



City of Hamilton
GENERAL ISSUES COMMITTEE

Meeting #: 18-003(c)
Date: January 26, 2018
Time: 9:30 a.m.
Location: Council Chambers, Hamilton City Hall
71 Main Street West

Stephanie Paparella, Legislative Coordinator (905) 546-2424 ext. 3993

	Pages
1. CHANGES TO THE AGENDA	
2. DECLARATIONS OF INTEREST	
3. APPROVAL OF MINUTES OF PREVIOUS MEETING	
3.1 January 19, 2018	2
4. CONSENT ITEMS	
5. PRESENTATIONS	
5.1 Transit Overview (to be distributed)	7
6. MOTIONS	
7. NOTICES OF MOTION	
8. ADJOURNMENT	



GENERAL ISSUES COMMITTEE (BUDGET) MINUTES 18-003

9:30 a.m.

Friday, January 19, 2018

Council Chambers

Hamilton City Hall

71 Main Street West

Present: Mayor Eisenberger, Deputy Mayor A. Johnson (Chair)
Councillors T. Whitehead, D. Skelly, T. Jackson, C. Collins,
S. Merulla, M. Green, J. Farr, D. Conley, M. Pearson, B. Johnson,
A. VanderBeek, J. Partridge

Absent

with Regrets: Councillors R. Pasuta, L. Ferguson – Personal

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

1. Trust and Confidence Report (CM18001) (City Wide) (Item 5.1)

(VanderBeek/Conley)

That Report CM18001, respecting the Trust and Confidence Report, be received.
CARRIED

2. 2018 Budget Overview (FCS18009) (City Wide) (Item 5.2)

(Partridge/Whitehead)

That Report FCS18009, respecting the 2018 Budget Overview, be received.
CARRIED

3. Bill 148 – *Fair Workplaces, Better Jobs Act* – Revenue Neutral Scenario for Municipalities (Item 7.1)

(Merulla/Jackson)

WHEREAS, Bill 148 and other recent provincial legislation has increased the cost of municipalities in Ontario of doing business; and,

WHEREAS, provincial downloading represents nearly half of the City of Hamilton's operating budget deeming the present formula regressive in nature and unsustainable;

THEREFORE BE IT RESOVLED:

- (a) That the Mayor correspond with the Honourable Kathleen Wynne, Premier of Ontario, to advocate in finding a formula to establish a revenue neutral scenario with respect to the *Fair Workplaces, Better Jobs Act*; thereby, mitigating the chronic underfunding of shared programs that worsen the provincial downloading crisis that the City of Hamilton has been saddled with for decades; and,
- (b) That the Association of Municipalities and the local MPPs be provided a copy of the resolution respecting *Fair Workplaces, Better Jobs Act*.

CARRIED

4. Outstanding List of HSR Bus Shelters (Item 8.2)

(Jackson/Merulla)

That staff be directed to meet separately with each member of Council, as soon as possible, to determine the top priorities for each Ward from the outstanding list of HSR bus shelters (attached hereto), and report back to the General Issues Committee during the 2018 budget process on funding amounts needed via the HSR Transit Shelter Reserve.

CARRIED

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 1)

The Committee Clerk advised of the following change to the agenda:

1. CONSENT ITEMS (Item 4)

- (i) Item 4.1 has a presentation included with the report; therefore, will be moved to Item 5.1, with the balance of the presentation items renumbered accordingly.

(Skelly/VanderBeek)

That the agenda for the January 19, 2018 General Issues Committee (Budget) meeting be approved, as amended.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) STAFF PRESENTATIONS (Item 4)**(i) Trust and Confidence Report (CM18001) (City Wide) (Item 5.1)**

Chris Murray, City Manager, provided an overview of Report CM18001, the Trust and Confidence Report, and answered questions of Committee.

(Skelly/Whitehead)

That Report CM18001, respecting the Trust and Confidence Report, be received.

CARRIED

The presentation is available on the City's website at www.hamilton.ca or through the Office of the City Clerk.

For disposition of this matter, please refer to Item 1.

(ii) 2018 Budget Overview (FCS18009) (City Wide) (Item 5.2)

Chris Murray, City Manager, introduced the 2018 Budget Overview and Mike Zegarac, General Manager, Finance & Corporate Services, continued with the presentation, providing additional detail respecting the 2018 budget process.

(Skelly/Whitehead)

That the presentation, respecting the 2018 Tax Operating Budget Overview, be received.

CARRIED

The presentation is available on the City's website at www.hamilton.ca or through the Office of the City Clerk.

For disposition of this matter, please refer to Item 2.

(d) MOTIONS (Item 7)**(i) Outstanding List of HSR Bus Shelters (Item 7.2)****(Jackson/Merulla)**

That staff be directed to meet separately with each member of Council, as soon as possible, to determine the top priorities for each Ward from the outstanding list of HSR bus shelters (attached hereto), and report back to the General Issues Committee during the 2018 budget process on funding amounts needed via the HSR Transit Shelter Reserve.

CARRIED**(e) NOTICES OF MOTION (Item 8)****(i) Bill 148 – *Fair Workplaces, Better Jobs Act* – Revenue Neutral Scenario for Municipalities (Item 8.1)**

Councillor Merulla introduced a Notice of Motion respecting Bill 148 – *Fair Workplaces, Better Jobs Act* – Revenue Neutral Scenario for Municipalities.

(Merulla/Collins)

That the Rules of Order be waived to allow for the introduction of a Motion respecting Bill 148 – *Fair Workplaces, Better Jobs Act* – Revenue Neutral Scenario for Municipalities.

CARRIED

For disposition of this matter, please refer to Item 3.

(ii) Outstanding List of HSR Bus Shelters (Item 8.2)

Councillor Jackson introduced a Notice of Motion respecting the Outstanding List of HSR Bus.

(Jackson/Merulla)

That the Rules of Order be waived to allow for the introduction of a Motion respecting the Outstanding List of HSR Bus Shelters.

CARRIED

For disposition of this matter, please refer to Item (d)(i).

(f) PRIVATE & CONFIDENTIAL (Item 9)

(i) 2015 and 2016 Niagara Peninsula Conservation Authority Levy Apportionment (LS16020(a)) (City Wide) (Item 10.1)

(Partridge/Merulla)

That Committee move into Closed Session to discuss Item 10.1, pursuant to Section 8.1, Sub-sections (e) and (f) of the City's Procedural By-law 14-300, and Section 239(2), Sub-sections (e) and (f) of the *Ontario Municipal Act, 2001*, as amended, as the subject matter pertains to litigation or potential litigation, including matters before administrative tribunals, affecting the City; and, the receiving of advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

CARRIED

Staff were provided with direction in Closed Session.

Due to timing, this matter was placed in the January 24, 2018 Council agenda, in the form of a Motion, for Council's consideration.

(g) ADJOURNMENT (Item 11)

(Skelly/B. Johnson)

That, there being no further business, the General Issues Committee, be adjourned at 1:49 p.m.

CARRIED

Respectfully submitted,

A. Johnson, Deputy Mayor
Chair, General Issues Committee

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk

Item 5.1



TRANSIT DAY 2018 BUDGET PRESENTATION



Presentation Outline

- **Looking Back**
 - 2017 accomplishments
 - Comparing with other GTHA agencies
 - 10 year strategy recap
- **HSR Today**
 - Strategy year 3
 - Operating budget
- **Looking Ahead**
 - 2018 priorities
- **Operational Update**





LOOKING BACK

2017 Accomplishments



we gave more than
21,400,000
rides



we drove people around for
more than
865,000
vehicle hours



we travelled close to
16,500,000
vehicle kms



we provided more than
673,000
DARTS trips



we provided close to
100,000
Taxi Scrip trips



we collected about
\$40,500,000
in revenue



46.9%
revenue:cost ratio
**projected*



we managed
251
buses



we reduced about
800,000
litres of diesel consumption



219 buses have
security cameras
for a total of
approximately
2,100
security cameras



we took care of
671 **6**
shelters terminals



we maintained
2,259
bus stops



we received more than
2,710,000
Bus Check calls



more than
700
Mountain Climbers
have used the program



we started implementing
14
PTIF projects
worth
\$72 million

How does HSR measure up?

- Using data from the Canadian Urban Transit Association (CUTA)
- Comparing HSR with other GTHA transit agencies with similar populations
 - Brampton
 - Durham
 - Mississauga
 - York Region



Measuring up: HSR

In comparison to other cities in the GTHA, Hamilton ranks:

#1 in average fare

#1 in cost per revenue hour

#2 in trips per capita

#2 in trips per revenue hour

#3 in revenue hour per capita

#3 in revenue/cost ratio

*within the Transit Urban Boundary

SOURCE: Canadian Urban Transit Association (CUTA)

Measuring up: HSR

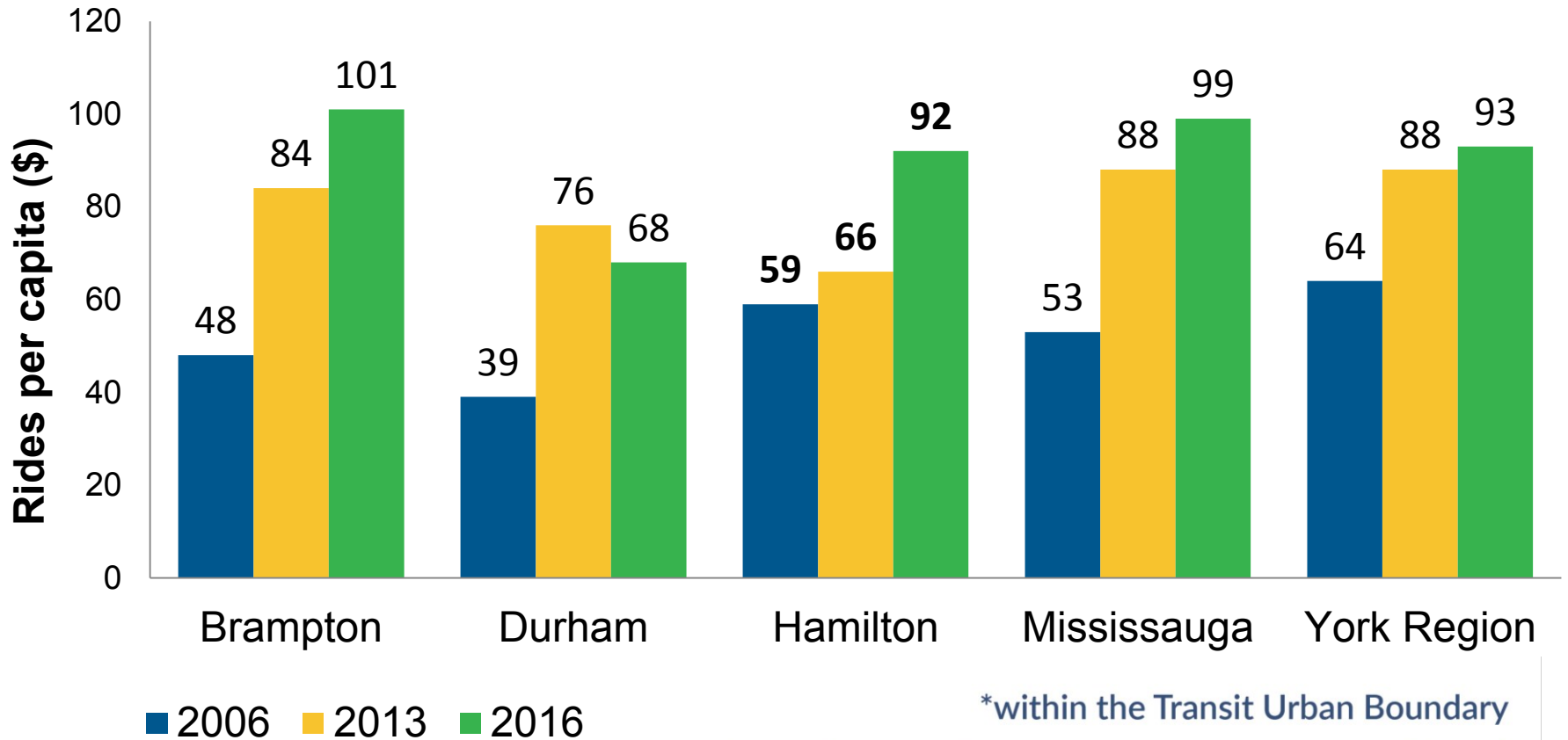
Council investment per capita



*within the Transit Urban Boundary

Measuring up: GTHA agencies

Council investment per capita



*within the Transit Urban Boundary

SOURCE: Canadian Urban Transit Association (CUTA)

Measuring up: HSR

Trips per capita

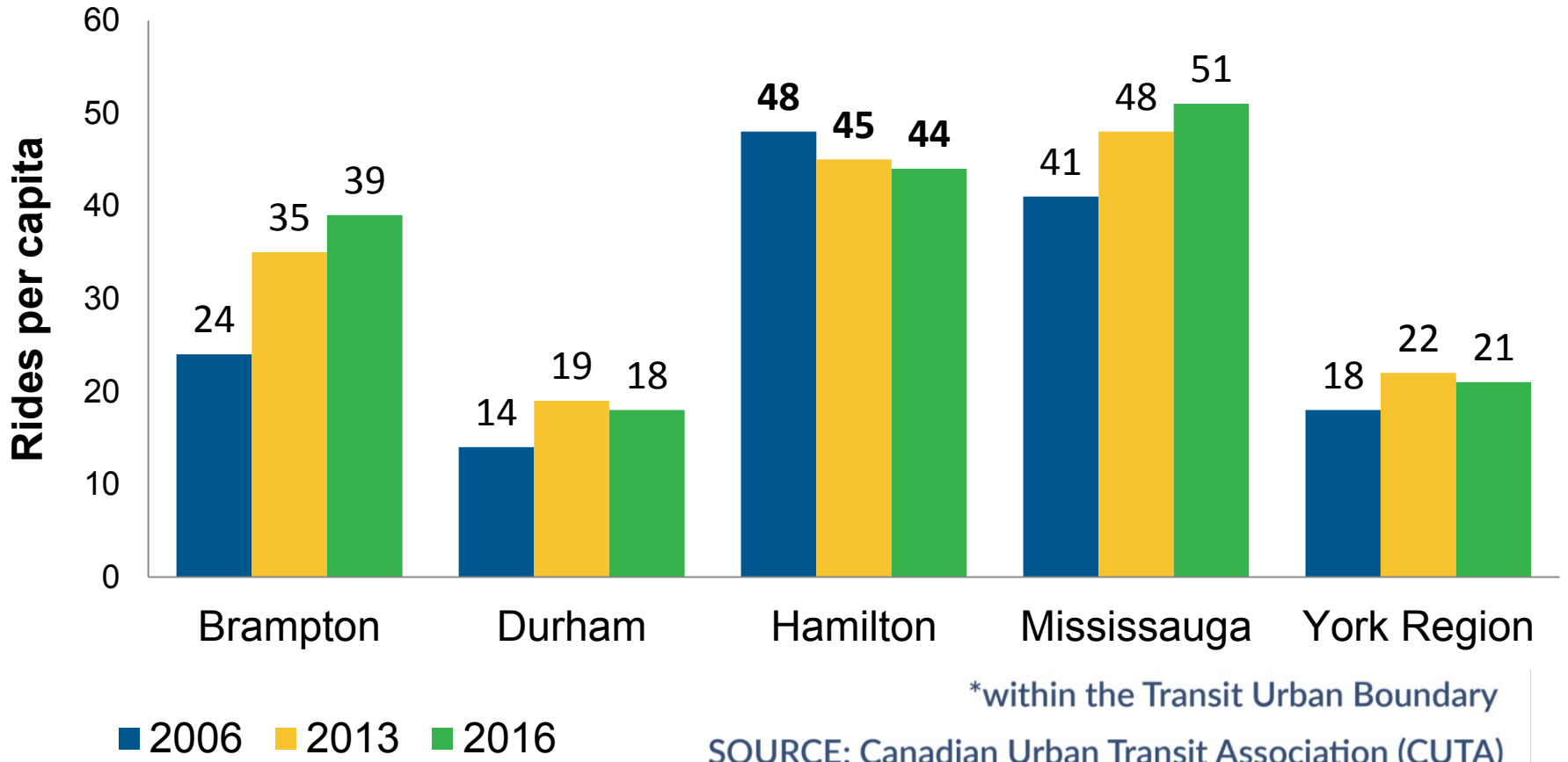


*within the Transit Urban Boundary

SOURCE: Canadian Urban Transit Association (CUTA)

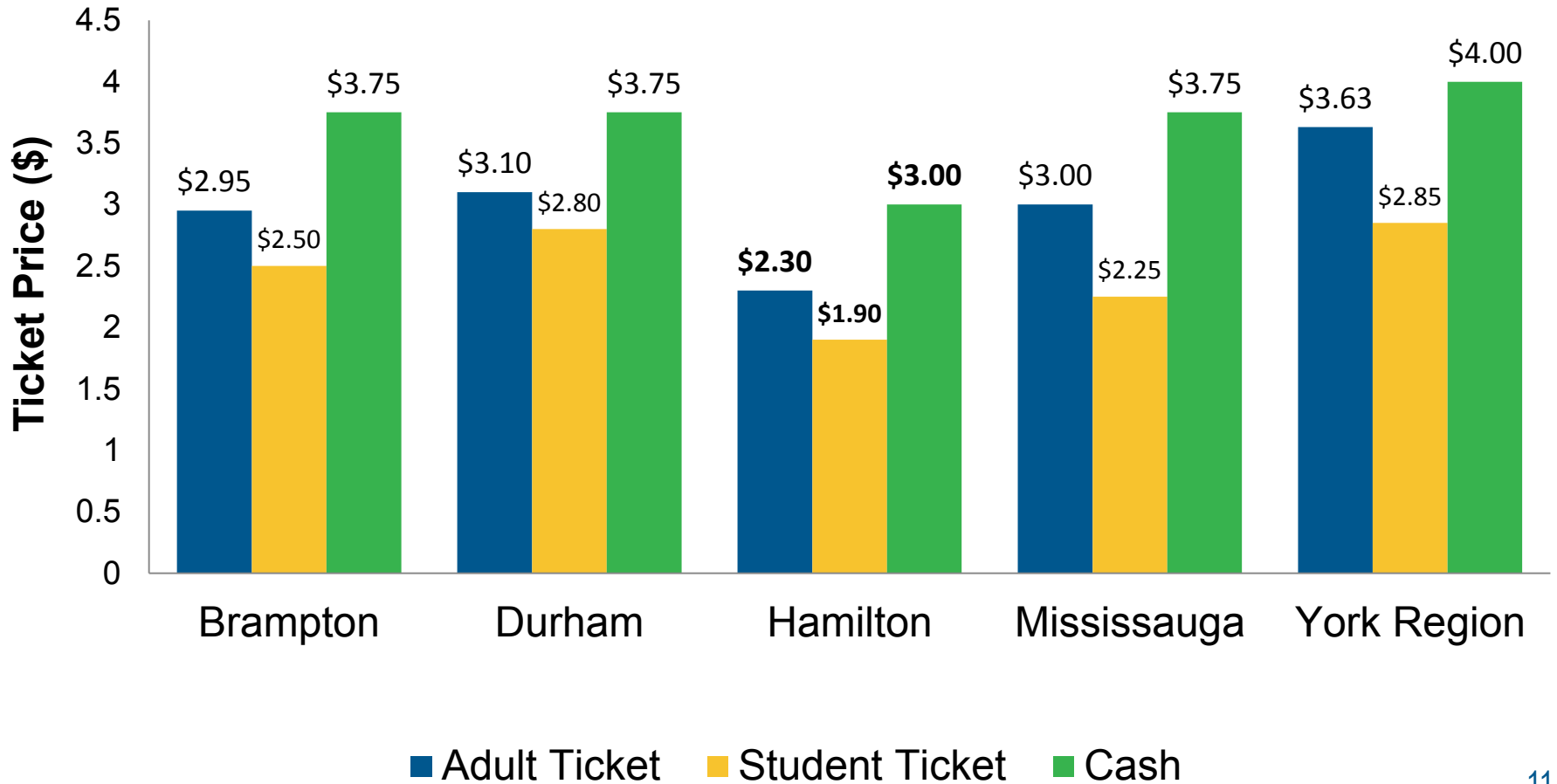
Measuring up: GTHA agencies

Rides per capita

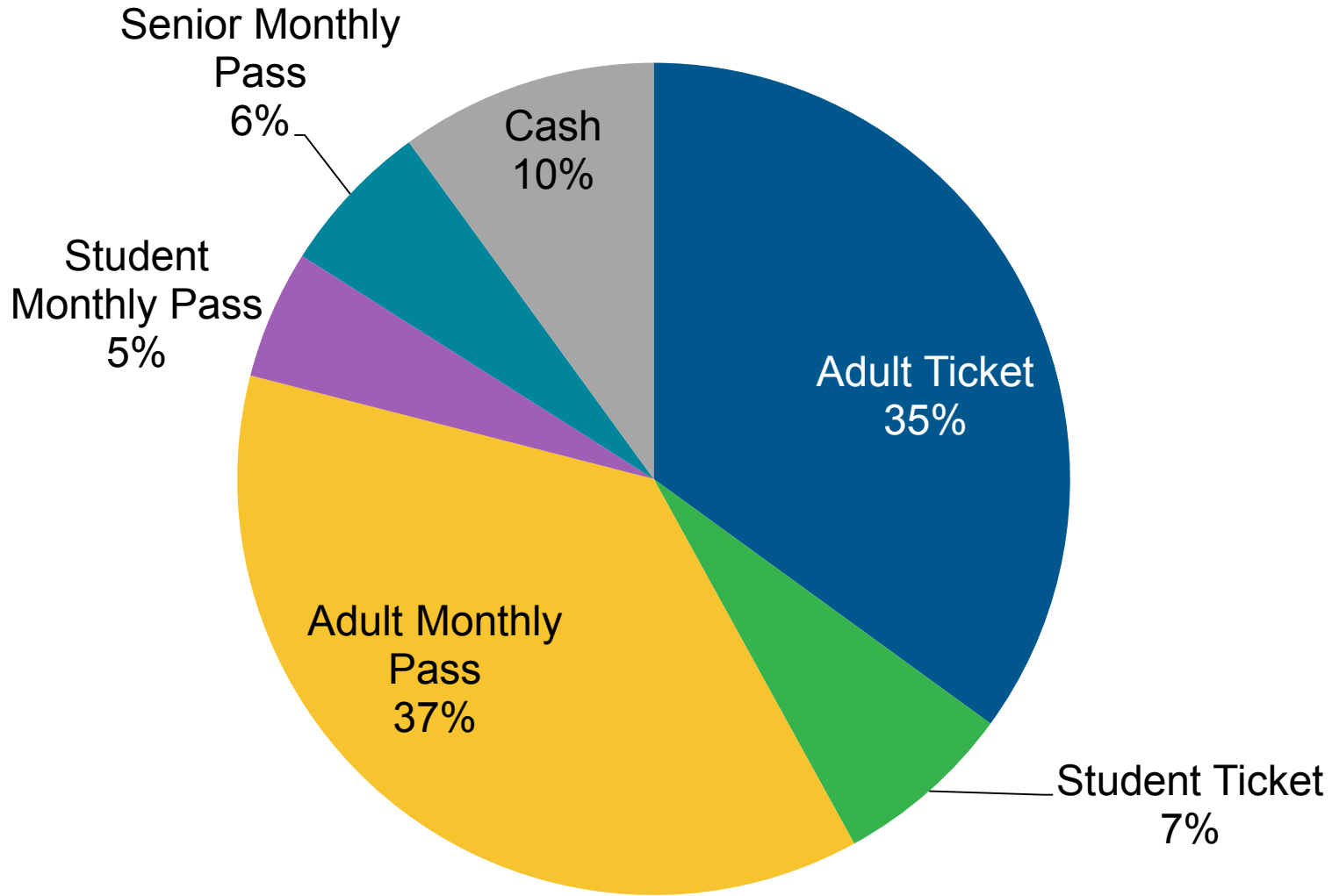


Measuring Up: Comparing Fares

Fare Costs



Fares Collected by HSR



10 Year Transit Strategy Recap

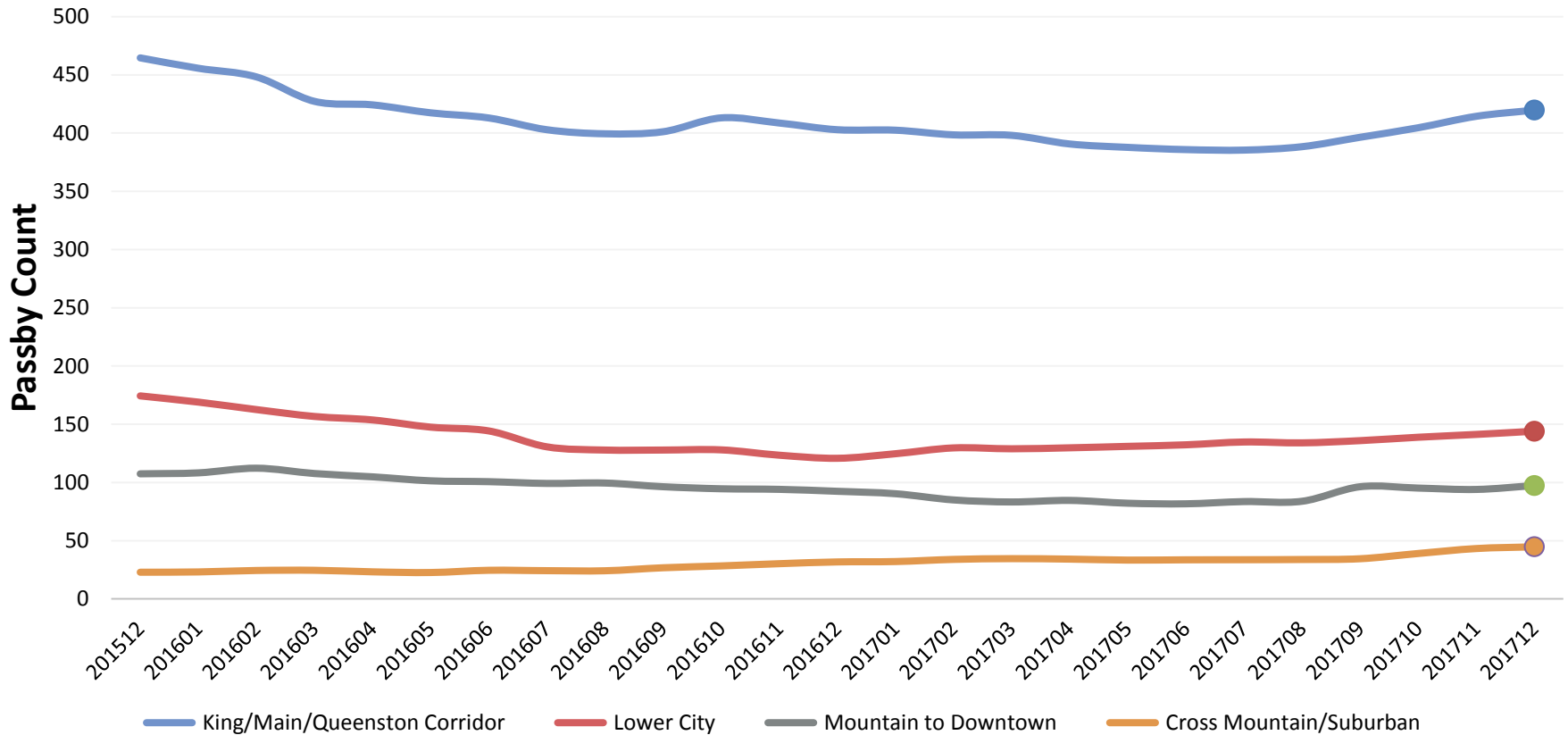
Years 1 - 2 → 2015 and 2016
Focus: capacity and deficiencies

Year 3 → 2018
Focus: service standards and growth

Years 4 - 10 → 2019 and 2024
Focus: modal split and growth

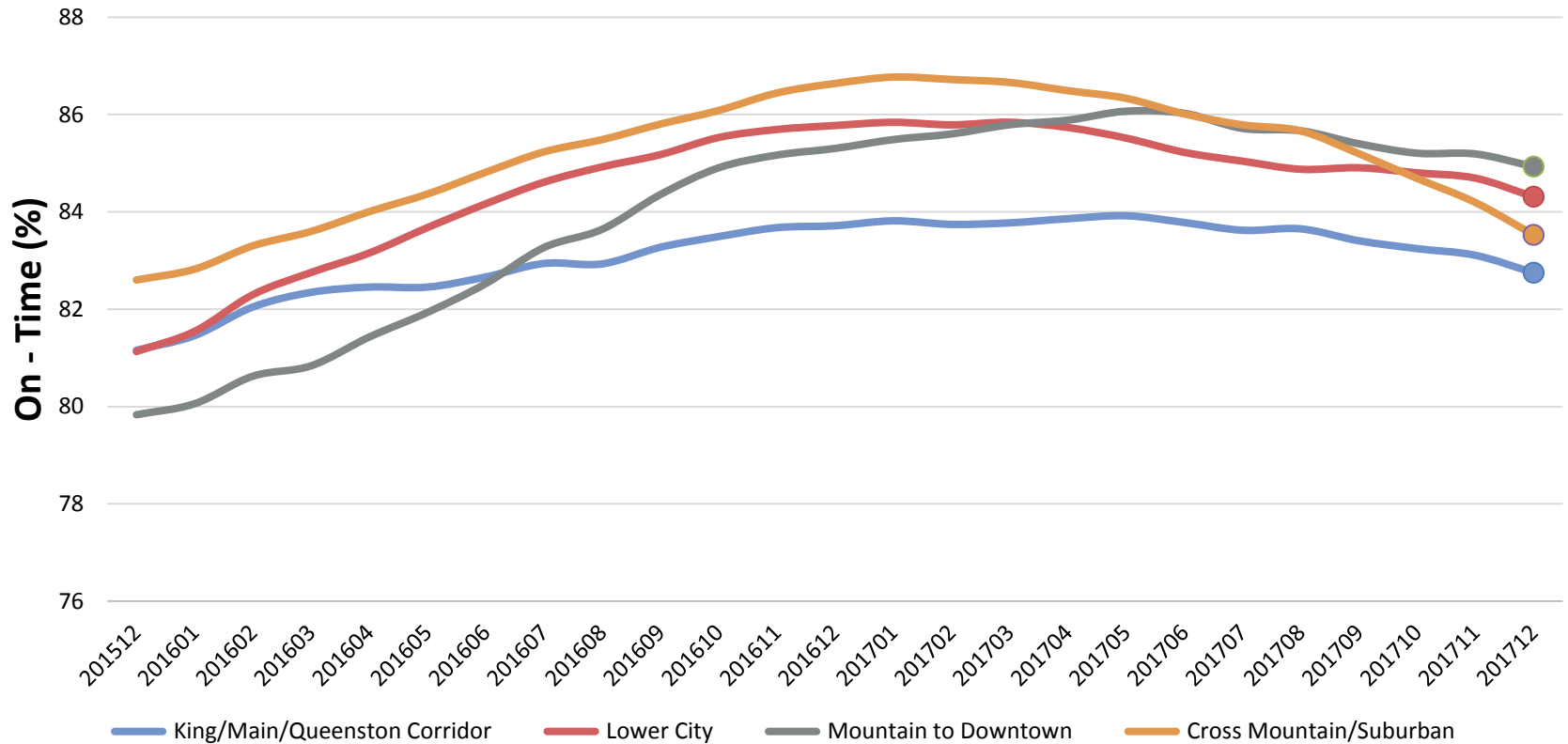
Performance: Pass-bys

PASSBY - FULL
12-MONTH MOVING AVERAGE



Performance: Schedule Adherence

SCHEDULE ADHERENCE : ON-TIME (%)
12-MONTH MOVING AVERAGE





HSR TODAY

Changing Transit Landscape

New competition



**UBER,
LYFT**



**BIKE
SHARE**



**CAR
SHARE**



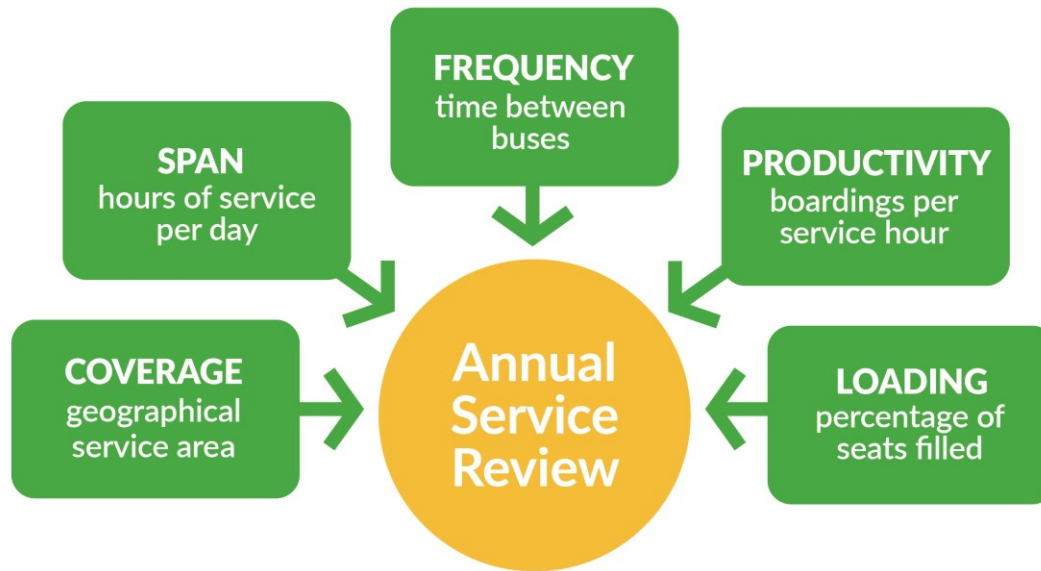
**REMOTE
WORKPLACES**

Ridership flat



Ridership is flat or declining across Canada.

Annual Service Review



Annual Service Plan



Year Three: Service Details

- 5 additional buses
- 26 FTE
- Approx. 34,000 additional service hours (annualized) in 2018
- Total cost \$3.4 million annualized over two years
 - 2018 - \$1.815 million
- Fare increase \$0.10 effective Sept.1, 2018

Year Three: Service Enhancements

Route(s)	Areas	Enhancement
<ul style="list-style-type: none"> • 5 Delaware 	King/Main/ Queenston Corridor	Service extended to Meadowlands during weekday peak
<ul style="list-style-type: none"> • 25 / 26 Upper Wentworth / Upper Wellington 	Mountain to Downtown	Service added between Limeridge Mall and MacNab Terminal during weekday peak and mid-day

Year Three: Service Enhancements

Route(s)	Areas	Enhancement
<ul style="list-style-type: none"> • 5 Delaware 	King/Main/ Queenston Corridor	Added Sunday service
<ul style="list-style-type: none"> • 22 Upper Ottawa • 23 Upper Gage • 24 Upper Sherman • 25 / 26 Upper Wentworth / Upper Wellington • 27 Upper James • 33 Sanatorium • 34 Upper Paradise 	Mountain to Downtown	Added frequency in select off-peak periods

Year Three: Service Enhancements

Route(s)	Areas	Enhancement
<ul style="list-style-type: none"> • 3 Cannon • 4 Bayfront • 11 Parkdale • 55 / 58 Stoney Creek Central / Local 	Suburban	Added service in select off-peak time periods
<ul style="list-style-type: none"> • 20 A Line 	Suburban	Added service during weekday peak and mid-day periods
<ul style="list-style-type: none"> • TransCab 	Suburban	Improved TransCab service span in Glanbrook and Stoney Creek



LOOKING AHEAD

10 Year Transit Strategy

	Year 3 2018 Update	Year 4 2019	Year 5 2020	Year 6 2021	Year 7 2022	Year 8 2023	Year 9 2024	10 YEAR TOTAL
SERVICE								
Hours (000's)	34	39	46	49	49	49	53	422
Annual Operating (000's)	\$4,000	\$4,500	\$5,500	\$6,000	\$6,000	\$6,000	\$6,500	\$51,000
Full Time Equivalents	29	30	35	38	38	38	41	336
Fares	\$0.10	\$0.10	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	
OPERATING								
Annualized Service Expenditures (000's)	\$1,815	\$2,972	\$4,830	\$5,670	\$6,000	\$6,000	\$6,170	\$46,136
Fare Revenues (000's)	\$0	-\$1,188	-\$1,462	-\$2,159	-\$2,222	-\$2,698	-\$2,668	-\$21,079
Operating Levy Increases (000's @ 1.8%)	\$2,383	\$2,131	\$1,719	\$1,750	\$2,450	\$2,494	\$2,539	\$19,607
CAPITAL								
Growth Buses	5	4	5	5	5	6	6	66
Modal Split Buses	0	7	8	9	9	9	9	60
	Phase 1 PTIF*		Unfunded Capital - Phase 2 PTIF*					

*PTIF – Public Transit Infrastructure Fund

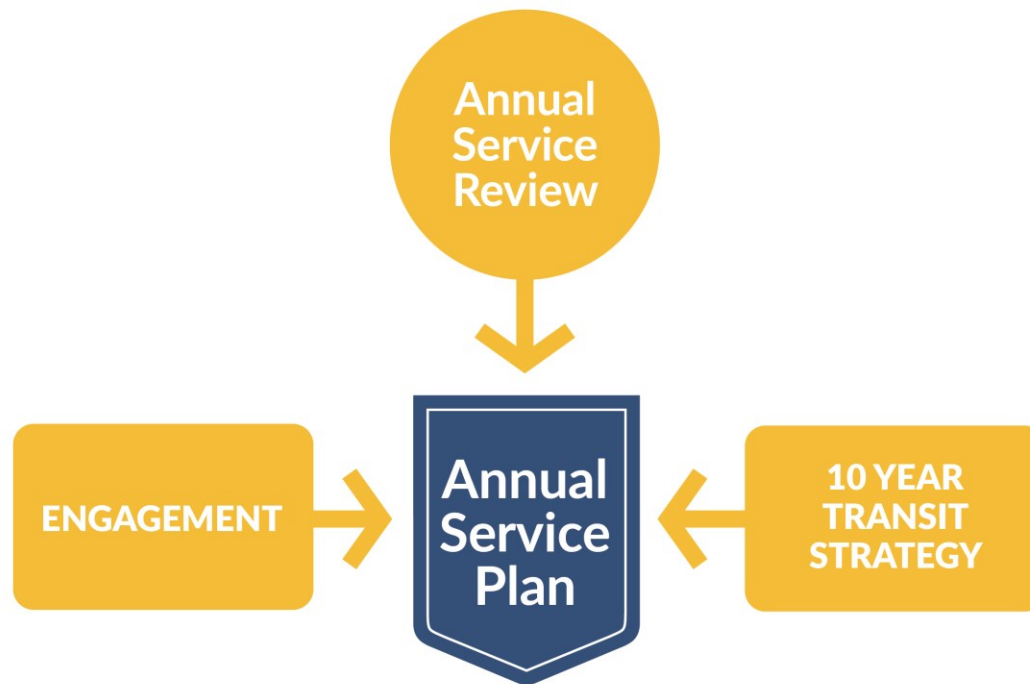
25

Fare Increases

Date	Ticket		Monthly Pass			Cash
	<i>Adult</i>	<i>Student</i>	<i>Adult</i>	<i>Student</i>	<i>Senior</i>	
Current	\$2.30	\$1.90	\$101.20	\$83.60	\$26.50	\$3.00
Sept 2018	\$2.40	\$2.00	\$105.60	\$88.00	\$29.50	\$3.00
Sept 2019	\$2.50	\$2.05	\$110.00	\$90.20	\$32.50	\$3.25

Long-Term Transit Planning

- Annual Service Plan 2019 – 2022
- Timeframes for planning, new buses, more operators, etc.



Preparing for LRT construction

- Construction 2019 to 2024
- Bus routes impacted



2018 Preliminary Budget

2018 Budget Request (\$000's)	
Operating budget	
Gross	121,858
Revenues	(55,355)
Net	66,504
\$ increase from 2017	6,204
% increase from 2017	10.3%
2017 Budget R/C ratio	48.29%
2018 Budget R/C ratio	46.13%

Budget Drivers

Description	Amount (\$000s)
• Year 3 of 10 Year Strategy	2,188
• DARTS Increase	1,680
• PRESTO Operating Agreement	356
• Employee Related Increases	1,738

DARTS Increase Details

	2017	2018	2019	2020
Total Trips	709,721	751,453	787,226	846,116
Average Cost Per Trip	\$22.24	\$23.24	\$24.24	\$25.24
Total Cost	\$15,781,198	\$17,460,586	\$19,079,034	\$21,352,395
Budget Variance		\$1,679,388	\$1,618,448	\$2,273,361
Percent Increase		10.6%	9.3%	11.9%

- **Customer Experience**
 - Provide 99.9% of scheduled service
 - Customer engagement
 - Retaining customers, attracting new customers

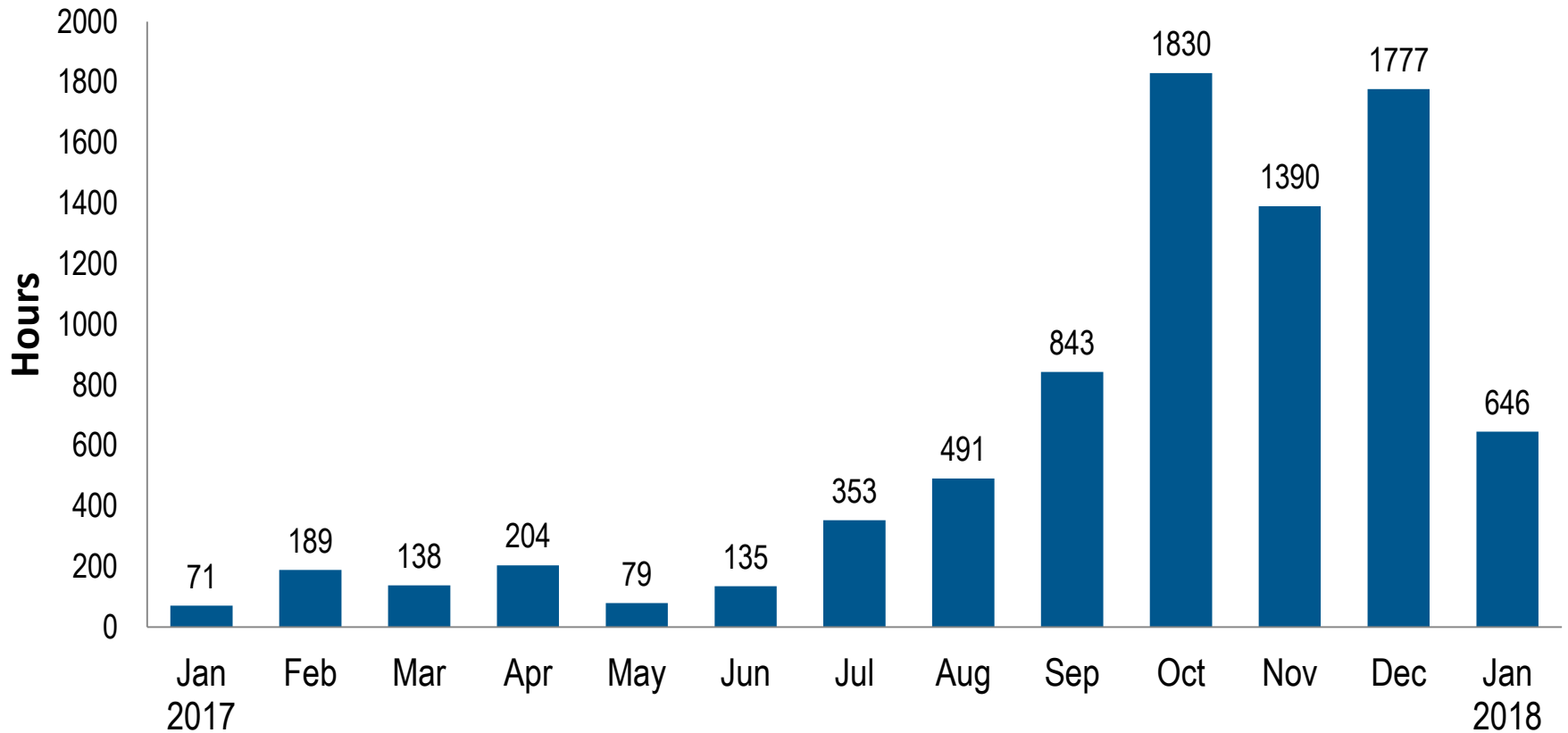
- **Employee Experience**
 - Culture action plans

FULLY ACCESSIBLE

OPERATIONAL UPDATE

Service Disruptions

Hours of cancelled service by month



Operational Update

- Transit Specific Complement Control Policy
- Attendance management
- Update to customers
- Twitter hours
- Strategic Communications Plan



Email
hsrserve@hamilton.ca

Phone
 905-527-4441

Twitter
[@hsr](https://twitter.com/hsr)

hamilton.ca/hsr

AN UPDATE FROM HSR

Over the past several months, many of you have experienced significant service disruptions and have felt unable to rely on HSR to get where you need to go. For that we apologize. We are working hard to restore service and rebuild your trust and confidence as we grow transit in Hamilton to a place where it better meets your needs and expectations.

Thank you for your patience as we work to make changes that will provide you with the HSR service you deserve.

For more information on progress updates and future enhancements, please visit hamilton.ca/hsr




Questions?