

# Making The Case: Transparent & Accountable Service Planning for Mississauga

Presentation for the Transit Advisory Committee  
By Christian Parisé

# 2006 - A Banner Year for Transparency in Transit Planning

- 21 June 2006 - Transit's Ridership Growth Strategy is on the GC agenda
- 15-page Corporate Report
- 31-page slide powerpoint presentation
- 90 page consultant reports with full system ridership breakdowns

	<b>Corporate Report</b>	Clerk's Files <b>TS.01</b>
	<b>GENERAL COMMITTEE JUN 14 2006</b>	Originator's Files MG.23.REP
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<b>DATE:</b>	May 24, 2006	
<b>TO:</b>	Chair and Members of General Committee Meeting Date: June 14, 2006	
<b>FROM:</b>	Martin Powell, P. Eng. Commissioner of Transportation and Works	
<b>SUBJECT:</b>	<b>Mississauga Transit - Ridership Growth Strategy and Asset Management Plan</b>	

## Service Standards

- Route Coverage – 90% of residents within 500m (~1/4 mile) of a bus stop
- Service Hours – minimum targets for rapid transit, core, and local routes
- Service Levels – minimum frequency for rapid transit, core, and local routes
- Warrants for introducing new services

## Service Standards (cont'd)

- Service Reliability – schedule adherence
- Accessibility
- Utilization/comfort Levels – maximum allowable vehicle loading
- Ridership Performance – boardings per revenue-hour depending on time period and day of the week

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- The 2006 RGS was a five-year plan that clearly articulated objectives and goals.
- It laid bare the philosophy of transit planning and service guidelines.

**Strategy #2 – Establish Minimum Service Standards**

Minimum service standards are proposed to provide direction for Mississauga Transit in both the day to day and long term decision making in designing transit service.

Guiding the policies for service standards will be the level of financial commitment today and in the future recognizing both affordability and the broader goals related to ridership growth. Transit service standards provide:

- A framework for balancing competing interests and making rational decisions on the level and quality of service in the community
- Increased public awareness of the philosophy of service and growth for Mississauga Transit

**Initiatives – Add Service to Meet Service Standards**

- Frequencies
  - improvements needed during both peak and off-peak periods
- Service Hours
  - additional evening and Sunday service for some routes
- 15 buses per year needed over 5 years to meet minimum standards and loading standards

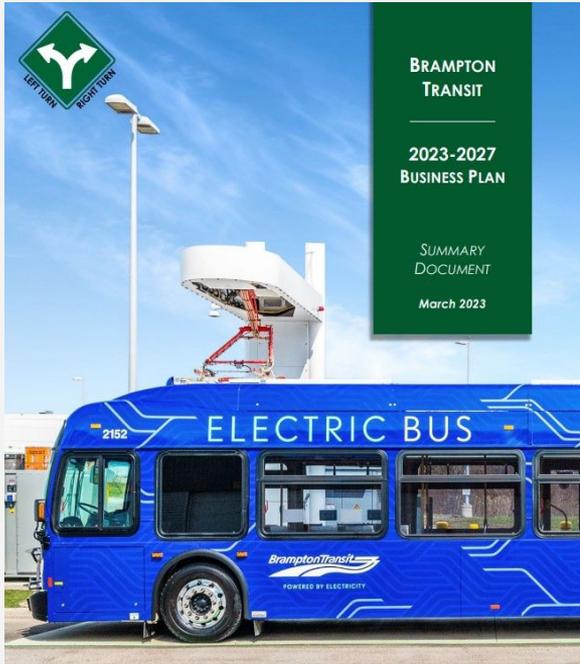



- It was honest about existing transit network deficiencies, in particular in regards to service frequency (the interval between buses, “headway”)
- Above all it was a highly educational document

- Unfortunately this commitment to transparency did not last long
- 8 March 2007 saw Phase 2 of the RGS on the GC Agenda
- Full consultant report was not shared on the agenda, 7 page executive summary instead. Corporate Report, appendices and executive summary totaled 24 pages of materials. Very scant compared to phase 1.
  
- MiWay Five Corporate Report to GC November 2015 - **Same Story**
  
- **2006 represents the last time in our City where transit service standards and guidelines were made publicly available. 17 years ago!**
- The 2006 RGS documents have not been available on the City's website for at least 10 years. **In other words MiWay has not had publicly available service standards in over a decade.**

# How Do We Compare to Brampton?

**Service guidelines & objectives updated every 5 years as part of 5-year detailed business plan. Full report and documents made publicly accessible through the Committee of Council Agenda.**



**129 pages of material made publicly available for their 2023-2027 Business Plan**

36-page slide presentation given to Council



## How Do We Compare to Toronto?

The TTC has dedicated website page regarding transit service planning with an abundance of information on the subject. It is a great resource for those looking to better understand transit.

### **TORONTO TRANSIT COMMISSION** **SERVICE STANDARDS AND DECISION RULES FOR** **PLANNING TRANSIT SERVICE**

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***“Our service standards are a systematic and objective means of planning, monitoring, adjusting, and evaluating transit services throughout Toronto. The standards provide a mechanism for measuring the tradeoffs between the benefits achieved by providing more service in one location, the inconvenience caused by removing it from another, and the costs of providing those services.”***

# In The Wake of Covid-19: Reduced Transit Service

## MiWay Annual Vehicle Hours Comparison

	March 2020		September 2023		Difference		Annualized Impact	
	Vehicle Blocks	Daily Vehicle Hours	Vehicle Blocks	Daily Vehicle Hours	Vehicle Blocks	Daily Vehicle Hours	Service Days	Daily Vehicle Hours
Weekday Service	624	5376.02	469	4651.93	-155	-724.09	250	-181,022.50
Saturday Service	186	2614.05	152	2370.15	-34	-243.9	52	-12,682.80
Sunday Service	131	1693.85	116	1673.85	-15	-20	52	-1,040.00
Holiday Service	131	1693.85	102	1500.92	-29	-192.93	10	-1,929.30
<p>Kipling service adjustment does not include the reduction in vehicle hours where service levels were cut as a result. <b>Kipling related service cuts include routes 1, 3 &amp; 109 on Saturdays and routes 1 and 109 on Sundays &amp; Holidays</b></p> <p>Data compiled by Christian Parisé using MiWay GTFS data. Data measures vehicle hours from start of revenue service to end of revenue service for each block and includes total time and <b>excludes deadheads to/from the garage prior to and after revenue service.</b></p>					<p><i>Total Unadjusted Reduction</i></p>		<p>-196,674.60</p>	
					<p>Kipling Service Adjustment (estimated)</p>		<p>-20,000.00</p>	
					<p>Summer Academic Adjustment (estimated)</p>		<p>-6,000.00</p>	
					<p><b>Total Adjusted Reduction</b></p>		<p><b>-170,674.60</b></p>	



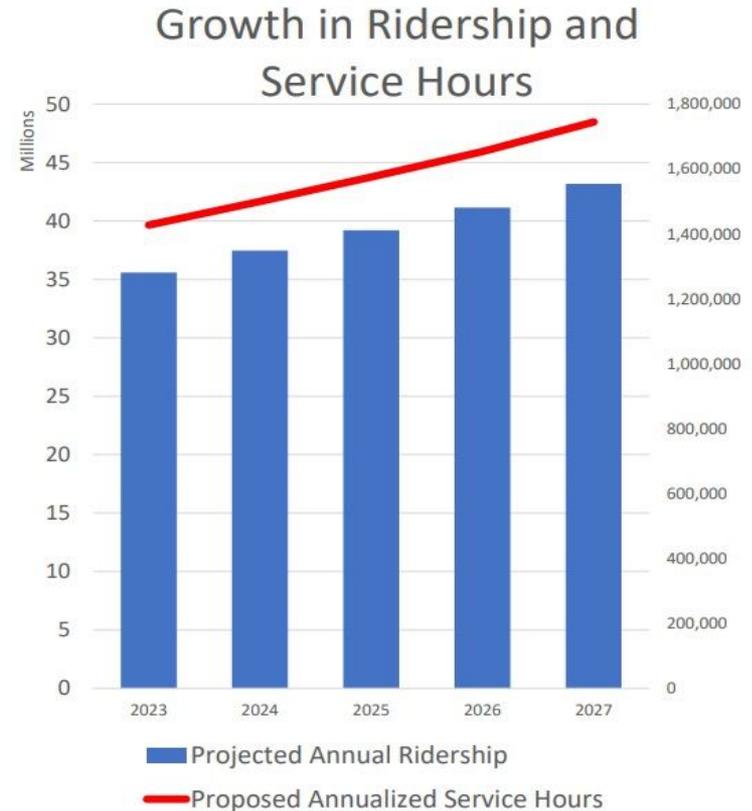


# Brampton Transit - Addressing Service Hours Relative to Pre-Pandemic

## Five-Year Business Plan

### 2023-2027 Service Plan

Year	Projected Annual Ridership	Percent Increase from 2019	Proposed Annualized Service Hours	Percent Increase from 2019	Annual Service Hour Increase
2023	35,600,000	12%	1,427,400	9%	84,800
2024	37,478,000	17%	1,500,200	14%	72,800
2025	39,220,000	23%	1,575,800	20%	75,600
2026	41,151,000	29%	1,654,100	26%	78,800
2027	43,178,000	35%	1,745,200	33%	91,100



# A Service Level Comparison

Brampton Transit			
Year	Proposed Annualized Service Hours	Percent Increase from 2019	Annual Service Increase
2023	1,427,400	9%	84,800
2024	1,500,200	14%	72,800
2025	1,575,800	20%	75,600
2026	1,654,100	26%	78,800
2027	1,745,200	33%	91,100

MiWay			
Year	Proposed Annualized Service Hours	Percent Increase from 2019*	Annual Service Increase
2023	1,480,000	-9%	0
2024	1,540,000	-5.5%	60,000
2025	1,600,000	-2%	60,000
2026	1,660,000	1.6%	60,000
2027	1,720,000	5.2%	60,000

\* 20,000 hours removed from 2019 figure to account for Kipling Terminal savings.

# Looking Back to 2006's Proposed Service Standards

- Recognized that express routes **need to be frequent to be fast.**
- Waiting 10 minutes longer for a bus that saves 5 minutes travel time isn't helpful.

## The situation in 2023:

- Most express routes operate below these standards even in the peak.
- 103 Hurontario Express - 20 minute PM peak frequency - **50% of pre-pandemic levels**
- 110 University Express - Weekend service cut at start of pandemic - **still not restored**

### Service Frequency

Mississauga Transit is proposing to adopt the following minimum frequencies to contribute to the overall objective of achieving 50 rides per capita.

	Rapid Transit	Core Routes	Local Routes
<b>Weekdays</b>			
Peak	10 minutes	15 minutes	20 minutes
Mid-day	15 minutes	20 minutes	30 minutes
Early Evening	15 minutes	20 minutes	30 minutes
Late Evening	15 minutes	30 minutes	30 minutes
<b>Saturdays</b>			
Day	15 minutes	30 minutes	30 minutes
Evening	15 minutes	30 minutes	30 minutes
<b>Sundays &amp; Holidays</b>			
Day	15 minutes	30 minutes	30 minutes
Evening	15 minutes	30 minutes	30 minutes

- The pandemic era service cuts of 150,000 annual hours as compared to 2019 levels have left a much eroded transit network in terms of service standards.
- Many corridors are rapidly intensifying yet do not have the service levels to match the land-use. Example: 15 minute rush hour frequency on rapidly intensifying Burnhamthorpe Road Corridor, **less than 50% of service levels in 2003**
- Congestion has impacted travel times on the network. In absence of additional service hours, service becomes less frequent to make up the difference. Example: Route 5 Weekend Service Change  
From every 23 to every 28 minutes on Saturdays.  
From every 27 to every 34 minutes on Sundays.
- Full route cancellations on stat holidays: routes 28, 35, 46 & 48 - no comparable examples of this in Hamilton, Brampton or Toronto. **This was not done pre-pandemic.**
- Record levels of crowding on the system. **All while City Staff are forecasting an \$11.6 million year-end budget surplus for MiWay. 11.1% of the net (tax-funded) operating budget.**

# We Need an Open Dialogue Regarding the Cuts

- In some cases changes and reductions to service may be appropriate, however in many cases they are counter-intuitive to broader City building goals.
- We need to stop telling ourselves that there is less service because there are less riders.
- **We need to start asking if there's enough service for ridership to come back to?**
- We need an open and clear process to service planning with publicly articulated service guidelines and standards that can stand against scrutiny.
- MiWay is not a private corporation, service standards are not trade secrets and this insular approach to service planning **mutes needs to chase desires.**

# Thank you!

If you'd like to discuss transit further with me I can be reached by email at:

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