

# Alberta Municipal Benchmarking Initiative Transit



# What is AMBI?

- 3 Alberta municipalities
- Grant from Alberta Municipal Affairs
- Collaboration to build a framework, develop benchmark definitions and allow comparison
- Develop an ongoing benchmarking process of 9 service areas

# Why Benchmarking?

*A benchmark is an established point of reference against which things can be measured and compared*

- Helps to tell the municipal 'performance story'
- Sound business practice
- Share knowledge and best practices
- Identifies opportunities for change
- Encourages continuous improvement
- Demonstrates transparency and value for money

# Two Definitions

## Efficiency

- a measure of productivity: quantity
- often expressed in cost per unit

## Effectiveness

- a measure of value or benefit of service: quality
- often expressed as percentage or rate

# Transit

Last of the service areas to be benchmarked.

- **Local Transit** – Public transit along specific routes for set hours
- **Specialized Services Transit** – Small transit vehicles available to qualified riders on request
- **Regional Transit** – Service that travels to and from the municipality beyond the municipal boundaries

# Transit

Municipality	Local	Specialized	Regional
Banff	✓		✓
Lethbridge	✓	✓	
Medicine Hat	✓	✓	

Regional transit operations are very different in each municipality and it was decided to not compare this service at this time.

# Narrative Data

Municipality	Year	Total Service Hours (#)	Total Buses (#)	Total Bus Stops (#)	Bus Stop Shelters (#)	Bus Stop Spacing (meters)	Walking Distance to Bus Stops (meters)	Coverage, Population Within Walking Distance of Stops (%)	Average Speed of Buses (km/h)
Banff	2012	13,722	4	34	0	250	400	95%	25.0
	2013	13,722	8	34	0	250	400	95%	25.0
	2014	13,722	8	34	0	250	400	95%	25.0
Lethbridge	2012	106,510	42	530	77	250	400	95%	24.0
	2013	106,668	42	530	77	250	400	95%	24.0
	2014	106,729	42	530	77	250	400	95%	24.0
Medicine Hat	2012	56,162	24	272	41	0	400	90%	0.0
	2013	56,162	21	272	41	0	400	90%	0.0
	2014	56,162	26	272	41	0	400	90%	0.0

# Narrative Data

Municipality	Year	Fare Model	Vehicle Tracking 1	Vehicle Tracking 2	Vehicle Tracking Next Bus Display	Loading Standard (%)	Bus Frequency Local-Frequent (minutes)	Bus Frequency Local Other (minutes)	Bus Frequency Community (minutes)
Banff	2012	Electronic	Active	GPS	Yes	140	40	40	0
	2013	Electronic	Active	GPS	Yes	140	40	40	60
	2014	Electronic	Active	GPS	Yes	140	30	40	60
Lethbridge	2012	Electronic	Passive	GPS	No	150	15	30	30
	2013	Electronic	Passive	GPS	No	150	15	30	30
	2014	Electronic	Active	GPS	Yes	150	15	30	30
Medicine Hat	2012	Manual	Passive	Cellular	No	150	30	30	30
	2013	Manual	Passive	Cellular	No	150	30	30	30
	2014	Manual	Passive	Cellular	No	150	30	30	30



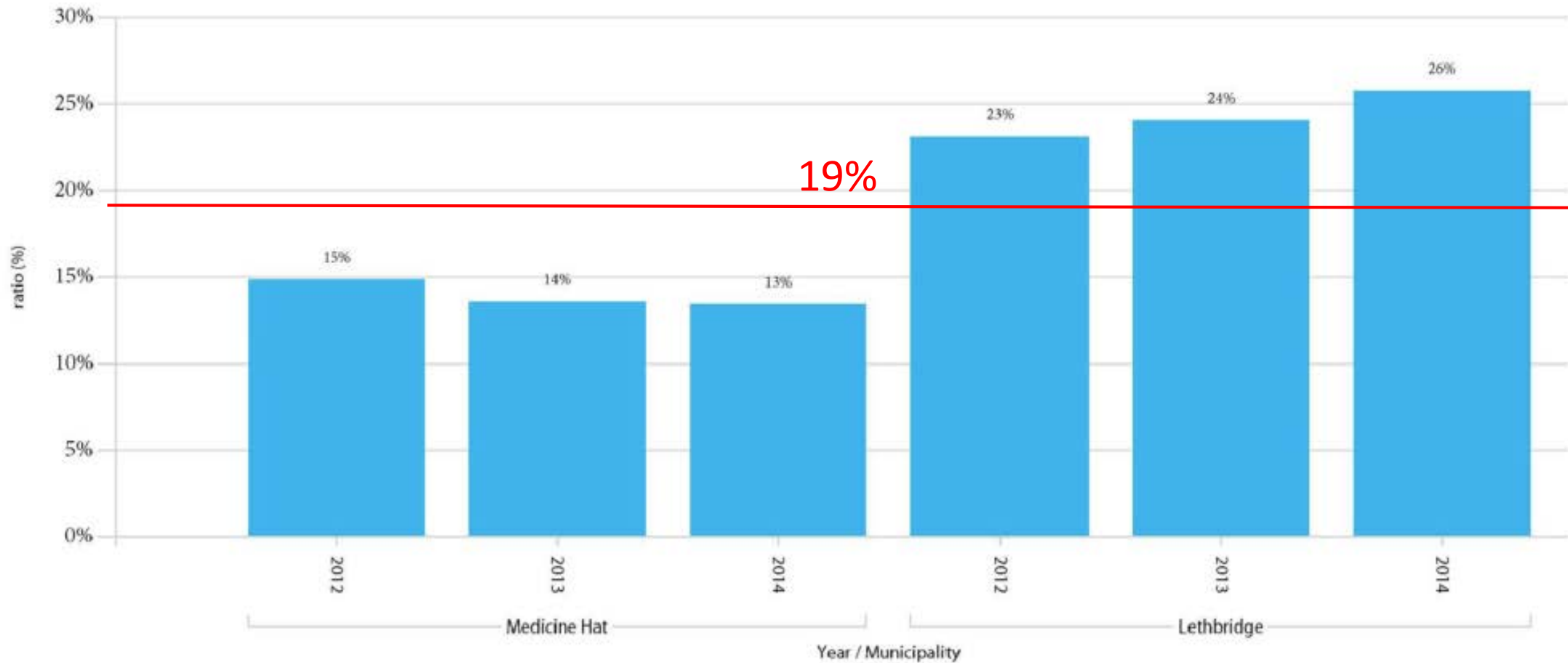
# Narrative Data

Municipality	Year	Municipal Population (#)	Visitor Adjusted Population (VAP) (#)	Population Served (#)	Non-Permanent Population (#)	Students (#)	Demographics Child 0-15 (#)	Demographics Adult 16-65 (#)	Demographics Senior 65+ (#)
Banff	2012	8,244	24,118	0	0	0	0	0	0
	2013	7,584	23,963	0	0	0	0	0	0
	2014	8,421	26,698	0	0	0	0	0	0
Lethbridge	2012	89,074	0	89,074	10,796	18,578	14,233	61,910	12,931
	2013	90,417	0	90,417	10,814	18,467	14,646	62,446	13,325
	2014	93,004	0	93,004	10,378	17,545	15,209	64,051	13,744
Medicine Hat	2012	61,180	0	66,680	342	3,666	10,822	40,668	9,690
	2013	61,180	0	66,680	328	3,572	10,822	40,668	9,690
	2014	61,180	0	66,680	337	3,572	10,822	40,668	9,690

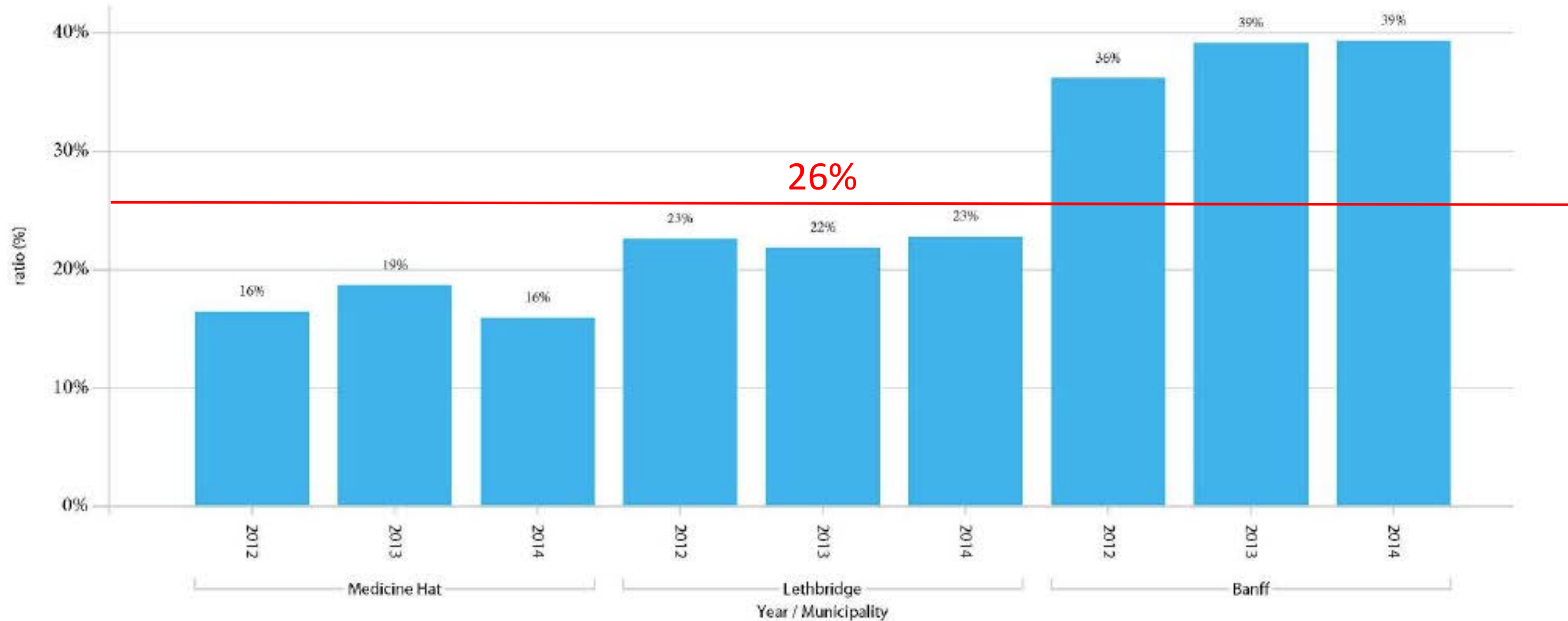
# Transit Total Costs (\$/capita or VAP) - Efficiency



# Specialized Services Cost vs Total Transit Cost (%) - Efficiency

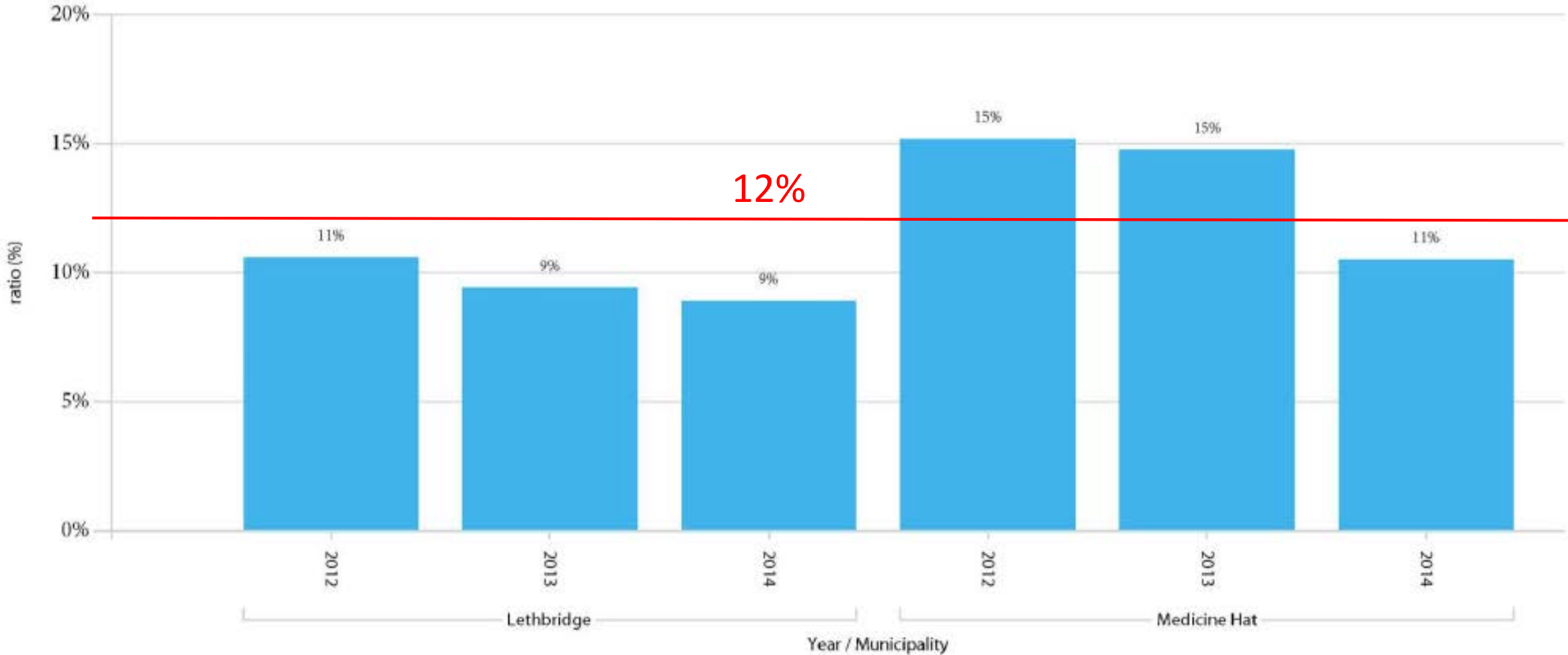


# Local Transit Cost Recovery, Revenue to Total Costs Ratio (%) - Efficiency

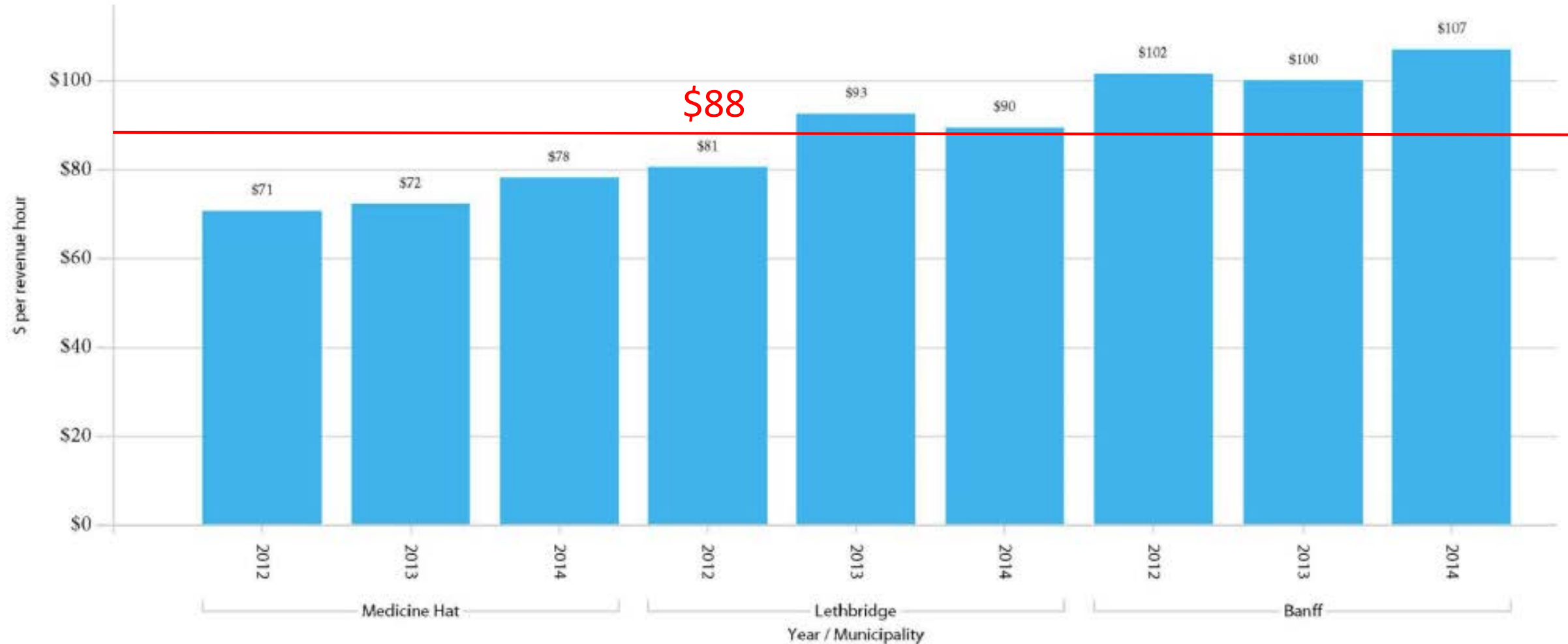




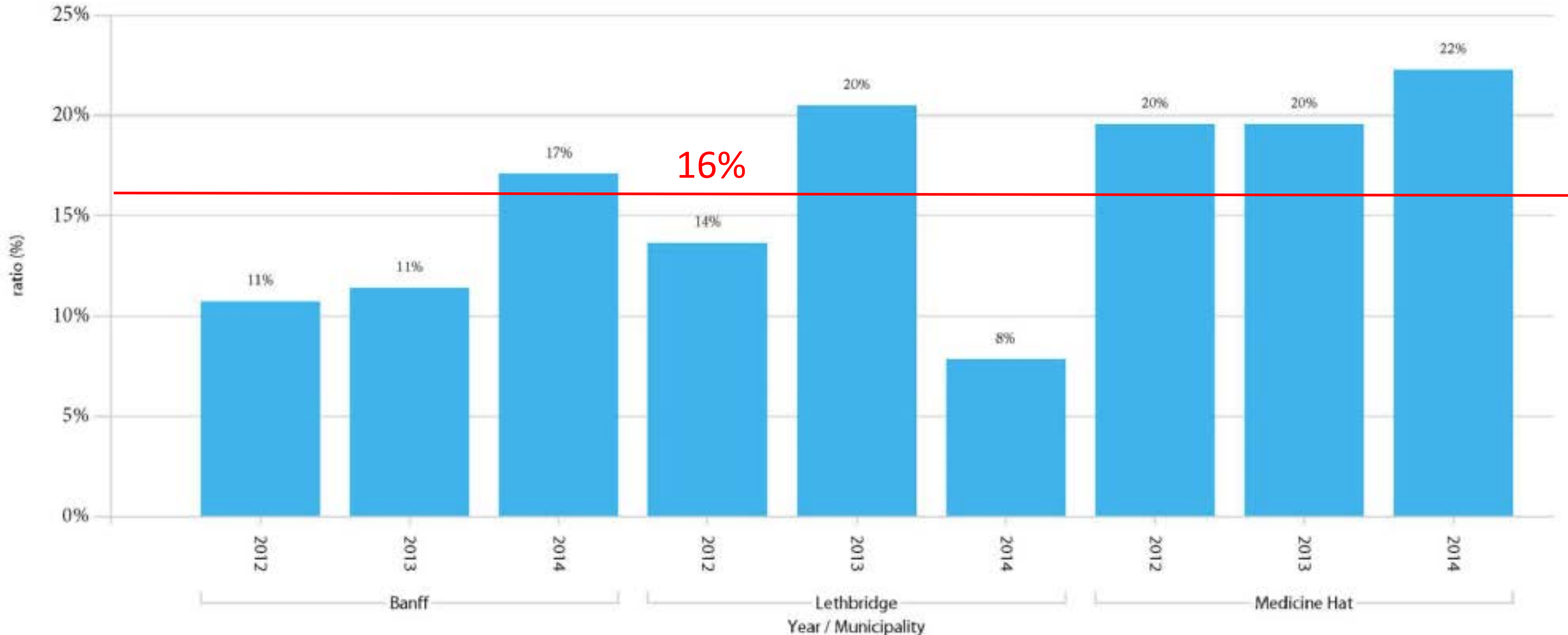
# Specialized Services Cost Recovery, Revenue to Costs Ratio (%) - Efficiency



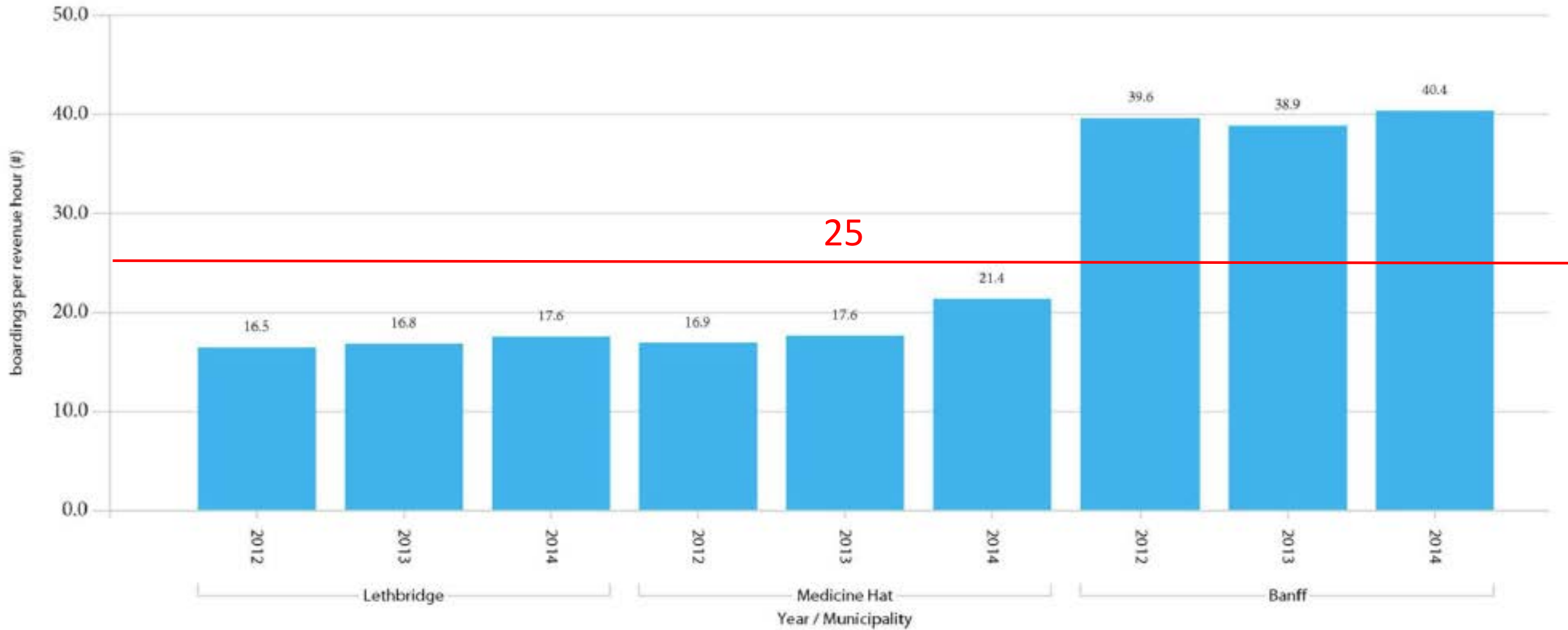
# Operating Expense (\$/revenue hour) - Efficiency



# Total Vehicle Maintenance Costs vs Total Direct Costs (%) - Efficiency

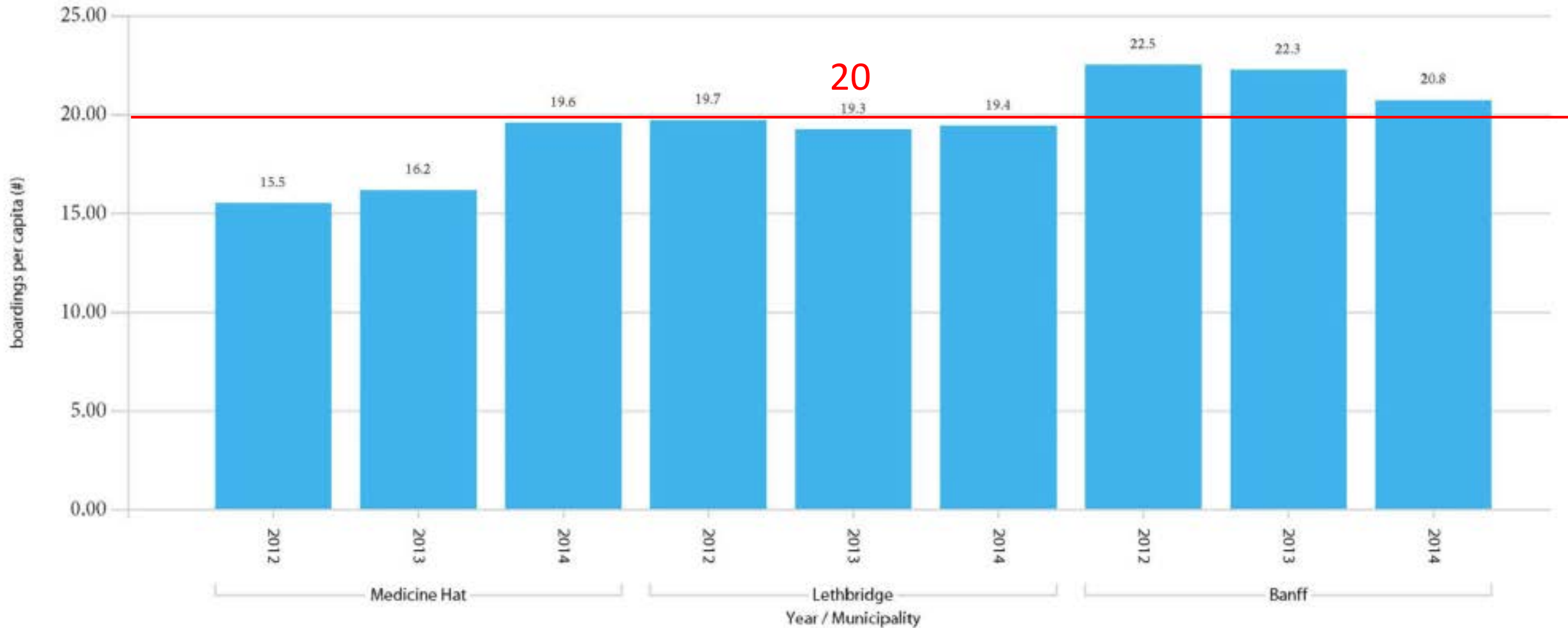


# Local Transit Utilization (boardings/revenue hour) - Effectiveness

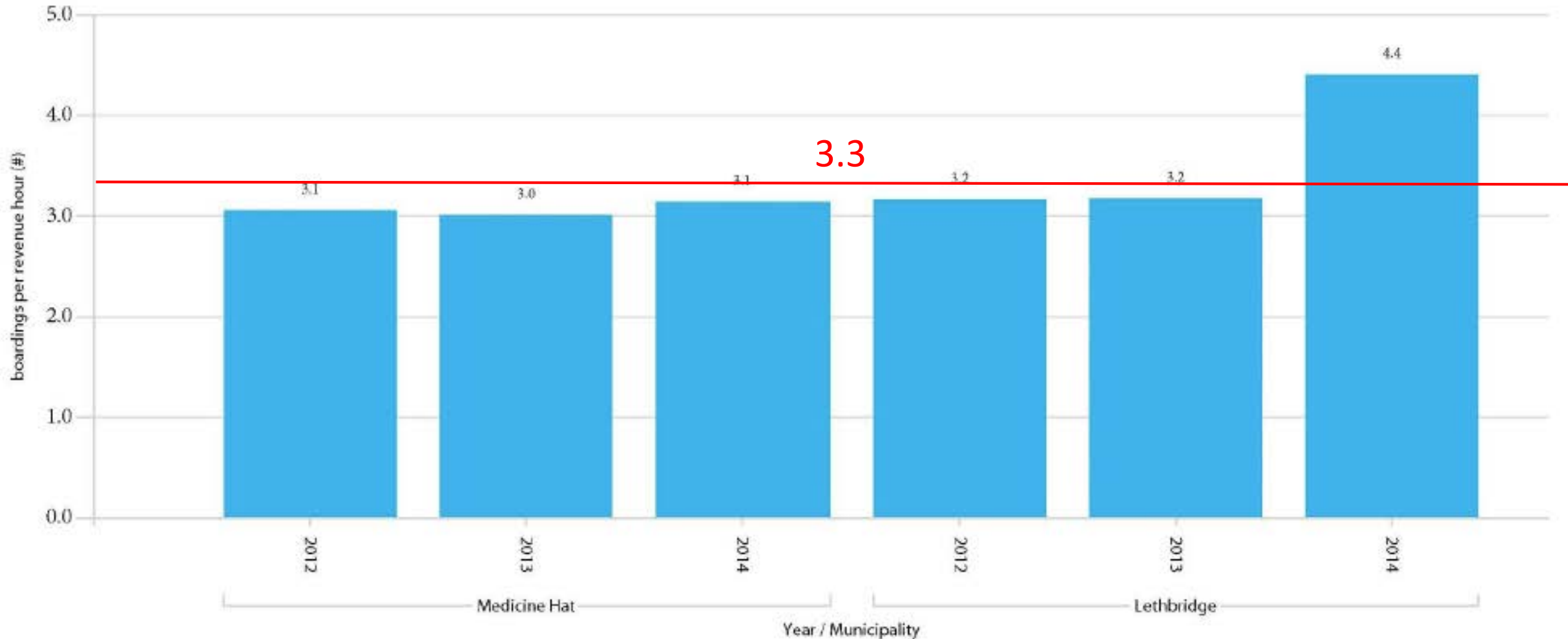




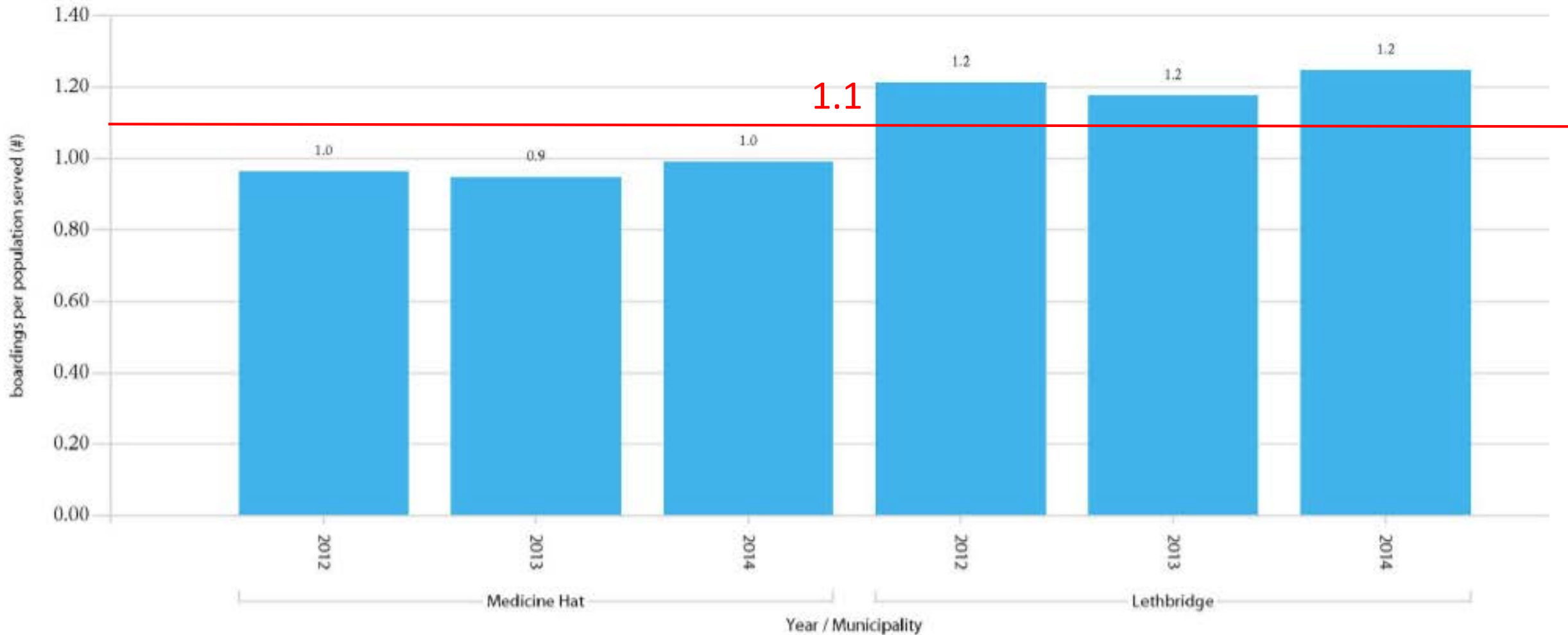
# Local Transit Utilization (boardings/capita or VAP) - Effectiveness



# Specialized Services Total Utilization (boardings/revenue hour) - Effectiveness



# Specialized Services Total Utilization (boardings/population served) - Effectiveness



# Transit – General Learnings

- Each municipality has different levels of service which make comparisons difficult
- Need better participation to get full value of report

# Future Considerations

- Determine ratio of cash fares vs single ticket vs media fares
- Trip performance – trips on time vs total trips
- Regional transit performance
- Boardings vs total bus capacity
  - # of seats multiplied by the loading factor % (riders seated + standing)
- Get more municipalities participating to get better information

Questions?