

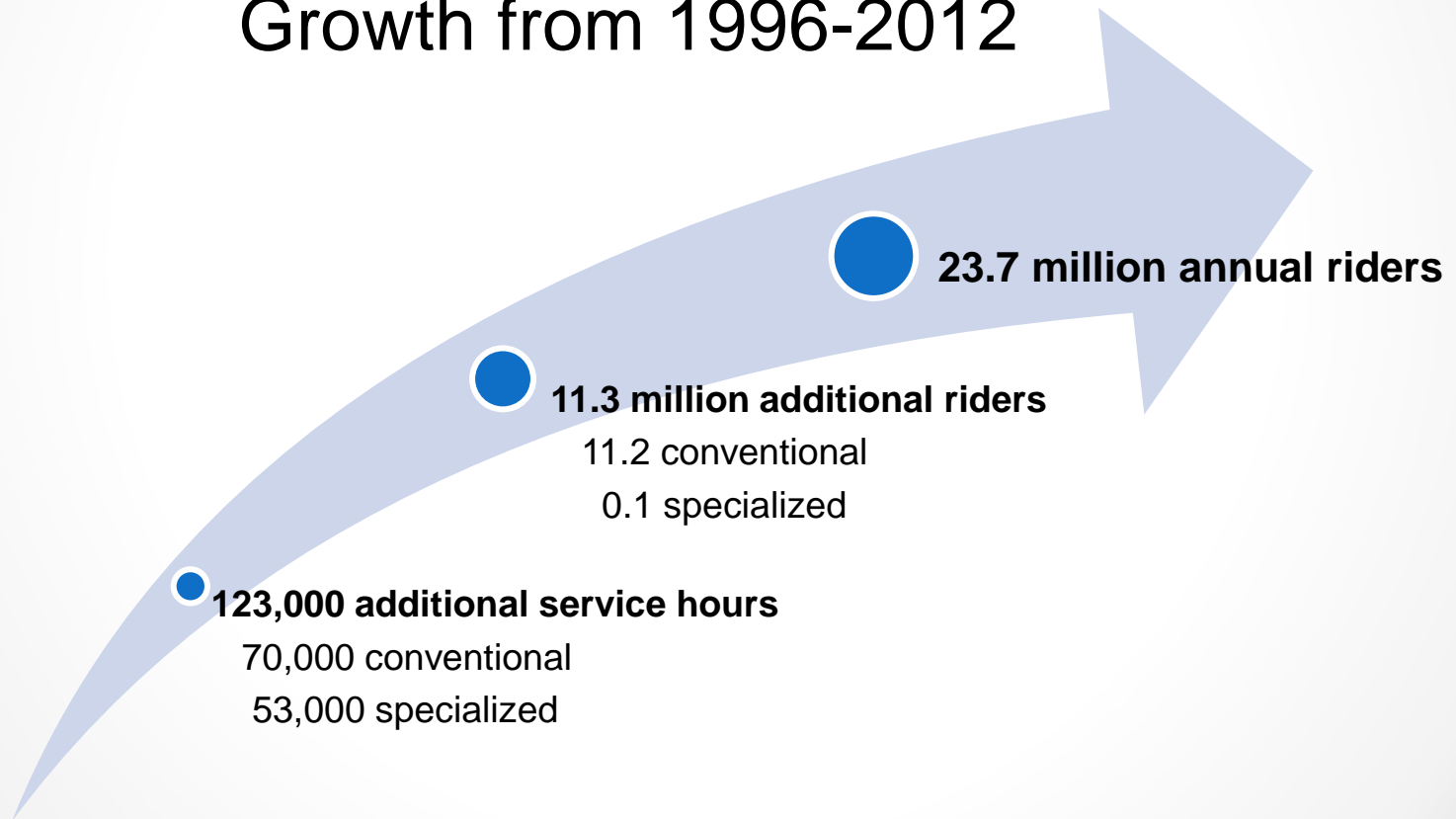
London Transit Commission 2012 Annual Report

Civic Works Committee, May 6, 2013



LTC – 2012 Annual Report

Growth from 1996-2012



Conventional Service

How Does LTC Measure Up Against its Peer Group?

Measure	Rank	Comments
Ridership	2 nd	23.4 million
Rides per Capita	Highest	63.5 rides per capita
Rides per Service Hour	Highest	42.6 trips/service hour
Direct Operating Cost/Ride	Lowest	\$2.34 per ride
Revenue Recovery	Highest	58%
Municipal Investment	Lowest	\$0.89 per ride

The continued growth in service has resulted in an approximate 60% growth in the mode share going from 7% in 2002 to over 11% in 2009

Specialized Service

How Does LTC Measure Up Against its Peer Group Average?

Measure	Rank	Comments
Eligible Trips per Capita	Exceeds	0.65 rides per capita
Registrants per Capita	Exceeds	0.012 registrants per capita
Direct Operating Cost	Below	47% of Ontario average
Municipal Investment	Below	54% of Ontario average
Trips per Hour	Below	2.28/hour vs. average of 2.68

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- Notwithstanding the successes, LTC faced growing issues of service quality evidenced by:
 - **34%** increase in overcrowding, scheduled adherence and missed passengers complaints on conventional
 - **64%** increase in non-accommodated trips on specialized
- Further faces a significant backlog in requests and/or expectations for services and/or service investment to address service quality/performance issues – estimated at some 200,000 hours
- Service quality issues are direct reflection of the disparity between ridership growth and service growth i.e. approximately 4 to 1 ratio and economic capacity to address the disparity

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The short, medium and long term strategy to address current service quality issues and growth pressures including legislative requirements include:

- Strategic addition of service hours to existing service design, based upon economic capacity addressing the most critical issues
- Moving to higher form of service delivery (BRT platform) moving more people more efficiently and effectively
- Review and revamping of supporting route structure
- Integration of conventional and specialized services – trip completion/provision
- Moving to larger vehicles – increasing capacity and scheduling flexibility at a lower capacity cost per hour
- Redefining/restructuring fare program – moving to smart card technology

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2012 saw progress on a number of other initiatives as well including:

- Finalizing the upgrade of 2,176 transit stops, with the upgraded signs serving as a key communication tool
- Replacing the last 25 (20 plus year old) high floor buses making LTC fleet 100% low floor accessible a full year ahead of schedule
- Municipal Council approval to the 2030 Transportation Master Plan – setting the stage for developing over the medium to long term a sustainable transportation system, with clear expectation for transit
- Finalizing construction of a satellite facility, the construction of which was fully funded by the federal and provincial governments. The construction included the installation of the areas largest roof top solar panel system generating approximately \$150,000 in revenue per year applied against facility operating costs
- approval to move to larger vehicles on the specialized transit service, commencing fall of 2013

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2013 plans will see continued development and progress evidenced by:

- Continued implementation of City's Transportation Master Plan including BRT strategy
- Continued development and implementation of LTC's smart card program
- Development and implementation of the 2013 service plans for conventional and specialized services
- Development, as a joint venture with 3rd parties, a business intelligence system enhancing performance management in a more timely and cost effective manner