

REPORT

REPORT TO: Mayor Bonnette and Members of Council
REPORT FROM: Maureen Van Ravens, Manager of Transportation
DATE: January 22, 2018
REPORT NO.: TPW-2018-0003
RE: Transit Service Strategy Update

RECOMMENDATION:

THAT Report No. TPW-2018-0003, dated January 22, 2018 regarding the Transit Service Strategy Update, be received;

AND FURTHER THAT Council endorse the proposed Vision Statement for the Transit Service Strategy in Principle;

AND FURTHER THAT staff report back to Council any refinements to the Vision Statement based on input through the community engagement and Stakeholder Meetings.

BACKGROUND:

The Halton Hills 2014-2018 Strategic Action Plan identifies Transportation and Mobility as a Strategic Priority for the 2014-2018 term of Council. Under this Strategic Priority, the Action Plan directs staff to develop a Public Transit Strategy to address the needs of all potential users, prior to or as part of the next Transportation Master Plan update.

On August 8, 2017, Council received Report No. TPW-2017-0002 regarding the Transit Service Strategy Contract Award, RFP No. P-029-17. Through this report, Council authorized the issue of a purchase order to consultants WSP Canada Inc. to undertake the Transit Service Strategy on behalf of the Town.

COMMENTS:

The Transit Service Strategy will evaluate service alternatives and explore opportunities for a made-in-Halton Hills transit solution to meet the current and future mobility needs of the community. The strategy will also align with the Town's Strategic Action Plan and build on the existing ActiVan Specialized transit service, Youth Transportation and the Metrolinx Regional Transportation Plan.

The Transit Service Strategy was initiated in September 2017. As part of Phase 1 of the study, the consulting team is establishing a preliminary understanding of the transit strategy objectives and milestones and is formally starting the planning and consultation process. This also includes generating an understanding of the community's needs and desired outcomes.

As part of the initial consultation process, a Strategic Transit Visioning Workshop was conducted on November 29, 2017 to members of Council, Senior Management and key Town staff to understand transit opportunities in the context of the Town of Halton Hills and potential benefits associated with implementing transit in a growing community. The workshop focused on the following objectives:

- Educate and inform on the need, benefits and opportunities associated with transit in Halton Hills;
- Provide examples from comparable communities that have undertaken similar planning exercises and the outcomes and lessons learned from those communities;
- Inform on key transit related considerations and emerging trends;
- Discuss the issues and opportunities associated with transit in the Town of Halton Hills; and
- Establish a vision and set of objectives for the Town of Halton Hills Transit Service Strategy with an agreement in principle from Council and Town staff.

An Executive Summary of the Strategic Visioning Workshop is included as Attachment 1 to this report. In addition, five (5) transit system examples from comparable municipalities were presented on display boards at the workshop. These have been included as Attachment 2 to this report.

As part of the workshop, multiple vision statements were developed and presented back to the group for further discussion. It was agreed that a revised vision statement would be brought forward to Council for consideration prior to the public consultation.

Based on the comments and discussions received during the Strategic Transit Visioning Workshop, the project team is suggesting the following proposed Vision Statement:

“Expand on the existing Halton Hills transit service to provide an affordable and accessible system that is tailored to needs and opportunities in Halton Hills. The transit system will service the needs of residents, business and visitors within the community and provide links to surrounding municipalities by 2021. The transit system will continue to evolve to accommodate planned growth within the Town by 2031.”

The proposed Vision Statement takes into consideration all aspects when developing a meaningful vision statement and has a reasonable timeframe to achieve the goal. As part of the first round of consultation with technical agencies, stakeholders, and the public, the project team may suggest to refine the Vision Statement. Any proposed changes will be brought forward to Council for approval.

Community engagement is an important aspect of the Transit Service Strategy. The project team developed a community consultation and engagement program designed to educate, consult and engage various stakeholders groups and audiences to inform the development of the Transit Service Strategy. Through the use of traditional communication and consultation techniques based on best practices from the Town as well as online engagement and information sharing opportunities, the consultation strategy for the Transit Service Strategy aims to:

- Generate interest and sense of involvement and commitment to this key municipal project;
- Educate those involved about key technical issues and considerations;
- Increase participation among residents and stakeholders within Halton Hills;
- Establish partnerships between major community stakeholders, residents, staff and key decision makers;
- Demonstrate the Town's commitment to working with local residents and stakeholders;
- Increase the understanding of the transit options and alternatives; and
- Educate the public on the potential benefits and opportunities associated with transit in the Town of Halton Hills.

A web page has been developed to house project information along with the Town's on-line engagement platform letstalkhaltonhills.ca. As part of the consultation strategy, a survey was developed to understand the needs of the public and various stakeholders and the type of transit they desire for this community. The survey is available on-line through the Town's website and engagement platform. Hard copies of the survey are also available at all public libraries, senior centres, Links2Care locations, Town Hall and our upcoming Public Information Centre. In addition, bookmarks and post cards have been developed to advise to the public of the on-going Transit Service Strategy and the website to obtain information. These are available at all the locations indicated previously and will also be made available at any future Town events. The Transit Service Strategy will also be advertised on our ActiVan buses.

The consultation strategy aligns with the recently approved Public Engagement Strategy.

The Town will proceed with two levels of engagement: Inform and Consult. The Public and other stakeholders will be engaged through multiple channels including online and in-person events.

Through the Let's Talk Halton Hills platform, the Town will consult the public providing them an easy way to participate making guided choices by completing a survey, as well as asking questions and using the „places tool“ to note points for potential routes, stop locations and destination places.

The project team has scheduled Technical Agency and Stakeholder workshops on February 15, 2018. This will provide both the technical agencies and stakeholders key project information including the intent and purpose of the project and provide the project team an understanding of the transit needs in the community.

The first Public Information Centre is scheduled on February 21, 2018 from 6:30 p.m. to 8:30 p.m. with a formal presentation at 7:00 p.m. at Town Hall in the Council Chambers. Notice of the upcoming Public Information Centre will be advertised in the local papers. In addition, it will also be promoted through the Town's website and social media. The session will be formatted as an open house where the general public, including residents and businesses, will have opportunities for discussion and interactive engagement with the project team.

RELATIONSHIP TO STRATEGIC PLAN:

Through report PDS-2015-0035, Council endorsed the 2014-2018 Strategic Action Plan as the Town's priorities for the 2014-2018 term of Council.

Transportation /Mobility was identified as a strategic priority as part of the 2014-2018 Top 8 Strategic Priorities. The following Strategic Action was identified:

F. Develop a Public Transit Strategy to address the needs of all potential users.

FINANCIAL IMPACT:

There is no direct financial impact as a result of this report.

COMMUNICATIONS IMPACT:

A public consultation and engagement program is a key element of the Transit Service Strategy. The consultant has developed a communication strategy to be implemented by the Town. The communication strategy provides various opportunities for input from the public, technical agencies, and stakeholders. Throughout the study, consultation will be available both on-line through the Town's website and the Let's Talk Halton Hills platform and in-person through public information sessions. Project notification has also been placed in the local newspapers to meet the requirements of the Environmental Assessment Act.

The above communication methods will support accessibility and active participants will be informed and educated of the results and/or decisions related to the Transit Service Strategy.

At the end of each project phase, metrics and analytics will be compiled, reviewed and evaluated by the project team.

SUSTAINABILITY IMPLICATIONS:

The Town is committed to implementing our Community Sustainability Strategy, Imagine Halton Hills. Doing so will lead to a higher quality of life. The relationship between this report and the Strategy is summarized below:

Do the report's recommendations advance the Strategy's implementation?
Yes

Which pillar(s) of sustainability does this report support?
Social Well-being

In Summary, the Sustainability Implications of this report are as follows:

Overall, the alignment of this report with the Community Sustainability Strategy is:
Excellent

CONSULTATION:

A Strategic Transit Visioning Workshop was held on November 29, 2017 to members of Council, Senior Management and key Town staff to understand transit opportunities in the context of the Town of Halton Hills and potential benefits associated with implementing transit in a growing community.

The consultation strategy aligns with the recently approved Public Engagement Strategy as developed by the Mayor's Task Force on Public Engagement. The Town will proceed with two levels of engagement: Inform and Consult. The Public and other stakeholders will be engaged through multiple channels including online and in-person events.

The Chief Administrative Officer, Senior Management Team and communications staff were consulted throughout the development of this report.

CONCLUSION:

The Transit Service Strategy will evaluate service alternatives and explore opportunities for a made-in-Halton Hills transit solution to meet the current and future mobility needs of the community. Our Consultant project team from WSP Canada Inc. has developed a communication strategy that provides various opportunities for input from the public through both on-line and in person engagement. The first Public Information Centre is scheduled on February 21, 2018 from 6:30 p.m. to 8:30 p.m. with a formal presentation at 7:00 p.m. in the Council Chambers. This work will assist in completing Phase 1 of the study.

Staff will be reporting back to Council throughout Phase 2 of the study to inform of the progress to-date as well as future community engagement events through the second phase of this study.

Respectfully submitted,

Maureen Van Ravens, C.E.T.
Manager of Transportation

Reviewed and Approved by,

Chris Mills, P. Eng.
Commissioner, Transportation &
Public Works

Brent Marshall
Chief Administrative Officer



Town of Halton Hills Transit Service Strategy

Strategic Visioning Workshop

Executive Summary | December 2017

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1 Introduction

On November 29th, 2017 a strategic transit visioning workshop was held to provide the Mayor, Members of Council, Town Staff and other key stakeholders with an opportunity to learn more about transit provision in the context of the Town of Halton Hills and provide examples of potential benefits associated with transit implementation in a growing community. The workshop was coordinated and facilitated at the Acton Arena between 9:00 a.m. and 3:00 p.m. by Town Staff and WSP Canada Group Limited consultants. The workshop consisted of three (3) informative presentations made by the Town Staff, WSP representatives and a key-note speaker. The workshop also incorporated group interactive activities conducted between presentations to gather preliminary input and opinions about transit from the Council's perspective. The following report is an overview of the presentations and activities as well as the comments and input received throughout the workshop.

1.1 Purpose

The purpose of the visioning workshop was to meet with, inform and engage with decision makers including the Mayor and members of Council, senior management, and select staff who will be directly impacted by the outcomes of the transit strategy and will likely be responsible for the approval and / or implementation of the recommendations found within the transit strategy.

1.2 Objectives

The visioning workshop held the following objectives:

- To educate and inform attendees on the need, benefits and opportunities associated with transit in Halton Hills;
- To provide examples from comparable communities which have undertaken similar planning exercises and the outcomes / lessons learned from those communities for consideration in the Halton Hills context;
- To inform attendees on key transit related considerations and emerging trends;
- To engage attendees in a discussion of the issues and opportunities associated with transit throughout the Town of Halton Hills; and
- To establish a common vision and set of objectives for the Town of Halton Hills Transit Service Strategy and agreement from Council and Senior Management on those principles.

1.3 Workshop Agenda

The workshop agenda strategically balanced informative presentations with interactive activities to satisfy the workshop purpose and objectives. The agenda for the day read as follows:

Time:	Topic:	Direction
9:00 – 9:15 a.m.	Welcome & Address	Mayor & Rob Voigt
9:15 – 9:30 a.m.	Presentation Part 1: What has been done?	Town Staff
9:30 – 10:15 a.m.	Presentation Part 2: Transit Planning – the Bigger Picture	Brian Mills
10:15 – 10:30 a.m.	Break	
10:30 – 11:30 a.m.	Activity #1: Values & Concerns	Rob Voigt & ThinkLink Graphics
11:30 – 12:15 p.m.	LUNCH	



Time:	Topic:	Direction
12:15 – 1:00 p.m.	Activity #2: Vision & Objectives	Rob Voigt & ThinkLink Graphics
1:00 – 1:30 p.m.	Presentation Part 3: WSP Panel	Tim Rosenberger Adrian Lightstone Jim Gough Brian Mills
1:30 – 2:00 p.m.	Q & A Period with WSP Panel	WSP
2:00 – 2:20 p.m.	BREAK	
2:20 – 2:50 p.m.	Activity #3: Confirming the Vision & Objectives	Rob Voigt
2:50 – 2:55 p.m.	Next Steps	WSP & Town Staff
2:55 – 3:00 p.m.	Closing Remarks	Town Staff

As the day progressed, the consultant team adjusted the activities to better achieve the outcomes of the workshop; Activity #1 was undertaken as planned however, Activity #2 and #3 were combined into a discussion about the elements to include in the vision. A revised vision will be revealed at the next project milestone to allow the consultant team time to reflect on the input received during this workshop

2 Best Practices

Transit system examples from comparable municipalities were presented on display boards and available for attendees to browse throughout the day. Six (6) display boards were used to present facts regarding transit networks that have been developed in places including Fort Saskatchewan, Leamington, Loyalist Township, Moose Jaw, Innisfil, and other Halton Region municipalities. These boards were used to further explain the possibilities for transit in Halton Hills and what it could look like and achieve. Examples of the display boards are provided below.

Halton Region Municipalities

Halton Region	Halton Hills
Located in the province of Ontario Toronto is the nearest major city 1.08 km ² per household	\$1,161,464 (2016) Population reported by Municipality
Milton Transit service established in 1990. It was originally created, approved and operated with Transit Ontario. Annual Revenue: \$1.2B Population: 116,126 (2016) Transit Operator: Metrolinx	Population: 116,126 (2016) Transit Operator: Metrolinx
Oakville Transit service established in 1972 and operated by the Municipality. Annual Revenue: \$100.4M (2014) Population: 199,832 (2014) Transit Operator: Metrolinx	Population: 199,832 (2014) Transit Operator: Metrolinx
Burlington Transit service established in 1975 and operated by the Municipality. Annual Revenue: \$200.1M (2014) Population: 183,314 (2014) Transit Operator: Metrolinx	Population: 183,314 (2014) Transit Operator: Metrolinx

Fort Saskatchewan

General Information...

- Population: 24,149 (Municipal population as of 2018)
- Location: Edmonton, Alberta
- Transit Operator: Special Transportation Services Society

Conventional Information...

Transit service established in 2014

- Number of Fixed Bus Routes: 2
- Number of Buses: 2
- Annual Revenue: \$28,400
- Operating Revenue (2015): \$42,000
- Operating Costs (2015): \$1,347,000
- Municipal Operating Contribution per Household (2015): \$42.00
- Municipal Operating Contribution per Household (2015): \$42.00

Who is the system operator? Multiple User contract with the T&O & CTO

Pre - Implementation	Post - Implementation
<ul style="list-style-type: none"> OTIS promotes cost-benefit and risk analysis to encourage transit service. OTIS provides a platform for the community to provide input on transit service. OTIS provides a platform for the community to provide input on transit service. 	<ul style="list-style-type: none"> OTIS provides a platform for the community to provide input on transit service. OTIS provides a platform for the community to provide input on transit service. OTIS provides a platform for the community to provide input on transit service.



3 Presentation Part 1: What Has Been Done?

3.1 Purpose

The first presentation was given by Maureen Van Ravens (Town Project Manager) and provided the audience with a background on how the discussion of transit in Halton Hills began, the existing services and the work on transit that has been done to date.

3.2 Key Topics

1. **ActiVan:** ActiVan is an accessible transportation service provided to seniors age 65+ and persons with physical and cognitive disabilities residing within the Town of Halton Hills and travelling within the boundaries of Halton Hills. ActiVan has three (3) core services: ActiVan fleet, Ad-Hoc, and Taxi-scrip / youth taxi scrip. Since the service has begun, ridership has increased by 15 percent annually. The service in its current operation will not sustain this consistent ridership increase.
2. **SPLIT:** To better serve the community of Halton Hills, the SPLIT (Subsidized Passes for Low Income Transit) Pass Program has been established. Once a month customers can purchase passes through the Region at an additional 50% subsidized rate for the ActiVan or Taxi Scrip Program.
3. **Transportation Timeline:** Staff have received direction to move forward with Transit from Transportation Master Plan (2011), Vision Georgetown – Guiding Principles (2014), Mayor's Community Energy Strategy (2014), and the 2014 - 2018 Strategic Action Plan. The Town has set out a timeline for addressing the overall transportation network, including transit, over the next few years:

2016 – Trucking Strategy
2017 – Transit Service Strategy
2018 – Active Transportation master Plan
2019 – Transportation Master Plan Update

4. **Halton Region Mobility Management Strategy:** The *Halton Region Mobility Management Strategy* being carried out by the Region is a 'big move' towards unlocking major transit station areas by understanding the current trends, identifying the network gaps and offering recommendations to improve the overall network throughout Halton Region and the Town of Halton Hills. The Halton Hills Transit Service Strategy will need to align and compliment the overall Regional transit efforts.

3.3 Input

Suggestion: SPLIT Passes should be sold at locations throughout Halton Hills to better serve the customers; not just at the Regional office.

Comment: We will need to get employees to and from work in intensification areas. Halton Hills needs to be transit ready for intensification.



4 Presentation Part 2: Transit Planning – The Bigger Picture

4.1 Purpose

The second presentation was given by Brian Mills, a key-note speaker from Vancouver (B.C.). Brian was invited to the visioning workshop to offer his technical expertise in multi-modal urban transportation planning, transportation and land use integration, and public transit planning. Specifically, Brian's experience leading the design of Vancouver's regional transit network and many other regional transit systems made him an excellent candidate to explain how Halton Hills can address transit.

4.2 Key Topics

1. **What is Public Transit:** Transit is transportation that is shared, publically available, and designed for all segments of a population. Public transit is about the users and their needs – a means of getting to work or school, and a lifeline for those with mobility limitations.
2. **Why Invest in Transit:** Transit supports municipal objectives including economic prosperity, transportation efficiency, land use, road safety, social objectives and public health. The benefits of transit are at their greatest when transit is a part of the overall smart growth program and the transit improvements align with infill, redevelopment and new development initiatives
3. **Langley, BC Case Study Key Observations:**
 - Transit connections to regional centres are important
 - Coverage service is important for locals and has little effect on mode share
 - Integrated land use and transport planning supports goals for congestion management, mode share, reduced emissions
 - Development occurs over long periods
4. **Boulder, Colorado Case Study Key Observations:**
 - Strong vision can affect all aspects of municipal decision-making
 - When people have realistic choices many will decide to not drive
 - Transit mode share can increase
 - Overall non-driving mode shares can be significant
 - Achievement of a vision is a long-term proposition

4.3 Input

Comment: One benefit not mentioned is GDP – even transit projects have been known to have higher return.

5 Activity #1: Values & Concerns

The first activity required attendees to work collaboratively with each other and the consultant team to develop and record words and phrases that describe the "now" and "future" condition of the community. This activity was used to gather input to be categorized into concerns/opportunities and assets/ideas which were then used to determine the goals and values for the project. Through this activity, the goals and values for transit in Halton Hills were discovered and used to draft vision statements which were further reviewed in Activity #2.



5.1 Halton Hills "Now"

- Spread-out
- Mixed rural/urban
- Lack of service in employment areas
- Separation of employment areas
- Sustainability
- Lack of awareness of parts of the community
- Small-town-feel
- Car centred
- Large # of commuters
- Pride, involvement, identity
- Distinct neighbourhoods
- Fearful / crime
- Not connected
- Dispersed
- Greatness
- Emerging economic centre
- Growth coming fast
- Green community
- Limited

5.2 "Future" of Halton Hills

- Sustainable / green
- Innovative
- Accessible
- Connect to AT
- Affordable
- Maximize ridership
- Partner with GTA
- Better connected
 - o Increased services
 - o Increased access to services
- Identify of place
- PAREE (Practical Affordable Reasonable Educational Enjoyable)
- More healthy
- High-tech
- Vertical development
- Diverse / multi-cultural
- Equitable
- Increased mobility options
- Increased infrastructure
- Increased business
- Increased opportunities for youth
- "made-in Halton Hills" / tailored
- Smaller vehicles
- All communities
- Managed growth
- Deliberate choices
- Continuation of operation

5.3 Values & Concern Themes

1. Sustainability (including fiscal responsibility)
2. Accessibility (all ages, all abilities)
3. Connectivity (within the community and to surrounding communities)
4. Context specific ("a Halton Hills solution")
5. Implementable

6 Activity #2: Vision & Objectives

Using the values and concerns determined during Activity #1, the consultant team developed three (3) vision statements for the attendees to review and provide input on. The three (3) vision statements presented include:

1. Develop a community-wide transit system that supports our citizens by 2031.
2. Develop a transit system that is integrated with all our transportation networks and provides for our community.
3. Develop a transit system and our built environment to support the needs of our citizens and businesses in a cost effective and sustainable manner by 2031.

The vision statements were presented to begin the discussion and participants were encouraged to continue the conversation by expressing any feedback or input on the vision statements provided. The following input was received during this discussion:



- The idea of building on the existing service
 - "provide" instead of "develop"
- Incorporate the broad use of "accessibility"
- Play with the use of a specific date
 - Date vs. no date
- Use "residents" not "citizens"
- Make reference to growth and innovation
- Ensure the vision statement reads "provide and implement"
- Make mention to the connecting communities to recognize distinctness
- Provide opportunities
- Use a target – tag timeline to the 2-way rail service to put pressure on completion

The consultant team recorded the discussion points and will take all of the comments into consideration while developing a new vision statement that answers the what, where, when, who, why and how questions that are typically addressed in a good vision statement.

7 Presentation part 3: WSP Panel

7.1 Purpose

The third presentation was a panel discussion with professionals from WSP as well as the key-note speaker. This presentation was used to answer a series of questions that were provided to the attendees prior to the workshop event.

7.2 Key Topics

1. Transit can be designed to serve Halton Hills' plans for its future as a community. With a 'made-in-Halton Hills' approach, transit does not have to alter the communities existing identity and sense of place but has the potential to grow with the community.
2. Economic benefits include better access / mobility options, reduced travel costs, business attraction, reduced congestion, safety improvements, reduced emissions, increased property values, etc.
3. Transit provides access to school, work, shopping, healthcare and more, for youth, seniors, persons with mobility challenges, the labour force, etc.
4. Everyone is likely to have a time in their life when they can't drive – when they have a medical condition, or their car is in the shop, or their kids need the car, or when they are too old to drive safely. Then they will need transit.
5. Population (increased aging population) and employment in Halton Hills, Halton Region and GTHA are projected to grow significantly through 2041. This growth will increase the demand for transit service, both within Halton Hills and between Halton Hills and communities within and outside Halton Region.
6. Halton Hills already has transit– ActiVan. Existing ActiVan service patterns provide the outline of likely travel patterns for most types of local transit trips in the short-to-medium term.
7. Potential misunderstandings about transit:
 - Fixed-route service must be publicly operated.
 - Fixed-route buses are large, noisy and damage roads.
 - Fixed route and special transportation are the only options.



- Why should we invest in transit when it will shortly be replaced by Uber and Lyft, or autonomous (self-driving) vehicles?

7.3 Question & Answer Session

Following the panel presentations, a Q & A session was held to address any concerns of topics discussed during the panel presentations as well as any concerns from throughout the day. Some of the topics discussed during this session are summarized below.

1. **How Can Transit be Achieved Cost Effectively:** Growth will drive the demand for services and with the development of an implementation plan, services will be determined using forecasting and implemented in phases. As well, partnerships with businesses and industries can help to subsidize the costs.
2. **Traffic Patterns:** Observations of traffic patterns within Halton Hills as well as traffic coming/leaving Halton Hills will be incorporated into this study. As well, location of major employment areas will be studied to determine external connections. Additionally, this study will take into consideration the GO services and how best to connect with those services.
3. **What Needs to be Ready for the 'Sales' Pitch:**
 - Having an idea of costing i.e. operating, capital, etc.
 - Travel demand model
 - Having funding partners lined-up i.e. levels of government
 - Having private operators work with the town

7.4 Other Input

Comment: There should be a connector between Georgetown and the 401 so people can catch the 401 GO buses.

Comment: Industrial buses/bus service for workers funded by the industries. This service is privately operated but so is ActiVan.

Comment: Elmira and Elora run private services to Kitchener-Waterloo, could be a good example of the type of service for Halton Hills.

8 Themes of the Day

The following are high-level themes that emerged throughout the workshop.

1. Halton Hills current ActiVan service is not sustainable; with the predicted growth of the community, the service will be overloaded if it continues the same operation.
2. Transit in Halton Hills is not going to happen 'all at once' but rather, it will use a phasing approach that is consistent with the growth of the community.
3. This study will explore the various types of service such as fixed-routes, ad-hoc deviation, flexible-routes, home-to-hub, etc., to determine an appropriate service for Halton Hills.
4. The study will align with the priorities, routes and schedules of those being carried out by the Region, the Province and Metrolinx.



9 Next Steps

1. Finalize the vision statement
2. In early 2018, work done and milestones will be presented to Council
3. The first public session will be held in February

A graphic artist was hired to capture and record the events, ideas, themes, and input from throughout the entire workshop in a visual form. The visual representations and summary of the event are provided below.



Fort Saskatchewan

General Information...



Located in the province of
Alberta

24,149

Municipal population as of 2016

Edmonton

is the nearest major city



Paratransit operated by:
Special Transportation Services Society

Conventional Information...

Transit routes established in **2014**



Number of Fixed Bus Routes:	2
Number of Vehicles:	2
Passenger Trips (2015):	28,493
Cost Recovery Ratio (2015):	12 %
Operating Revenue (2015):	\$ 142,935
Direct Operating Costs (2015):	\$ 1,147,791
Municipal Operating Contribution per Capita (2015):	\$ 42.36
Municipal Operating Contribution per Revenue Passenger (2015):	\$ 35.74

Source: 2015 Canadian Transit Factbook – CUTA

Who is the system operator? **Municipal under contract with Fort Tax & ETS**

Pre - Implementation

- **Goals:** promote local business and the community; allow residents to access community resources through public transit; reduce car traffic on local roads; provide service that will bring customers to Edmonton more efficiently
- Difficulties for households without private transportation (esp. new immigrants) in accessing community resources and work

Post - Implementation

- Wins CUTA corporate leadership award for marketing and communications May 15, 2017
- Before implementation and up to 2016, Ft. Saskatchewan not ranked in Canada's best places to live; in 2017, it is ranked 195
- Ridership consistently increasing, resulting in additional revenue for the city through fares (and advertisement revenue in the future). Customer satisfaction improving, as made evident by number of formal complaints submitted decreasing



Definitions

Cost Recovery Ratio = (Operating Revenue)/(Direct Operating Costs)

Municipal Operating Contribution per Capita – annual funding contribution to the transit agency per municipal resident

Municipal Operating Contribution per Revenue Passenger – annual funding contribution to the transit agency per transit passenger trip

Innisfil

General Information...



Located in the province of
Ontario

36,566

Municipal population
as of 2016

Barrie

is the nearest
major city



Conventional Information...

Innisfil Transit service established in **2017**; in partnership with **Uber**

2,366 different people have taken at least one Transit trip

930 unique drivers have provided an Innisfil Transit trip

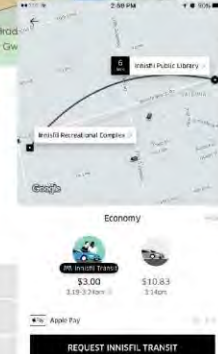
Total Trips (May15 - September 30, 2017): **12,393**

Total Costs (May15 - September 30, 2017): **\$ 70,678**

2018 Budget: **\$ 125,000**

Average Gross Subsidy: **\$ 5.73 per passenger**

Average Wait Time: **9:36 minutes** (from request to pick-up)



Top Destinations:

- Innisfil Heights Employment Area (640 drop-offs)
- Innisfil Recreational Complex (457 drop-offs)
- Barrie South GO (515 drop-offs)
- Innisfil GO Bus Stops (262 drop-offs)

Post - Implementation

- Fixed routes may be incorporated in future implementation stages
- Average of 10% of trips have matched (two or more riders in the car) – this average has been trending upwards recently
- Highest concerns based on Transit Survey:
 - Driver Availability (43%)
 - Wait Time (23%)
 - Cost (18%)
- 62% of respondents (including non-transit users) were 'satisfied' or 'strongly satisfied' with the transit service



Leamington

General Information...

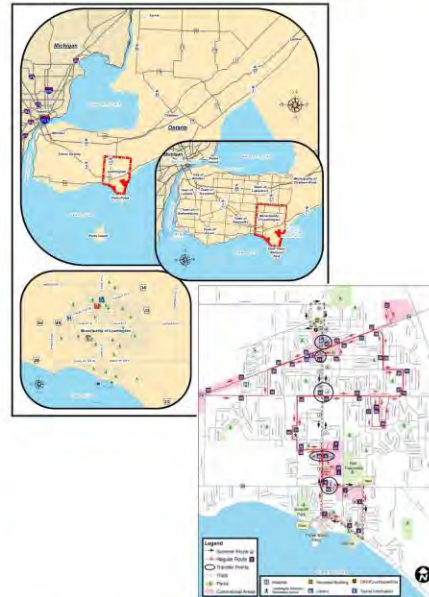


Located in the province of
Ontario

27,595
Municipal population
as of 2016

Windsor
is the nearest
major city

Paratransit operated by:
Erie Shore Community Transit



Conventional Information...

Transit routes established in **1985**

Number of Fixed Bus Routes:	1
Number of Vehicles:	2
Passenger Trips (2015):	22,200
Cost Recovery Ratio (2015):	14 %
Operating Revenue (2015):	\$ 31,026
Direct Operating Costs (2015):	\$ 216,635
Municipal Operating Contribution per Capita (2015):	\$ 4.77
Municipal Operating Contribution per Revenue Passenger (2015):	\$ 8.36

Source: 2015 Canadian Transit Factbook – CUTA

Who is the system operator? **Municipally-funded under contract with Switzer-Carty**

Pre - Implementation

- Before transit, households without cars relied on taxi service to get around the town, which proved costly to residents (\$4 round trip, as opposed to \$1 round trip for bus when first introduced)
- Limited access for citizens wanting to reach downtown efficiently, and for seniors wanting to visit friends in hospitals or nursing homes

Post - Implementation

- Looking to expand transit service into neighbouring municipalities in order to further connect municipalities within Essex County
- Bus routes allow for residents (permanent and temporary immigrant workers) to get around the city with increased ease and for less than private transportation



Definitions

Cost Recovery Ratio = [Operating Revenue]/[Direct Operating Costs]

Municipal Operating Contribution per Capita – annual funding contribution to the transit agency per municipal resident

Municipal Operating Contribution per Revenue Passenger – annual funding contribution to the transit agency per transit passenger trip

Loyalist Township

General Information...



Located in the province of
Ontario

16,971

Municipal population
as of 2016

Kingston
is the nearest
major city



Paratransit operated by:
Kingston Transit through a non-profit agency

Conventional Information...

Transit route established in **1987**



Number of Fixed Bus Routes:	1
Number of Vehicles:	0
Passenger Trips (2015):	99,298
Cost Recovery Ratio (2015):	17 %
Operating Revenue (2015):	\$ 139,574
Direct Operating Costs (2015):	\$ 822,436
Municipal Operating Contribution per Capita (2015):	\$ 74.32
Municipal Operating Contribution per Revenue Passenger (2015):	\$ 8.18

Source: 2015 Canadian Transit Factbook – CUTA

Who is the system operator? **Township-funded under contract with Kingston Transit**

Post - Implementation

- One route operated by Kingston Transit, with operating subsidy paid by township
- Government investment through Public Transit Infrastructure Fund helps to build links between Loyalist Township and Kingston, while also reducing carbon footprint of township and providing ease of access for population
- Route changes increases access but also adds to travel time



Definitions

Cost Recovery Ratio = [Operating Revenue]/[Direct Operating Costs]

Municipal Operating Contribution per Capita – annual funding contribution to the transit agency per municipal resident

Municipal Operating Contribution per Revenue Passenger – annual funding contribution to the transit agency per transit passenger trip

Moose Jaw

General Information...



Located in the province of
Saskatchewan

Paratransit operated by:
Municipality

33,890

Municipal population as of 2016

Regina is the nearest major city



Conventional Information...

Transit routes established in **1958**

Number of Fixed Bus Routes:	4
Number of Vehicles:	7
Passenger Trips (2015):	462,316
Cost Recovery Ratio (2015):	36 %
Operating Revenue (2015):	\$ 405,510
Direct Operating Costs (2015):	\$ 1,132,163
Municipal Operating Contribution per Capita (2015):	\$ 26.94
Municipal Operating Contribution per Revenue Passenger (2015):	\$ 1.94

Source: 2015 Canadian Transit Factbook – CUTA

Who is the system operator? **The Municipality**

Post - Implementation

- Problem of falling ridership (2011-2016) potentially due to low cost of parking in city and relatively high cost of transit, which encourages people to drive. Most residents have cars, commutes are generally short, and there is no traffic congestion



Definitions

Cost Recovery Ratio = [Operating Revenue]/[Direct Operating Costs]

Municipal Operating Contribution per Capita – annual funding contribution to the transit agency per municipal resident

Municipal Operating Contribution per Revenue Passenger – annual funding contribution to the transit agency per transit passenger trip