

NEEDS IMPROVEMENT

Getting to World-Class Transit

Toronto Region Transit Report Cards



Table of Contents

Regional Overview	3
Toronto	13
York Region	17
Mississauga	20
Brampton	23
Durham Region	26
Hamilton	29
Waterloo Region	32
Oakville	35
Burlington	37
Guelph	39
Milton	41
What's Next	43
Appendix	45



Overview

The Toronto region is fortunate to have a network of transit systems that enables nearly two million people to travel to and from work and other destinations every day. Unfortunately, our transit network is a work in progress - a patchwork of municipal and regional services with each transit system facing its own unique challenges and constraints. That is why we've examined the region on a city-by-city basis, crunching the numbers to develop a series of report cards that highlight the strengths, challenges and opportunities of each municipality's transit system. Key measures of performance include base service coverage, frequent service coverage, reliability, transit priority measures, 24-hour service delivery, and integration.

In many cases, our current shortcomings are the result of a historical lack of resources for transit. Municipalities also face an even bigger challenge - a surging population. Over the past decade, our region has seen unprecedented growth, dramatically altering the fabric of our outlying communities - and our commutes. These suburban cities now find themselves pressured to stand up an urban-quality transit system that helps residents move within and throughout the region, enabling access to jobs and opportunities that lie beyond municipal borders.

Time, investment, and regional collaboration will help us to close many of the current gaps. With chronic congestion costing us \$11B annually in lost productivity, driving talent out of our region and slowing post-pandemic recovery, transit has a critical role to play. We hope these report cards will create a framework for discussion and advocacy, demonstrating with data where additional investment is needed and where opportunities await.

Time, investment, and regional collaboration will help us to close many of the current gaps. With chronic congestion costing us \$11B annually in lost productivity, driving talent out of our region and slowing post-pandemic recovery, transit has a critical role to play.

Toronto Region Transit Report Card

Municipality	Final Grade
Toronto	B
York Region	C-
Mississauga	B
Brampton	C+
Durham Region	C+
Hamilton	B-
Waterloo Region	B-
Oakville	D-
Burlington	C+
Guelph	D+
Milton	D-

*Ordered by service area population.

Rubric of Analysis

The report cards quantify key factors of world-class transit as a weighted average score, based on 2022 transit data.

FACTOR	WEIGHT	LETTER GRADING TABLE	
Frequent Service Coverage	20%	86% - 100%	A+
The proportion of jobs and residents within 800m walking distance of a transit stop with service at least every 15 minutes weekdays from 7am to 7pm. Regarded as a good standard of frequent service coverage.		81% - 85%	A
Base Service Coverage	20%	76% - 80%	A-
The proportion of jobs and residents within 800m walking distance of a transit stop with service at least every 30 minutes weekdays from 7am to 7pm. Regarded as the bare minimum of base service coverage.		71% - 75%	B+
Reliability	35%	66% - 70%	B
The proportion of trips within four minutes of schedule when the scheduled headway is more than ten minutes, and the proportion of trips where the gap between vehicles is within 40% of the scheduled headway where the scheduled headway is less than ten minutes		61% - 65%	B-
		56% - 60%	C+
		51% - 55%	C
Transit Priority	5%	46% - 50%	C-
The presence of significant transit priority measures. (Ex. dedicated lanes, transit signal priority, queue-jump lanes etc.)		41% - 45%	D+
No measures present.....0		36% - 40%	D
Priority lanes and/or signals on roads 0.5		0-35%	D-
Full grade-separated rapid transit with no interference from traffic..... 1.0			
24-Hour Service	5%		
The presence of transit service that operates 24 hours per day, 7 days per week.			
No 24-hour service0			
Limited 24-hour service0.5			
Comprehensive 24-hour1.0			
Integration	5%		
Integration with neighbouring transit systems			
No integration0			
Significant cross-boundary routes and recognition of transfers and/or a co-fare with GO Transit.....0.5			
Fully integrated routes where riders can use either agency's vehicle interchangeably.....1.0			
Service Improvement	10%		
The growth in transit vehicle hours per capita from 2010-2019			

Regional Report Card Breakdown

	Frequent Service Coverage	Base Service	On Time %	Transit Priority	24-Hour Service	Integration	Service Growth 2010-2019	Composite Score
Toronto	RESIDENTS 96% JOBS 93%	RESIDENTS 100% JOBS 97%	57.98%	1	1	0	3.15%	69.21
York Region	RESIDENTS 16% JOBS 21%	RESIDENTS 37% JOBS 40%	77.81%	1	0	1	7.30%	49.36
Mississauga	RESIDENTS 39% JOBS 48%	RESIDENTS 94% JOBS 86%	79.15%	1	0.5	1	24.21%	69.32
Brampton	RESIDENTS 34% JOBS 34%	RESIDENTS 88% JOBS 82%	71.99%	0.5	0	1	39.88%	60.48
Durham Region	RESIDENTS 16% JOBS 22%	RESIDENTS 74% JOBS 75%	72.12%	0.5	1	1	32.27%	59.67
Hamilton	RESIDENTS 38% JOBS 46%	RESIDENTS 79% JOBS 73%	81.62%	0.5	0	1	17.18%	61.38
Waterloo Region	RESIDENTS 15% JOBS 31%	RESIDENTS 85% JOBS 78%	78.88%	0.5	0	0.5	32.40%	61.75
Oakville	RESIDENTS 0% JOBS 0%	RESIDENTS 78% JOBS 65%	N/A	0	0	1	-15.51%	25.96
Burlington	RESIDENTS 22% JOBS 32%	RESIDENTS 90% JOBS 80%	79.34%	0	0	1	16.54%	56.82
Guelph	RESIDENTS 35% JOBS 36%	RESIDENTS 98% JOBS 93%	N/A	0	0	0.5	-33.77%	41.46
Milton	RESIDENTS 0% JOBS 0%	RESIDENTS 5% JOBS 8%	N/A	0	0	0.5	71.47%	19.34

Regional Transit Analysis

Regional Base Service Coverage

Transit service levels are inconsistent throughout the region. Different municipalities have adopted very different approaches to providing transit service, so similar neighbourhoods across a municipal boundary may have starkly differing transit service levels.

Many trips in the region are only served by local bus routes, which can mean very long travel times when typical suburban commute distances—in excess of 10 km—are taken into account. This can result in one-way commutes of well over an hour, and many potential commutes, like from Scarborough to industrial areas in Brampton and Mississauga, are next-to-impossible. Express routes—notably GO Transit service—tend to be geared to commutes to downtown Toronto, making them difficult to use for people with other destinations.

Some fast-growing parts of the region with significant concentrations of employment, like Caledon, have little or no transit service at all. This severely limits the pool of talent that employers in these areas can draw upon, reducing opportunities for residents, and adding to road congestion.



Transit Service Frequency & Base Service Coverage

Municipality	Within walking distance of a transit route		Within walking distance of a route running weekdays all day at least every 15 minutes		Within walking distance of a route running weekdays all day at least every 30 minutes	
	RESIDENTS	JOBS	RESIDENTS	JOBS	RESIDENTS	JOBS
Toronto¹	100%	98%	96%	93%	100%	97%
York Region²	96%	93%	16%	21%	37%	40%
Mississauga	99%	96%	39%	48%	94%	86%
Brampton	99%	94%	34%	34%	88%	82%
Durham Region³	96%	88%	16%	22%	74%	75%
Hamilton	82%	78%	38%	46%	79%	73%
Waterloo Region	96%	90%	15%	31%	85%	78%
Oakville	96%	93%	0%	0%	78%	65%
Burlington	96%	93%	22%	32%	90%	80%
Guelph	98%	93%	35%	36%	98%	93%
Milton	89%	58%	0%	0%	5%	8%

¹ Toronto data does not account for recent service cuts.

² Urban area of York Region only (Vaughan, Richmond Hill, Markham, Newmarket, Aurora)

³ Urban area of Durham Region only (Pickering, Ajax, Whitby, Oshawa), does not take into account coverage with on-demand service



Regional Frequent Service Coverage

This report card examines what proportion of residents and jobs are within walking distance of “base service coverage” (every 30 minutes or better) and “frequent service coverage” (every 15 minutes or better). The analysis includes GO Transit service within the boundaries of each municipality. Consistent frequency throughout a community correlates strongly with increased transit ridership, and is necessary for people to be able to make transfers and travel throughout the region as seamlessly as someone driving.

As can be seen in the figure below, the level of frequent service coverage transit coverage (defined as service all day scheduled to run at least every 15 minutes) varies dramatically by municipality. Unsurprisingly, coverage is most extensive in the City of Toronto, where nearly all residents and jobs are within walking distance of 15 minute service. In other parts of the region, however, differences remain substantial. While 39% of Mississauga residents and 34% of Brampton residents are within walking distance of such a route, only 16% of York residents are—and 0% in Milton and Oakville. When the basic service level of a trip scheduled every 30 minutes all day is considered, many municipalities achieve near-universal coverage, like Burlington, Brampton, and Mississauga. Again, however, only 37% of York residents enjoy that basic level of service. In Milton, it is only 5%.



FREQUENT ALL-DAY SERVICE DRIVES RIDERSHIP

When UP Express was introduced, it increased service to Weston and Bloor stations from limited peak period trips to 15-minute trains all day in both directions. Ridership increased from 653 per day at Weston and 353 per day at Bloor in 2014 to 1,827 and 2,231, respectively, in 2019—at Bloor, that’s a 532% increase!

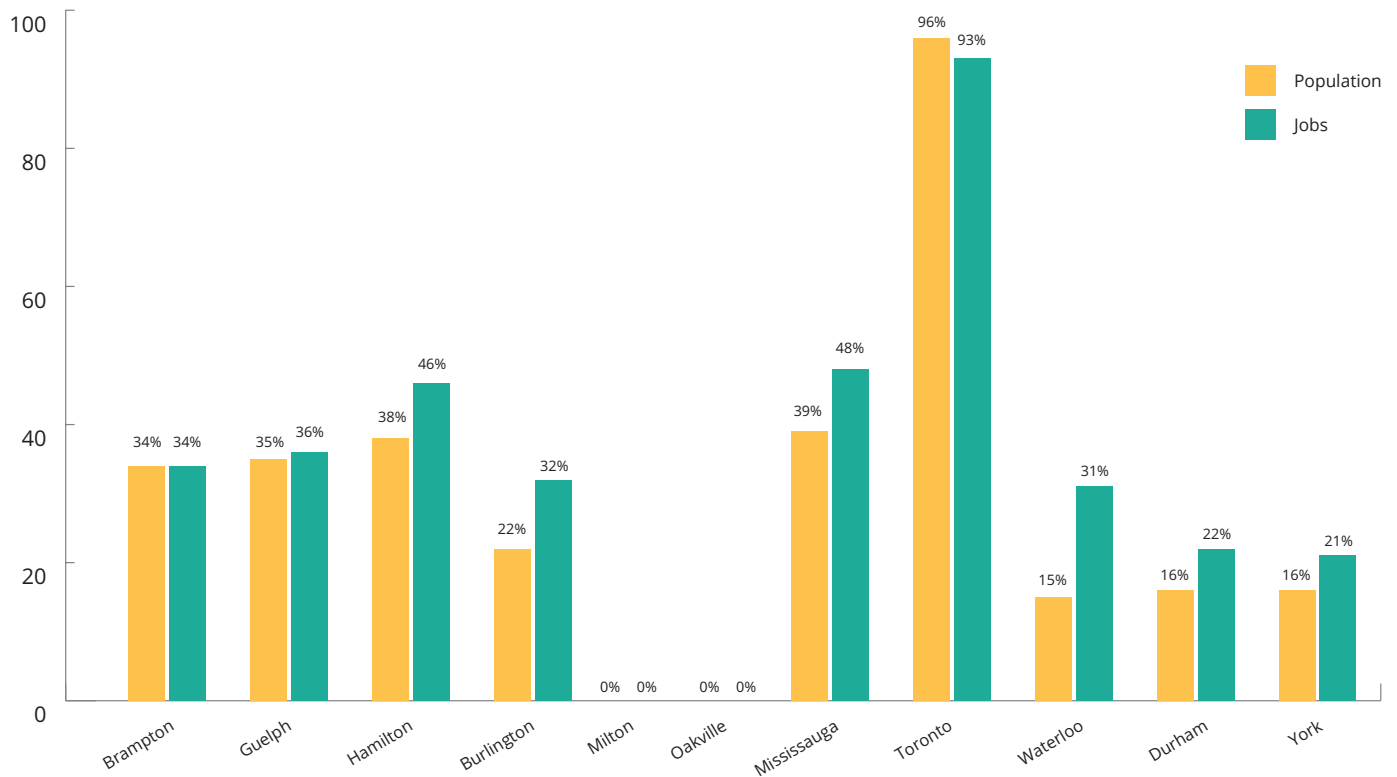
The Toronto region has frequent scheduled bus service in comparison with peer cities in the United States. Many 905-equivalent areas in the United States have little or no bus service at all, with routes rarely running in the evenings or on weekends. The difference is especially apparent in Toronto, where many areas enjoy bus service scheduled for every 10 minutes or better, while many similar areas in the United States have hourly bus service or worse.

Very infrequent service also makes connections challenging, limiting accessible destinations to the ones that happen to be on a passenger’s local route. Nobody wants to stand on a suburban street corner for 45 minutes waiting for a connection, particularly in harsh weather.

These distinctions are important because despite encouraging progress, many residents of the region still can’t count on transit for their daily travel needs. This limits access to jobs, services, and other amenities. It also limits employers’ access to talent. All told, this means reduced economic productivity. Longer-term rebalancing of the system away from peak period commuting toward all-day, bidirectional journeys has significant potential to increase overall utilization and efficiency.

Longer-term rebalancing of the system away from peak period commuting toward all-day, bidirectional journeys has significant potential to increase overall utilization and efficiency.

Population and Jobs Within Walking Distance of a Route Running at Least Every 15 Minutes All Day (2022)



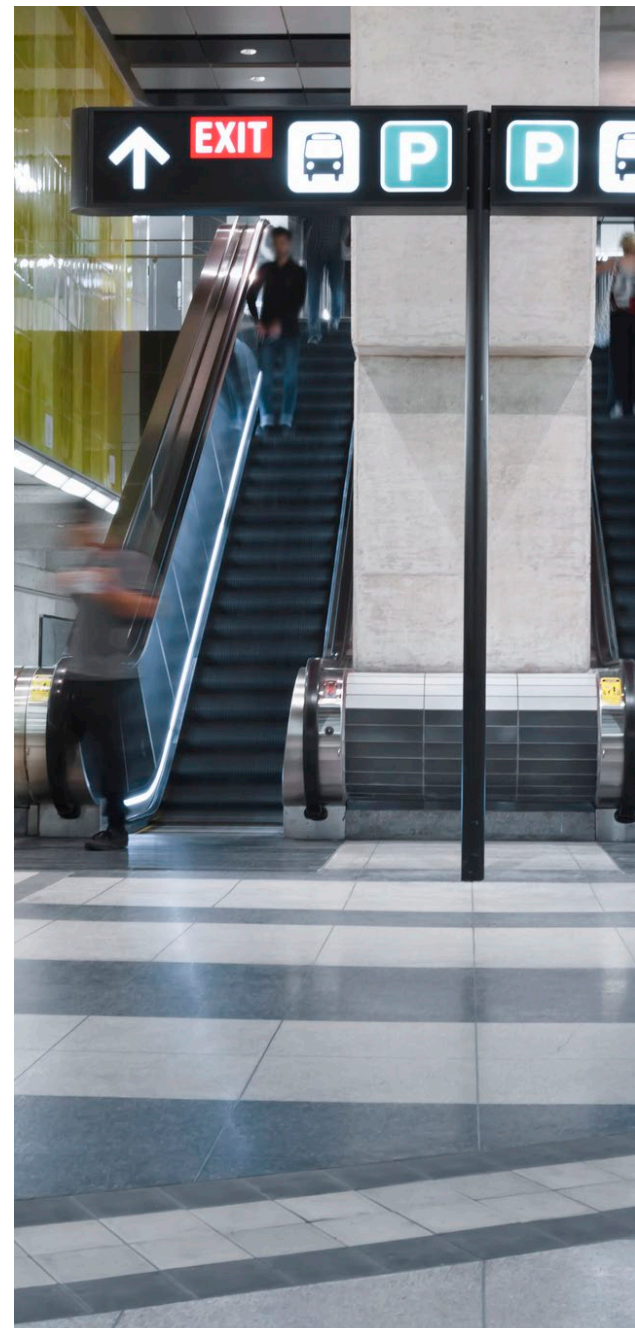
Earlier this year the provincial government announced plans to deliver fare integration across the entire network, including the TTC and GO.

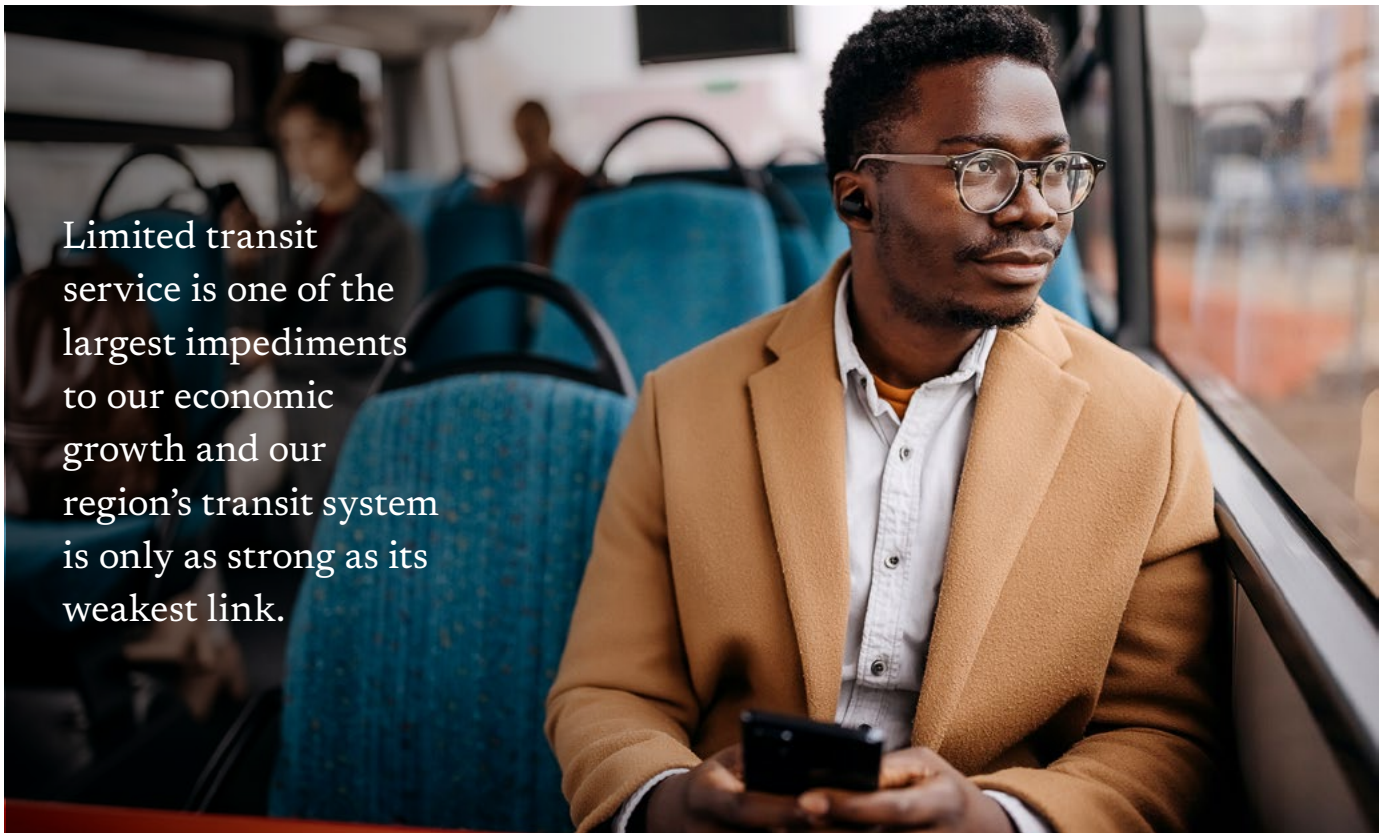
Reliability & Transit Priority

With the exception of Toronto, municipalities all had strong reliability scores. Reliability is crucial as it builds trust among users and encourages greater ridership. Hamilton has the most reliable transit with an on-time score of 82%, followed by Burlington, Mississauga and Waterloo at 79%. Toronto had the least reliable surface transit at 58%. Congestion issues in mixed traffic (non-dedicated transit lanes) make achieving perfection difficult and outside of many agencies' control, though in the case of Toronto, the worst routes did drag down the overall score. Municipalities can improve reliability by increasing dedicated lanes, transit signal priority, queue-jump lanes, enacting policies which improve driver scheduling and terminal departure times, and avoiding bunching at terminals by scheduling layover times and supervising schedules.

Fare & Service Integration

Today, the region's transit fare structure is not integrated, with different fares charged for each municipal transit agency and for GO Transit. While fare integration is coming, high GO fares currently lock many riders out of the GO system, even where it can provide them with a much quicker ride. Positive steps have already been taken, including transfers across many 905 systems and from GO transit. And there is more to come - earlier this year the provincial government announced plans to deliver fare integration across the entire network, including the TTC and GO. Fare payment is also inconsistent and confusing when moving from system to system. Depending on the system and mode, customers are expected to remember the appropriate behaviour for payment. Some modes require users to 'tap on' when boarding the vehicle, some require payment prior to boarding, and certain modes require an additional 'tap off' to signal the end of a trip. A consistent approach to both fare structure and payment across the system will simplify the customer experience, helping to attract new riders.





Limited transit service is one of the largest impediments to our economic growth and our region’s transit system is only as strong as its weakest link.

Transit service is also poorly integrated. Many riders are forced to switch routes as they pass municipal boundaries and schedules are often not harmonized. Harmonized scheduling could allow for more seamless connections between agencies. Positive steps have been announced, such as allowing buses to pick up riders outside their agency’s service area, but the network remains fragmented. There will be a number of missing regional links even when current projects are completed, like the connection of the Finch West LRT to the Kitchener GO line at Woodbine, and the connection of the Hurontario Hazel McCallion LRT to the Kitchener GO line at Brampton.

GO Expansion presents the opportunity to create a new regional rapid transit backbone, fully integrated with local transit, that can serve both local and long-distance trips across the region. GO has already significantly expanded off-peak service, but without fare integration, potential ridership will not be achieved. Improved integration between local transit

providers and GO buses could also facilitate more direct suburb-to-suburb trips without forcing riders to pass through downtown Toronto, and taking advantage of less congested infrastructure like Highway 407.

Regional Workforce Transportation

Businesses have made clear that one of their most important challenges is getting their workforce to and from the workplace. In a region ranked third in North America for congestion, it’s critical that we strive for an accessible, well-connected, high-frequency transit network that helps to move cars off our roads. Limited transit service is one of the largest impediments to our economic growth and our region’s transit system is only as strong as its weakest link. It doesn’t matter that the transit near home provides excellent service if the transit near work is infrequent and unreliable.

Smart infrastructure investment in improvements like new electric buses and transit priority measures can increase efficiency, permanently reducing ongoing operating costs.

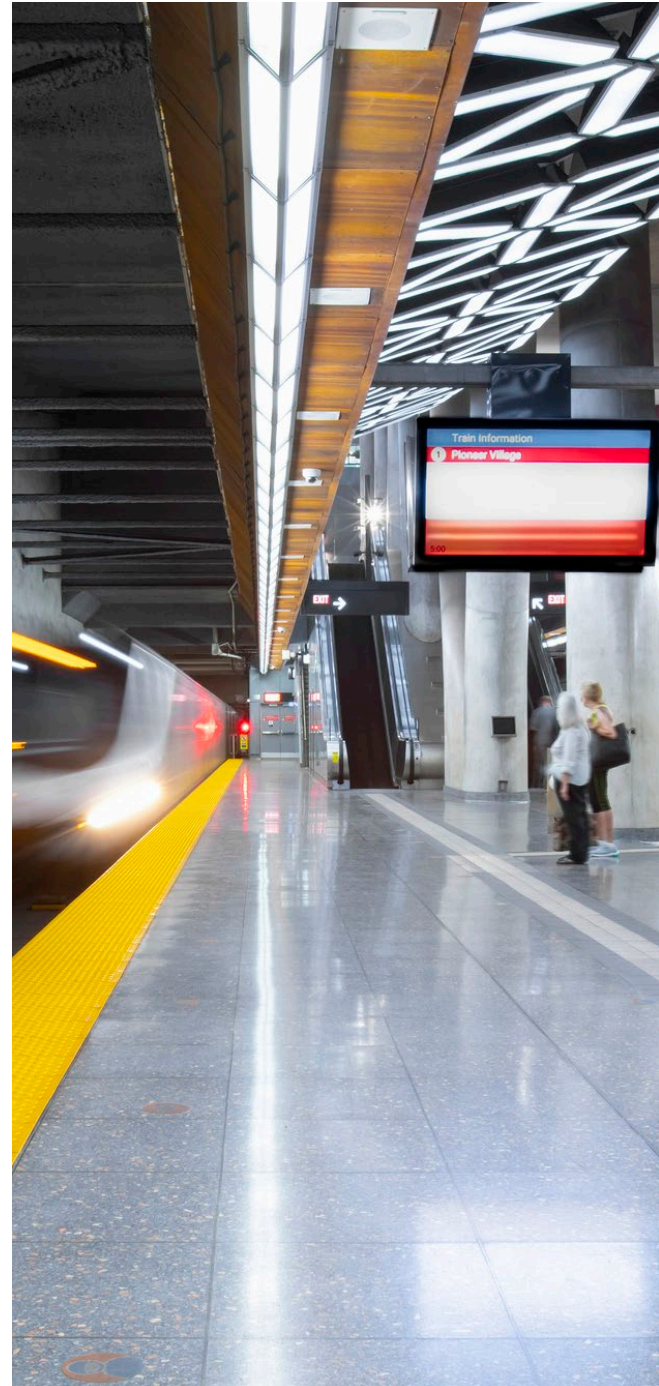
Transit Agency Financial Pressures

Many transit agencies are facing severe financial pressures as ridership remains down compared with pre-pandemic levels. This is especially true on routes serving the traditional peak period commute to downtown Toronto, though off-peak ridership has largely returned. As ridership steadily returns, additional government support would help transit providers avoid drastic service cuts or fare hikes in response to increased financial pressures, both of which could permanently drive customers away.

Further, the cost of building rapid transit in the Toronto region is high in comparison with peer cities in Europe and Asia, and with other Canadian projects, such as Montreal’s Réseau express métropolitain. There have also been challenges with delays, such as on the Eglinton Crosstown project. Despite this, ongoing expansion of the system is critical, and smart investments in improvements like new electric buses and transit priority measures can increase operational efficiency, reducing costs over the long term.

Additional Challenges

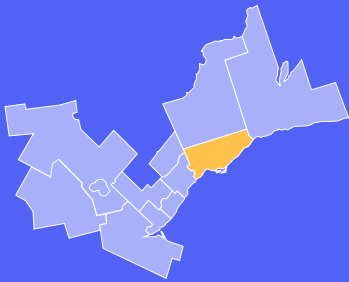
While not a standalone criterion in this evaluation, user experience is at the heart of any successful transit system. Across the region’s current network, there are a number of additional barriers to a seamless customer journey. Wayfinding and signage across the the Toronto region is inconsistent and fragmented, making system navigation confusing— especially for infrequent riders and tourists. The first and last mile of the journey can also be difficult, as many transit services bring users almost, but not all the way, to their destination with poor pedestrian or cycling routes to and from stations. Improved consideration of these customer touchpoints will encourage new users and help to maximize use of local transit services.



Toronto



System Profile 2019 Data



ANNUAL TRANSIT
RIDERS PER CAPITA
173

ANNUAL TRANSIT VEHICLE
HOURS PER CAPITA
3.94

ANNUAL RIDERS
525,470,000

REVENUE VEHICLE HOURS
11,971,068

SERVICE AREA
POPULATION
3,037,985

REVENUE/COST RATIO
66%

RIDERSHIP GROWTH
2010-2019
-9.29%

Frequent Service Coverage

Toronto enjoys near-universal coverage of frequent routes, with nearly all residents and jobs within walking distance of a stop served by a route running at least every 15 minutes.

RESIDENTS
96%
JOBS
93%

Base Service Coverage

The subway system provides a rapid backbone for cross-city travel, making journeys time-competitive with the car.

RESIDENTS
100%
JOBS
97%

The City of Toronto has long mandated the inclusion of direct pedestrian pathways to arterial roads, preventing the need for residents to take circuitous routes to the bus stop. The express bus network also helps make trips faster on the TTC's many long and busy bus routes. There are major expansion plans for the rail transit network now underway and approaching completion. These include four new rapid transit routes, the Finch West LRT, the Eglinton Crosstown LRT, and several new GO Transit stations. These will speed up trips and reduce congestion on the existing network.

*This data does not reflect the recently announced service cuts, which would adversely affect the coverage of frequent service and potentially exacerbate challenges with reliability, since bunching of buses or streetcars is magnified when routes are scheduled to run less frequently.

Reliability

Many TTC surface routes have significant reliability challenges, including bunching of vehicles and frequent diversions. Only 58% of trips are on time. Even the subway has been facing additional challenges with delays.

58% 🟡

Service Growth

While Toronto has relatively low service growth compared to other municipalities, coverage is already very extensive. The TTC has long had very high transit ridership per capita, with the average Torontonian riding the TTC 173 times per year pre-pandemic.

3% 🟢

Travel times on many routes in the city are extremely long. Trips from northeast Scarborough to downtown can take as much as 90 minutes one way. Trips from Scarborough to Etobicoke can take even longer. For long journeys that are not substantially on the subway, transit trips can be outright impossible or significantly reduce quality of life.

COMPOSITE SCORE 69.21%



Transit Priority

The city of Toronto’s existing subway system, dedicated street car lanes, and plans for RapidTO Bus lanes show significant transit priority measures.



Subway and bus routes are very closely integrated and the majority of riders arrive at subway stations by bus or streetcar. This means that subway stations can be busy even if they are not located in densely populated areas and people living many kilometres away from the subway can still use it on their daily commutes. As a result, Toronto’s subway is the busiest on the continent relative to route length.

24-Hour Service

The City of Toronto has a comprehensive 24-hour transit service that operates 7 days per week.



Integration

The TTC has no fare integration with neighbouring municipal transit services, making cross-border fares prohibitively expensive for shorter trips. Many riders are forced to change vehicles when they reach a municipal boundary. Recent integration announcements from the Province of Ontario should dramatically improve this.



★ ★ ★ GOOD (1) ★ ★ ★ LIMITED (0.5) ★ ★ ★ NONE (0)

How to Get an **A**



Base Service Coverage

- ✔ Expanded express bus services can help residents who need to take long journeys save time. Some of these routes could use highways, like the very successful Highway 27 Express service connecting Rexdale to Kipling Subway station. Existing express routes could be expanded to operate outside peak periods given that this is when most ridership growth is occurring. Express buses could even receive extra amenities and more comfortable buses since they are geared to longer-haul riders.
- ✔ With the completion of many residential and commercial projects along the East Waterfront, urgent LRT service is needed to meet the demand. The waterfront is one of the city's most important growth areas, and a major tourist destination, but transit access remains very limited for much of its length—even in areas that are already developed. The Waterfront East LRT, which would help significantly, is planned but not yet funded. There are no plans to add a station at Cherry Street on the Ontario Line or GO Transit to serve the Quayside and Port Lands areas.



Reliability

- ✔ A comprehensive strategy to improve reliability across the network would help bring back riders who were lost during the pandemic. It would also make the system more efficient as there will be less bunching, which results in empty vehicles even on busy routes.
- ✔ Wayfinding is often lacking or confusing, especially during temporary diversions. Digital signage in stations could be modernized.

*Frequent service coverage & base figures are as of 2022 and don't reflect the most recent service cuts, which would negatively affect grading.



Transit Priority

- ✔ Suburban trips can be very lengthy, in part due to road congestion. There is an opportunity to accelerate the rollout of the RapidTO plan for bus lanes on major routes. Even more modest improvements, like queue jump lanes at intersections, can make a significant difference.
- ✔ Additional streetcars will make it possible to end long-term bus substitution. Transit priority measures for additional streetcar routes downtown could help reduce travel time, improve reliability, and increase ridership, as happened on the King streetcar.
- ✔ Streetcar services face frequent closures, diversions, and bus substitutions. Better coordination of construction projects could reduce the length and frequency of these disruptions. Modernization of infrastructure could enable streetcars to pass more quickly through intersections, speeding up journey times.



Integration

- ✔ Integrating fares with GO Transit and other municipal transit agencies would speed travel times within the city and facilitate travel across boundaries. This would also boost ridership at the ends of routes and help backfill excess capacity, which would help the system operate more efficiently. From North Scarborough to Downtown, for example, a route on both GO and TTC could save riders 80 minutes round trip over a route on the TTC alone.
- ✔ As GO service improves, especially if fares are integrated, there is an opportunity for the TTC to reorient some of its bus routes to link with GO stations as they do with the subway today. This would mean shorter trips and more turnover, and therefore more efficient operation, on TTC buses.



Funding & Investment

- ✔ Secure financial resiliency for the TTC. The TTC has long had the lowest subsidy of any major transit system in Canada or the United States. However, TTC ridership remains far below pre-pandemic levels, especially at rush hour, and this has placed extreme pressure on the system's budget since it is far more reliant on fare box revenue than many other transit systems. The City of Toronto does not have the resources to fill this gap, but service cuts to bring costs down could drive more riders away, creating a downward spiral.
- ✔ Many elements of Toronto's subways system are reaching end of life, having been built between the 1950s and 1970s. This will mean refurbishment costs in the tens of billions just to keep the existing system running.



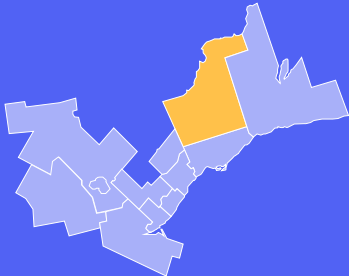
Rider Experience

- ✔ The TTC must address safety concerns, that are increasing following several major incidents that have received widespread media coverage. Offences against riders have more than doubled per boarding since before the pandemic.
- ✔ Fare pricing must be adapted to meet new demand patterns. The TTC has a much higher price for its monthly pass relative to its single-ride fare than most peer transit systems, requiring 49 trips every month to break even. It also only allows purchase of passes for the calendar month rather than for any 30-day period preferred by the rider, as is common in many systems with electronic fare cards. At a time when 5-day-a-week commutes have become significantly less common, these are significant deterrents to purchasing a pass.

York Region



System Profile 2019 Data



ANNUAL TRANSIT RIDERS PER CAPITA
20

ANNUAL TRANSIT VEHICLE HOURS PER CAPITA
1.13

ANNUAL RIDERS
22,467,538

REVENUE VEHICLE HOURS
1,269,462

SERVICE AREA POPULATION
1,126,735

REVENUE/COST RATIO
41%

RIDERSHIP GROWTH 2010-2019
9.20%

Frequent Service Coverage

The Stouffville and Barrie GO rail lines already offer some bidirectional and off-peak service, with plans to offer service every 15 minutes in both directions all day.

Even on VIVA routes, with dedicated infrastructure, some routes run as little as every 30 minutes or less in off-peak periods. This is especially problematic at a time when off-peak ridership is increasingly important. Despite the growth of the VIVA network in that time, there was only modest overall service expansion from 2010-2019.

RESIDENTS
16%
JOBS
21%

Base Service Coverage

York Region has very limited transit coverage of frequent routes. Only 16% of residents and 21% of jobs are within walking distance of a route running all day every 15 minutes. Even routes running every 30 minutes—a minimum level of frequency that can be described as “full service”—are within walking distance of only 37% of residents and 40% of jobs. This means that the majority of urban York Region residents have only very limited transit service, reducing their access to jobs and employers’ access to talent. YRT also has to serve a large rural and low-density area, and major destinations and concentrations of development are widely dispersed.

RESIDENTS
37%
JOBS
40%

There has been major residential and commercial development around the Vaughan Metropolitan Centre station, and even larger transit-oriented communities are planned for stations on the Yonge North extension (two communities with over 20,000 units each). VIVA Rapidways have also seen significant transit-oriented development.

Reliability

On-time performance is relatively high at 78%.

78% ✓

Service Growth

York Region’s service growth has increased by 7% between 2010 and 2019.

7% ↑

COMPOSITE SCORE 49%



Transit Priority

York Region has an extensive bus rapid transit network with its own lanes and high-quality stations, as well as the TTC Line 1 subway that connects to Vaughan Metropolitan Centre.



24-Hour Service

York Region has no 24-hour service 7 days a week.



Integration

York Region (Vaughan) is the only part of the region outside Toronto that is directly served by the subway system. An additional subway route along Yonge Street is now underway, linking Richmond Hill, Markham, and Vaughan to Toronto.



The Highway 407 GO bus services connect key York Region destinations to other parts of the region quickly and reliably.

YRT has cross-recognition of transfers with other 905 agencies but no integration with TTC.

★ ★ ★ GOOD (1)
 ★ ★ ★ LIMITED (0.5)
 ★ ★ ★ NONE (0)

How to Get an **A**



Frequent Service Coverage

- ✔ A clear service standard on major routes, such as guaranteeing a trip every 15 minutes, will mean that transit users can count on transit at all times. Frequent all-day service on VIVA routes would be a good start to maximize the value of infrastructure investment.



24-Hour Service

- ✔ Introducing 24-hour service will allow shift workers to get to and from their jobs, and support the night economy.



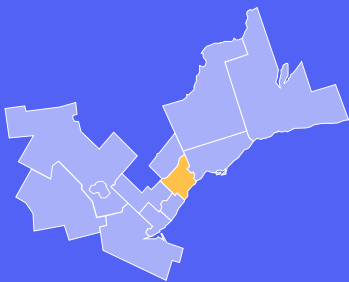
Integration

- ✔ Integrated fares and service with the TTC will increase ridership and utilization of buses and infrastructure. It will also improve employers' access to the large pool of talent in Toronto.
- ✔ New GO service is a major opportunity as it can be an anchor for improved transit service and can also significantly speed travel times for some trips.

Mississauga



System Profile



ANNUAL TRANSIT
RIDERS PER CAPITA
53

ANNUAL TRANSIT VEHICLE
HOURS PER CAPITA
2.04

ANNUAL RIDERS
41,170,554

REVENUE VEHICLE HOURS
1,582,745

SERVICE AREA
POPULATION
777,000

REVENUE/COST RATIO
45%

RIDERSHIP GROWTH
2010-2019
25.80%

Frequent Service Coverage

The majority of residents and jobs are not within walking distance of a route running every 15 minutes all day.

However, Lakeshore West has long enjoyed frequent all-day, two-way GO service with plans for further upgrades.

Transit service in Mississauga is challenging due to relatively long travel distances and widely dispersed origins and destinations. Many shift workers also need to travel at hours well outside traditional commute periods.

RESIDENTS
39%

JOBS
48%

Base Service Coverage

Mississauga offers the most transit service hours per capita in the region outside Toronto, and coverage of basic full service (at least every 30 minutes) is close to universal. Significant service was added between 2010 and 2019, which attracted many more riders.

RESIDENTS
96%

JOBS
86%

Reliability

On-time performance is relatively high at 79%.

79% 🟡

Service Growth

Mississauga's service has increased by 24% between 2010 and 2019.

24% 🟢

COMPOSITE SCORE **69%**



Transit Priority

Mississauga has a fully grade-separated bus transitway, as well as an LRT in its own right-of-way under construction.



24-Hour Service

Mississauga has a limited 24-hour network.



Integration

Mississauga has a BRT connecting the city centre with the Airport Corporate Centre, as well as to the now-underway Eglinton Crosstown West Extension. An LRT along Hurontario Street connecting to Brampton is also under construction.



The system is well-integrated with Brampton, including cross-boundary bus routes where riders can ride either Mississauga or Brampton buses. Transfers, though not passes, are recognized by both agencies, as well as other 905 agencies.

The Milton GO line, running through the heart of Mississauga, is not currently part of GO Expansion plans. It is planned to continue to have only rush hour service.

While there are many cross-boundary bus routes, travel between municipalities remains long. Travel times are also lengthy on bus routes, especially when a transfer is required.

★ ★ ★ GOOD (1) ★ ★ ★ LIMITED (0.5) ★ ★ ★ NONE (0)

THE REGION'S SECOND LARGEST EMPLOYMENT ZONE

The area surrounding the Pearson Airport, spreads out over part of Mississauga, Brampton, Toronto (Etobicoke), and Vaughan. The area is home to hundreds of thousands of jobs in many sectors, including manufacturing, logistics, and offices. In a survey conducted by the Board, businesses in this area have highlighted workforce access to jobs as the number one challenge they face. This is due to fragmented transit service between multiple municipal agencies and GO Transit, as well as limited late-night service (when many industrial businesses have shift changes), long travel times, and a challenging pedestrian environment. It has the potential to become a 24-hour transit hub that serves this 24-hour economic zone. Addressing these challenges will go a long way to making this critically important economic concentration globally competitive.

Within walking distance of a route running weekdays all day at least every 15 minutes	
RESIDENTS 45.77%	JOB 42.35%
Within walking distance of a route running weekdays all day at least every 30 minutes	
RESIDENTS 77.73%	JOB 84.08%

How to Get an **A**



Frequent Service Coverage

- ✔ Mississauga already has a strong base of service, but adopting a service standard that guarantees frequent service on major routes all day will mean many more people will be able to count on transit service that can take them anywhere, whenever they want to travel.



Base Service Coverage

- ✔ Increasing frequency on core routes to reach 15-minute frequent service coverage all day would maximize ridership and facilitate connections. The Milton GO line has enormous potential as an east-west rapid transit backbone in Mississauga. An agreement with CP should be pursued that can allow both frequent passenger service and freight service to coexist.



24-Hour Service

- ✔ Expanding 24-hour service coverage would allow shift workers to get to and from their jobs, which is especially critical in the large industrial and logistics area around Pearson Airport.



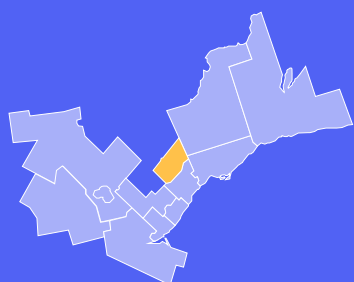
Integration

- ✔ Fully integrated fares with GO and TTC will facilitate regional trips as well as making GO routes an express backbone within Mississauga.
- ✔ Pearson Airport, located in Mississauga, is a major regional destination. With upgraded infrastructure and more service, it can serve as a hub for transit throughout the western GTA.

Brampton



System Profile



ANNUAL TRANSIT RIDERS PER CAPITA
50

ANNUAL TRANSIT VEHICLE HOURS PER CAPITA
1.99

ANNUAL RIDERS
31,914,291

REVENUE VEHICLE HOURS
1,258,701

SERVICE AREA POPULATION
633,710

REVENUE/COST RATIO
50%

RIDERSHIP GROWTH 2010-2019
78.84%

Frequent Service Coverage

Brampton has been a major transit success story, having created a comprehensive network of consistent all-day routes throughout the city in recent years, as well as the Züm enhanced bus services. As a result, most jobs and residents are within walking distance of base level all-day transit. Still, the majority of residents and jobs are not within walking distance of a route running every 15 minutes all day.

RESIDENTS
34%
JOBS
34%

There is no plan yet for frequent all-day GO rail service beyond Bramalea, including downtown Brampton.

Base Service Coverage

Transit service in Brampton is challenging to provide due to relatively long travel distances and widely dispersed origins and destinations. Many shift workers also need to travel at hours well outside traditional commute periods.

RESIDENTS
88%
JOBS
82%

Reliability

On-time performance is moderately high at 72%.

72% 🕒

Service Growth

Brampton has experienced spectacular ridership growth (nearly 80% from 2010-2019 per capita), accompanying major service improvements. Along with Mississauga, it now has the second-highest ridership per capita in the region.

40% ↑

COMPOSITE SCORE **60%**



Transit Priority

The popular Züm express bus network, including transit priority and upgraded shelters, has been steadily expanded throughout the city.



The LRT connecting to Mississauga will, in its first phase, stop short of downtown due to community opposition owing to aesthetic concerns on Main Street.

24-Hour Service

Brampton does not have 24-hour service.



Integration

While there are many cross-boundary bus routes, travel between municipalities remains time-consuming. Travel times can also be lengthy on bus routes, especially when a transfer is required.



The network is fairly well integrated with Mississauga and York, including shared bus routes and cross-recognition of transfers.

LRT to Mississauga is underway, though it will not link to downtown Brampton and the Kitchener GO line in the first phase.

GO service is planned to undergo significant expansion on the Kitchener Line to Bramalea.

★ ★ ★ GOOD (1) ★ ★ ★ LIMITED (0.5) ★ ★ ★ NONE (0)

How to Get an **A**



Frequent Service Coverage

- ✔ A consistent transit service standard on all major routes can help make transit a viable option for all types of trips.



Base Service Coverage

- ✔ Continued upgrading and expansion of Züm can be implemented quickly and provide more attractive service for riders.



24-Hour Service

- ✔ Introducing 24-hour service will enable shift workers to get to and from work and to support the night economy.



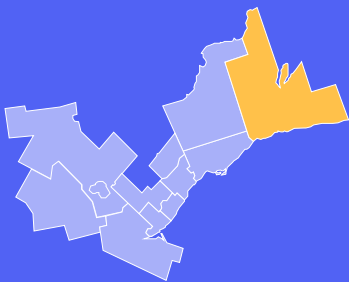
Integration

- ✔ Expansion of LRT to downtown will improve linkage between Mississauga and Brampton, and between GO rail lines.
- ✔ Full fare and service integration with adjacent systems, including Toronto, would greatly enhance the pool of talent for Brampton businesses.
- ✔ Frequent service on the GO Kitchener Line, along with integrated fares, could serve as a rapid transit backbone for travel within Brampton.
- ✔ The Orangeville-Brampton Railway Corridor offers a long-term opportunity for low-cost rail rapid transit north-south through Brampton and to the Meadowvale Business Park, a major employment centre.
- ✔ There is an opportunity, in partnership with the Town of Caledon, for additional transit service to Caledon. It is a growing employment centre and currently has nearly no transit service.
- ✔ Pearson Airport is a major regional destination. With upgraded infrastructure and more service, it could serve as a hub for transit throughout the western GTA, including Brampton.

Durham Region



System Profile



ANNUAL TRANSIT RIDERS PER CAPITA
18

ANNUAL TRANSIT VEHICLE HOURS PER CAPITA
0.87

ANNUAL RIDERS
11,083,538

REVENUE VEHICLE HOURS
533,205

SERVICE AREA POPULATION
610,789

REVENUE/COST RATIO
37%

RIDERSHIP GROWTH 2010-2019
12.50%

Frequent Service Coverage*

Transit service has expanded substantially since 2010, along with ridership. This has included upgraded Pulse BRT service, which is planned to receive even more upgrades. Most residents and jobs are within walking distance of basic transit service. Still, the majority of residents and jobs are not within walking distance of a route running every 15 minutes all day.*

RESIDENTS
16%
JOBS
22%

Base Service Coverage*

Transit service in Durham Region is challenging to provide due to relatively long travel distances and widely dispersed origins and destinations.

Comprehensive on-demand service brings universal coverage even in rural areas, as well as 24-hour service in the urban area, but it can struggle with long waiting times in busy periods.

RESIDENTS
74%
JOBS
75%

Reliability

Moderately high on-time performance at 72%.

72% ✓

Service Growth

Durham's service growth has increased by 32% between 2010 and 2019.

32% ↑

COMPOSITE SCORE 60%

* On-demand service coverage is not reflected in the calculation



Transit Priority

There are bus lanes on Kingston Road as well as future plans for additional bus priority, though there are no firm provisions for future transit infrastructure in major growth areas such as North Pickering.



24-Hour Service

Durham Region is the only transit agency outside Toronto with comprehensive 24-hour coverage through their on-demand service, which is valuable for shift workers.



Integration

Durham has cross-recognition of transfers with other 905 municipalities and cross-boundary bus routes to Toronto.



★ ★ ★ GOOD (1) ★ ★ ★ LIMITED (0.5) ★ ★ ★ NONE (0)

How to Get an **A**



Frequent Service Coverage

- ✔ A consistent transit service standard on all major routes can help make transit a viable option for all types of trips.



Base Service Coverage

- ✔ On-demand service has significantly expanded transit coverage and hours of available service, but sufficient vehicles are needed to ensure reliable service.



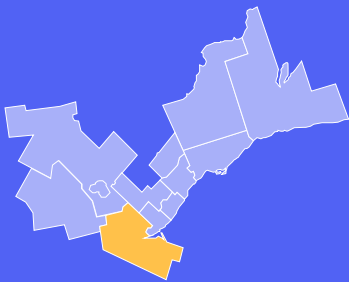
Integration

- ✔ Full fare integration with GO could allow the Lakeshore East route to function as a rapid transit backbone for the region.
- ✔ If corridors for transit are preserved in newly planned development areas such as North Pickering, it will be much easier and less expensive to add rail transit or BRT in the future.

Hamilton



System Profile



ANNUAL TRANSIT RIDERS PER CAPITA
41

ANNUAL TRANSIT VEHICLE HOURS PER CAPITA
1.63

ANNUAL RIDERS
21,659,817

REVENUE VEHICLE HOURS
862,292

SERVICE AREA POPULATION
529,394

REVENUE/COST RATIO
47%

RIDERSHIP GROWTH 2010-2019
-7.87%

Frequent Service Coverage

Coverage of frequent routes is relatively high, which helps to ensure good transit access. However, the majority of residents and jobs are not within walking distance of a route running every 15 minutes all day.

RESIDENTS
38%
JOBS
46%

Base Service Coverage

Travel times for many journeys are long, especially if they are ultimately destined for other parts of the region. Rural areas of the city do not pay property tax for transit, and therefore do not have any transit service.

RESIDENTS
79%
JOBS
73%

An east-west LRT project now underway will help to enhance the visibility of transit in the city. Upgraded GO service has significantly improved access to the city from other parts of the region.

West Harbour GO station has frequent rail service, but it has relatively poor access from the rest of the city. The more centrally located Hamilton GO Centre has only rush-hour rail service.

The Airport also has no rapid connection to a GO station.

Reliability

On-time performance is the highest in the region at 82%.

82% ✓

Service Growth

Hamilton's service growth has increased by 17% between 2010 and 2019.

17% ↑

COMPOSITE SCORE **61%**



Transit Priority

Hamilton has dedicated bus lanes and an LRT under construction.



24-Hour Service

Hamilton has no 24-hour service.



Integration

Hamilton has cross-recognition of transfers and cross-boundary bus routes with Burlington Transit.



★ ★ ★ GOOD (1) ★ ★ ★ LIMITED (0.5) ★ ★ ★ NONE (0)

How to Get an **A**



Frequent Service Coverage

- ✔ While frequent transit service is already fairly widespread, a consistent transit service standard on all major routes can help to make transit a viable option for all types of trips.



Base Service Coverage

- ✔ It is essential to ensure that newly developed areas receive transit service immediately, or residents will establish patterns of car use.



Transit Priority

- ✔ Approaches like expanded express bus service can help reduce travel times.
- ✔ Shuttle service from the Hamilton International Airport to Aldershot GO station could greatly enhance access for travelers from all parts of the region and support its role as a regional reliever airport.



24-Hour Service

- ✔ Introducing 24-hour service will allow shift workers to get to and from their jobs, and support the night economy.



Integration

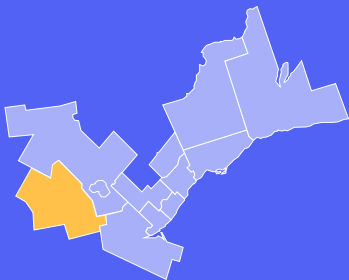
Hamilton has significant transit integration with the region, but it can improve its score by doing the following:

- ✔ Enhanced connectivity to West Harbour GO could turn it into a regional and local hub.
- ✔ Integrated fares and more stops could enable GO service to function as a rapid transit backbone for the city, such as for trips from Stoney Creek to downtown.

Waterloo Region



System Profile



ANNUAL TRANSIT RIDERS PER CAPITA
45

ANNUAL TRANSIT VEHICLE HOURS PER CAPITA
1.72

ANNUAL RIDERS
21,964,989

REVENUE VEHICLE HOURS
832,765

SERVICE AREA POPULATION
483,811

REVENUE/COST RATIO
36%

RIDERSHIP GROWTH 2010-2019
6.60%

Frequent Service Coverage

Waterloo Region has strong comprehensive coverage of base level service. It is possible to access nearly all urban parts of the region with buses that run at least every half hour all day. The LRT provides an excellent high-capacity backbone to the region's transit system. Still, the majority of residents and jobs are not within walking distance of a route running every 15 minutes all day.

The region has a strong express bus network that speeds up trips between key destinations.

Rural areas of the region have limited service.

Travel times can be long, especially when connections are required. The LRT often operates with speed limits below those of parallel car traffic.

RESIDENTS
15%
JOBS
31%

Base Service Coverage

Transit service in Waterloo is challenging to provide due to the relatively long travel distances and widely dispersed origins and destinations. Many shift workers also need to travel at hours well outside traditional commute periods.

RESIDENTS
85%
JOBS
78%

Reliability

Relatively high on-time performance at 79%.

79% 🟡

Service Growth

Waterloo's service has increased by 32% between 2010 and 2019.

32% 🟢

COMPOSITE SCORE 62%



Transit Priority

Waterloo Region has a well-used LRT system that connects many of the region's major destinations.



24-Hour Service

Waterloo does not have 24-hour service.



Integration

There is no off-peak GO rail service for GTA residents to commute to Kitchener, and overall service remains limited. There is no GO rail service on weekends.



The fare payment system is not integrated with Presto, making combined GO-GRT journeys more cumbersome, though free transfers are offered to GO riders.

★ ★ ★ GOOD (1) ★ ★ ★ LIMITED (0.5) ★ ★ ★ NONE (0)

How to Get an **A**



Frequent Service Coverage

- ✔ Additional frequency of service on the LRT could facilitate its role as the region's rapid transit backbone.



Base Service Coverage

- ✔ While frequent transit service is already fairly widespread, and base service coverage is excellent, a consistent transit service standard on all major routes can help to make transit a viable option for all types of trips.
- ✔ On-demand service could be used to enhance late night and rural service.



24-Hour Service

- ✔ Introducing 24-hour service will enable shift workers to get to and from work and to support the night economy.



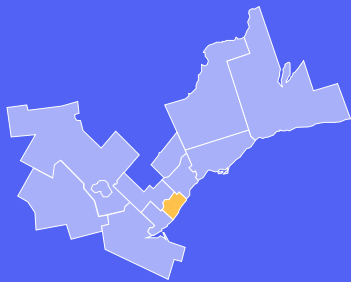
Integration

- ✔ Improved GO service to the GTA, as well as to other neighbouring cities like Guelph and Burlington, could significantly expand the accessible talent pool of Waterloo Region employers.

Oakville



System Profile



ANNUAL TRANSIT RIDERS PER CAPITA
16

ANNUAL TRANSIT VEHICLE HOURS PER CAPITA
0.99

ANNUAL RIDERS
3,376,000

REVENUE VEHICLE HOURS
208,569

SERVICE AREA POPULATION
211,000

REVENUE/COST RATIO
33%

RIDERSHIP GROWTH 2010-2019
9.67%

Frequent Service Coverage*

No residents or jobs are within walking distance of service running all day at least every 15 minutes, meaning substantial waits for transit, especially if a transfer is required.

RESIDENTS
0%
JOBS
0%

Base Service Coverage*

Coverage of basic service (at least every 30 minutes) is fairly comprehensive.

RESIDENTS
78%
JOBS
65%

Service has been significantly reduced since 2010, even prior to the pandemic.

Reliability

Reliability data was not available.

N/A

Service Growth

Oakville's service has decreased by 16% between 2010 and 2019.

-16% ↓

COMPOSITE SCORE 26%

* On-demand service coverage is not reflected in the calculation

Transit Priority

Oakville has limited transit priority measures.

★☆☆

24-Hour Service

Oakville does not have 24-hour service.

★☆☆

Integration

Oakville has cross-recognition of transfers with neighbouring municipalities, as well as routes connecting with GO stations.

★★★★

★★★★ GOOD (1) ★★☆☆ LIMITED (0.5) ★☆☆ NONE (0)

How to Get an **A**



Frequent Service Coverage

- ✔ A consistent transit service standard on all major routes can help make transit a viable option for all types of trips.
- ✔ Timed transfers with GO can facilitate regional journeys



24-Hour Service

- ✔ Introducing 24-hour service will allow shift workers to get to and from their jobs and to support the night economy.



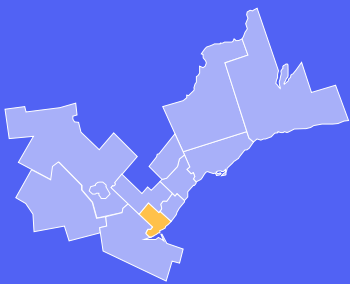
Integration

- ✔ Improved GO bus service and rail service, along with fare integration, could significantly expand access to a broader talent pool for local businesses.

Burlington



System Profile



ANNUAL TRANSIT RIDERS PER CAPITA
14

ANNUAL TRANSIT VEHICLE HOURS PER CAPITA
0.99

ANNUAL RIDERS
2,452,867

REVENUE VEHICLE HOURS
177,555

SERVICE AREA POPULATION
179,236

REVENUE/COST RATIO
29%

RIDERSHIP GROWTH 2010-2019
18.38%

Frequent Service Coverage

Major improvements to service levels pre-pandemic drove significant ridership gains. Nearly all residents are within walking distance of a route running at least every 30 minutes. Still, the majority of residents and jobs are not within walking distance of a route running every 15 minutes all day.

RESIDENTS
22%
JOBS
32%

Base Service Coverage

Origins and destinations are widely dispersed, making transit service challenging to provide.

RESIDENTS
90%
JOBS
80%

Reliability

Relatively high on-time performance at 79%.

79%

Service Growth

Burlington's service has increased by 16% between 2010 and 2019.

16% ↑

COMPOSITE SCORE 57%

Transit Priority

Burlington has limited transit priority measures.

★☆☆

24-Hour Service

Burlington does not have 24-hour service.

★☆☆

Integration

Burlington has excellent integration with routes connecting with GO bus and rail service. Transfers are cross-recognized with neighbouring agencies.

★★★★

★★★★ GOOD (1) ★★☆☆ LIMITED (0.5) ★☆☆ NONE (0)

How to Get an **A**



Frequent Service Coverage

- ✔ While frequent transit service is already fairly widespread, a consistent transit service standard on all major routes can help make transit a viable option for all types of trips.



24-Hour Service

- ✔ Introducing 24-hour service will allow shift workers to get to and from their jobs and to support the night economy.



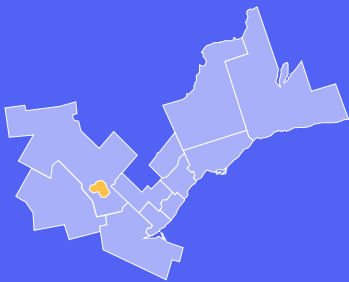
Integration

- ✔ Improved GO bus service and rail service, along with fare integration, could significantly expand access to a broader talent pool for local businesses.

Guelph



System Profile



ANNUAL TRANSIT RIDERS PER CAPITA
44

ANNUAL TRANSIT VEHICLE HOURS PER CAPITA
1.34

ANNUAL RIDERS
6,660,451

REVENUE VEHICLE HOURS
203,334

SERVICE AREA POPULATION
151,984

REVENUE/COST RATIO
46%

RIDERSHIP GROWTH 2010-2019
-14.61%

Frequent Service Coverage

Guelph has good service for a smaller city, especially on the core route connecting the university to downtown. Per capita ridership is also fairly high in comparison with peer cities. Over a third of residents and jobs are within walking distance of a frequent transit route, and nearly all residents and jobs are within walking distance of a basic all-day bus service. Still, the majority of residents and jobs are not within walking distance of a route running every 15 minutes all day.

RESIDENTS
35%
JOBS
36%

Base Service Coverage

Service has been reduced significantly since 2010, which has contributed to a substantial drop in ridership.

RESIDENTS
98%
JOBS
93%

Reliability

Reliability data was not available.

N/A

Service Growth

Guelph's service has decreased by 34% between 2010 and 2019.

-34% ↓

COMPOSITE SCORE 41%

Transit Priority

Guelph has limited transit priority measures.

★☆☆

24-Hour Service

Guelph does not have 24-hour service.

★☆☆

Integration

Intercity connections are limited to Kitchener and Hamilton/Burlington. There is no off-peak GO rail service for GTA residents to commute to Guelph, and service remains limited. There is no GO rail service on weekends.

★★★☆☆

★★★ GOOD (1) ★★ LIMITED (0.5) ★ NONE (0)

How to Get an **A**



Frequent Service Coverage

- ✔ While frequent transit service is already fairly widespread, a consistent transit service standard on all major routes can help make transit a viable option for all types of trips.



24-Hour Service

- ✔ Introducing 24-hour service will allow shift workers to get to and from their jobs and to support the night economy.



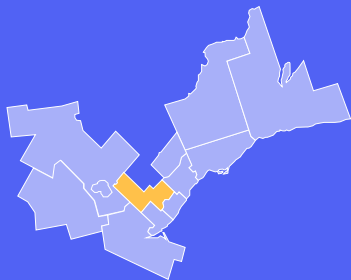
Integration

- ✔ Improved GO bus service and rail service could significantly expand access to a broader talent pool for local businesses.
- ✔ GO and/or local transit service to Kitchener and Cambridge can enhance local commuting options and reduce road congestion.

Milton



System Profile



ANNUAL TRANSIT RIDERS PER CAPITA
5

ANNUAL TRANSIT VEHICLE HOURS PER CAPITA
0.43

ANNUAL RIDERS
604,205

REVENUE VEHICLE HOURS
50,031

SERVICE AREA POPULATION
116,714

REVENUE/COST RATIO
31%

RIDERSHIP GROWTH 2010-2019
135.31%

Frequent Service Coverage

No residents or jobs are within walking distance of service running all day at least every 15 minutes.

RESIDENTS
0%
JOBS
0%

Base Service Coverage

Though service has been significantly expanded, it remains very limited for a rapidly growing city of well over 100,000 residents. Service levels are by far the lowest in the Region, as is ridership.

RESIDENTS
5%
JOBS
8%

Reliability

Reliability data was not available.

N/A

Service Growth

Milton's service has increased by 71% between 2010 and 2019.

71% ↑

COMPOSITE SCORE 19%

Transit Priority

Milton has no transit priority measures.

★☆☆

24-Hour Service

Milton does not have 24-hour service, though many shift workers need to travel at hours well outside traditional commute periods.

★☆☆

Integration

There is a new Milton Transit bus service connecting to Lisgar GO station in Mississauga. Routes connect with GO bus and rail service.

★★★☆☆

There are limited links to adjacent municipalities, with no service at all to Oakville. Fare payment is not integrated with Presto, though free transfers are offered to GO riders.

★★★☆☆ GOOD (1) ★★☆☆ LIMITED (0.5) ★☆☆ NONE (0)

How to Get an **A**



Frequent Service Coverage

- ✔ A consistent transit service standard on all major routes can help make transit a viable option for all types of trips.



Base Service Coverage

- ✔ It is essential to ensure that newly developed areas receive transit service immediately, or residents will establish patterns of car use.



24-Hour Service

- ✔ Introducing 24-hour service will allow shift workers to get to and from their jobs and to support the night economy.



Integration

- ✔ Better links with adjacent municipalities could help to expand Milton businesses' accessible talent pool. A direct bus link to Oakville, either operated by GO or by a municipal agency, would be especially valuable for network connectivity.
- ✔ Upgraded Milton Line service would significantly improve access to Milton from other parts of the region.



What's Next?

The Toronto region is the fastest-growing urban area in North America, but our transit system has not kept up with our growth. Without a regionally integrated network with frequent, all-day service, it will be impossible to efficiently connect people to jobs, housing, and other opportunities. Improvements are needed to drive higher grades on future report cards, leading to better outcomes for the region's residents and our economic competitiveness.

Good news: progress is being made.

Erasing the Lines

The Board has long advocated that universal fare integration is a critical missing piece of the region's transit puzzle. Speaking earlier this year at a Board event, Associate Minister of Transportation Stan Cho announced the Ontario Government's commitment that region-wide fare integration is coming in 2023. We look forward to seeing the positive impact this will create.

GO Expansion

The Board has also advocated consistently in favour of upgrading the GO Rail Network into a Region-Wide Rapid Transit System. This too is a needed step forward that is coming to fruition.

The Toronto region benefits from an irreplaceable legacy of rail corridors radiating from Union Station. They are invaluable routes for linking the region's residents and employers. They are also burgeoning routes for off-peak travel. But we have not yet been able to harness their full potential. While GO Transit services have long transported tens of thousands of workers every weekday to and from their jobs in downtown Toronto, these corridors are now being made useful for a far wider variety of trips. This will only be possible, however, if they connect with high-quality, frequent, and integrated local service.

While GO Transit services have long transported tens of thousands of workers every weekday to and from their jobs in downtown Toronto, these corridors are now being made useful for a far wider variety of trips.

While several local transit agencies have improved their local service as they recovered from the COVID-19 pandemic, there remain many opportunities to continue to improve frequent service coverage.

The Province of Ontario has selected a consortium, including major international rail operators, to plan a major expansion of GO service and infrastructure on the Lakeshore, Kitchener, Barrie, and Stouffville corridors. The plans, as announced, herald the transformation of the region's rail network into a modern rapid transit network that can serve as a backbone for local and longer-distance travel throughout the region. It would make the GO network function like a radically expanded subway network.

Unfinished Business

For the Toronto region to continue to grow its economy, it will be necessary for employees to have improved access to talent. One of the most important barriers – and a key element of reducing many of the scores in these report cards – is the limited availability of frequent, all-day transit service in many parts of the region. In 2022, only 52% of region residents and 58% of region jobs were within walking distance of frequent (every 15 minutes, all day) transit service. While several local transit agencies have improved their local service as they recovered from the COVID-19 pandemic, there remain many opportunities to continue to improve frequent service coverage. In our report, [Next Stop](#), the Board made a bold proposal for universal transit access throughout the region, including a service standard that would bring bus service every 10 minutes all day to major routes throughout the region – a solution that continues to grow in importance.

Local transit agencies must also continue to work with higher orders of government to continue building new transit to expand service to growing neighbourhoods. For example, we continue to call on all levels of government to fund construction of projects like rapid transit along Toronto's eastern waterfront – where coming needs have been identified, but where a funded plan to deliver does not yet exist.

The assignment is clear. It's time to put in the work for our region to get an A.



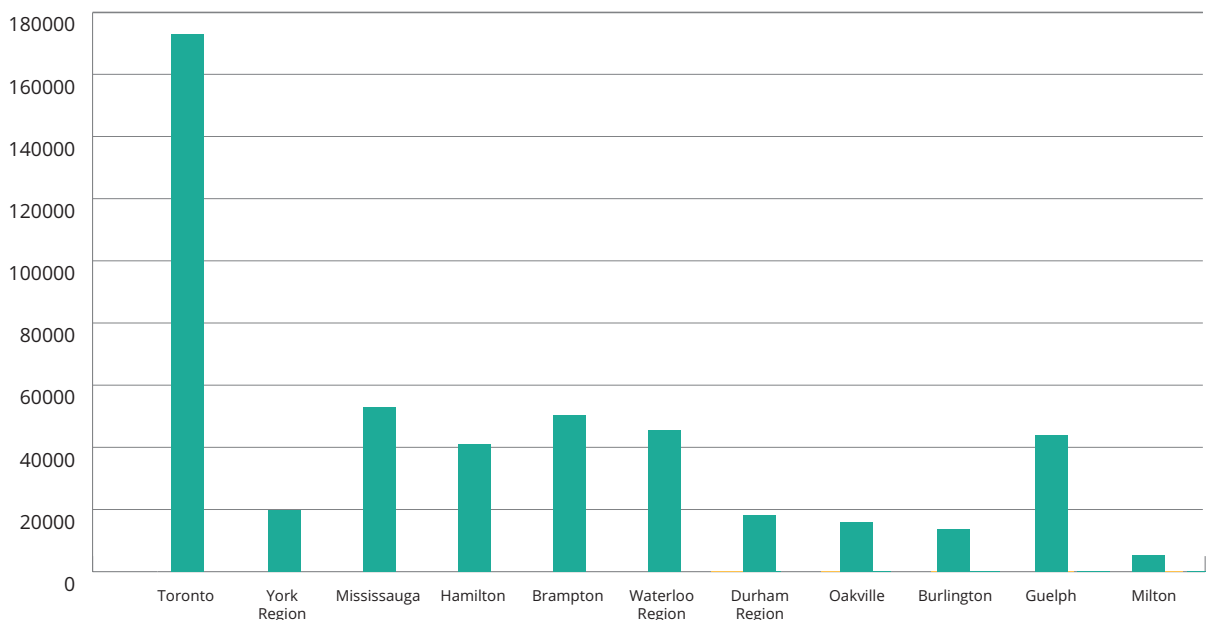
APPENDIX

Regional Transit Statistics (2019 data)⁴

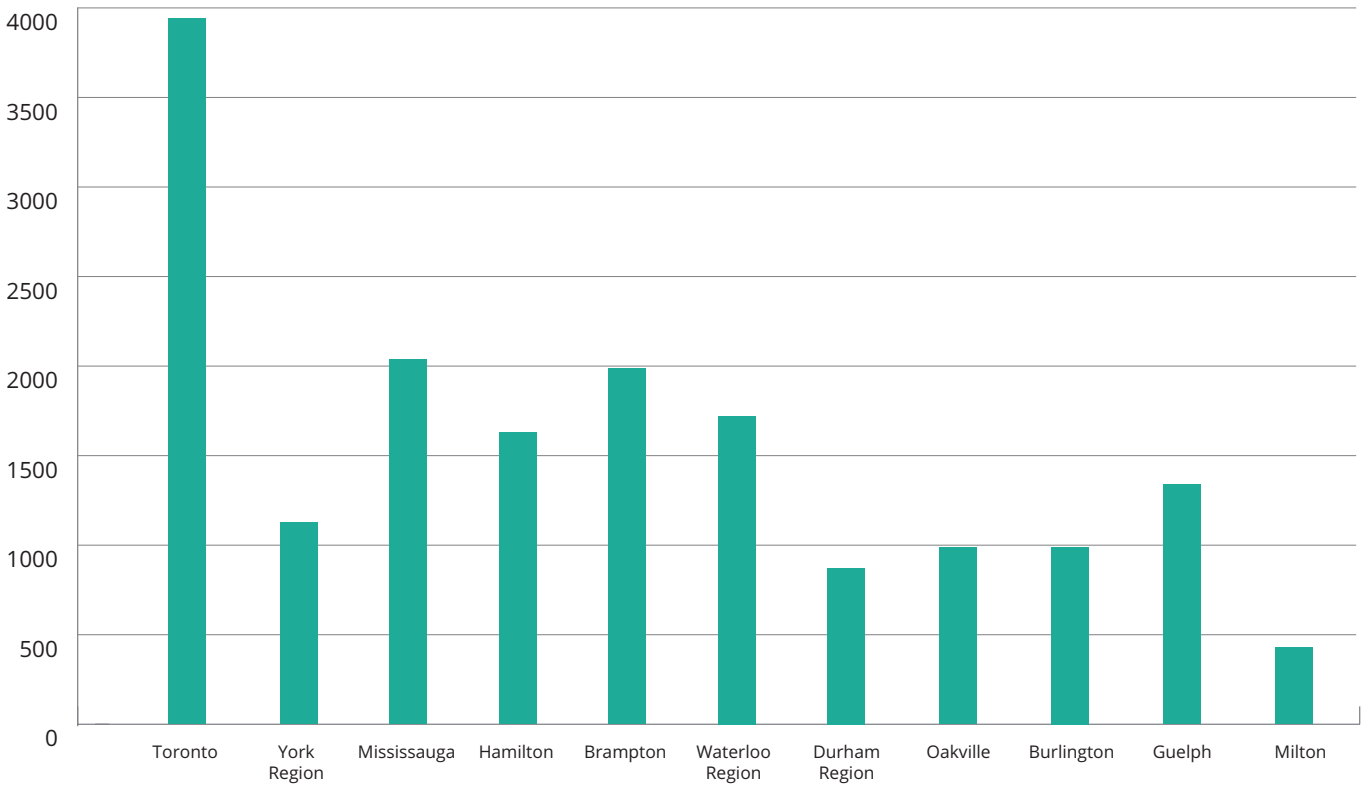
Municipality	Annual Transit Riders Per Capita	Annual Transit Vehicle Hours Per Capita	Annual Riders	Revenue Vehicle Hours	Service Area Population	Revenue / Cost Ratio	Service Growth 2010-2019	Ridership Growth 2010-2019
Toronto	172.967	3.940	525,470,000	11,971,068	3,037,985	66%	3.15%	-9.29%
York Region	19.940	1.127	22,467,539	1,269,462	1,126,735	41%	7.30%	9.20%
Mississauga	52.987	2.037	41,170,554	1,582,745	777,000	45%	24.21%	25.80%
Brampton	50.361	1.986	31,914,291	1,258,701	633,710	50%	39.88%	78.84%
Durham Region	18.146	0.873	11,083,538	533,205	610,789	37%	32.27%	12.50%
Hamilton	40.914	1.629	21,659,817	862,292	529,394	47%	17.18%	-7.87%
Waterloo Region	45.400	1.721	21,964,989	832,765	483,811	36%	32.40%	6.60%
Oakville	16.000	0.988	3,376,070	208,569	211,000	33%	-15.51%	9.67%
Burlington	13.685	0.991	2,452,867	177,555	179,236	29%	16.54%	18.38%
Guelph	43.823	1.338	6,660,451	203,334	151,984	46%	-33.77%	-14.61%
Milton	5.177	0.429	604,205	50,031	116,714	31%	71.47%	135.31%

⁴ Ontario Urban Transit Fact Book, 2019 Data. Prepared for The Ontario Ministry of Transportation by The Canadian Urban Transit Association. <https://collections.ola.org/ser/74971/2019.pdf>

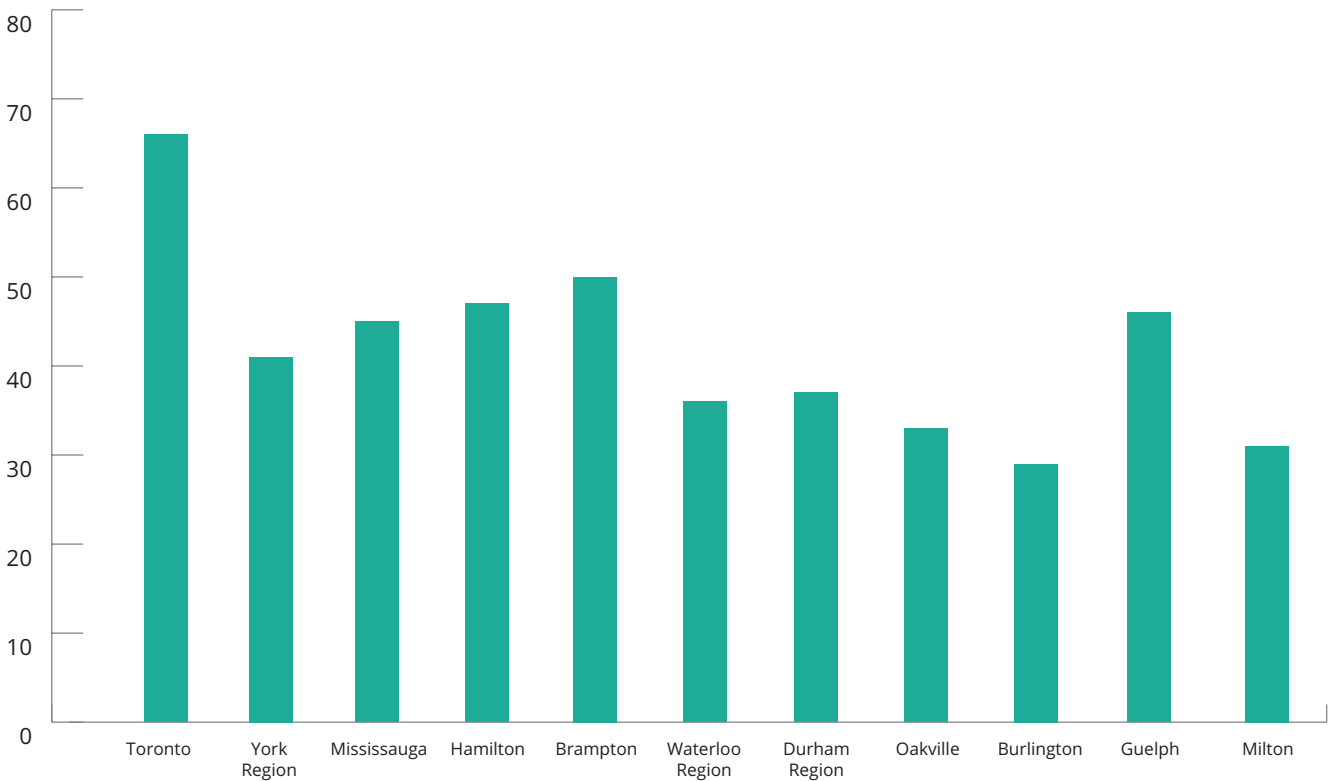
Annual Transit Ridership Per Capita (2019 data)



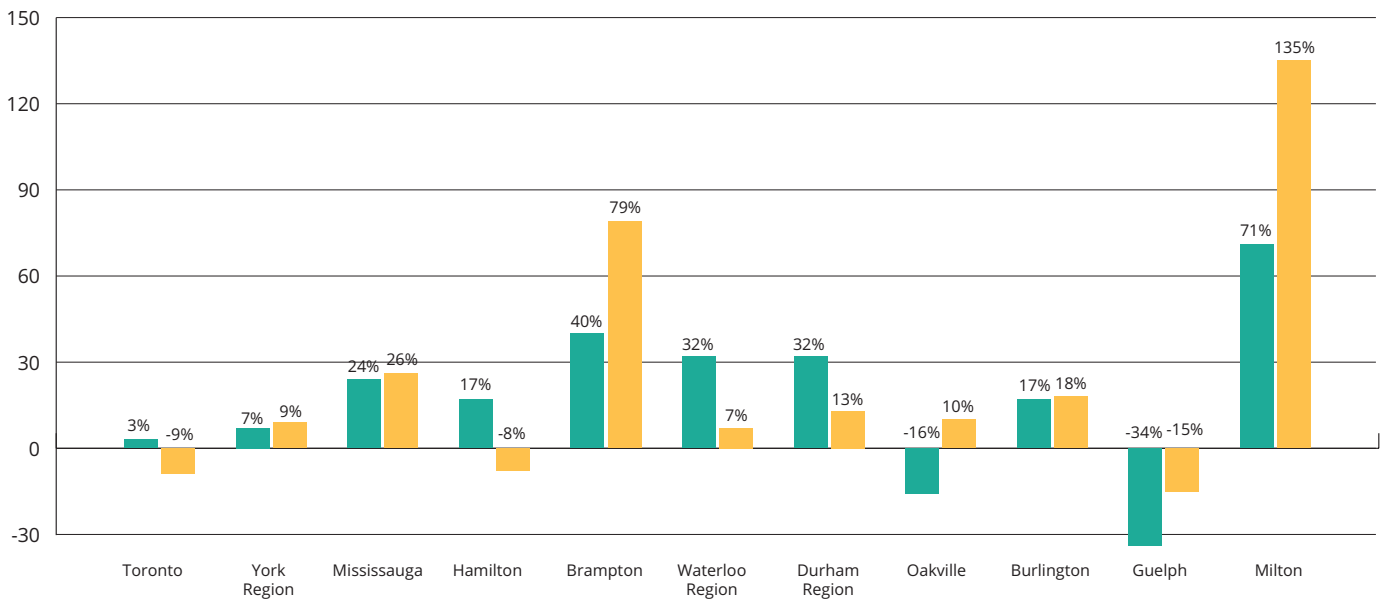
Annual Transit Vehicle Hours Per Capita



Revenue/Cost Ratio



Service (Teal) and Ridership (Yellow) Change 2010-2019



Interpreting These Statistics

Annual transit ridership per capita means the total number of transit trips taken over the course of the year, divided by the population of the transit agency service area. This determines how regularly people in the community ride transit.

Annual transit vehicle hours per capita are the total number of hours vehicles spend providing transit service, divided by the population of the transit agency service area. It provides an overall picture of the level of transit service, though it does not offer detailed analysis of transit service coverage like the population within walking distance of a major route.

The revenue-to-cost ratio is the percentage of the agency's operating costs that is covered by fares. All Toronto-area transit agencies have relatively low subsidy rates by North American standards, with Toronto having the lowest rate of subsidy in North America.

Service and ridership changes are changes in vehicle hours per capita and ridership per capita, respectively.



The Toronto Region Board of Trade is one of the largest and most influential chambers of commerce in North America and is a catalyst for the region's economic growth agenda. Backed by more than 11,500 members, we pursue policy change to drive the growth and competitiveness of the Toronto region, and facilitate market opportunities with programs, partnerships and connections to help our members succeed – domestically and internationally.

For more on making Toronto one of the most competitive and sought-after business regions in the world, visit bot.com and follow us at [@TorontoRBOT](https://twitter.com/TorontoRBOT).

ACKNOWLEDGEMENTS

This report was written by Jonathan English, with frequent service coverage data compiled by Uday Schultz, and reliability data compiled by Darwin O'Connor of Transsee. Special thanks to Adam Tomlin, Saad Usmani, Phinjo Gombu, Tina Yang of the Economic Blueprint Institute for data analysis and mapping. The report was edited by Avi D'Souza, Azana Hyder, and reviewed by Giles Gherson, Roselle Martino, and Jennifer van der Valk. Design was provided by Gabriella Okuda and Lisa Davison of Lisa Davison Design. We sincerely thank the many other contributors and commenters for their invaluable technical comments, time, and insights.