



# Transit Investment

Burlington is a city that moves.



Transit Investment

# Background





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## Why

Make Transit Better

# To be part of a complete community

Background

Transit as a Business

## Strategic Plan

A City that Grows

A City That Moves

A Healthy and Greener City

## Corporate Direction

Building a 21<sup>st</sup> Century City

Building Exceptional Quality of Live



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# What We Did

Presentation  
and Budget

Background

Transit as a Business

- Sept. 2017 Presentation Actions
  - Focus on stabilizing our current operation
  - Making changes to maximize existing resources
  - Improving service delivery and reliability
  - Identify quick wins
  - Pre-budget Council report to address immediate staffing issues
- Budget 2018 Business Cases – Urgent Concerns
- Budget 2019 – Focus on Stability



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# What We Did

## Staffing

### Staffing Changes – Planning and Business

- New Planning and Scheduling Team
- New Operations Manager
- New Marketing and Customer Service Co-Ordinator
- New Business Services Coordinator
- New Transit IT Analyst

### Other Improvements

- Improved schedules focusing on reliability
- New collective agreement ratified

Background

Transit as a Business



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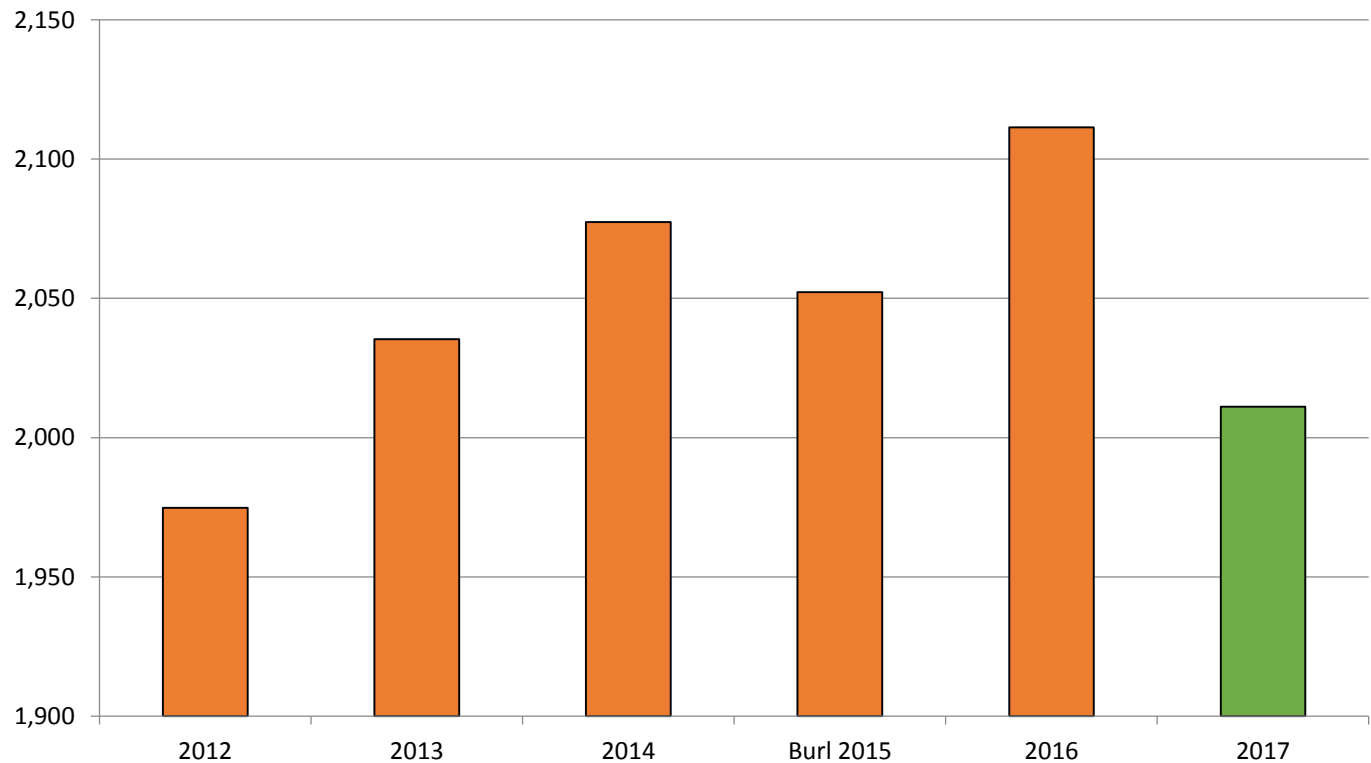
# What We Did

19 PT Operators  
converted to FT

Background

Transit as a Business

Service Hours per FT Driver





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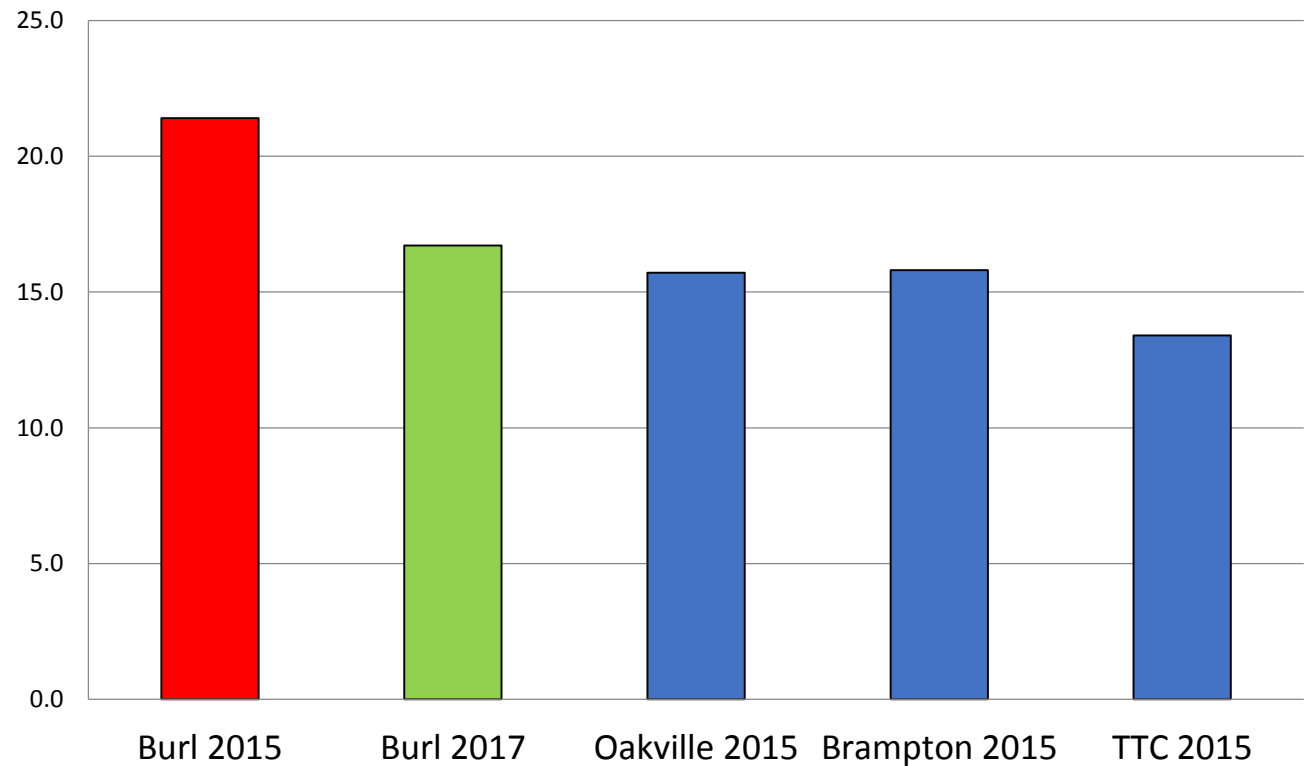
# What We Did

2 Additional  
Operations Supervisors

Background

Transit as a Business

**Operations Supervisory Span (2015 Comparators)**





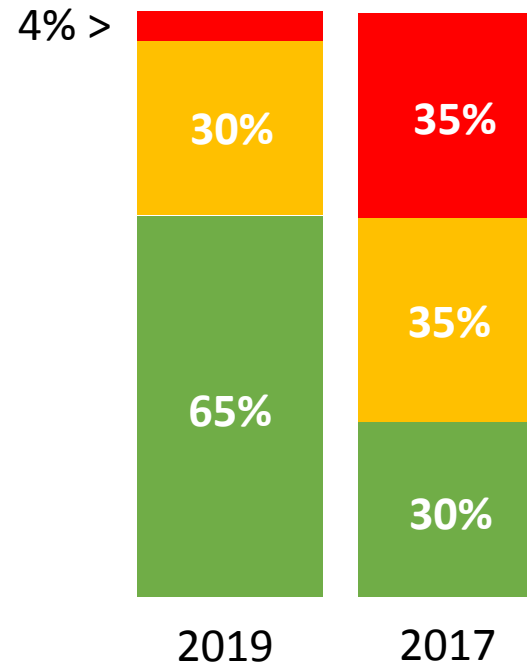
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# What We Did

Reliability Recovery Time

Background

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## Recovery





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# What We Did

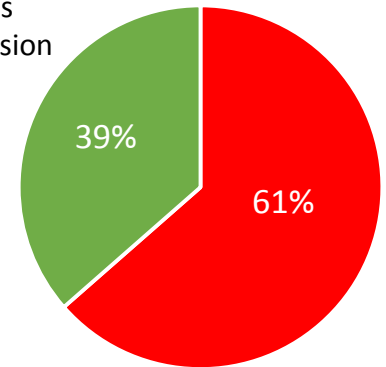
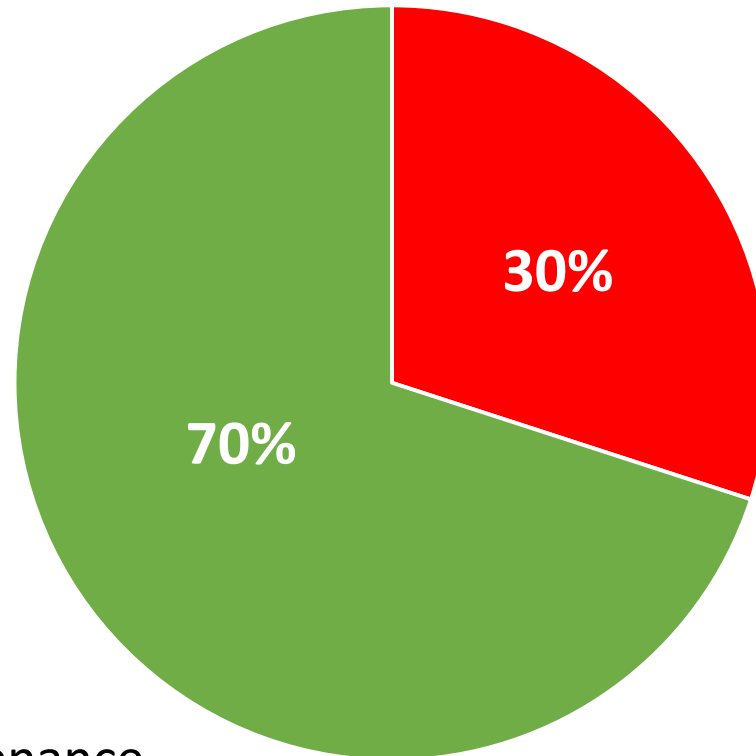
1 Additional Maintenance Supervisor

Background

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2018  
Maintenance  
Supervision

Previous  
Supervision





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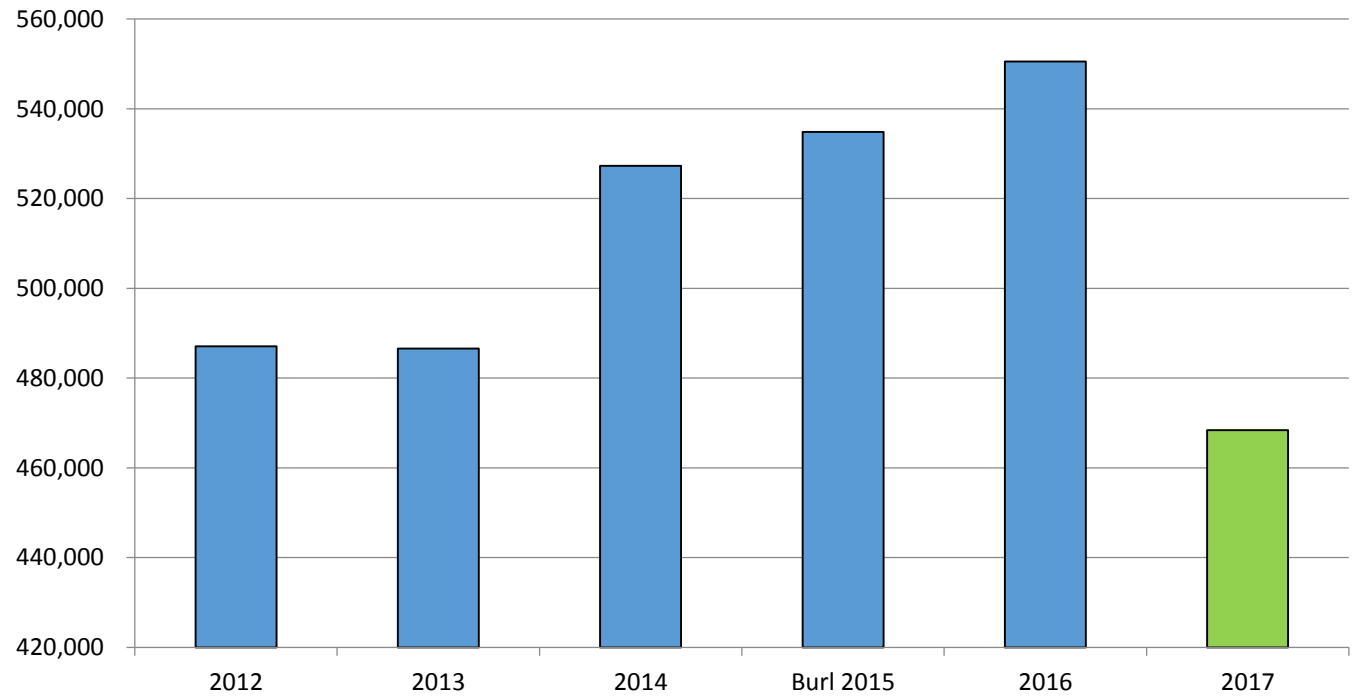
# What We Did

## 1 Additional Mechanic

Background

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**Vehicle Kilometres Per Mechanic**





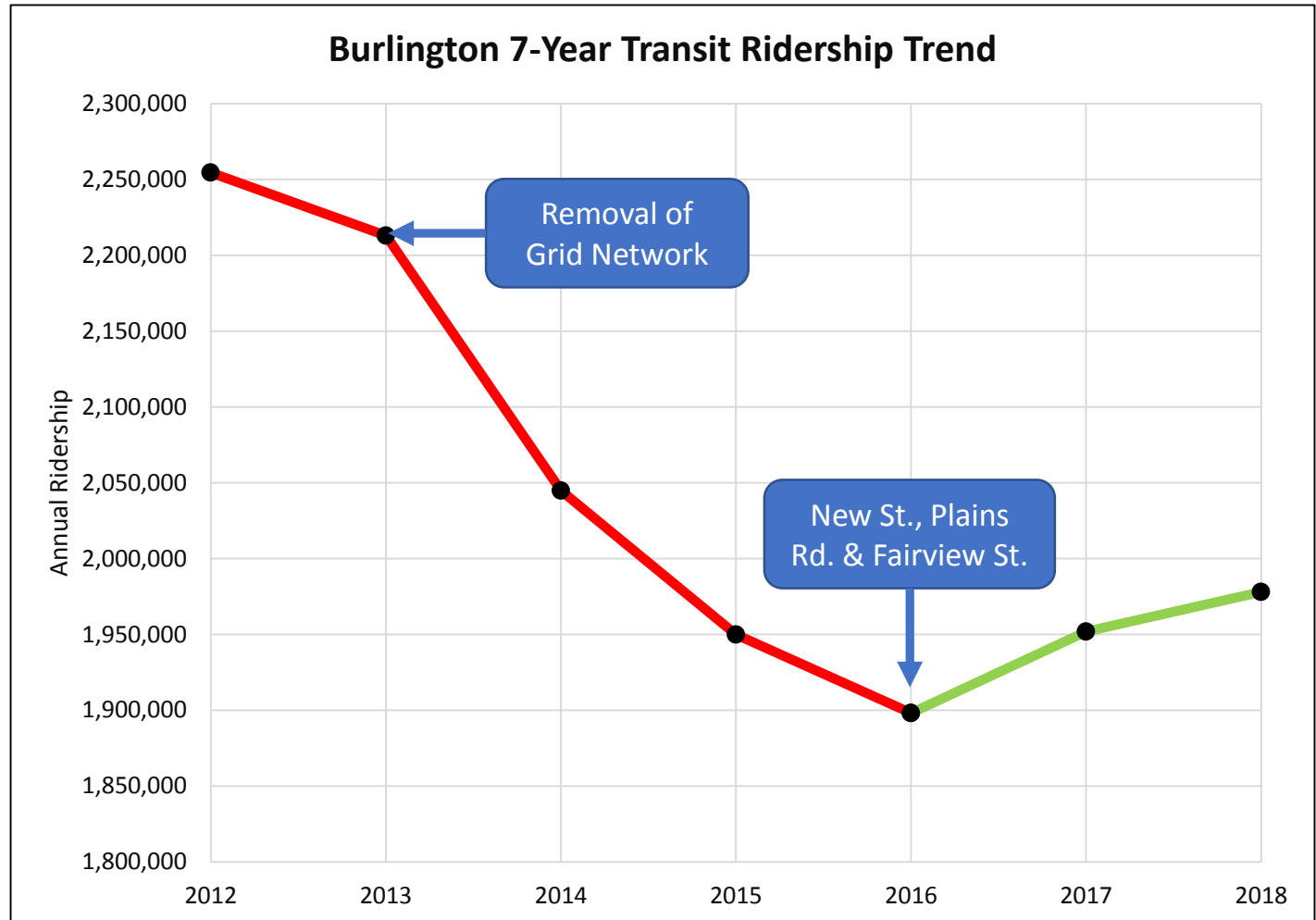
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# What We Did

## 7-year Ridership Trend

Background

Transit as a Business





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# What We Did

Communication and  
Relationships

Background

Transit as a Business

- Improved internal communications
- Greater connection to Burlington For Accessible Sustainable Transit Group
- Service information sent out through email, Twitter, Burlington Post, On-Bus and signage at bus stops
- Improved engagement with annual survey and Transit staff on-street talking with customers



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# Transit as a Business



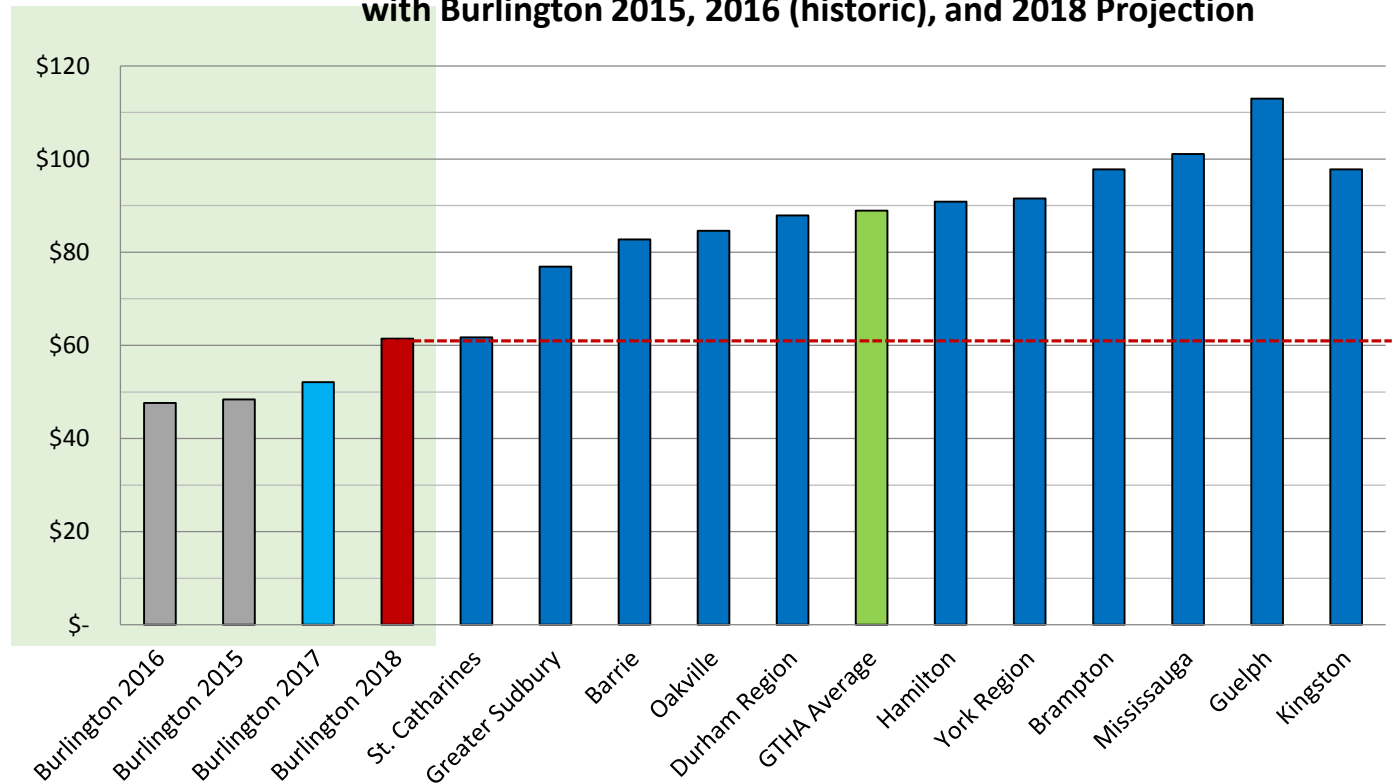
# How Do We Compare

## Municipal Contribution

Background

Transit as a Business

**2017 Municipal Contribution Per Capita**  
with Burlington 2015, 2016 (historic), and 2018 Projection



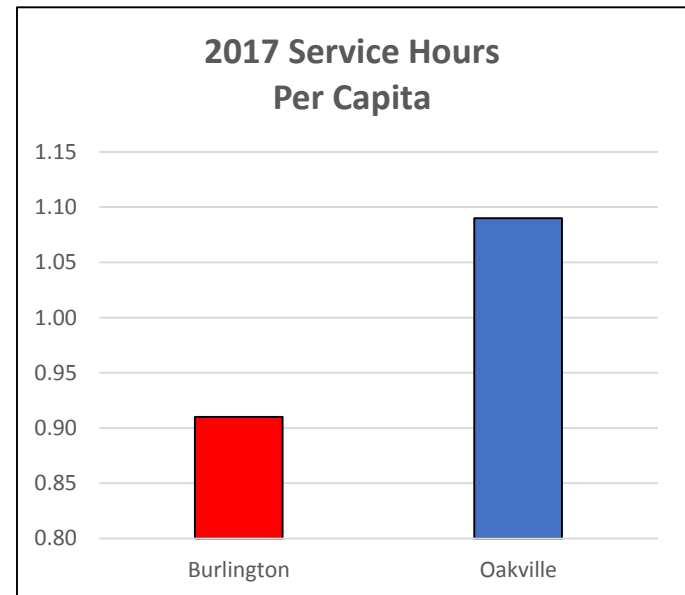
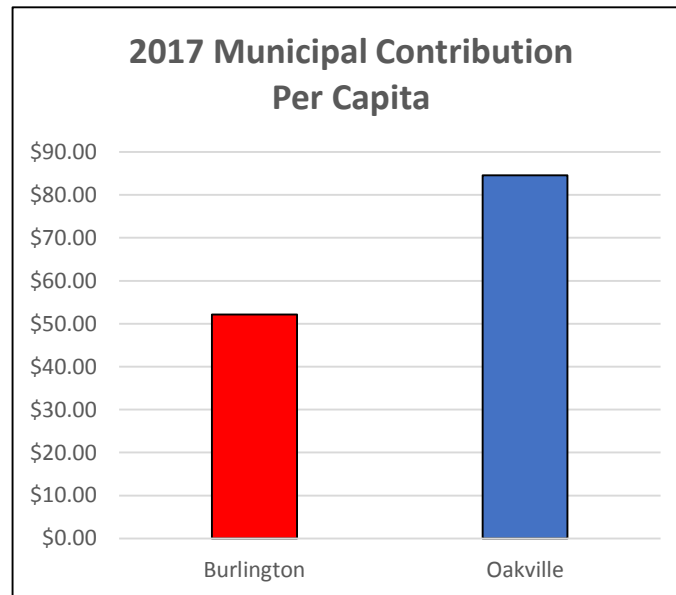
# How Do We Compare

Oakville

<b>Burlington is more Urban</b>	<b>Burlington</b>	<b>Oakville</b>	<b>% Difference</b>
<b>2016 Population</b>	183,314	193,832	-5.43%
<b>Single-detached house</b>	36,745	40,530	-9.34%
<b>Semi-detached house</b>	3,110	2,615	18.93%
<b>Row house</b>	13,310	11,065	20.29%
<b>Apartments &lt; 5 storey</b>	5,690	3,150	80.63%
<b>Apartment &gt;= 5 storeys</b>	11,570	7,885	46.73%

Background

Transit as a Business





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# Where Do We Start

Background

Transit as a Business

Build a transit business  
that moves customers  
on arterial roads on  
a 15 min. service by 2025.





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# What Do We Do

Make Our Service Comfortable

Residents think

I don't worry about the bus

Background

Transit as a Business

- My seat is clean and there isn't garbage on the floor
- I'm warm in the winter and cool in the summer heat
- My bus can kneel or deploy a ramp to help me get on. No stairs to climb
- I have a safe place to wait for my bus



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# What Do We Do

Make Our Service Convenient

Residents think

It's there when I need it

Background

Transit as a Business

- Takes me to where I want to go
- I can find my bus in real-time
- If I miss a bus, another one will come soon
- I have a bus stop close to where I'm leaving and where I'm going
- It's easy to pay for my trip



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# What Do We Do

Allow Residents to Control Their Journey

Residents think

Why **shouldn't** I take the bus

Background

Transit as a Business

- Easier than my car
- Cheaper than owning a car
- Faster than walking
- I can walk to a bus stop and a bus will be there
- I get where I'm going **when I want**
- I don't need to find parking



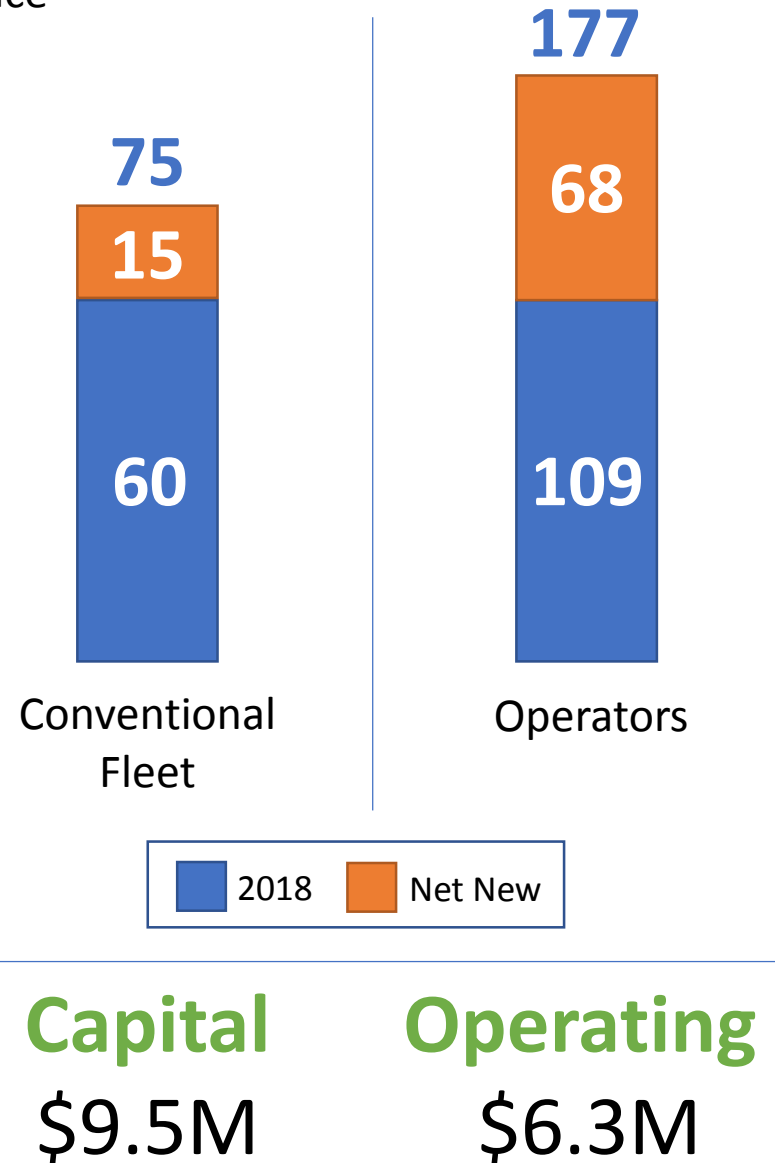
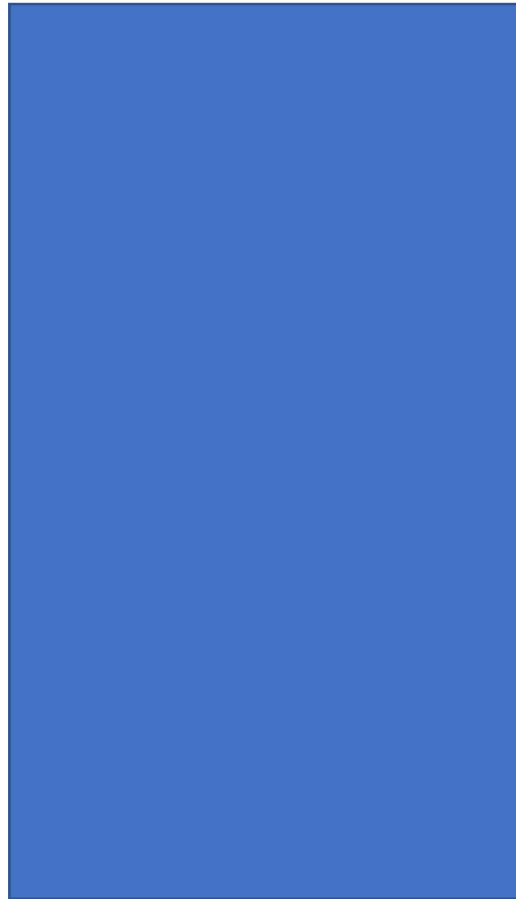
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Background

Transit as a Business

# What Could We Do

Base Case – 2025 15 Min. Service





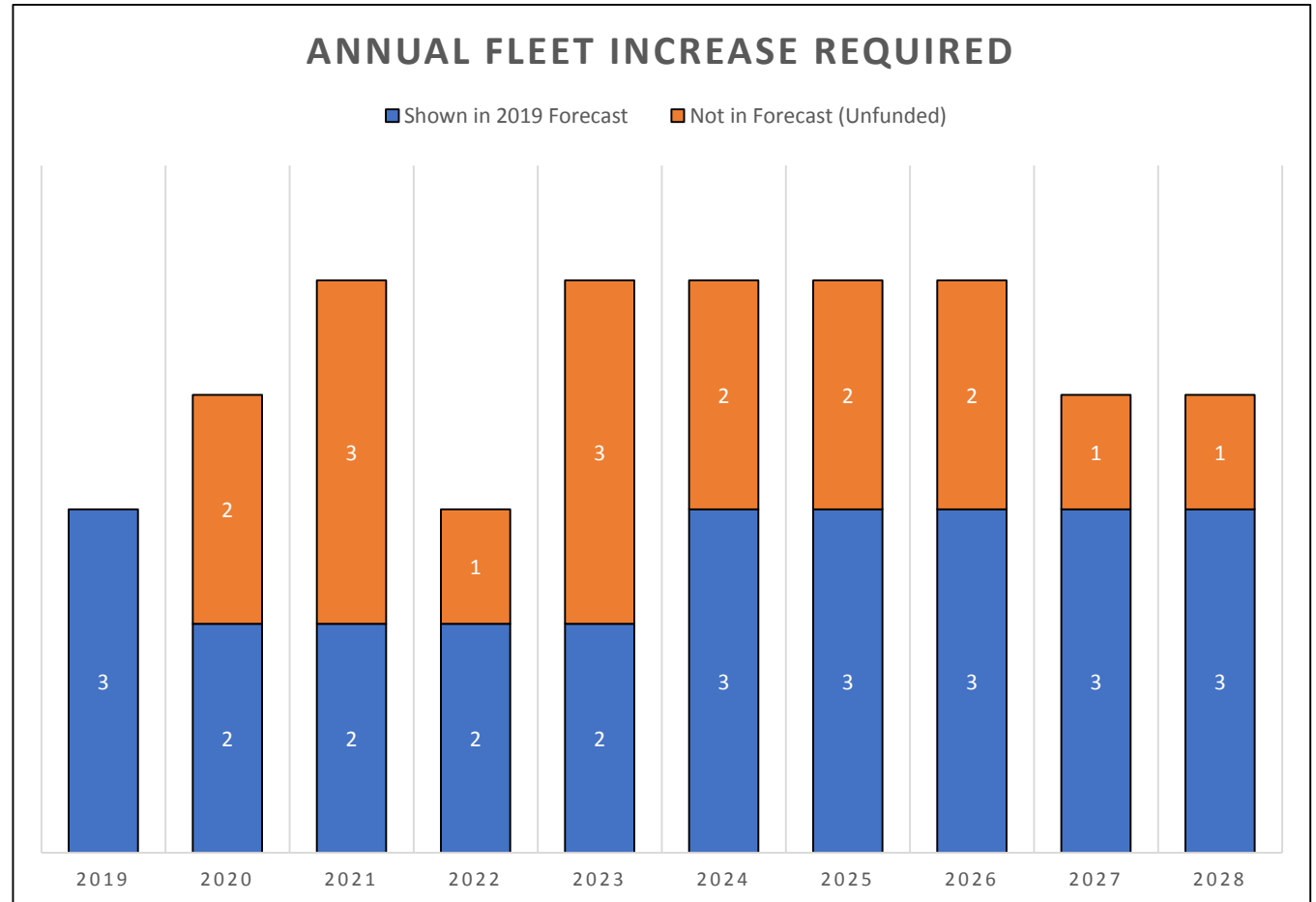
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# What Could We Do

## Fleet Requirements

Background

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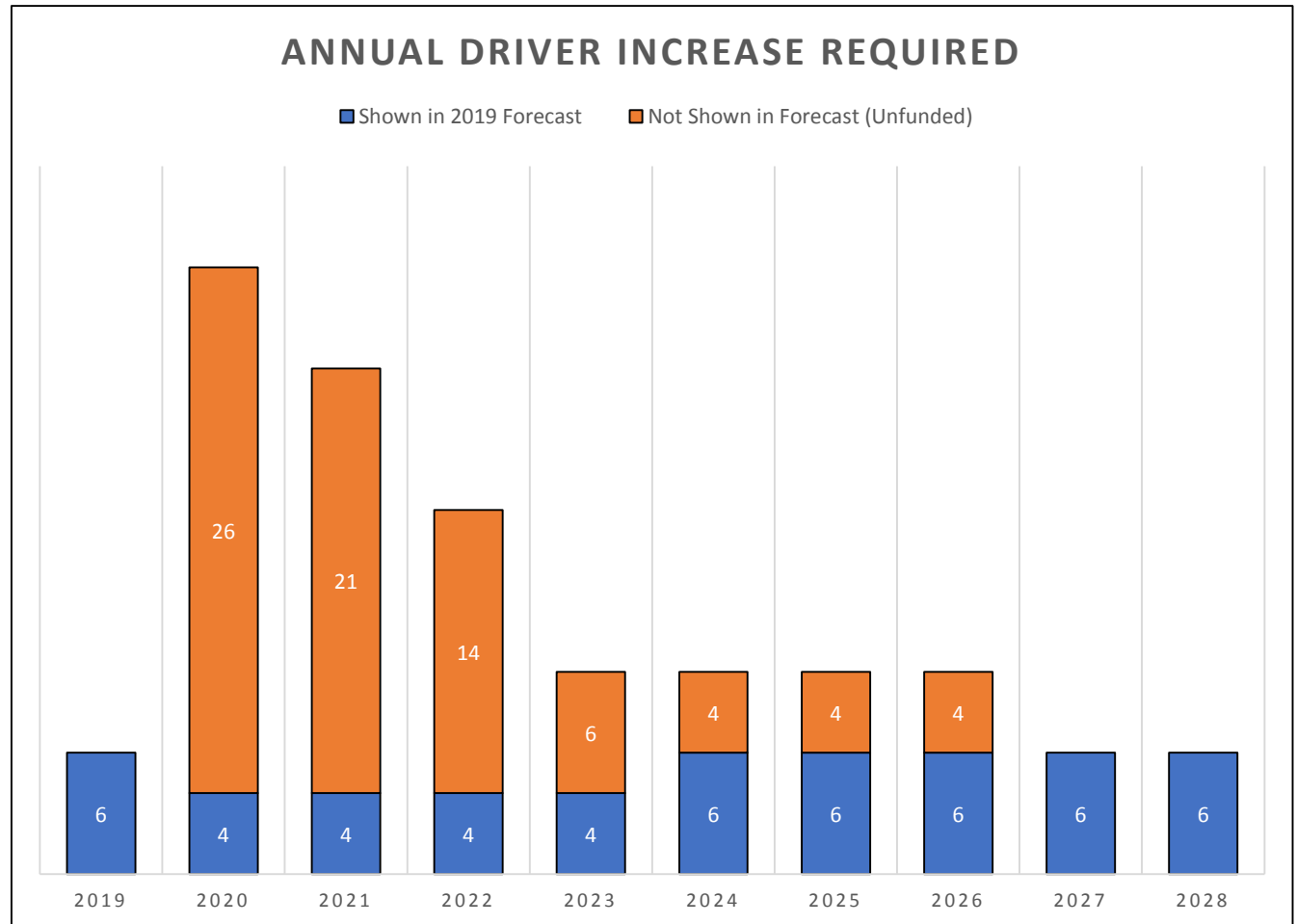
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# What Could We Do

## Driver Requirements

Background

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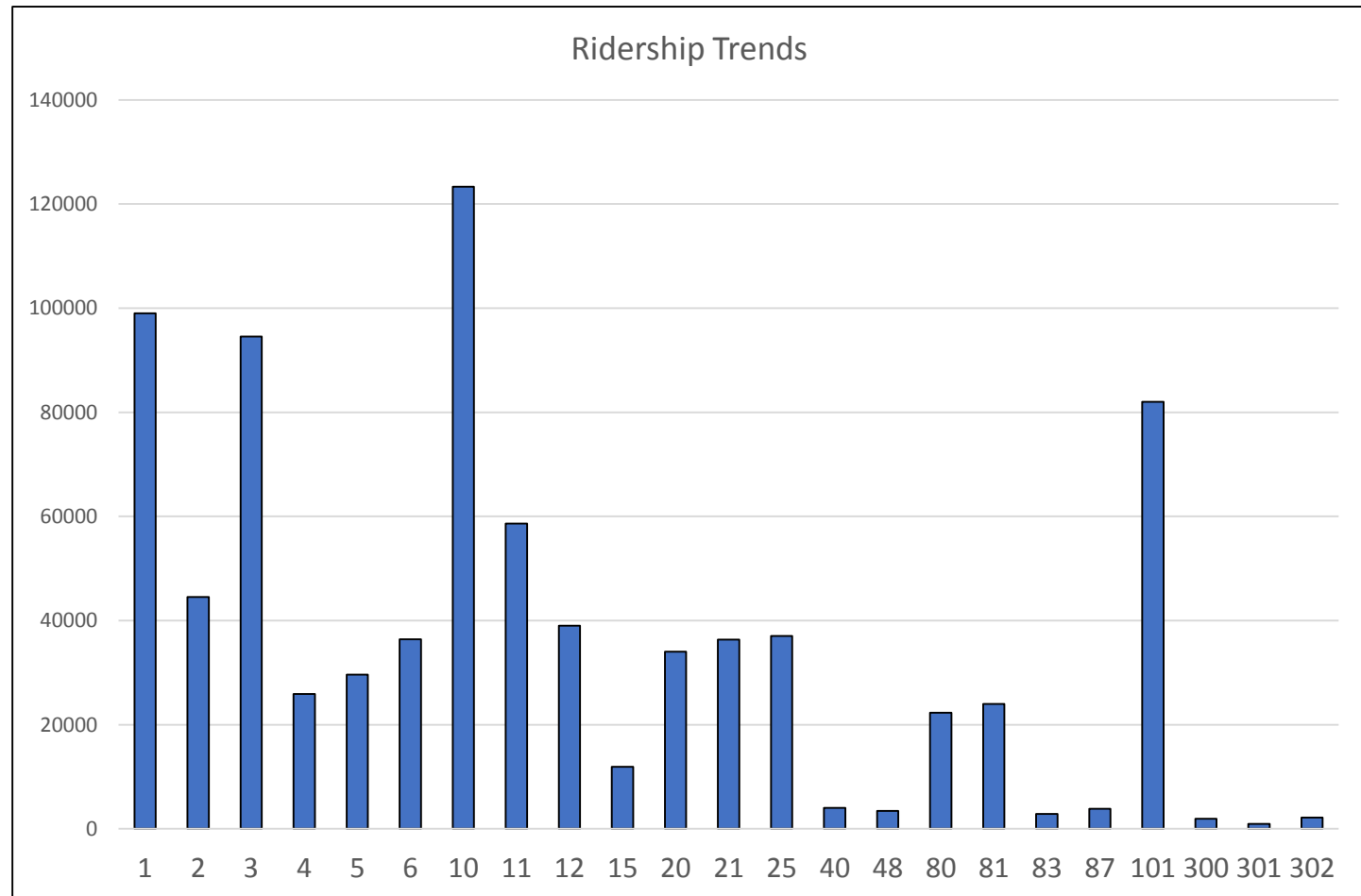
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# What We Are Doing

## Review Route Ridership

Background

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# What Are We Doing

## 2019 Improvements

Background

Transit as a Business

Move to the **south side** of the Burlington GO Station







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# What Are We Doing

2019 Improvements  
And Initiatives

- Specialized Transit Review
- Upgrading Bus Stops
- Installing Real-time Arrival Signs
- 5-Year Business Plan

Background

Transit as a Business





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# Short Term Planning

5-Year Business Plan

- Best Practice Review
- Growth Strategy (staffing & resources)
- Financial Impact
- Alternative Service Review
- Funding Options/Requirements

Background

Transit as a Business

Weekday  
**15 Min.**  
**Service**  
peak/midday

Weekend  
**30 Min.**  
**Service**  
All day

**Arterial  
Network**



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# Long Term Planning

## Integrated Mobility Plan

Background

Transit as a Business

- Transportation vision for 2031
- Align with Official Plan, Strategic Plan and Regional Transportation Master Plan
- Transit is integrated with walking and biking and automobiles
- Developing corridor service between municipalities