	7%
7	Meadowvale Town Centre	61	17%
	Total Sunday Boardings	350	100%

These results clearly suggest that no sector should be abandoned, considering the resulting isolation and severe loss of network connectivity.

Conclusions

- There is no opportunity to reduce costs without completely isolating a significant number of customers and relevant network erosion.

MiWay staff recommends that Sunday service on Route 38A should be maintained at present levels.

Route 39 – Britannia

Wards 5,6,9,10,11

Background

Route 39 is a Core service offered daily, covering the length of Britannia Road West, between Kennedy Rd and Ninth Line, providing numerous transfer opportunities and also acting as a Local provider of service between the Meadowvale Town Centre and the community around the Lisgar/Derry area.

While the most visible attractor is Meadowvale Town Centre, the Orlando Power Centre at Mavis/Britannia is also a powerful magnet for public transit trips. This route also provides connectivity from end to end with all north-south Core routes in the west of the City, from Kennedy Rd to Winston Churchill Blvd.

Sunday service has been the subject of a detailed analysis due to its sub-standard financial efficiency. This is the most updated results summary:

Service	Variant	Hours	Peak Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Sunday	39	36	3	12.7	460	\$7.07

Route Map



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

39	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Sunday	31	22 nd	27 th	27 th

Technical Options

1. Current frequency is set at 33 minutes, with three buses on the line. Given that demand is evenly spread through the day, curtailing the span of hours would abandon a portion of the present customers, leaving them without suitable alternatives.
2. If one bus was to be taken off the line, frequency would be reduced from 33 to 50 minutes. This would most likely erode demand by a minimum of 25% but would contribute to reduce the financial exposure in a substantial manner without completely abandoning the clientele.

Customer Impact

With 460 daily riders, we would be inconveniencing a relevant group (120+) which is counting on our service to reach the employment-commercial area at Mavis/Britannia, most likely making it more difficult for those with time-sensitive work assignments, and less palatable for those looking for adequate trip opportunities for all other reasons.

Offering a 50-minutes frequency would take Sunday service to the outer limits of acceptable supply, and will not be well received in the communities affected. On the other hand, it is likely to reduce overall financial pressures by \$75,000 per year, which should be balanced against the prospect of losing about 7,000 boardings per year.

Sector	Description	Sunday Boardings	Relevance
1	Meadowvale Town Centre	80	17%
2	Winston Churchill/Derry	38	8%
3	Lisgar	31	7%
4	Ninth Line to Queen	46	10%
5	Queen to Mavis	79	17%
6	Mavis to Hurontario	88	19%
7	Hurontario/Britannia	75	16%
8	East of Hurontario	23	5%
	Total Boardings	460	100%

Movement of customers show that the destinations interest is distributed almost equally between the Meadowvale Town Centre, the Orlando Power Centre (Mavis/Britannia) and Hurontario, the latter taken as a source of north-south connectivity.

Conclusions

- Conditions for Sunday service cancellation have not been met, much less when the route is providing public transit to 460 customers. A palliative solution to the financial pressures could be considered through frequency changes, but without disregarding the effects on the communities and on the overall network connectivity.
- Reducing service on the only true east-west service in the upper third of our City goes against the strategic plans and would also impair Sunday network connectivity with other Core services, including Winston Churchill, Glen Erin, Erin Mills Parkway, Creditview, Mavis, McLaughlin and Hurontario. This route is a critical tool in maintaining the integrity of the network.

*In weighing all factors involved, MiWay staff recommends that **Sunday service frequency reductions on Route 39** should not be considered for implementation.*

Route 41 – Thomas & Route 41A – Thomas-Streetsville GO	Wards 8, 9, 10
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Background

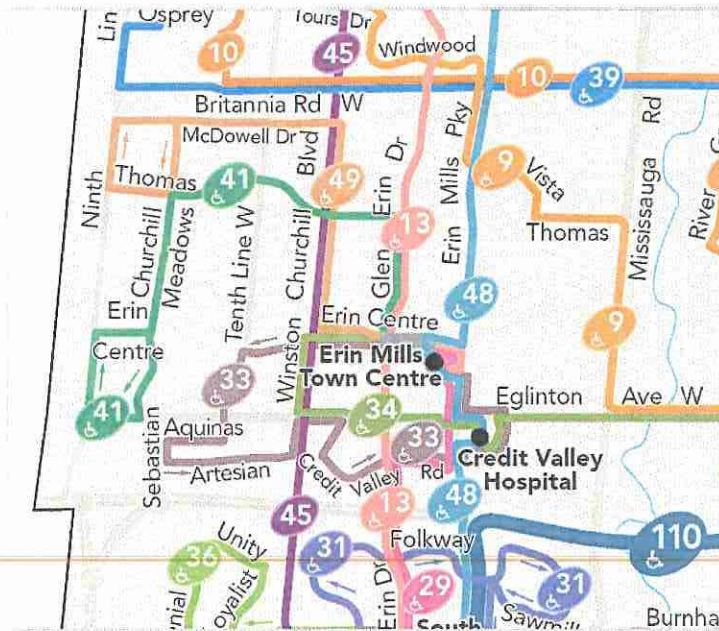
Upon the full opening of Thomas Street, service to the Churchill Meadows community was split, leaving **Route 49** on the northern sector, and establishing **Route 41** to cover the southern residential area, in two variants:

- **Route 41A** provides weekday connections with the Streetsville GO Station during Milton GO train times;
- **Route 41** services the Erin Mills Town Centre at all other times, and service is offered daily.

Weekday service is performing at reasonable levels, but Saturday and Sunday are under-performing, with 1 bus running on a 45-minutes headway. This is the most updated results summary:

Service	Variant	Hours	Peak Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Weekday	41-41A	27	3	25.8	690	\$2.05
Saturday	41	12	1	11.6	135	\$6.15
Sunday	41	10	1	11.8	120	\$7.71

Route Map



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

41	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Saturday	39	37 th	37 th	37 th
Sunday	31	29 th	28 th	28 th

Technical Options

1. With just one bus in service on this route, a change of frequencies to reduce costs is not possible: either we provide the service or the Route is cancelled on both Saturdays and Sundays
2. An in-depth analysis of boardings per trip was conducted to verify whether trimming the span of service hours would contribute to increase Route efficiency. The results show a very even distribution of boarding numbers over the course of a day. A simple reduction of service hours, would not achieve any savings of relevance, considering the labour agreements in place. This is the summary of results:

Boardings per directional trip			
Service Type	Minimum	Maximum	Average
Saturday	1	7	4.2
Sunday	1	6	4.1

Customer Impact

The largest number of transactions occurs between the Tacc area and the Erin Mills Town Centre, which acts both as a commercial attractor and as a transfer hub to other MiWay services.

Sector	Description	Saturday Boardings	Sunday Boardings	Relevance
1	Tacc area	53	53	42%
2	Thomas Street area	23	20	17%
3	Glen Erin area	6	10	6%
4	Erin Mills Town Centre	53	37	35%
	Total Boardings	135	120	100%

Given the roadway network design and densities involved, service cancellation would effectively isolate the weak client base from public transit, as the nearest supply sources (Eglinton, Winston Churchill) are too far away to be truly accessible. There are no true immediate prospects of customer base growth in the sector to generate sustainable demand and reasonable cost recovery ratios.

Conclusions

- The current 45-minutes headway (one bus) is already at the bare minimum . There is no chance of mitigation: either service is maintained or completely cancelled on both Saturday and Sunday.
- Considering that the sister service to the north (**Route 49**) is also a candidate for cancellation on **Sunday**, the entire Churchill Meadows community could be left without service on Sundays and Holidays).

*In weighing all factors involved, MiWay staff recommends that cancellation of **Saturday and Sunday** service should not be considered for implementation.*

**Route 45 – Winston Churchill &
Route 45A – Winston Churchill - Sheridan**

Wards 2,8, 9, 10

Background

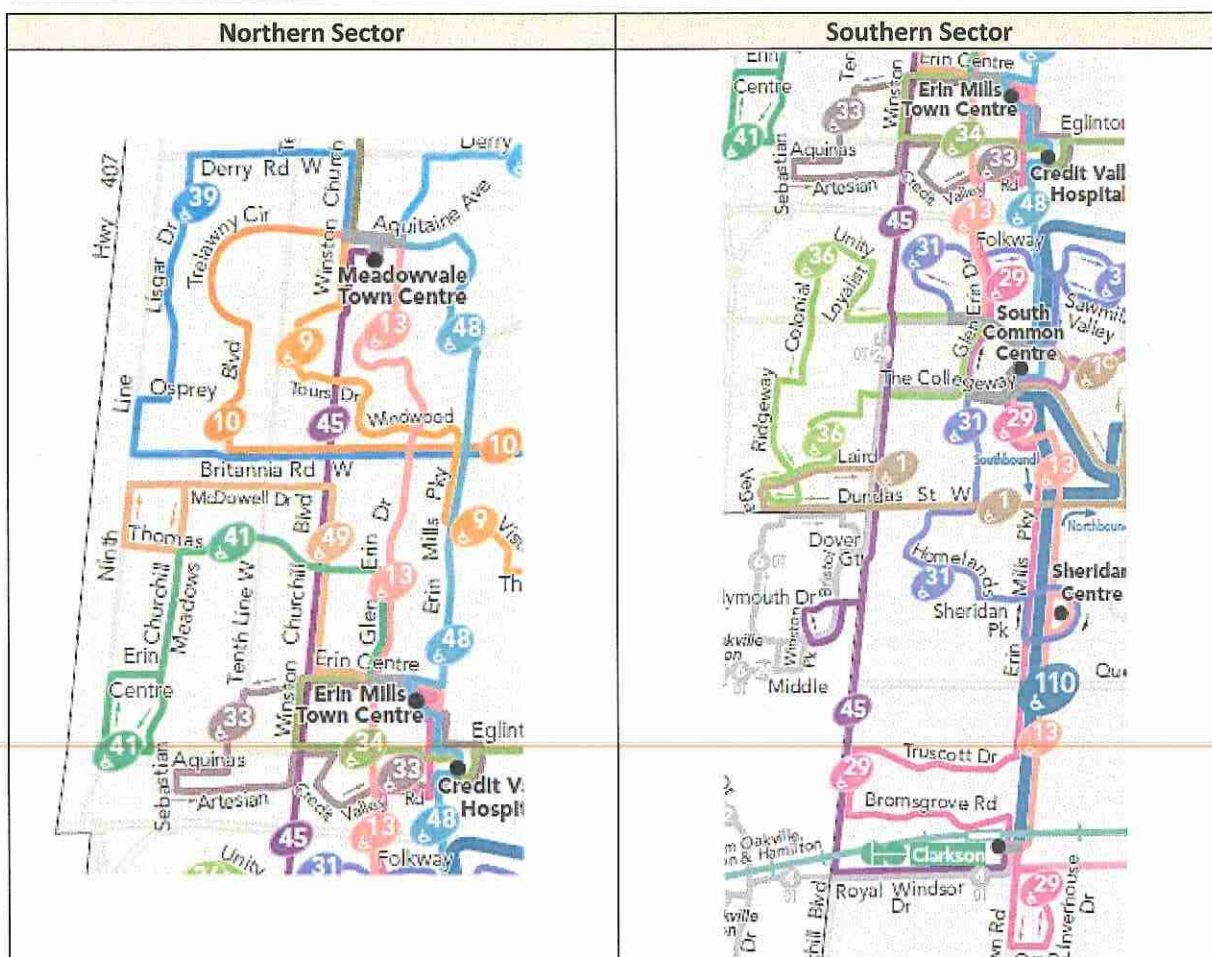
Route 45 is a Core daily service covering the **Winston Churchill** corridor. It provides connections between the Clarkson GO Station and the Meadowvale Town Centre in two variants which, as of September 2011, have been re-designed as follows:

- o **Route 45** also travels through the Royal Windsor and AMC (Oakville) complex, with daily service
- o **Route 45A** also travels through the Sheridan Research Park and Southdown during weekday peak hours.

Sunday service presents sub-standard efficiency results. This is the most updated results summary:

Service	Variant	Hours	Peak Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Sunday	45	24	2	9.9	235	\$9.49

Route Map



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

45	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Sunday	31	26 th	29 th	29 th

Technical Options

1. With 2 buses in service on this route, a minimum frequency of 45 minutes is being offered. Taking 1 bus off the line would result in 90 minutes frequency which would be, from an efficiency view point, equivalent to effectively cancelling, and discouraging current ridership.
2. Considering that both Routes 41 and 49, discussed separately, could be candidates for weekend cancellations, staff believes that further abandoning the Winston Churchill core route should not be considered. This is an area where growth can still be reasonably expected -in a relatively short span of time- as development of the area between Britannia and Eglinton is still under way.
3. In addition, the appearance of the **Winston Churchill BRT Station** in the near future, would provide with not only a relevant additional attractor, but would also enable an appropriate short-turning point.
4. Still, an in-depth analysis of boardings per trip was conducted to verify whether trimming the span of service hours would contribute to increase Route efficiency on Sundays. The results show a very even distribution of boarding numbers over the course of a day. This is the summary of results:

Boardings per directional trip			
Service Type	Minimum	Maximum	Average
Sunday	4	12	7.3

Customer Impact

The very smooth and even distribution of boardings along the entire length of the corridor (with the exception of the AMC Complex) shows the relevance of this Route for the various communities on its way. This speaks about the double role of **Route 45** as a provider of service to obvious attractors (such as Meadowvale Town Centre and Clarkson GO) and, as well, as a connectivity instrument to reach other MiWay east-west services (Britannia, Eglinton, Burnhamthorpe, Dundas, and Lakeshore).

Appendix 2 – Detailed Recommendations

Sector	Description	Sunday Boardings	Relevance
1	Clarkson GO	45	19%
2	Royal Windsor to Sheridan Park	24	10%
3	AMC Complex area	11	5%
4	Sheridan Park to Eglinton	56	24%
5	Eglinton to Britannia	46	20%
6	Britannia to Aquitaine	15	6%
7	Meadowvale Town Centre	38	16%
	Total Sunday Boardings	235	100%

Cancellation of this service, which already carries over the minimum threshold of customers, would be a serious blow to the overall network connectivity options, and seriously erode the possibility of achieving the approved strategic goals.

Conclusions

- The current 45-minutes Sunday headway is already at the bare minimum service level. There is no chance of mitigation: either Sunday service is maintained or completely cancelled.
- Complete cancellation will isolate or severely limit the public transportation options for the west most sector of the City, which would be unacceptable from a network survival point of view.

*MiWay staff recommends that cancellation of **Sunday** service on **Route 45** should not be considered for implementation.*

Route 49 – McDowell & Route 49A – McDowell-Streetsville GO	Wards 9,10
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Background

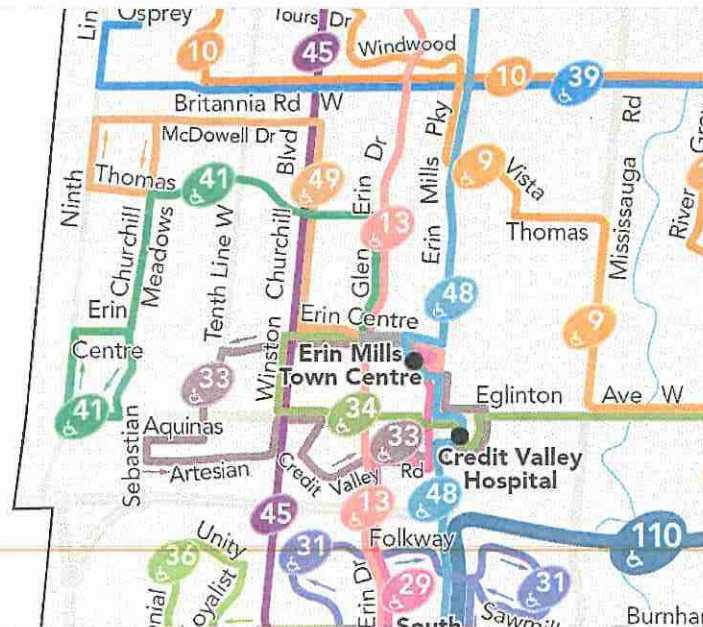
Route 49 was established as a Local circulator to serve the Churchill Meadows area. Upon the full opening of Thomas Street, this route was restricted to serving the northern area, relinquishing the south to **Route 41** – Thomas.

- **Route 49A** provides weekday connections with the Streetsville GO Station during Milton GO train times
- **Route 49** serves the Erin Mills Town Centre at all other times. Service on this variant is provided daily.

Weekday service is performing at reasonable levels, but Saturday and Sunday are under-performing, with 1 bus running on a 45-minutes headway. This is the most updated results summary:

Service	Variant	Hours	Peak Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Saturday	49	12	1	13.8	155	\$4.96
Sunday	49	10	1	9.6	95	\$9.80

Route Map



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

49	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Saturday	39	36 th	36 th	36 th
Sunday	31	30 th	30 th	30 th

Technical Options

1. With only one bus in service on this route, a change of frequencies to reduce costs is not possible: either we provide the service or the Route is cancelled on both Saturday and Sundays.
2. Saturday service may be trimmed as to the span of hours to bring the subsidy per boarding to more reasonable levels, and staff will pursue this avenue in the course of conducting regular business with ongoing service adjustments.
3. An in-depth analysis of boardings per trip was conducted to verify whether trimming the span of service hours would contribute to increase Route efficiency on both weekend days, considering that Saturday service is marginally under the \$5.00 subsidy threshold. The results show a very even distribution of boarding numbers over the course of a day. This is the summary of results:

Boardings per directional trip			
Service Type	Minimum	Maximum	Average
Saturday	1	8	4.4
Sunday	1	5	3.2

Customer Impact

The largest number of transactions occurs between the McDowell area and the Erin Mills Town Centre, which acts both as a commercial attractor and as a transfer hub to other MiWay services.

Sector	Description	Saturday Boardings	Sunday Boardings	Relevance
1	McDowell Area	85	37	49%
2	Winston Churchill	10	8	7%
3	Erin Centre	10	12	9%
4	Erin Mills Town Centre	50	38	35%
	Total Boardings	155	120	100%

Given the roadway network design and densities involved, service cancellation would effectively isolate a relevant portion of the weak client base from public transit. Some will have access to the Core routes on Winston Churchill or Britannia, but others would be truly isolated from public transit on weekends. There are not prospects of customer growth in the sector to generate a higher demand and reasonable cost recovery ratios on weekends.

Cancellation of this service should be considered in the context of the low performance of its sister Route 41, covering the southern portion of the Churchill Meadows community.

Conclusions

- The current 45-minute weekend headway is the bare minimum service level. There is no chance of mitigation from this viewpoint: either service is maintained or completely cancelled.
- Complete cancellation will isolate the innermost sectors from public transit on weekends, especially considered the parallel recommendation to also cancel **Route 41** on Sundays, which covers the southern portion of the community (see previous chapter).
- **Saturday** service will be very closely monitored for financial efficiency and span of hours trimming will be considered by staff for adoption as part of regular business adjustments. The feasibility of re-routing to include portions of Thomas Street may also be considered if Council opts for approving the cancellation of Saturday service on **Route 41**, discussed under previous chapter.

*In weighing all factors involved, MiWay staff recommends that cancellation of **Sunday** service on **Route 49** should not be considered for implementation.*

Route 51 – Tomken

Wards 1,3,5

Background

Route 51 is a Core service offered from Monday to Saturday, travelling on Tomken Road from south of Dundas St. to just north of Derry Rd. Besides providing some north-south trip opportunities to residents along this corridor, is mostly a supplier of work-related and school related trips during weekdays. There is a weekday peak hours variant (**Route 51A**) also providing work-related trips to the Meyerside-Courtneypark area delimited by Britannia, Dixie and Courtneypark.

Due to the economic downturn during the last few years, ridership on this Core route has suffered. This is even more evident on Saturdays, where one bus provides very limited 60 minutes frequency. This is the most updated results summary:

Service	Variant	Hours	Peak Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Saturday	51	13	1	13.9	180	\$4.93

Route Map



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

51	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Sunday	39	35 th	35 th	35 th

Technical Options

1. Service provision is already at the bare minimum, with one bus at 60 minutes. There is no reduction possible and real savings can only be attained by cancellation.

Customer Impact

Abandoning this corridor on Saturdays would effectively negate access to existing employment to current customers and prevent others from even thinking to take such opportunities if the economic conditions enable them.

There are no valid forecasting methods which could lead to expectations of higher ridership through new developments. But this service is almost reaching the minimum threshold of boardings per day. Just a couple of new employers would be enough to go over that platform. From the financial side, there may be opportunities to trim costs which will be explored by staff in response to labour market fluctuations.

Sector	Description	Sunday Boardings	Relevance
1	Dundas	45	25%
2	Dundas to Eglinton	73	40%
3	Eglinton to Britannia	30	17%
4	Britannia to Derry	32	18%
	Total Boardings	180	100%

Given the geographical set up on the northern portion of the corridor and the type of land use (industrial/commercial), cancelling **Saturday** service would practically isolate from public transit the entire industrial corridor north of Eglinton Ave. and south of Derry Rd.

Such action would also eliminate the possibility of north-south connections to any passengers transferring to and from east-west Core services along Dundas, Bloor, Burnhamthorpe, Eglinton and Derry.

Conclusions

- The current 60-minute **Saturday** headway is the bare minimum service level. There is no chance of mitigation: either service is maintained or completely cancelled.
- Cancelling **Saturday** service not only isolates the industrial-employment area north of Eglinton, but it also seriously impairs connections for the southern residential area.

*MiWay staff recommends that cancellation of **Saturday** service on **Route 51** should not be considered for implementation.*

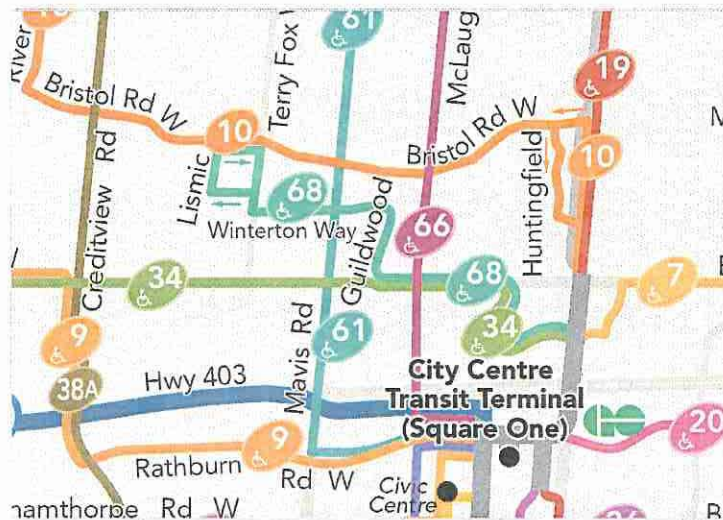
Route 68 – Windsor Hill Loop	Wards 4,5,6
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Background

Route 68 is a local connector service offered on a daily basis. It connects residential areas immediately north of Eglinton Avenue and east of Terry Fox Blvd with the City Centre. Both weekday and Saturday services are performing at reasonable levels, but Sunday has been pointed out as a low performer. This is the most updated results summary:

Service	Variant	Hours	Peak Buses	Boardings per hour	Daily Boardings	Subsidy per boarding
Sunday	68	11	1	15.7	175	\$5.50

Route Map



Key Performance Indicators

The following table shows the ranking of this service in the universe of all routes delivered for the service day under review.

68	Ranked Routes	Boardings Ranking	Boardings per Hour Ranking	Subsidy per Boarding Ranking
Sunday	31	28th	24th	24th

Technical Options

1. With only one bus in service on this route, a change of frequencies to reduce costs is not possible: either we provide the current minimum 45 minutes headway, or the Route is cancelled on Sundays.
2. An in-depth analysis of boardings per trip was conducted to verify whether trimming the span of service hours would contribute to increase Route efficiency on both weekend days, considering that

Saturday service is marginally under the \$5.00 subsidy threshold. The results show a very even distribution of boarding numbers over the course of a day. This is the summary of results:

Boardings per loop trip			
Service Type	Minimum	Maximum	Average
Sunday	7	16	11.7

Customer Impact

The largest number of transactions occurs between the Windsor Hill/Lismic loop area and the City Centre. This is understandable considering the specific densities. The area is also surrounded by a group of core routes which, in effect, compete with this Local circulator, as shown in the map below.

If Sunday service is cancelled, the cluster of customer in the Windsor Hill loop would be inconvenienced, but not really abandoned: the rest of the network will help cover the demand and offer reasonable alternative options.

Since this is a very much established community, there are no expectations of demand growth in this route's catchment area which cannot be better addressed by strengthening the Core routes serving the area.

Sector	Description	Sunday Boardings	Relevance
1	City Centre	88	50%
2	Kingsbridge Gardens	12	7%
3	Eglinton	15	9%
4	Guildwood-Winterton	16	9%
5	Windsor Hill Loop	44	26%
	Total Boardings	175	100%

Conclusions

- The current 45-minutes Sunday headway represents the bare minimum service level. There is no chance of mitigation: either Sunday service is maintained or completely cancelled.
- There is no expectation of growth in the area, which is an established community.
- Customers which would be abandoned by this service cancellation have Core routes surrounding or going by the areas being covered by **Route 68**. They will be inconvenienced, but not isolated.

*MiWay staff recommends the full cancellation of **Sunday** service on **Route 68**.*