



# Bringing people together through better mobility

TRANSIT ADVISORY SERVICES



Stantec has worked with more than 200 transit agencies over the past 30 years. We take pride in a long history of being part of the communities we serve. We started in 1954 as a one-person firm, and we know the importance of understanding our client's challenges within the local context.







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# Transit Advisory

Communities all over North America are increasingly seeking integrated, value-added solutions that build on the momentum of recent technological advancements. Our Transit Advisory team answers this call by giving communities a “one-stop” offering. We provide end-to-end solutions across the full spectrum of transit, including planning, operations, fleet, facilities, maintenance, safety, customer satisfaction/market research, technology, asset management, and strategy.

We’re thought leaders in developing tailored solutions for cities, towns, and rural communities. Our approach to our assignments is to always challenge the status quo and offer innovative and aspirational options that are both realistic and actionable. Our recent efforts have focused on making our transit clients ready for the future; a future that will be heavily influenced by the personalization of mobility through technology, changing lifestyles, and an expanding portfolio of mobility choices.





## **We focus on effectiveness and efficiency**

We approach every assignment as though we're on the agency's frontline. Our clients receive this type of sincerity because of our deep appreciation for the complexities of running transit systems. Much like a maestro coordinating a symphony, transit requires careful synchronization across functional areas to be successful. The integrated nature of our practice and services ensures that the outcomes of our work are always holistic.



**1,700+**

communities are  
enjoying the ride  
thanks to our devotion  
to enhancing their  
transportation networks.

# Services

Our Transit Advisory team helps transit agencies across North America increase ridership, improve customer satisfaction, and maximize cost efficiencies. Our service offering includes the full spectrum of transit, including specialized areas such as:

- Service Optimization
- Integrated Mobility
- Operational Diagnoses
- Business Strategy & Execution
- Asset Management & Lifecycle Analysis
- Paratransit / Specialized Transit
- Family of Services Implementation
- Fare Policy & Strategy
- Ancillary Revenue Generation
- Fare Evasion Analysis & Enforcement
- Maintenance Practices
- Fleet Inspections & Analysis
- Safety & Training Reviews
- Feasibility Studies
- Transit Master Planning
- Benefit / Cost Analysis
- Organizational Reviews





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Smart, simple healthcare  
for Los Angeles.

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ROTARY LIFT

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**KEY PROJECTS**

**Client:**  
Toronto Transit Commission

**Professional Services:**  
Transit Advisory, Transit Planning

**Project Value:**  
CAD 3,000,000

**Timeline:**  
December 2016 - December 2019

Helping the Toronto Transit Commission to deliver modern, reliable, and safe public transit services for its customers.

**Improvement and Efficiency Review**  
TORONTO, ONTARIO

The Toronto Transit Commission (TTC) is a major public transit agency that supports millions of daily riders in the Ontario Capital. The network is comprised of more than 140 bus routes and 11 streetcar lines across the city, and when the TTC needs on-call technical assistance and business analysis support, they come to our transit team for help.

To support the TTC's modernization efforts, we provide technical and business analysis for its bus and streetcar fleet maintenance, workforce planning, and service planning functions on an as-needed basis. Our team of transit advisors also support the TTC in developing service plans, which assess travel behavior and route structure as well as customer benefits and inconveniences.

We're also helping the TTC to develop and implement a Family of Services delivery model for the specialized transit program, Wheel Trans, which plans to transition from a door-to-door provider to a family services approach. Our team helped establish criteria, identify locations for mobility hubs, and assess the physical infrastructure to recommend the improvements necessary to facilitate the Family of Services.



## Study of Best Practices Regarding Alternatives to Traditional Fixed Route Transit Services

BAKERSFIELD, CALIFORNIA

Public transit agencies across the globe are looking to new ways of delivering mobility to residents beyond traditional fixed-route service. Golden Empire Transit District (GET Bus), the public transit agency in Bakersfield, CA provides nearly 17,000 weekday trips on its traditional fixed route service, and while its annual ridership has been steadily declining since 2012, GET Bus is interested in taking a leading role in piloting new and fresh ways to deliver mobility in order to improve financial sustainability and grow ridership.

Stantec's Transit Advisory team reviewed best practices for alternative service delivery from across North America. Based on our review and supplemented by the analysis of service performance of GET Bus fixed-route and GET-A-Lift paratransit services, Our team identified areas of opportunity for alternative service delivery methods for GET Bus to improve financial sustainability, while also aimed at right-sizing service based on demand. We reviewed different barriers, risks, and legal restrictions and noted that GET Bus has the capability to deploy these alternatives since barriers can be overcome; none of the risks have consequences that are severe; and the legal restrictions to these alternatives are decreasing rapidly. Stantec also developed policy recommendations to orient GET Bus toward the future of mobility.

Our team provided targeted recommendations based on best practices review and agency performance. These recommendations can save GET Bus nearly half a million dollars in operating costs annually.

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### Client:

Golden Empire Transit District (GET)

### Professional Services:

Bus Transit Design, Transit Planning, Transit Systems and Systems Integration, Transit Terminals and Stations, Community / Long Range Transportation Plans

### Timeline:

January 2018 - May 2018

By focusing on technology and new fare payment methods, Stantec provided realistic and feasible recommendations, as well as bold ideas and goals for GET Bus to work towards its mission to provide mobility to greater Bakersfield.



**Client:**

Greater Portland Council of Governments

**Professional Services:**

Transit Advisory, Transit Planning, Public Participation

**Project Value:**

USD 150,000

**Timeline:**

February 2017 - December 2017

Helping to enhance mobility, safety, and accessibility in southern Maine.

## Southern Maine Regional Transit Development Plan

GREATER PORTLAND, MAINE

Commuting throughout southern Maine without a car can be challenging. It's not unusual for trips to involve a mix-and-match of several of the region's seven transit services—whether bus, shuttle, rail, ferry, paratransit, or on-demand services. The Regional Transit Development Plan (RTDP) was devised to improve the coordination among these services and guide transit investments throughout the seven service providers in the area.

To ensure the community helps shape the RTDP's outcomes—a nuance that was lacking in previous studies—public engagement was an important component of the scope. We began by reviewing background data and engaging with government representatives, service providers, employers, local organizations, riders, and non-riders. After understanding the existing operating conditions, performance, and public perception, we worked with government officials to develop a list of goals, objectives, and performance measures. The list will be used to understand the gaps in the current transit system and develop actionable service concepts for the future.

Our team is also working to create an operational and financial forecasting model to test each service concept, validate feasibility from resourcing and financial standpoints, and tweak service concepts to improve wherever possible.



## DESIGN WITH COMMUNITY IN MIND

Communities are fundamental. Whether around the corner or across the globe, they provide a foundation, a sense of place and of belonging. That's why at Stantec, we always design with community in mind.

We care about the communities we serve—because they're our communities too. This allows us to assess what's needed and connect our expertise; to appreciate nuances and envision what's never been considered; to bring together diverse perspectives so we can collaborate toward a shared success.

We're designers, engineers, scientists, and project managers innovating together at the intersection of community, creativity, and collaboration. Balancing these priorities results in projects that advance the quality of life in communities across the globe. Stantec trades on the TSX and the NYSE under the symbol STN. Visit us at [stantec.com](http://stantec.com) or find us on social media.

