2006 Service Budget and Ridership Implications of Flatlining Service

January 25, 2006

TORONTO TRANSIT COMMISSION

Service Budget

- purpose: determine resources needed to accommodate customer demand
- inputs:
  - ridership forecast
  - planned route and service changes
  - traffic congestion, low-floor buses
  - capital works projects: road, track construction
  - continuation (annualization) of current initiatives
  - counts of current ridership
- output: hours, kilometres, vehicles for each mode

2006 Service Budget

- Carry-forward of changes made in 2005:
  - Ridership Growth Strategy (RGS): off-peak service improvements (reduce crowding on major routes) (+72,000 hrs)
  - accommodating crowding (+25,000 hrs)
  - Commission-directed services (+20,000 hrs)
  - outside-Toronto contract service (+8,000 hrs)
  - congestion/low-floor (+9,000 hrs)
  - RGS fare initiatives (transferable, weekly)

Total carried forward to 2006 (budget to budget)=+134,000 hrs

2006 Service Budget

- annualized carry-forwards from 2005 (+134,000 hrs)
- crowding accommodation, deferred from 2005 (+19,000 hrs)
- ridership forecast of 437 million riders:
  - increase service in response to overcrowding as required (+41,000 hrs)

2006 Service Budget

- traffic congestion (+6,000 hrs)
- low-floor bus reduced capacity (+8,000 hrs)
  - fewer additions based on actual experience
- calendarization etc. (- 12,000 hrs)
- City construction (+28,000 hrs)

Summary 2006 Service Budget

Based on 437M Riders in 2006 (No UPass)

		Uncommitted Cost in 2006
• 2005 Budget: 7.003 million hours		
– accommodating crowding		
– annualized 2005	+ 0.4%	
– proposed for 2006	+ 0.8%	$4.0M
Total	+ 1.2%	
– other annualized 2005 additions		
– Ridership Growth Strategy	+ 1.0%	
– Commission directives, etc.	+ 0.5%	
Total	+ 1.5%	
– congestion/low-floor buses	+ 0.2%	$1.0M
– City construction	+ 0.4%	
– calendarization, etc.	- 0.1%	———
• Proposed for 2006: 7.227 million hours	+ 3.2%	$5.0M

Ridership Implications of Flatlining Service for 2006

Service -- Overcrowding

- ridership increasing
- service not increased in response
- overcrowding

Crowding - Service Quality - Ridership

- Passenger comfort:
  - seat availability
  - room to stand, move through vehicle
  - passengers accept “tolerable” crowding

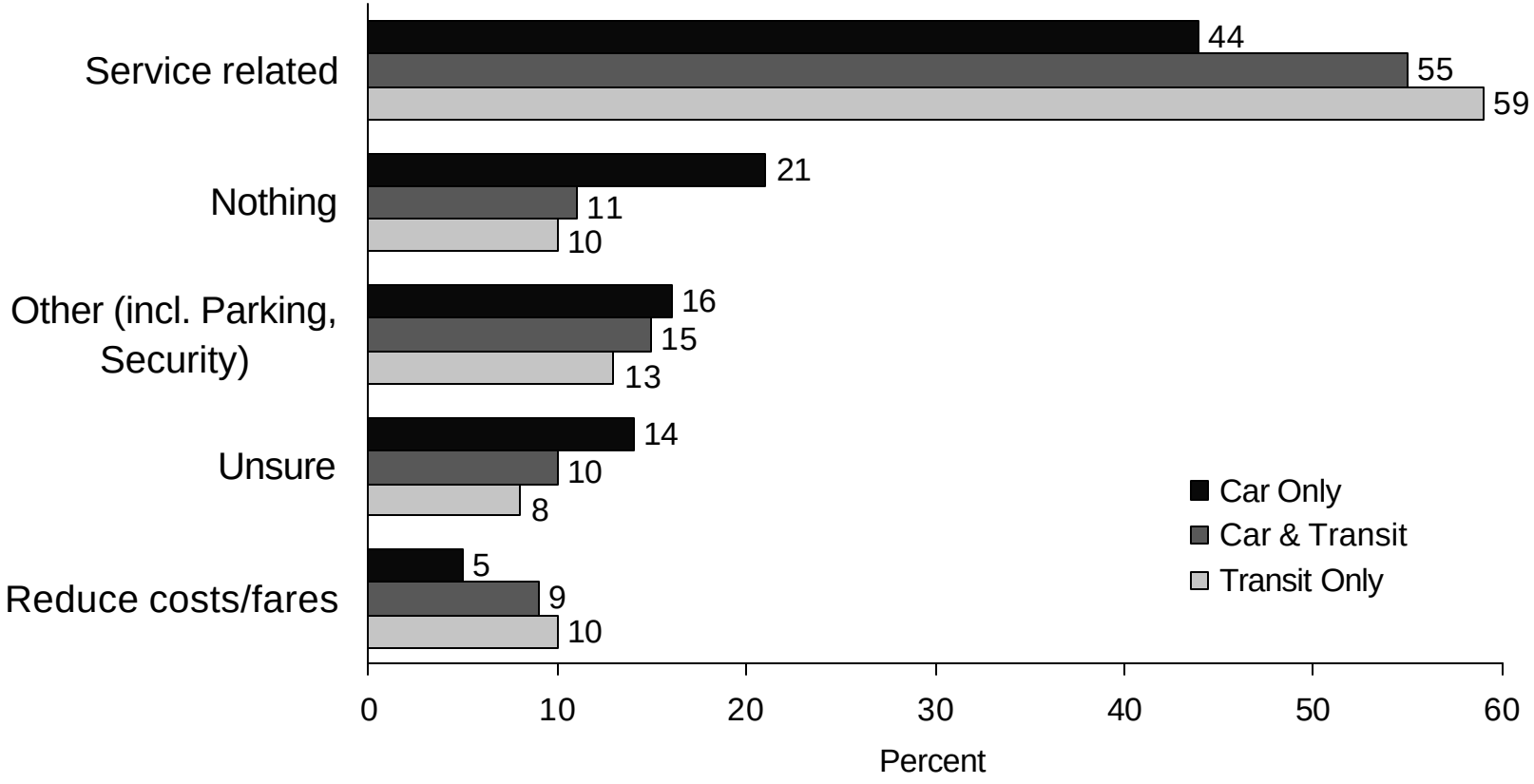
Crowding - Service Quality - Ridership

- Service reliability degrades with overcrowding:
  - crowded vehicles take longer to load
  - surge loads (service delay, school, movie theatre, factory)
  - more time for boarding and alighting
  - fall behind schedule → gaps, bunching

Crowding - Service Quality - Ridership

- Results:
  - uncomfortable overcrowding
  - unreliable service: delays, gaps
  - customers left behind at stops
  - forced, choose to look for alternatives

Changes Required to Increase Transit Use



Accommodating Passenger Demand is Critical to:

- retaining, attracting ridership
- supporting City objectives:
  - reducing auto dependence
  - reducing congestion, gridlock
  - reducing pollution, smog-alert days
  - encouraging transit-oriented lifestyles

Causes of Overcrowding

- Not within TTC's control:
  - road congestion, accidents etc.
  - surges of passengers – school, mall
  - passenger incidents
- Within the TTC's control:
  - equipment failures
  - not enough service → gaps and bunching
    - longer boarding, alighting times

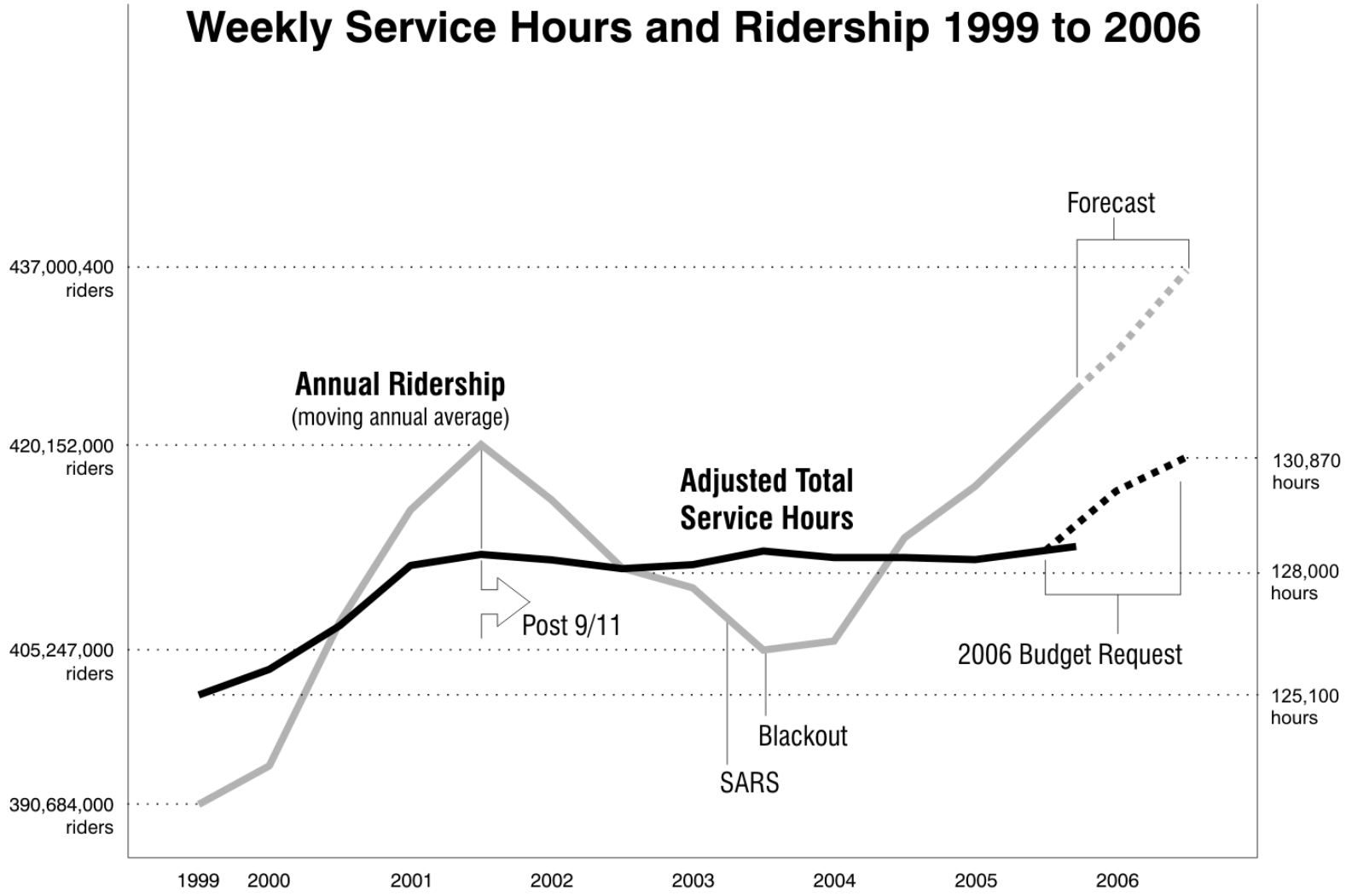
Managing Overcrowding

- establish standards that balance:
  - passenger tolerance for crowding
  - service reliability
  - operating costs
- TTC Vehicle Loading Standards refined over decades of experience:

Bus	57
Streetcar	74
Articulated Streetcar	108

Current Situation
Service : Passengers

- ridership peaked in 1988 at 463M
  - dropped in early 1990's (373M in 1996)
  - now climbing back to previous levels
- service reduced in 1992, 1996 and 1999
  - 2001: crowding back to 1988 conditions
  - service flatlined since 2001
- ridership now well above 2001 level of 420M:
  - 2005 - 430M, 2006 - 437M



TTC SP 7-12-2005 DRG. No. 11819b

Service Not Keeping Up with Ridership Growth

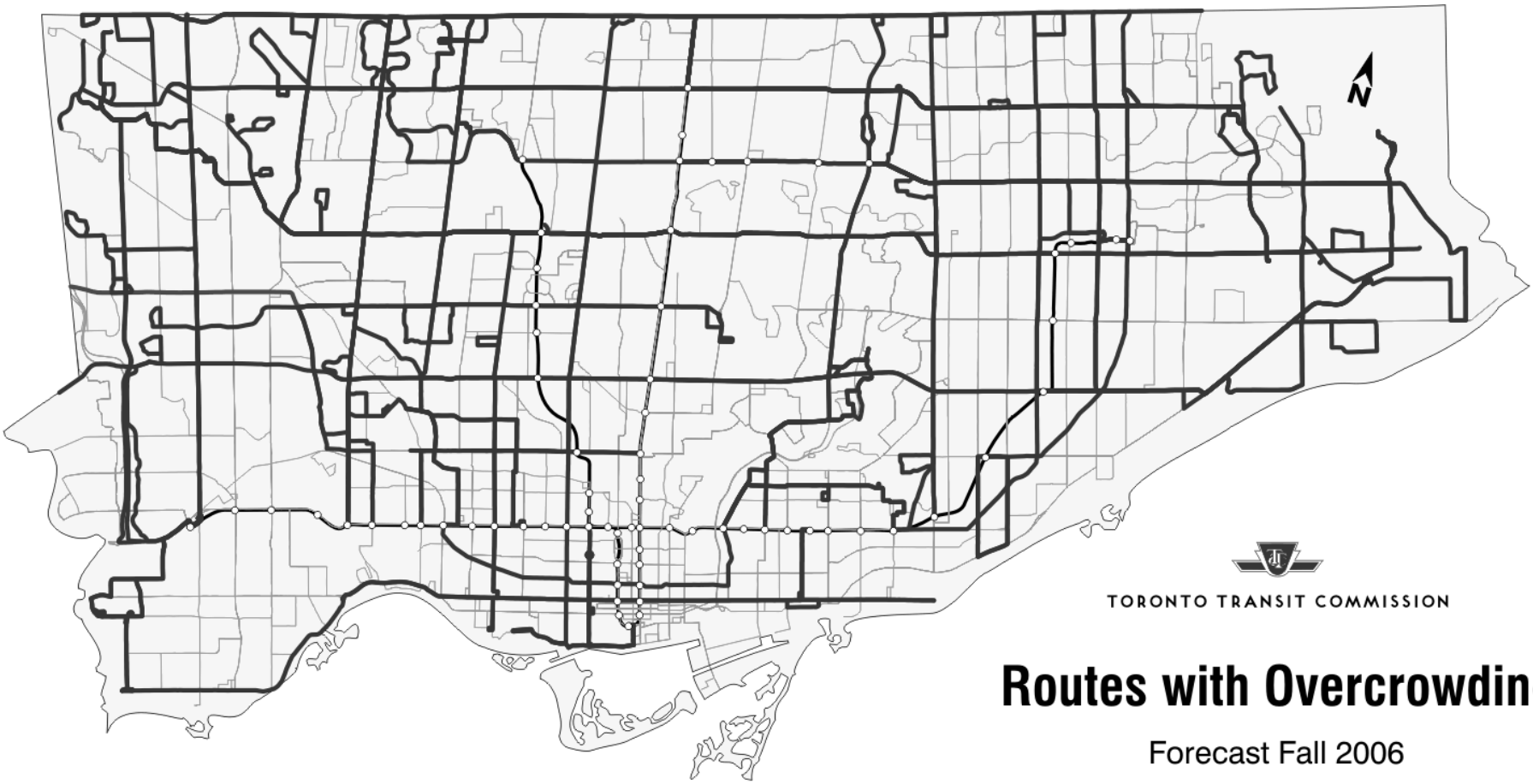
- service changes lag behind ridership changes
- 2005: resource constraints -- improvements needed deferred to 2006
- overcrowding occurring on increasing number of routes: counts, complaints, reports

Complaints

- complaints: crowding, service delays, bypassing passengers:
  - 30% increase in Period 10 2005 compared to 2004
  - 54% increase in year-to-date complaints (including construction)
- reports of overtaxing from drivers, route supervisors

Crowding Projected for 2006

- based on current overcrowding complaints, projected ridership for 2006:
  - overcrowding in 136 time periods on 62 routes
  - most major routes in the system
  - 86.2M passengers per year affected



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Routes with Overcrowding

Forecast Fall 2006

TTC SP 7-12-2005 DRG. No. 11829b

Timing Implications of "Wait-and-See" Approach

- long lead time required to:
  - update and assess crowding data
  - obtain approval to proceed
  - hire and train instructors, drivers and mechanics

- service improvements in 2006 require budget approval now:

  January decision → April service

  March decision → September service

Conclusion

- ridership increasing
- current system largely at capacity
- flatline budget: no capacity to respond
- increase budget and system capacity or:
  - overcrowded, less-reliable service
  - consistently not adhere to Commission's crowding standard
  - deter customers from using transit
  - unable to achieve projected ridership, revenues