



## City of Hamilton

# ACCESSIBLE TRANSIT SERVICES REVIEW SUB-COMMITTEE ADDENDUM

**Meeting #:** 18-002  
**Date:** April 27, 2018  
**Time:** 10:00 a.m.  
**Location:** Room 264, 2nd Floor, City Hall  
71 Main Street West

Lisa Chamberlain, Legislative Coordinator (905) 546-2424 ext. 2729

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**Pages**

### 6. PUBLIC HEARINGS / DELEGATIONS

#### 6.1 DARTS 2018 1st Quarter Service Update

\*6.1.a Added Document (Presentation) See Pages 1-16

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#### 6.2 Master Operational Agreement Negotiations Update

\*6.2.a Added Document (Presentation) See Pages 16-17



APRIL 27, 2018

Report to ATS review Committee

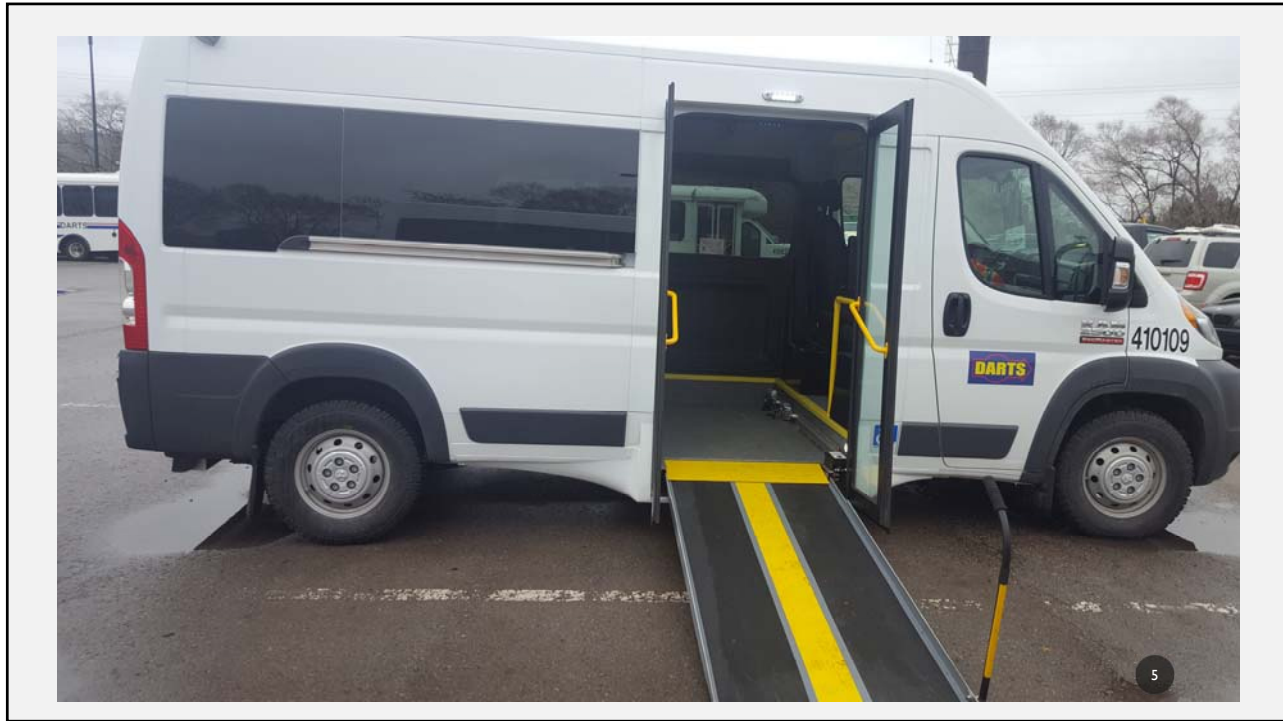
1



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## EARLY DAYS OF DARTS

### 1980 - Provincially Co-Funded

- Joint Governance with the Province
- Difficult for Region to control access to service – Urban and Rural
- Growth is much faster than other municipalities

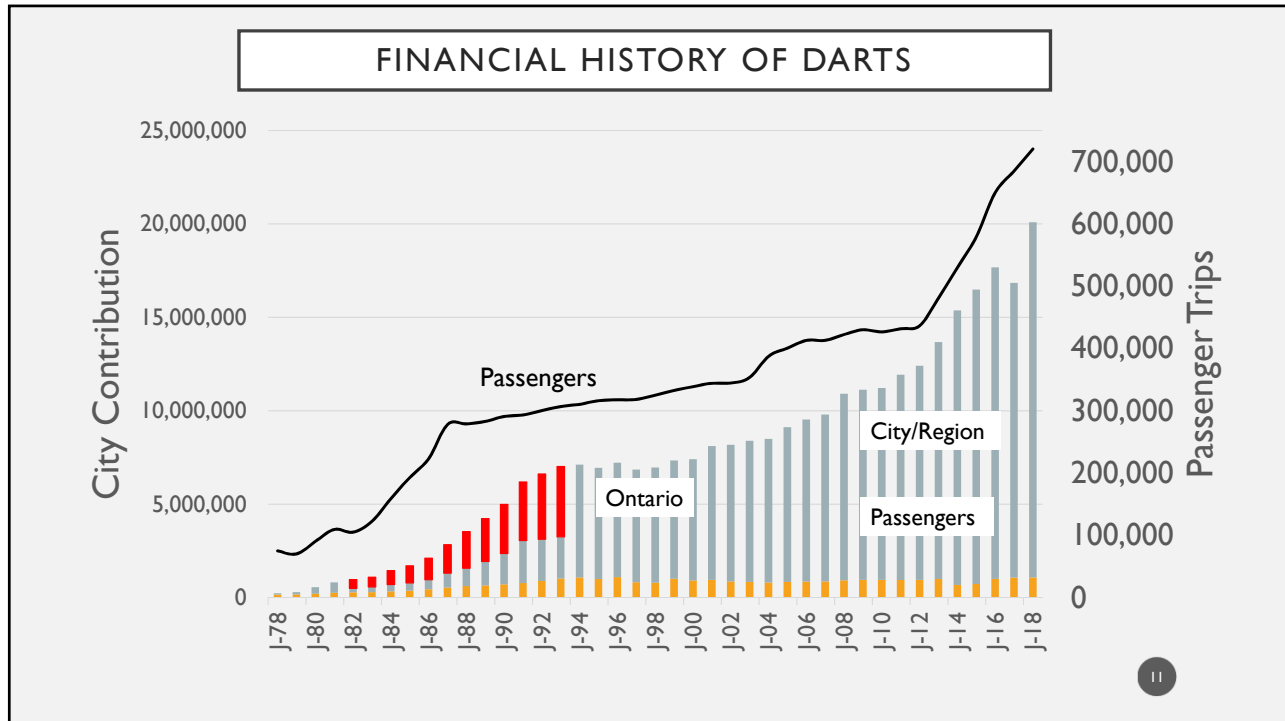
### 1994 – Regional Funded Service Only

- Urban and Rural Service
- Now only required to match fixed route service

### 2001 – Region becomes City

- DARTS is a Regional Service – Now covers Urban and Rural Hamilton
- Not just 1 km beyond the Urban Boundary as with other Municipalities





## ELIGIBILITY

### 1980

Broad Disability Assessment Definition

### 1994

- Wheelchair
- Walker
- Scooter
- Alzheimer
- Dialysis

Current Riders  
Grandfathered

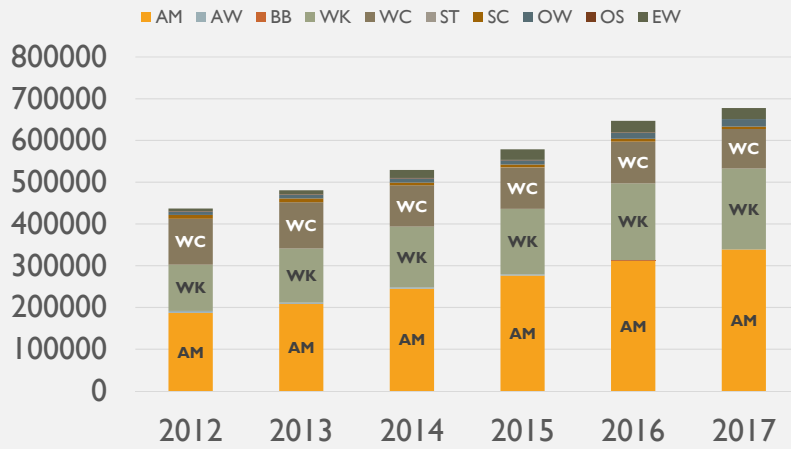
### 2012

Assessment allowing Ambulatory

Currently Riders  
Grandfathered

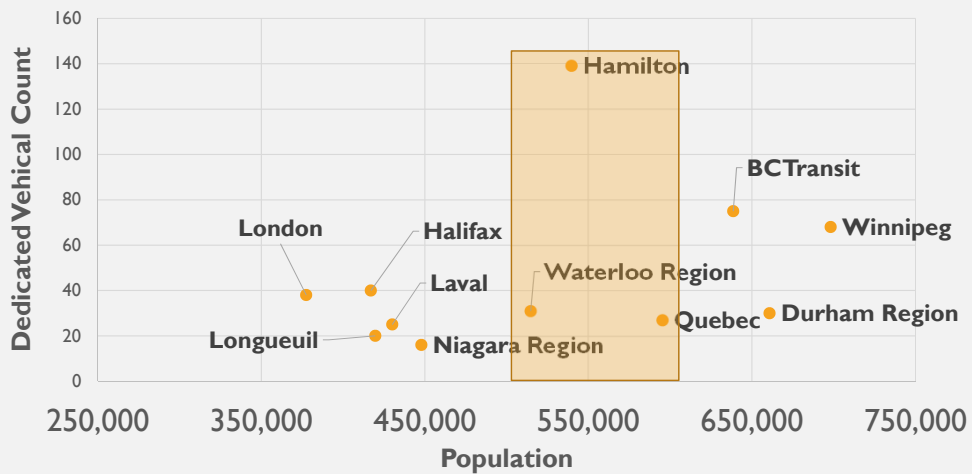


### GROWTH IN SERVICE LEVELS



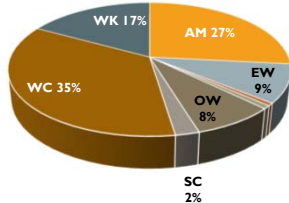
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### HIGHER DEDICATED VEHICLE COUNT

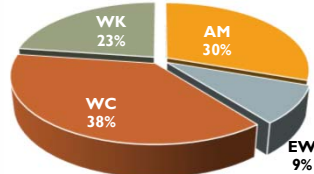


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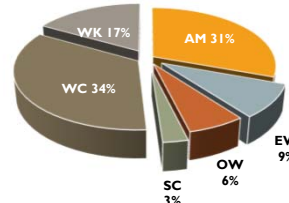
## 2017 VEHICLE CAPACITY



**ProMaster**



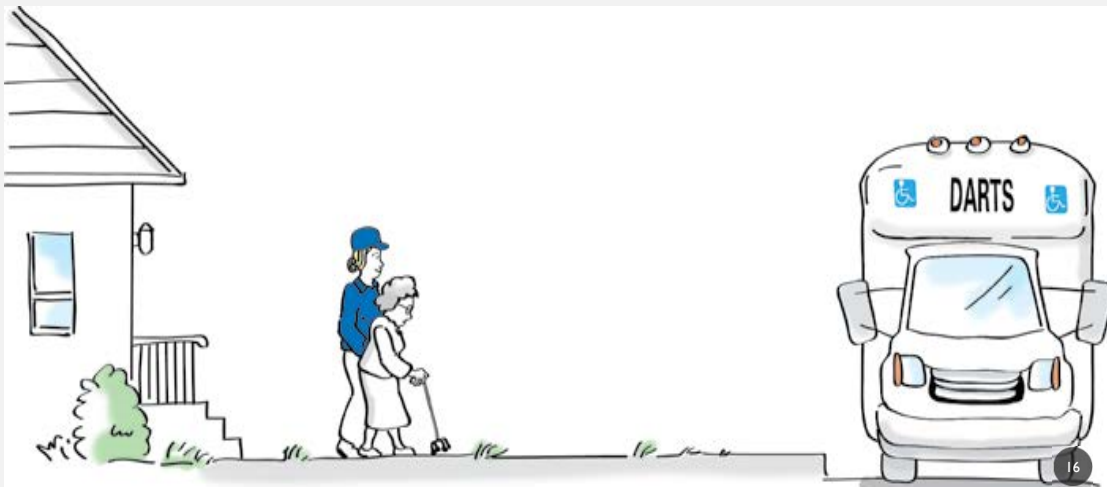
**MV-I**



**Bus**

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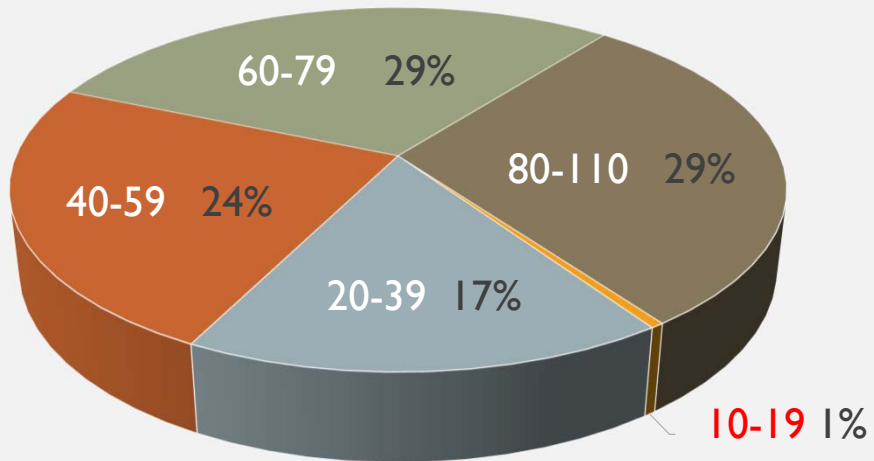
## SITE DWELL TIMES



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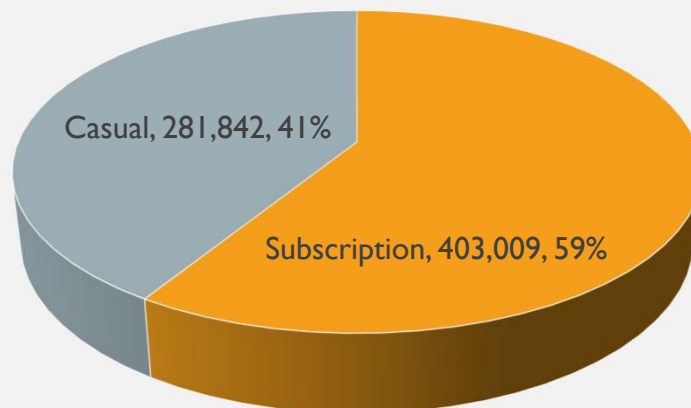


### PASSENGER VOLUME BY AGE



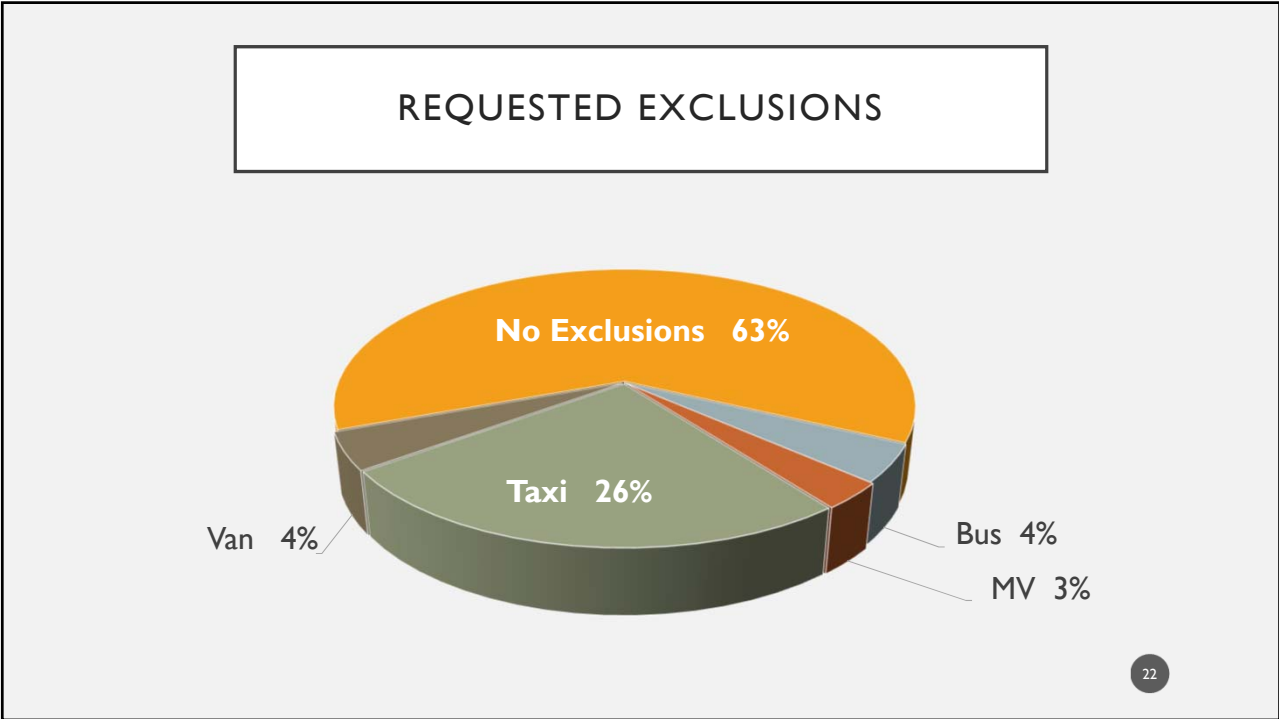
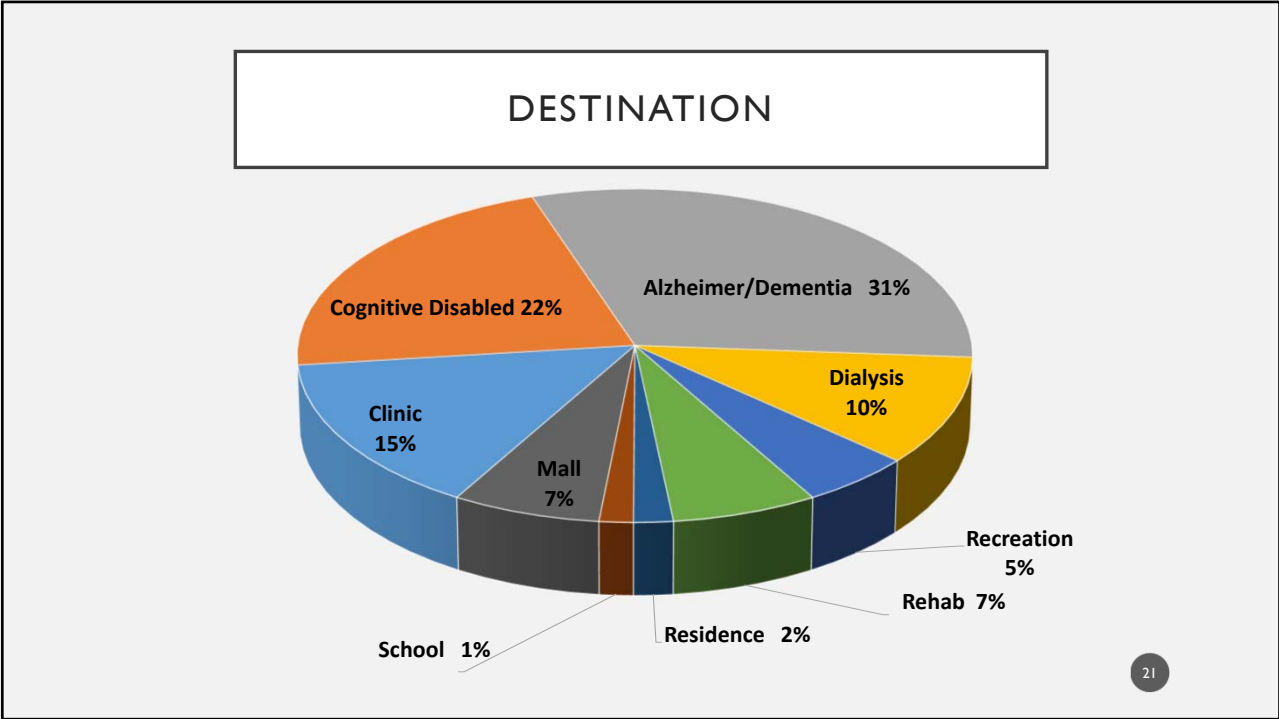
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### SUBSCRIPTION VS CASUAL

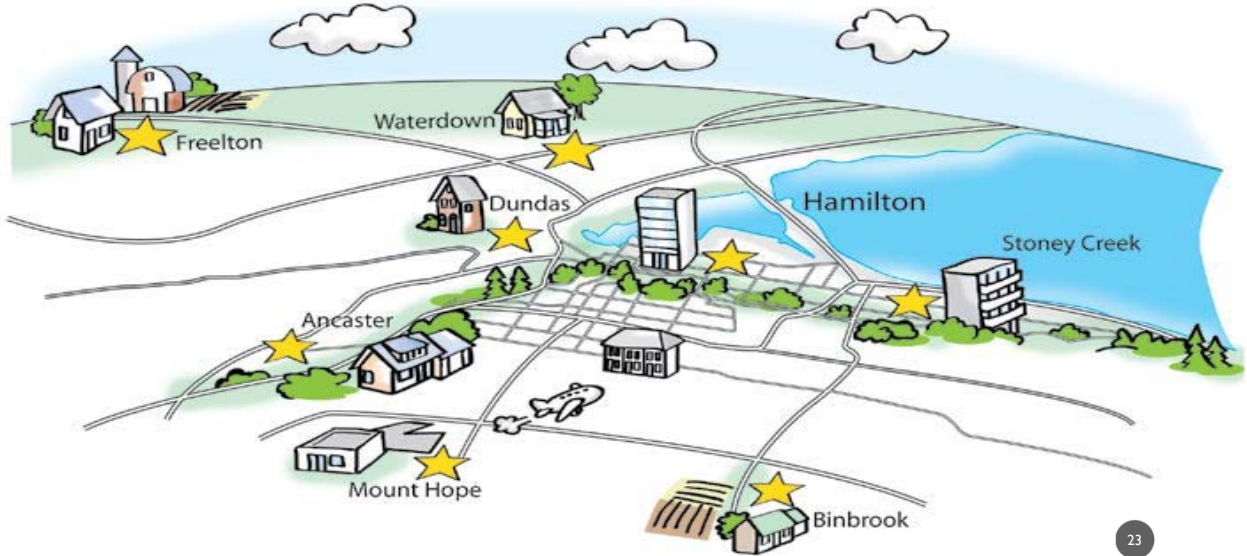


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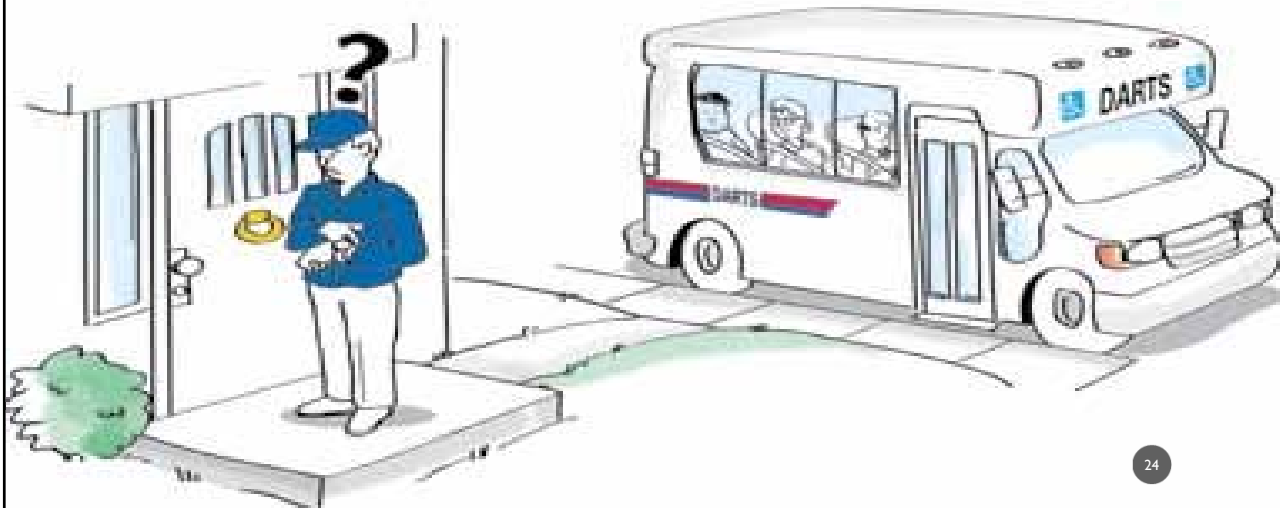




1,117 SQ KMS COVERAGE



LATE CANCELLATIONS 600/DAY=\$16K/DAY

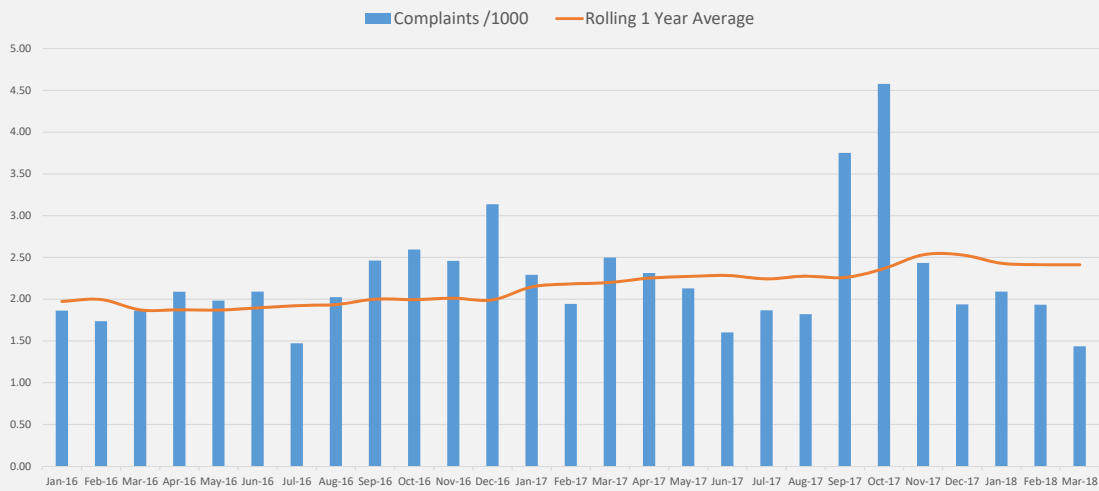


## REAR - END ACCIDENTS



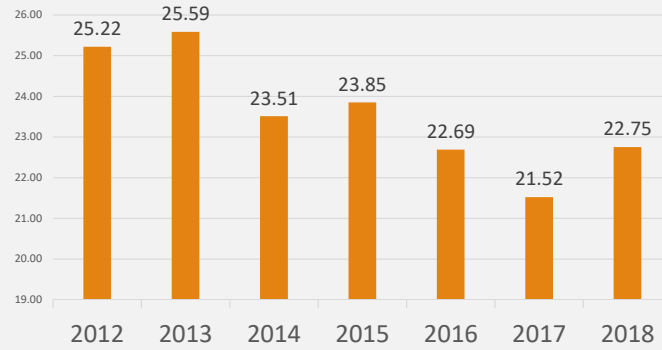
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## Complaints/1000 Passenger Rides



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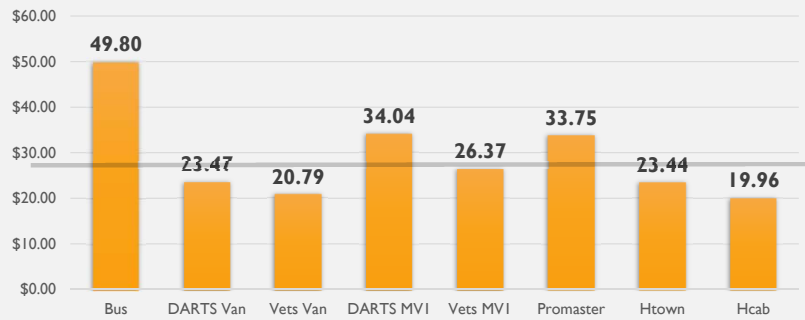
## Driver Average Hourly Wage



Different vehicles have different wage rates – Fewer buses /more vans at lower wage rates

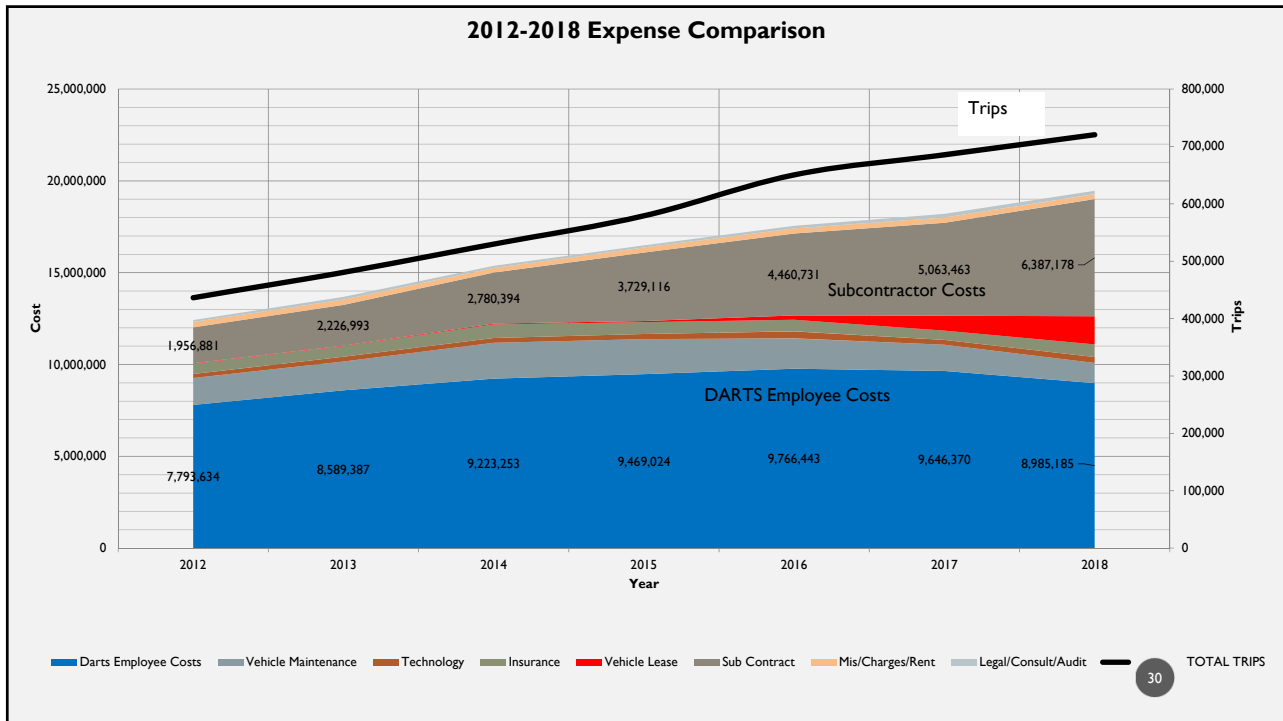
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## • 2018 Choice of Provider/Vehicle Trip Cost



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## ADDRESSING 2017-2018 COST PRESSURES

- Lease transfer to DARTS - 1.2 million
- Lease terms shortened to 3 years from 5 years – higher lease costs
- Bill 148 impact on subcontractors/DARTS
  - 20% increase in sub contractor wage
  - Sick days for DARTS
- CUPE Contract – Reduction of bus hours/Increase in van hours
- MV/Promaster Vs Bus productivity –Dwell times
- Requested 5 % service increase

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## STATUS OF DARTS CONTRACT

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## **DARTS CONTRACT ISSUES**

- **Wind-Up Clause is Vague**
  - Original Agreement under Best Efforts Budgeting –city covers cost
  - No Reserves - DARTS would have to file for Bankruptcy
  - No ability to pay severances
- **No Consensus on setting Service Levels or Budget**
  - DARTS agreement not required
  - Results in annual variances