

**Contributing Department**

Transit 100%

2007 Budget:

\$118.2 M - Public Transit

\$1.5 M - Chartered Bus &amp; Special Event Transit

\$33.7 M - Public Transit Tax Supported Subsidy

# Public Transit

**Includes:**

- *Regular Transit*
- *Handi-Transit*
- *Chartered and Special Events Transit*

## Service Overview

**DESCRIPTION**

To plan, develop, and operate public transportation service in Winnipeg that:

- Provides mobility for those who do not or choose not to use other modes;
- Provides weekday peak period service levels that minimizes the City's requirement for investment in roadway and bridge infrastructure;
- Reduces pollution generated by the overall urban transportation system; and
- Reduces energy use by urban transportation.

To provide a parallel public transportation services for people who are legally blind or who cannot use the regular transit system because of a physical disability.

**KEY GOALS****Regular Transit**

1. Improve speed and reliability.
2. Improve comfort, convenience, safety and accessibility.
3. Improve environmental sustainability.
4. Improve productivity.
5. Improve passenger information.

**Handi-Transit**

1. Improve service reliability
2. Improve productivity.
3. Improve customer relations.

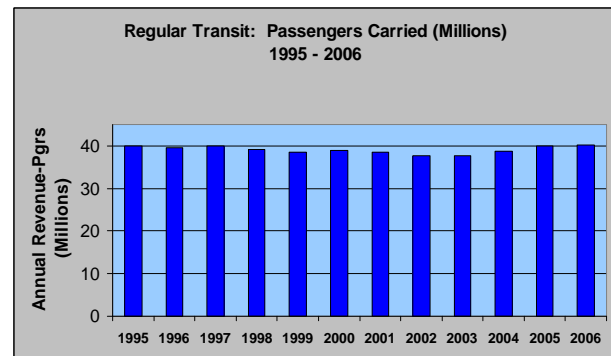
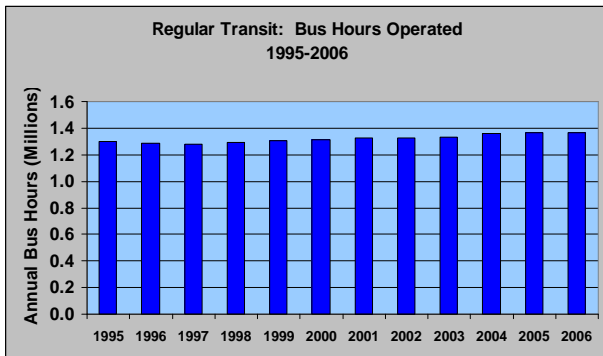
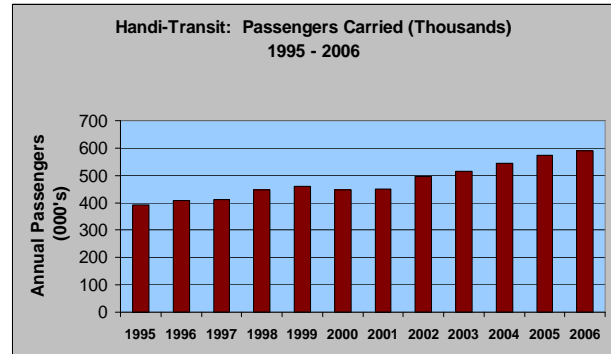
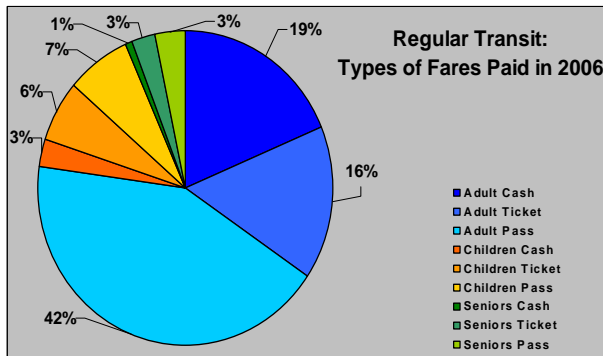
**SERVICE LEVEL STATISTICS****Regular and Chartered Transit**

Description	2004	2005	2006
Number of Buses in Fleet	535	535	535
Easy Access uses: Number	264	293	305
% of Fleet	49%	55%	57%
Bus Hours Operated	1,359,733	1,364,745	1,368,943
Bus Kilometres Operated	26,446,528	26,611,964	26,811,340
Passengers Carried Annual	38,618,366	39,953,516	40,242,329
Average Weekday	134,391	139,612	140,866
Number of Routes	87	87	87
Number of Bus Stops	4,818	4,865	4,851

**Handi-Transit**

Description	2004	2005	2006
Active Registrants at Year End	n/a	n/a	9,908
% of Registrants Age 65+	n/a	n/a	70%
Passengers Carried Annual	545,611	572,750	590,837
Average Weekday	1,851	2,060	2,140
Customer No Shows (Annual)	10,213	11,463	10,632
Trip Requests Unable to Provide	6,433	6,684	6,840
Priority 1 - % of Passengers Carried (Work, Medical, Post-Secondary)	66%	67%	67%
Wheelchair - % of Passengers Carried	32%	32%	30%
Ambulant - % of Passengers Carried	68%	68%	70%

## Trends



## Strategic Direction

### LINK TO PLAN WINNIPEG

- 1A-06 Encourage Accessibility to and Within the Downtown
- 3A-02 Promote Compact Urban Form
- 3A-03 Integrate Land Use, Urban Design, and Transportation Planning
- 3A-04 Protect Traffic Flows from Significant Increases
- 3B-01 Promote Vibrant Neighbourhoods
- 3B-06 Promote Commercial Densification
- 3C-01 Provide Integrated Transportation Network
- 3C-02 Commit to Transit Improvements
- 3C-04 Promote Mobility Through Principles of Universal Access
- 3D-01 Commit Foremost to the Maintenance and Renewal of Existing Infrastructure
- 3D-02 Invest Strategically in New Infrastructure
- 3D-03 Direct Transit System Investment
- 4A-03 Expand Capacity to Address Safety
- 4B-03 Promote Safety on Streets and Sidewalks
- 5A-04 Encourage Energy Efficiency

### SYNOPSIS OF POLICY DIRECTION

By committing to sustainability and the reduction of greenhouse gas emissions, Council recognizes that the City must be planned differently. *Plan Winnipeg* acknowledges that

alternative means of transportation, including public transit, should be given greater attention, and should be presented as part of an integrated transportation network. It is intended that transit be given particular emphasis in areas where the potential to attract new ridership is greatest, namely, to, from, and within the downtown; along the major radial travel corridors; and to and from major centers of employment, education, health care, and shopping. *Plan Winnipeg* supports a capital investment program whereby a bus rapid transit system is developed to provide transit travel that is competitive with travel by private automobile. *Plan Winnipeg* also recognizes that transit operations can contribute significantly to other broad goals including public safety, urban design, and environmental stewardship. *Plan Winnipeg* envisions Winnipeg as an inclusive city – one that promotes equitable access to facilities, services, and the opportunities of life. In particular, the principles of Universal Access are to be applied in the design and operation of urban transportation facilities and services. In September 1994, City Council adopted the principle of reasonable equivalency for the provision of transit service for those with physical disabilities. This included the conversion of the regular transit fleet to

accessible buses by 2014 and the operation of a parallel Handi-Transit service.

In February 2000, Council approved in principle the recommendations contained in *“Direction to the Future – The Guide to Better Transit for Winnipeg.”* This strategic plan for the Transit Department outlines specific improvements to be implemented under the following themes:

- Making ongoing improvements to service
- Making the service easier to use
- Making the service more affordable
- Making the service more productive
- Making a commitment to affordable high speed transit

In February 2005, City Council adopted the *“Implementation Plan for Rapid Transit Task Force Recommendations,”* which outlined a comprehensive plan of transit improvements to be implemented over the 2006 – 2011 time period. The Rapid Transit Task Force (RTTF) recommended that an integrated set of transit improvements be implemented in the major travel corridors of Winnipeg. Within each of these “Quality Corridors,” a specific set of improvements tailored to the needs of each is to be employed to improve the speed, reliability, comfort, convenience, and accessibility of transit travel.

The basic service elements recommended for application by the Rapid Transit Task Force (RTTF) include the following:

#### **Vehicles:**

- Buses with “clean diesel” or “diesel electric hybrid” propulsion technologies.
- Articulated buses for corridors with high daily passenger volumes.

#### **Upgraded Stops and Stations:**

- Shelters (heated ones at major stops).
- Posted route and schedule information (in real-time at major stops).
- Attractive streetscaping (landscaping, signage, benches, waste receptacles, public telephones).

#### **Intelligent Transportation Systems (ITS)**

##### **Technology:**

- Bus Radio/Automated Vehicle Location system for complete fleet.
- On-board Security Camera System for complete fleet.
- Real-Time Schedule Information (via Telebus, transit website, wireless devices; and at major stops/stations).
- On-board “Next Stop” Displays/Enunciators for complete fleet.
- New Fare Collection System.

##### **Traffic Priority for Transit:**

- On-Street Transit Priority (diamond lanes, queue jumps, transit signal priority).

- Busways (segregated right-of-way for transit and emergency vehicles with integrated active transportation paths).

##### **Park and Ride:**

- Expansion of existing park and ride program.
- Major new park and ride facilities in conjunction with busway construction.

## **KEY FACTORS INFLUENCING SERVICE DELIVERY**

### **Service Stretching**

As new development has occurred in the suburban areas of the city, transit service has been extended by diverting bus operating resources from existing routes to new services in the new areas. Given the degree of rationalization of the regular transit network that has taken place over the past two decades, remaining opportunities for service reductions in the established transit network are quite limited. As the transit operating budget does not include any provision for service expansion to accommodate development growth, service reductions implemented on established routes to fund service expansion in new areas are met with resistance by passengers negatively impacted by the reductions. Recent examples include service changes made in Wildwood Park, North Kildonan, and the Dakota Crossing/Lakes of River Park South neighbourhoods. Moreover, it has not been possible to expand off-peak and weekend services in many areas, especially in the rapidly growing southwest part of the city.

### **Demographic Trends**

The population of age cohorts that intensively use public transit (16 – 24 years and 55+ years) is expected to increase significantly over the next several years in Winnipeg. This will increase the demand for both regular transit and Handi-Transit services.

### **Federal Transit Investments**

The Federal Government has enacted transit-supportive measures to help reduce pollution and greenhouse gas emissions (transit infrastructure funding; tax credit for purchases of monthly transit passes). These initiatives will assist cities to improve transit capacity and, at the same time, increase the demand for transit services.

### **Input Costs**

The costs of major inputs, such as diesel fuel, have been escalating faster than inflation. High maintenance standards and regular renewal of the transit fleet are necessary to moderate the demand for replacement parts and to take advantage of more fuel-efficient engines.

### **Demands on Handi-Transit**

Due to an aging population and an increasing awareness of the rights of persons with physical disabilities to have access to a public transit service reasonably equivalent to that provided to able-bodied persons, the demand for Handi-Transit service continues to increase. The challenge is to meet these demands using a combination of specialized and regular public transit in a cost-effective manner. This requires an understanding of what the projected demand for service will be over the short and long-term; and how demand may be managed through alternative service delivery options and policy or procedural amendments within budget constraints. At present, the intent is to expand the number of low floor buses in the transit fleet in order to encourage Handi-Transit users to use regular transit whenever possible. In 2006, Council approved an amendment to the transit fare structure to permit Handi-Transit registrants with "unlimited eligibility" to use regular transit without being required to pay a fare.

### **Staffing**

With the "baby boom" generation moving into the retirement years and with a strong economy offering many employment opportunities, it is a challenge to maintain staffing levels, especially for bus operators. Shortfalls in front-line staff make it difficult to operate all scheduled service each day.

### **Modernizing the Bus Fleet**

There are relatively few firms in the North American bus manufacturing and parts supply industry. Delivery times for new buses are lengthy. This creates challenges for the maintenance and renewal of the transit fleet.

## **SUMMARY OF GOALS AND STRATEGIES REGULAR TRANSIT**

### **1. Improve speed and reliability**

- Expand the number of express routes.
- Expand on-street transit priority measures.
- Implement measures to address areas of traffic congestion where there is insufficient space for on-street priority measures.
- Maintain an appropriate bus replacement program.
- Promote transit supportive street designs to accommodate high volumes of buses.
- Increase ratio of planned to unplanned bus maintenance.
- Establish and fund a new Transit Infrastructure Reserve for future busway construction.

### **2. Improve comfort, convenience, safety and accessibility**

- Transition to an accessible transit fleet.
- Improve the transit route network in areas currently served.
- Expand transit service to newly developed areas.
- Upgrade major bus stops.
- Add more transit shelters to the system.
- Upgrade major transit terminals.
- Assign low floor buses to the same service each day.
- Improve transfer connections.
- Expand options for sale of tickets and passes.
- Improve transit integration with other transportation modes (e.g. Park & Ride, bicycles, etc.).
- Expand Eco-Pass employer-paid transit pass program.

### **3. Improve environmental sustainability**

- Acquire 20 articulated electric hybrid buses.
- Provide public information about the environmental benefits of transit use.

### **4. Improve productivity**

- Update life cycle costing analysis of bus replacement program.
- Replace the bus radio system, add Automated Vehicle Location capability.
- Replace the fare collection system.
- Replace North Garage.
- Increase transit operating speeds.

### **5. Improve passenger information**

- Improve user information (printed maps and schedules, Telebus, Navigo trip planner, transit web site).
- Install automated next stop displays on buses.
- Provide real-time schedule information (via Telebus, transit website, wireless devices, and at major stops/stations).

## **HANDI-TRANSIT**

### **1. Improve service reliability**

- Optimize travel times inherent in the trip scheduling system.
- Improve monitoring of contractor performance.
- Assign low-floor buses to the same service each day.
- Develop automated voice (IVR) options for booking and canceling rides.
- Monitor vehicle inspections, drivers' licenses, vehicle licenses/insurance and criminal record checks.

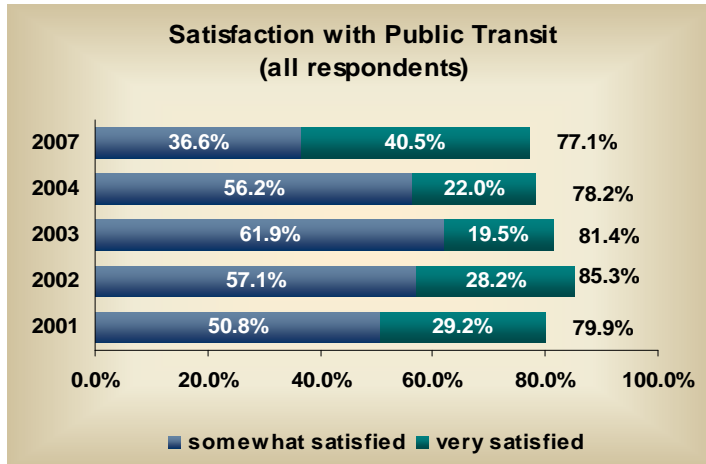
- Install automated vehicle location (GPS) technology on vehicles.
  - Expand iRide system scheduling flexibility and management reporting capabilities.
- 2. Improve productivity and financial position**
- Improve the computerized trip scheduling and dispatching system to improve service productivity.
  - Expand the number of low-floor buses in the regular transit fleet.
  - Establish a stable, long-term funding arrangement for Handi-Transit in cooperation with the Province.
  - Establish longer-term demand projections.
  - Monitor eligibility criteria and technology applications in other jurisdictions.
- Assess feasibility of a regular transit travel-training program for Handi-Transit registrants and seniors.
- 3. Improve customer relations**
- Improve complaint/commendation system to provide more detailed reports to analyze trends.
  - Continue with a regular and formal customer feedback (survey) process.
  - Continue with enhanced disability awareness training for Handi-Transit office staff.
  - Publish quarterly customer newsletters.
  - Communicate information to registrants booking trips via “message on hold” system on Contact Centre telephone system.
  - Improve communications with advocacy groups that represent persons with disabilities.

### Implementation of “Direction to the Future” Initiatives

Initiative	Status
<b>Making Ongoing Improvements to Service</b>	
Route Network Improvements	Ongoing. Route modifications and new routes implemented as travel patterns change.
Conversion to Low-Floor Transit Fleet	Ongoing. All new buses are of a low-floor design. 57% of the fleet is currently low-floor.
Assignment of Low-Floor Buses to Same Service Each Day	Implemented
Upgrades of Major Stops	Ongoing. Included in RTTF Implementation Plan 2006 and 2007 portions of 2006 – 2009 program completed
More Transit Shelters	Ongoing. Included in RTTF Implementation Plan as part of bus stop upgrade program
New Transit Terminals	Implemented
<b>Making Transit Service Easier to Use</b>	
Non-Traditional Service Delivery	4 demand responsive DART services implemented
Park and Ride	13 Park and Ride lots implemented
Bike Racks on Buses	Implemented on 60 Pembina service
Map and Timetable Improvements	Implemented
Posted Information at Bus Stops	Implemented
Transit Day Pass	Not Implemented due to limited potential market
Improved Web Site (www.winnipegtransit.com)	Implemented
Improved TELEBUS System	Implemented
Automated On-Line Trip Planning Service ( <i>Navigo</i> on www.winnipegtransit.com)	Implemented
Automated Next Stop Displays on Buses	Included in RTTF Implementation Plan
Real Time Schedule Displays	Included in RTTF Implementation Plan
New Fare Collection System	Included in RTTF Implementation Plan
<b>Making the Service More Affordable</b>	
Weekly Passes	Implemented
“Power-Hour” Transfers	Implemented
Post-Secondary Discounted Monthly Pass	Implemented
Employer-Subsidized Monthly Pass (Ecopass)	Implemented
<b>Making the Service More Productive</b>	
Transit Priority Measures	Included in RTTF Implementation Plan 2007 portion of 2007 – 2009 program completed
Increased Promotion of Transit	Not implemented due to budget constraints
Automatic Vehicle Location	Included in RTTF Implementation Plan
Replacement of North Garage	Planned for later implementation
Alternative Fuels	Testing of various technologies has been undertaken. Acquisition of hybrid electric buses underway.
<b>Making a Commitment to High Speed Transit</b>	
Expanded Express Services	Several new express routes implemented; more planned.
On-Street Rapid Bus	Included in RTTF Implementation Plan
Bus Rapid Transit	Included in RTTF Implementation Plan

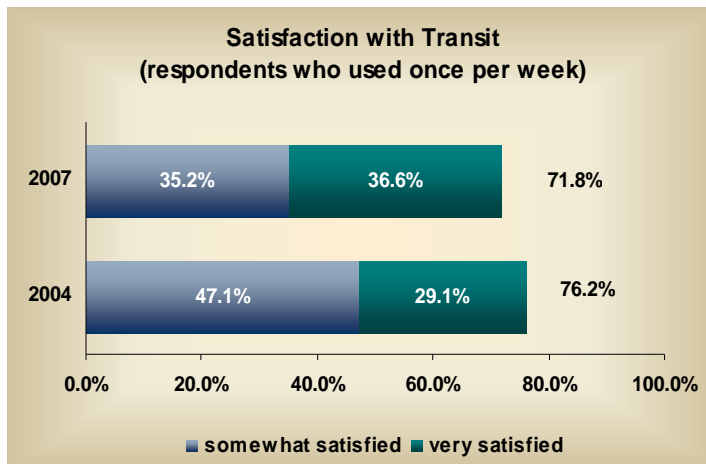
# Performance Information

## CITIZEN SATISFACTION



The percentage of citizens satisfied with Public Transit remains constant; however, the percentage of respondents who are very satisfied has increased significantly.

Source: City of Winnipeg, CAO Secretariat, August 2007 Survey

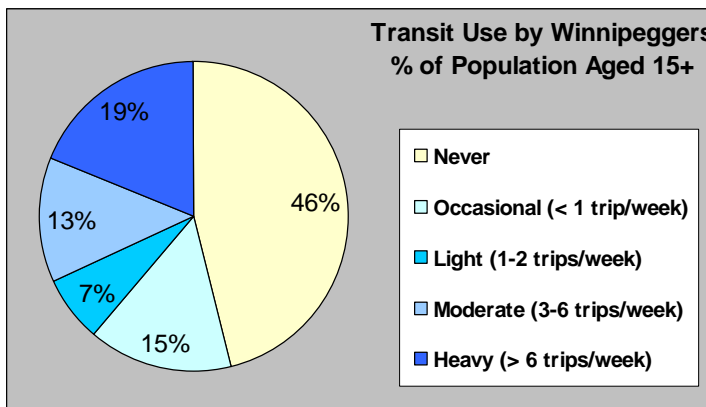


For those respondents who used Transit once per week, total service satisfaction is 72%.

Source: City of Winnipeg, CAO Secretariat, August 2007 Survey

## EFFECTIVENESS DATA

### Transit Use by Winnipeggers



Approximately 50% of Winnipeggers use transit.

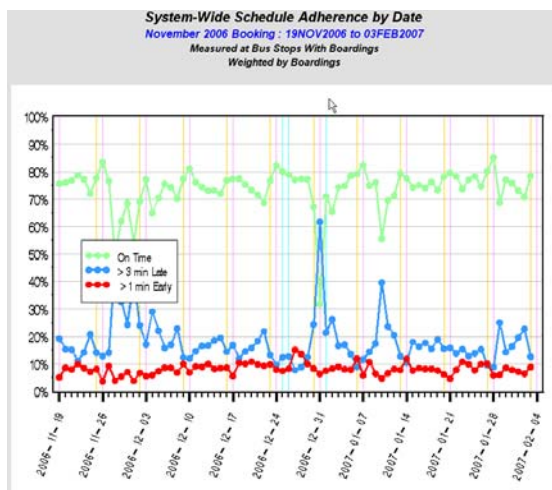
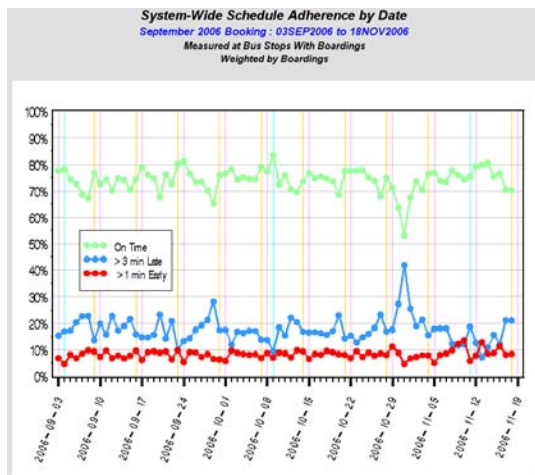
## Walking Distance to Regular Transit

% of Occupied Dwellings Within <b>400 Metres</b> of Transit Service	<b>88%</b>
% of Occupied Dwellings Within <b>450 Metres</b> of Transit Service	<b>92%</b>

## SERVICE RELIABILITY: OPERATED SERVICE VS. SCHEDULED SERVICE

Schedule Period	From	To	% of Scheduled Bus Hours Actually Operated
September 2006	2006-09-03	2006-11-18	99.69%
November 2006	2006-11-19	2007-02-03	98.83%
February 2007	2007-02-04	2007-04-14	99.32%
April 2007	2007-04-15	2007-06-16	99.78%
June 2007	2007-06-17	2007-09-01	99.81%

On most days, all scheduled service is successfully operated on the street. There are instances, however, where some scheduled service is not operated. This can happen if there is a shortage of bus operators, if a bus breaks down, if severe weather makes it impossible to operate service, or if service is cancelled during school and university breaks to reflect reduced travel demands. The table to the left shows the percentage of scheduled bus hours actually operated for each schedule period during the past year.



### System Schedule Adherence

Actual bus departure times from bus stops are measured daily and compared against scheduled departure times:

- A bus is "On Time" if it leaves within a window of 3 minutes late to 1 minute early of the scheduled departure time.
- A bus is "Late" if it leaves more than 3 minutes late.
- A bus is "Early" if it leaves more than 1 minute early.

To reflect the perspective of waiting passengers, schedule adherence is measured only at stops where boarding activity occurs.

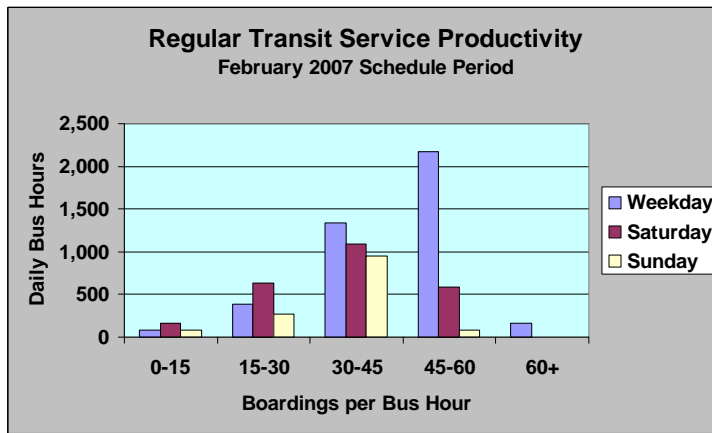
As regular transit service in Winnipeg is operated in mixed traffic, schedule adherence on any particular day is affected by a variety of factors (eg. traffic congestion, emergency events, street construction, parades, and severe weather).

The graphs report the percentage of service that is On Time, Early, or Late for each day of each schedule period during the past year.

In general, schedule adherence levels are quite stable throughout the year. Schedule adherence is most adversely affected by winter snowstorms (during the day of the storm and during the following days until snow clearing is completed) and on those days when there is higher-than-normal traffic congestion in the downtown and on major arterial roads.

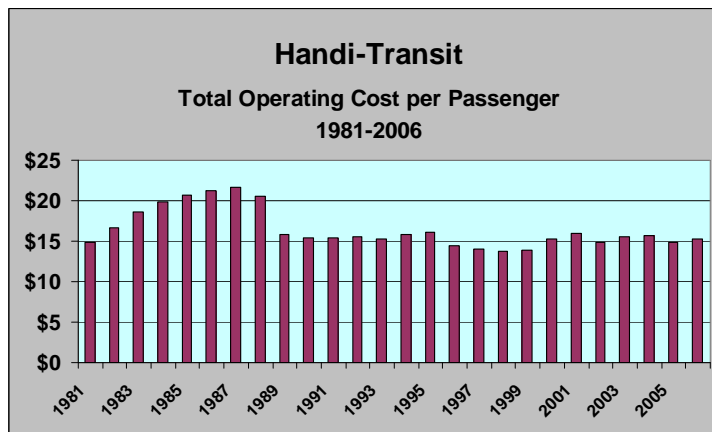
## EFFICIENCY DATA

### REGULAR TRANSIT SERVICE PRODUCTIVITY



For those routes falling within each of the service productivity categories (as measured by boardings per bus hour), the chart to the left shows the distribution of the number of daily bus hours operated by those routes. The number of bus hours operated by low productivity routes (less than 15 passengers per bus hour) forms a very small proportion of the total service operated.

### HANDI-TRANSIT OPERATING COST PER PASSENGER



Winnipeg's cost per passenger has remained relatively stable in recent years.

## BENCHMARKING INFORMATION

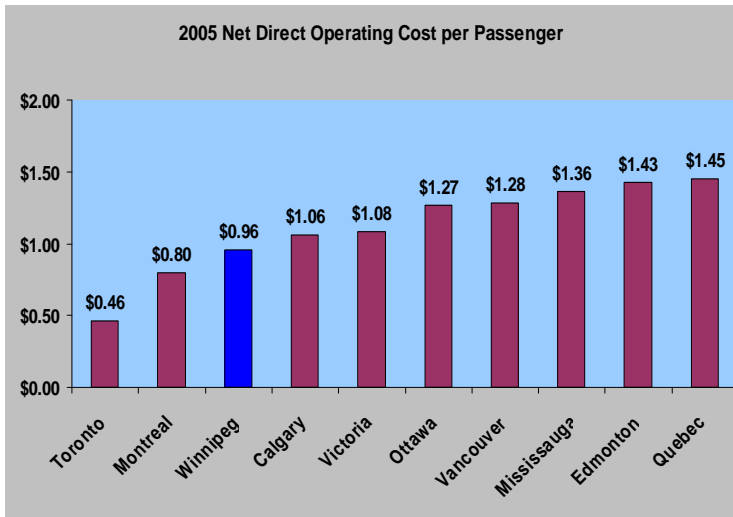
On an annual basis, the Canadian Urban Transit Association collects and publishes statistical information about service levels, fares, capital and operating costs, ridership, and productivity measures for each of its operating members. To permit peer comparisons amongst transit systems, data is collected according to standard definitions. The most recent data available is for 2005.

### REGULAR TRANSIT



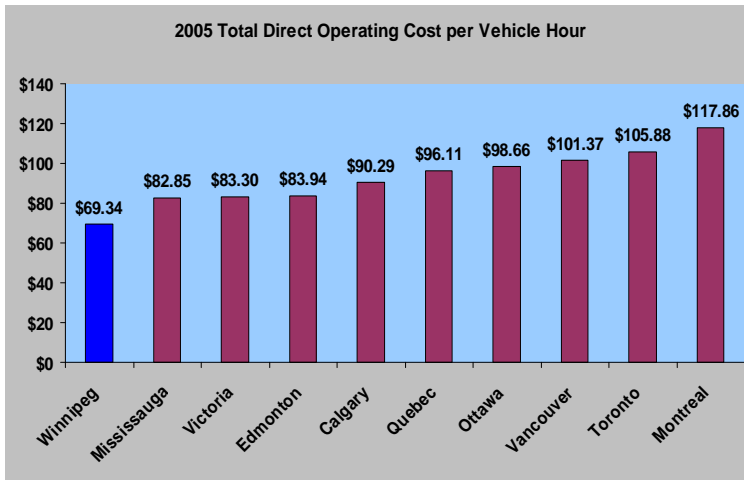
#### Direct Operating Cost per Passenger

Compared to other cities, Winnipeg is the 5<sup>th</sup> lowest in total direct operating costs per passenger. Direct operating costs include Transportation Operations, Fuel, Vehicle Maintenance, Plant Maintenance and General Administration Expenses.



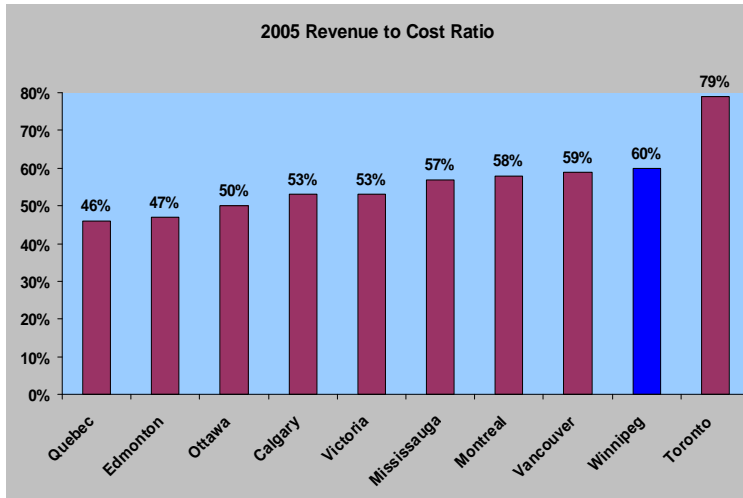
**Net Direct Operating Cost per Passenger**

Winnipeg is the 3<sup>rd</sup> lowest out of 10 cities when comparing net direct operating cost per passenger after Provincial grants are considered. Direct operating costs include Transportation Operations, Fuel, Vehicle Maintenance, Plant Maintenance and General Administration Expenses.



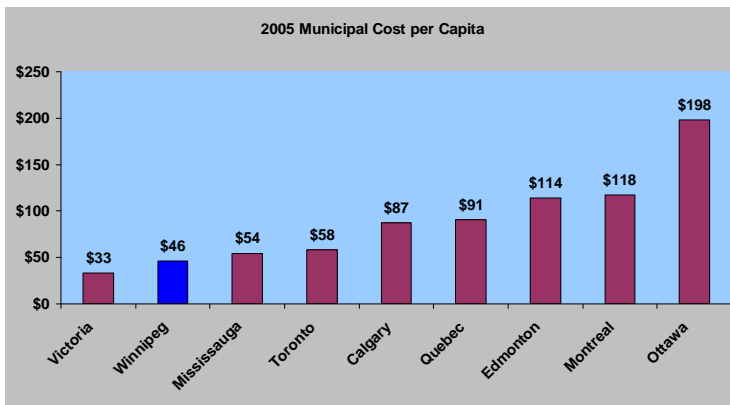
**Total Direct Operating Cost per Vehicle Hour**

Winnipeg has the lowest total direct operating cost per vehicle hour when compared with other cities. Direct operating costs include Transportation Operations, Fuel, Vehicle Maintenance, Plant Maintenance and General Administration



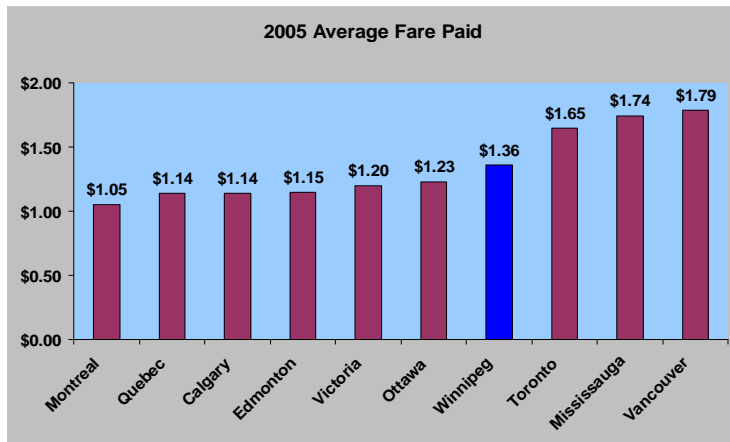
**Revenue to Cost Ratio**

When looking at revenue (fares and advertising), Winnipeg has the second highest revenue to cost ratio, compared to other cities.



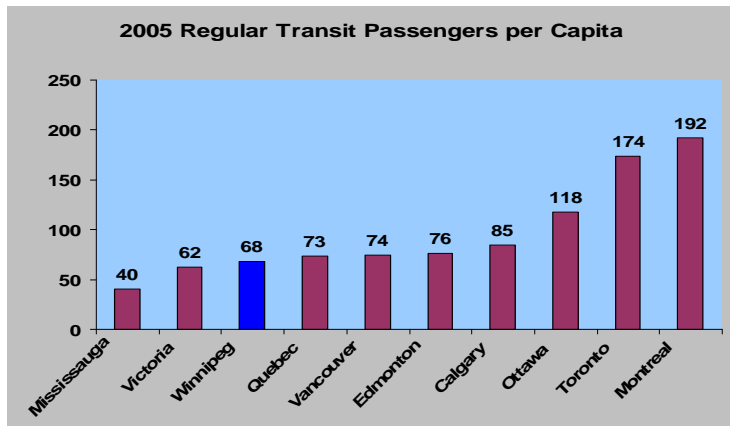
### Municipal Cost per Capita

Compared to other cities, Winnipeg has the second lowest municipal costs per capita.



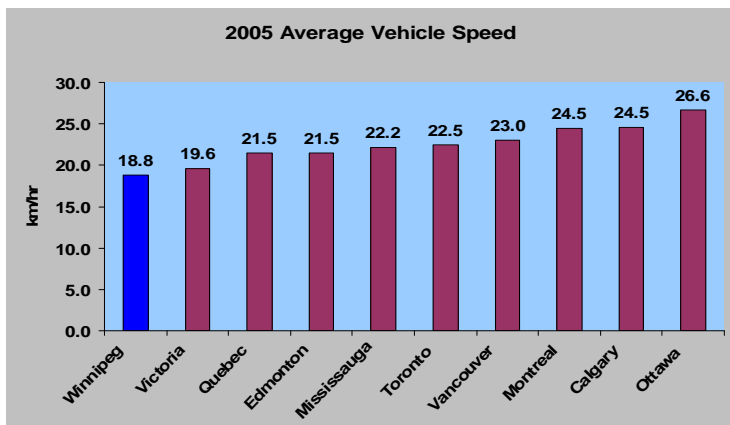
### Fares

Winnipeg's average fare falls within the median (\$1.35) of fares paid across Canada.



### Ridership

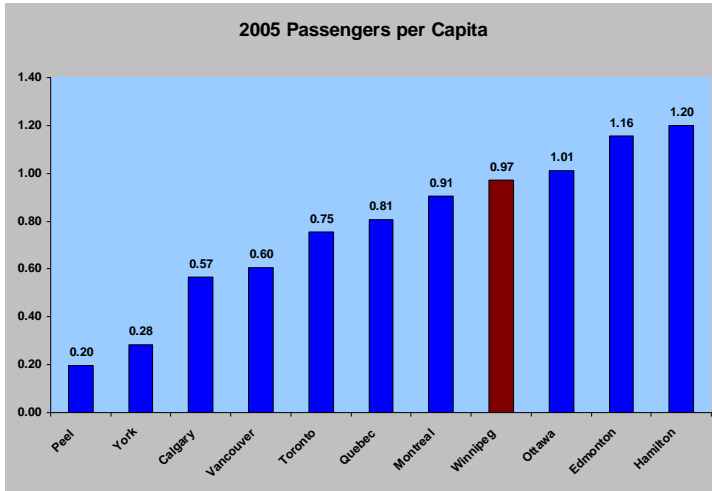
Compared to ten other cities, Winnipeg's regular Transit passengers is the third lowest.



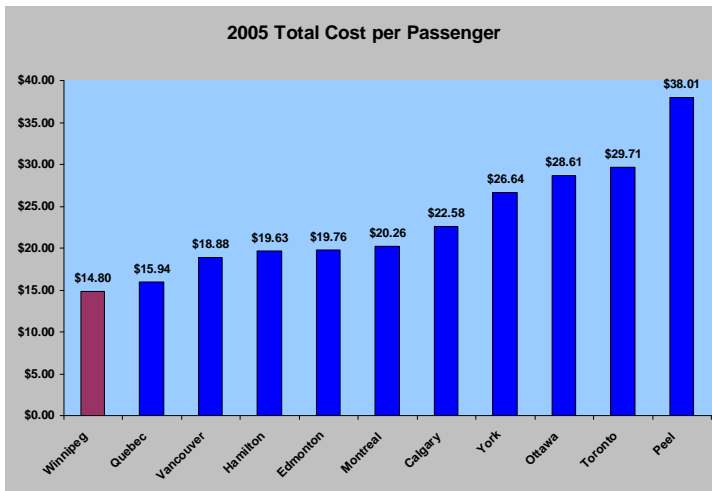
### Speed

Winnipeg's average vehicle speed is the lowest compared to other cities.

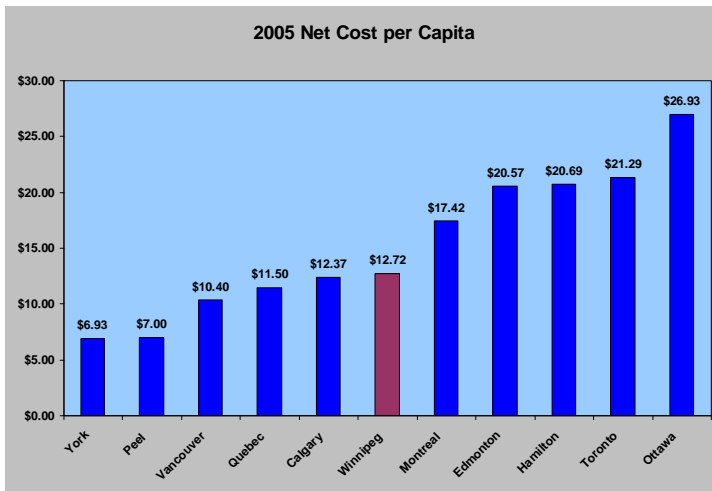
## HANDI-TRANSIT



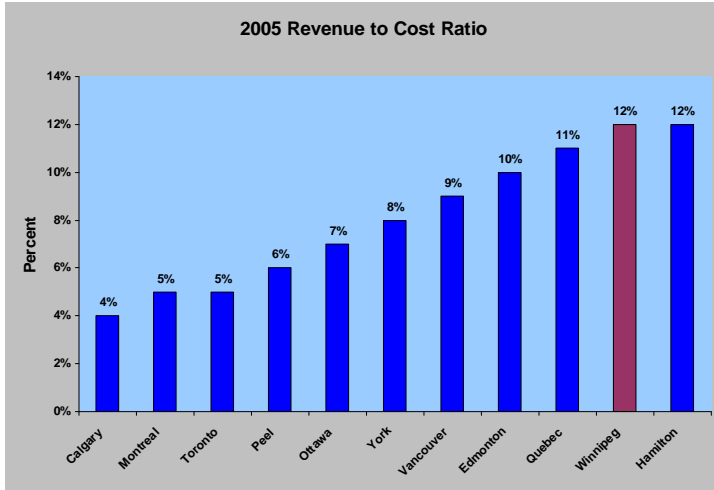
**Handi-Transit Ridership**  
Winnipeg's passengers per capita for handi-transit ranks in the top third when compared to other cities.



**Handi-Transit Cost per Passenger**  
Winnipeg has the lowest handi-transit cost per passenger compared to other cities.



**Handi-Transit Cost per Capita**  
Compared to other cities, Winnipeg's Handi-Transit net cost per capita is slightly below the median.



**Revenue to Cost Ratio**  
Winnipeg's Handi-transit has the second highest revenue to cost ratio compared to other cities.