

City of Mississauga  
**Corporate Report**



<p>Date: May 25, 2021</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works</p>	<p>Meeting date: June 9, 2021</p>

## Subject

**Cross-Boundary Transit Service Integration Pilot Project**

## Recommendation

1. That the report to General Committee entitled "Cross-Boundary Transit Service Integration Pilot Project" dated May 25, 2021 from the Commissioner of Transportation and Works be received for information.
2. That Phase 1 of the Service Integration Pilot Project recommendations for enhanced cross-boundary travel be received for information.

## Executive Summary

- The Ministry of Transportation has convened a Fare and Service Integration (FSI) Provincial-Municipal Table that includes representatives of all transit agencies and aims to improve connections and the customer experience for inter-municipal transit travel.
- The Toronto Transit Commission (TTC) has engaged a consultant team to develop an agency-driven FSI model to present to the Provincial-Municipal Table in partnership with surrounding transit agencies including MiWay.
- Currently MiWay, along with several other 905 agencies, are prohibited from providing local service within City of Toronto, resulting in TTC providing duplicate service for their residents. In addition, transit fares are not integrated between the TTC and MiWay.
- In partnership with the TTC, the Burnhamthorpe Road corridor has been selected for a transit service integration pilot project in the near-term (targeting fall 2021).

## Background

For decades, transit service integration has been discussed and studied in the Greater Toronto Hamilton Area (GTHA). The Ministry of Transportation's newly convened Fare and Service Integration (FSI) Provincial-Municipal Table consists of senior representatives from transit systems within the Greater Toronto Hamilton Area (GTHA) and the broader GO Transit service area. The Table, chaired by the Associate Minister of Transportation, includes representatives of all transit agencies and aims to work together to develop recommendations, guiding principles, and considerations for FSI to improve transit service and the customer experience for cross-boundary travel.

With the introduction of the FSI Provincial-Municipal Table, FSI-focused tables convened by Metrolinx – i.e., the Fare Integration Forum and GTHA FSI Working Group – have been paused.

The Table is intended to be a problem-solving body that explores ideas and enhances collaboration between MTO, Metrolinx, transit agencies, and other transit-focused organizations. Recommendations coming out of the FSI Table will be categorized into phases whereby action items in the near-term (Phase 1) will seek to achieve immediate fare and service integration objectives by identifying actionable recommendations for overcoming existing barriers. In Phases 2 and 3, the Table will recommend a regional fare structure based on jointly identified objectives and priorities. The recommendations will focus on creating seamless rider experience across municipal boundaries and on all transit modes, reducing/maintaining fare rates for customers, and improving the efficiency and effectiveness of the regional transit system while considering the financial sustainability of transit agencies as a whole.

In order to proceed with near-term service integration and align with Phase 1 objectives and actions from the FSI Provincial-Municipal Table, the TTC engaged Ernst and Young (EY) and Dillon Consulting Limited (Dillon) to develop an agency-driven model for implementing cross boundary service integration with four partner transit agencies, including MiWay. The result of this work will be to develop a business case that identifies the preferred approach to cross boundary service integration and accompanying benefits for all transit agencies. The TTC, MiWay and other regional partners, will present this business case to the FSI Provincial-Municipal Table to identify opportunities for integration and to seek assistance in removing any barriers that require provincial or further regional coordination beyond the jurisdiction of transit agencies.

## Comments

### Existing Fare/Service Integration between MiWay & TTC

Today, cross-boundary trips between 416/905 municipalities account for 10% of all travel within the GTHA region. Nearly 13% of Toronto Transit Commission (TTC) customers either start or end their trip outside of the City of Toronto, with 5% of all trips (nearly 90,000 per day) also using MiWay, York Region Transit (YRT), Durham Region Transit (DRT), and Brampton Transit

for parts of their journeys. As Ontario reopens its economy, new travel patterns, challenges, and opportunities will emerge necessitating the need to focus more on the customer experience for a strong, integrated transit network to kick-start recovery following the impacts of COVID-19. Today, transit fares are not integrated between the TTC and MiWay. Customers using a MiWay bus do not pay a second fare upon crossing the border, however they pay a second fare if they transfer to or from a TTC service.

MiWay routes that operate in Toronto are also subject to restrictions set out in the City of Toronto Act that prohibit other transit agencies from picking up (inbound) and dropping off (outbound) passengers within City of Toronto. MiWay is prohibited from providing local service (i.e. a customer travelling wholly within Toronto) resulting in TTC providing a duplicate service for their residents travelling locally.

Service integration will allow 905 buses to open their doors and pick-up and drop-off within the City of Toronto on route and from their connecting terminal. This will facilitate the removal of duplicate services, with the potential to increase level of transit service for customers along shared corridors. To make this work, an integrated fare policy is required to:

1. Allow local journeys (e.g. entirely within Toronto) to be made with another agency bus (e.g. MiWay bus).
2. Take advantage of the combined bus headways by allowing 905 and TTC buses to operate out of the same terminal within a fare-paid zone.
3. Allow appropriate fares to be collected by each agency, regardless of which municipality the customer is picked up in.
4. Enhance customer experience and attract more transit customers to use transit services available regardless of service providers.

### **Cross-Boundary Service Integration Near-Term Opportunities (Phase 1)**

The project commenced with an operational analysis of all municipal transit bus services that cross the City of Toronto border. Using ridership, operational and scheduling data for all cross-boundary transit services, transit agencies reviewed each corridor and provided operating policies, analysis and demand assumptions, and potential service changes that could improve fare and service integration. Together, all agencies agreed upon minimum service levels for integrated service, a prioritization of corridors, and analysis assumptions to develop recommendations. Recommendations coming out of the FSI Table have been categorized into phases whereby action items in the near-term (Phase 1) will seek to achieve immediate fare and service integration objectives by identifying actionable recommendations for overcoming existing barriers. It is important to note that the near term opportunities as identified in Phase 1, do not involve fare integration as this can only be achieved at the system level and not with a single route(s). Service integration opportunities as outlined below, are aimed at reducing service duplication amongst transit agencies by providing access to any bus along the corridor.

As part of Phase One Implementation Proposals, the following three corridors were identified as opportunities for MiWay and TTC cross-boundary services:

- **Dundas Street**

- Segment: Shared corridor is 2.2km between Kipling Station and Highway 427
- Existing Services: TTC operates Routes 111, 112 & 123 to areas north and south along Highway 427. MiWay operates eight routes along this corridor, converging at Kipling Bus Terminal from different areas of Mississauga
- Proposed Integration: Allow MiWay buses to carry TTC customers. Due to each route servicing a different transit market/destination, there is no opportunity to integrate services.
- MiWay Service Implications: MiWay to maintain existing services; no additional changes/service required.
- Benefits: Passengers in Toronto would have access to more buses, offering improved frequency and capacity to Kipling Station.

- **Bloor Street**

- Segment: Shared corridor is 4.8km between Kipling Station and Markland Drive
- Existing Services: TTC Route 49 operates the entire shared corridor, turning at Mill Road. MiWay Route 3 also operates along a portion of the shared corridor connecting City Centre Transit Terminal (Square One) in Mississauga to Kipling Bus Terminal in Toronto. MiWay Route 20 also operates and services Bloor Street to Kipling Bus Terminal.
- Proposed Integration: Allow MiWay buses to carry TTC customers. Remove TTC Route 49. MiWay Route 3 to maintain existing service levels, with Route 20 rerouted to service Mill Road and Bloor Street West, enhancing service levels.
- MiWay Service Implications: No changes in MiWay's Route 3. Routing adjustment required to MiWay's Route 20 without adjusting service levels.
- Benefits: The MiWay buses will have sufficient capacity to carry all TTC riders, allowing the TTC service to be cancelled and resources (buses & service hours) redirected elsewhere in the TTC network.

- **Burnhamthorpe Road**

- Segment: Shared corridor is 6.8km from Islington Station to Mill Road.
- Existing Services: TTC Route 50 operates along the entire shared corridor. MiWay Route 26 also services the shared corridor from Kipling Station, via Islington Station and continues to South Common Mall in Mississauga. MiWay Route 76 operates along Burnhamthorpe Road on weekdays but does not currently service the shared corridor in Toronto.
- Proposed Integration: Allow MiWay buses to carry TTC customers. Remove TTC Route 50 and reroute MiWay Route 76 via Burnhamthorpe Road in Toronto and Islington Station to the Kipling Bus Terminal

- MiWay Service Implications: Routing adjustment required to Route 76 and an additional 2 peak buses amounting to approximately 5,000 additional service hours required annually.
- Benefits: MiWay Route 76 will increase frequency to provide sufficient capacity to carry all TTC customers, allowing the TTC service to be cancelled and resources (buses & service hours) redirected elsewhere in the TTC network.

### **Cross-Boundary Fare Integration**

Fare integration proposals are currently being reviewed that will ensure that the both the TTC and other partner agencies will be revenue/cost neutral after accounting for the impact on fare revenue and capital and operating costs while also improving the experience for cross-boundary transit customers.

Service integration represents the first step into broader fare integration that can be applied to cross boundary transit service and create a simpler and more customer-focussed network of transit service across the GTHA

### **Fall 2021 Pilot Project Implementation Plan**

As a first step to introducing service integration between MiWay and TTC, the Burnhamthorpe Corridor has been selected for a Pilot Project as part of Phase 1 implementation. The tentative commencement would be fall 2021. As documented above, the pilot would require TTC to cancel their existing Route 50, which services the Burnhamthorpe Corridor, and allow inbound/outbound customers to board/alight MiWay buses (Routes 26 & 76) within the City of Toronto.

The required service levels would result in MiWay adding 2 peak buses to existing service along Burnhamthorpe, amounting to approximately 5,000 additional service hours annually. These increases would allow the TTC to safely remove all service on their Route 50. The required MiWay resources are attainable given the recent reductions to MiWay services elsewhere in the system due to the COVID-19 Pandemic.

### **Next Steps for Service Integration**

In order to facilitate the proposed fall 2021 Pilot, existing City of Toronto legislative framework must be revised. City of Toronto Act, Bill 213 must be amended to permit outside municipal transit systems to operate “open-door” service and pick-up and drop-off passengers within the City of Toronto without any restrictions.

Commitment from PRESTO is required to implement a fare policy that permits cross-boundary service integration on Phase One corridors. Software changes to PRESTO devices as well as new rear door readers on 905 agency vehicles will be required to allow to collect fares for/within the respective municipality.

## Financial Impact

Prior to implementation of the pilot, MiWay and the TTC will enter into an operating agreement. Based on current discussions, it is anticipated that MiWay would not incur additional operating costs.

## Conclusion

In order to proceed with near-term service integration and align with Phase 1 objectives and actions from the Ministry of Transportation's FSI Provincial-Municipal Table, the TTC engaged a consultant team to develop a transit agency-driven model for implementing cross boundary service integration with four partner transit agencies including MiWay. This project will become the basis of a fare and service integration business case that will be presented to the Provincial-Municipal Table for their input and support in clearing any remaining barriers.

To provide an actionable first step while the Provincial-Municipal Table look to harmonize fare and service across the region, the TTC and MiWay have been in discussion of a potential pilot project. An operational and ridership demand analysis on shared corridors produced several proposals and the Burnhamthorpe Road corridor was selected for a pilot.

In order to implement a service integration pilot on Burnhamthorpe Road in fall 2021, between MiWay and the TTC, the existing City of Toronto legislative framework must be amended and commitment from PRESTO is required to ensure fare revenues are distributed fairly and also to provide additional on-board devices.

MiWay has been actively working with the FSI team to evaluate and develop service integration solutions that will potentially increase our ridership while providing a better customer experience across municipal boundaries. It is therefore recommended that we proceed with Phase 1 and work towards fully integration with the GTHA.



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Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works

Prepared by: Alana Tyers, MCIP, RPP, Service Development Manager, MiWay