

Adopted by Council at its meeting held March 23, 2015 [M103-2015]

/AA

Windsor, Ontario March 23, 2015

**REPORT NO. 253 of the
ENVIRONMENT, TRANSPORTATION & PUBLIC SAFETY
STANDING COMMITTEE**
of its meeting held February 18, 2015

Present:
Councillor P. Borrelli
Councillor F. Francis
Councillor C. Holt
Councillor H. Payne
Councillor B. Marra

That the following recommendations of the Environment, Transportation and Public Safety Standing Committee **BE APPROVED:**

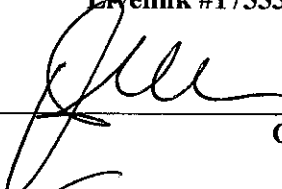
Moved by Councillor Holt, seconded by Councillor Payne,
THAT the Environment, Transportation & Public Safety Standing Committee and the Transit Windsor Board of Directors **RECEIVE FOR INFORMATION** the report on Transit Windsor's 2013 operating statistics, based on criteria established by Canadian Urban Transit Association (CUTA).

Carried.

Livelinek #17553 MT/11906

Clerk's Note: The report of the Executive Director, Transit Windsor entitled "Canadian Urban Transit Association Transit Windsor's 2013 Operating Statistics" is attached as background information.

Livelinek #17553 MT/11906


CHAIRPERSON


DEPUTY CLERK

NOTIFICATION:	
NAME	CONTACT INFORMATION

THE CORPORATION OF THE CITY OF WINDSOR
Transportation Division – Transit Windsor

**MISSION STATEMENT:**

"Our City is built on relationships – between citizens and their government, business and public institutions, city and region – all interconnected, mutually supportive, and focused on the brightest future we can create together"

LiveLink REPORT #: 17553 MT/11906	Report Date: January 9, 2015
Author's Name: Patrick Delmore	Date to Council: February 18, 2015
Author's Phone: 519 944-4141 Ext 232	Classification #:
Author's E-mail: pdelmore@city.windsor.on.ca	

TO: Environment, Transportation & Public Safety Standing Committee

**SUBJECT: Canadian Urban Transit Association
 Transit Windsor's 2013 Operating Statistics**

1. RECOMMENDATION: City Wide: Ward(s): _____

That the Environment, Transportation & Public Safety Standing Committee and the Transit Windsor Board of Directors **RECEIVE FOR INFORMATION** the report on Transit Windsor's 2013 operating statistics, based on criteria established by Canadian Urban Transit Association (CUTA).

EXECUTIVE SUMMARY

N/A

2. BACKGROUND:

On an annual basis, all transit systems in Canada report on their operating statistics so that performance may be measured. The 2013 statistics for transit operations were just released.

3. DISCUSSION:

CUTA provides the results by property and then summarizes the results by population group. These population groups are under 50,000; 50,001 – 150,000, 150,001 – 400,000, and over 400,001. Windsor falls into population group 3, which in 2013 included Burlington, Gatineau, Halifax, London, Niagara Region (new for 2013) Oakville, Regina, Saskatoon, Sherbrooke and Victoria. The City of Longueuil, QC was previously

included in population Group 3; however, in 2012 the population increased to 405,166 and, accordingly, the operating results are now shown in population Group 4.

	R/C Ratio	City Contribution	Net Direct Operating	Avg. Fare	Direct Cost/ Passenger	Total Cost/ Vehicle Hr.	Passenger Per-Capita	Passenger Per Revenue Hr.	Revenue Hours Per Capita	Avg. Speed	Labour Prod.
Windsor	44%	60.71	2.42	1.78	4.31	99.32	30.53	29.71	1.03	23.46	.74
Group 3	43%	76.54	2.05	1.50	3.61	98.20	44.23	30.38	1.46	20.54	.70

As per the above comparison, Windsor's revenue to cost ratio is slightly higher than the average of the cities included in Group 3, which demonstrates that we are operating as efficiently as other cities in the population group. The municipal contribution to Transit Windsor's operations is lower than the group which would then result in a higher average fare, as the customer funds the balance of the costs which can be a deterrent to using public transit. Transit Windsor's net direct operating per passenger is higher than the average, as a result of lower ridership. The average fare is based on revenue per passenger and is high compared to the group average. The direct cost per passenger is higher than average because of low ridership.

Transit Windsor's total cost per vehicle hour is higher than the average based on the age of its fleet. The number of riders per capita is low. This is due in part to Transit Windsor's lower municipal funding, higher fares, and service not meeting customer's expectations. A common complaint from Transit Windsor's customers is that the service is overcrowded, late, and not frequent or direct enough to make it attractive. Further, Transit Windsor does not have sufficient service to maintain its advertised schedules. Experience in the industry suggests that Transit Windsor would need to increase its service levels substantially to achieve meaningful ridership gains. Due to Transit Windsor's lower ridership, passenger per revenue hour is also low.

In cities where there has been a decision to significantly increase the number of service hours, there has been a corresponding increase in ridership. One such example is Brampton where the service levels were increased significantly between 2007 and 2013, resulting in increased ridership as noted in the table below.

	2007	2013	% Increase
Revenue hours	590,000	898,160	52%
Number of passengers	11,064,000	19,405,803	75%
Revenue to cost ratio	43%	47%	4%
Municipal contribution per capita	\$56.17	\$84.20	50%

Finally, Windsor's average speed is slightly higher than average and could be a result of lower ridership.

4. **RISK ANALYSIS**

There is a risk associated with comparing the expenditures of various transit services because there is no guarantee that the data is being reported on a consistent basis. For example a city may provide a transit authority with administrative services for which the city may or may not charge. In this instance the comparisons would be distorted. Although CUTA describes in detail the data that should be included in each reporting category, there is no guarantee that each transit service is reporting the same type of expenditures.

5. **FINANCIAL MATTERS:**

N/A

6. **CONSULTATIONS:**

N/A

7. **CONCLUSION:**

Transit Windsor's operating statistics are lower in many instances when compared to services with similar population groups, and Transit Windsor's service should be reviewed and updated to meet the demands of its customers. Ridership is low and, in order to grow ridership, Transit Windsor's service must be made more attractive. The service must be frequent, direct, and, most importantly, reliable and affordable. Transit Windsor's Service Improvement Plan "*The Road Ahead*" provides the blueprint to makes these changes. Windsor City Council has recognized these challenges and has provided funding in the 2014/2015 operating budget to begin addressing these concerns.

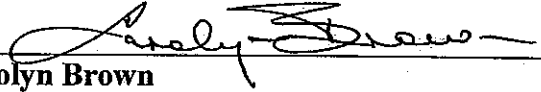
Effective transit does more than just move people – it makes a city more appealing to investment, more environmentally-friendly, and it improves quality of life. However, this is achieved through a collective commitment and willingness to invest adequate resources, whether through the tax base, at the farebox, or by finding and exploiting new revenue sources.

The additional funding allocated to Transit Windsor will assist in maintaining current service levels; however, it does not address the expansion that is required to make the system more effective. If the Transit Windsor is to become a vital building block of a sustainable, vibrant community it requires sustainable financial and political commitment. More specifically, a significant investment would have to be made in order to lower the average fare, improve the schedule frequency, make the service more direct, and shorten passengers' trip time.

When we define our cities around cars, we get more cars. When we define our cities around people and provide a robust public transit system, we get a better quality of life, healthier people, and a vibrant community.



Pat Delmore
Executive Director



Carolyn Brown
Corporate Leader of Transportation Services



Helga Reidel
Chief Administrative Officer

APPENDICES:

NOTIFICATION :				
Name	Address	Email Address	Telephone	FAX