



**City of Hamilton**  
**GENERAL ISSUES COMMITTEE REVISED**

**Meeting #:** 19-002(c)  
**Date:** January 25, 2019  
**Time:** 9:30 a.m.  
**Location:** Council Chambers, Hamilton City Hall  
71 Main Street West

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

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	<b>Pages</b>
<b>1. APPROVAL OF AGENDA</b>	
<b>2. DECLARATIONS OF INTEREST</b>	
<b>3. APPROVAL OF MINUTES OF PREVIOUS MEETING</b>	
*3.1 January 24, 2019	3
<b>4. COMMUNICATIONS</b>	
*4.1 York Region Transit Cross-Boundary Travel and Greater Toronto and Hamilton Fare Integration (Referred to GIC Budget Process by Council at its meeting of December 19, 2018).	7
Recommendation: For the consideration of Council.	
<b>5. CONSENT ITEMS</b>	
<b>6. STAFF PRESENTATIONS</b>	
6.1 Transit - 2019 Budget	19
<b>7. DISCUSSION ITEMS</b>	
<b>8. MOTIONS</b>	
*8.1 DARTS Transit, Hamilton	74

\*8.2 Review of the Service Delivery Model for Accessible Transit

75

9. NOTICES OF MOTION

10. ADJOURNMENT



## **GENERAL ISSUES COMMITTEE (BUDGET) MINUTES 19-002(b)**

9:30 a.m.

Thursday, January 24, 2019

Council Chambers

Hamilton City Hall

71 Main Street West

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**Present:** Mayor F. Eisenberger, Deputy Mayor S. Merulla (Chair)  
Councillors M. Wilson, J. Farr, N. Nann, C. Collins, T. Jackson,  
E. Pauls, J.P. Danko, B. Clark, M. Pearson, B. Johnson,  
L. Ferguson, A. VanderBeek, T. Whitehead, J. Partridge

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### **FOR INFORMATION:**

#### **(a) CHANGES TO THE AGENDA (Item 1)**

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

#### **1. APPROVAL OF MINUTES OF PREVIOUS MEETINGS (Item 3)**

3.1 January 18, 2019

3.2 January 22, 2019

#### **(Nann/Wilson)**

That the agenda for the January 24, 2019 General Issues Committee (Operating Budget) meeting be approved, as amended.

**Results: Motion CARRIED by a vote of 9 to 0, as follows:**

YES - Councillor Maureen Wilson  
YES - Councillor Ninder Nann  
YES - Councillor Tom Jackson  
YES - Councillor Esther Pauls  
YES - Deputy-Mayor Sam Merulla  
YES - Mayor Fred Eisenberger  
YES - Councillor Judi Partridge  
YES - Councillor Brenda Johnson  
YES - Councillor Maria Pearson

Not Present: Councillor Jason Farr  
 Not Present: Councillor Chad Collins  
 Not Present: Councillor John-Paul Danko  
 Not Present: Councillor Terry Whitehead  
 Not Present: Councillor Arlene VanderBeek  
 Not Present: Councillor Lloyd Ferguson  
 Not Present: Councillor Brad Clark

**(b) DECLARATIONS OF INTEREST (Item 2)**

There were no declarations of interest.

**(c) APPROVAL OF MINUTES OF PREVIOUS MEETINGS (Item 3)**

**(i) January 18, 2019 (Item 3.1)**

**(Johnson/Pearson)**

That the January 18, 2019 minutes of the General Issues Committee's (Operating Budget) meeting be approved, as presented.

**Results: Motion CARRIED by a vote of 9 to 0, as follows:**

YES - Councillor Maureen Wilson  
 YES - Councillor Nrinder Nann  
 YES - Councillor Tom Jackson  
 YES - Councillor Esther Pauls  
 YES - Deputy-Mayor Sam Merulla  
 YES - Mayor Fred Eisenberger  
 YES - Councillor Judi Partridge  
 YES - Councillor Brenda Johnson  
 YES - Councillor Maria Pearson

Not Present: Councillor Jason Farr  
 Not Present: Councillor Chad Collins  
 Not Present: Councillor John-Paul Danko  
 Not Present: Councillor Terry Whitehead  
 Not Present: Councillor Arlene VanderBeek  
 Not Present: Councillor Lloyd Ferguson  
 Not Present: Councillor Brad Clark

**(ii) January 22, 2019 (Item 3.2)**

**(Johnson/Pearson)**

That the January 22, 2019 minutes of the General Issues Committee's (Operating Budget) meeting be approved, as presented.

**Results: Motion CARRIED by a vote of 10 to 0, as follows:**

YES - Councillor Maureen Wilson  
 YES - Councillor Nrinder Nann  
 YES - Councillor Tom Jackson  
 YES - Councillor Esther Pauls  
 YES - Deputy-Mayor Sam Merulla  
 YES - Mayor Fred Eisenberger  
 YES - Councillor Judi Partridge  
 YES - Councillor Arlene VanderBeek  
 YES - Councillor Brenda Johnson  
 YES - Councillor Maria Pearson

Not Present: Councillor Jason Farr  
 Not Present: Councillor Chad Collins  
 Not Present: Councillor John-Paul Danko  
 Not Present: Councillor Terry Whitehead  
 Not Present: Councillor Lloyd Ferguson  
 Not Present: Councillor Brad Clark

**(d) PRESENTATIONS (Item 6)**

**(i) Hamilton Library Board (Item 6.1)**

Paul Takala, Chief Librarian & CEO; Lori-Anne Spence-Smith, Chair of the Board; and, Tony Del Monaco, Director of Finance and Facilities, addressed Committee and provided a PowerPoint presentation respecting the Hamilton Library Board's 2019 Operating Budget submission.

**(Pearson/Johnson)**

That the presentation, respecting the Hamilton Library Board's 2019 Operating Budget submission, be received.

**CARRIED**

The presentation is available on the City's website at [www.hamilton.ca](http://www.hamilton.ca) or through the Office of the City Clerk.

**(ii) Hamilton Farmers' Market (Item 6.2)**

Eric Miller, Treasurer, Hamilton Farmers' Market Board, addressed Committee and provided a PowerPoint presentation respecting the Hamilton Farmers' Market Board's 2019 Operating Budget submission.

**(Eisenberger/Ferguson)**

That the presentation, respecting the Hamilton Farmers' Market Board's 2019 Operating Budget submission, be received.

**CARRIED**

The presentation is available on the City's website at [www.hamilton.ca](http://www.hamilton.ca) or through the Office of the City Clerk.

**(iii) Hamilton Police Services Board (Item 6.3)**

Chief Eric Girt, Hamilton Police Service, addressed Committee and provided a PowerPoint presentation respecting the Hamilton Police Services Board's 2019 Operating Budget submission.

**(Eisenberger/Ferguson)**

That the presentation, respecting the Hamilton Police Services Board's 2019 Operating Budget submission, be received.

**CARRIED**

**(e) ADJOURNMENT (Item 10)**

**(Collins/Nann)**

That, there being no further business, the General Issues Committee, be adjourned at 1:58 p.m.

**CARRIED**

Respectfully submitted,

S. Merulla, Deputy Mayor  
Chair, General Issues Committee

Stephanie Paparella  
Legislative Coordinator  
Office of the City Clerk



Corporate Services  
Regional Clerk's Office

September 21, 2018

Ms. Rose Caterini  
City Clerk  
The City of Hamilton  
City Hall, 71 Main Street W.  
Hamilton, ON L8P 4Y5

Dear Ms. Caterini:

**Re: York Region Transit Cross-Boundary Travel and Greater Toronto and Hamilton Area Fare Integration**

Regional Council, at its meeting held on September 20, 2018, adopted the following recommendations, as amended, in the report dated September 18, 2018 from the Commissioner of Transportation Services regarding "York Region Transit Cross-Boundary Travel and Greater Toronto and Hamilton Area Fare Integration":

1. Council pass a resolution seeking commitment from the Board of Directors of Metrolinx to finalize a Greater Toronto and Hamilton Area wide fare integration solution by 2019, to allow for full implementation as part of the PRESTO device refresh, scheduled for 2020 or sooner.
2. The Regional Chair forward the resolution to The Honourable John Yakabuski, Minister of Transportation, with a copy to Local Members of Provincial Parliament and the Chair of Metrolinx, highlighting the urgency and the importance to have this issue addressed.
3. This Council resolution and report be circulated to the Clerks of the Regional Municipality of Durham, City of Toronto, City of Brampton, City of Mississauga, City of Milton, City of Oakville, City of Burlington, and the City of Hamilton.
4. Staff request the TTC to consider an exception to the 2009 Memorandum of Understanding signed by York Region, City of Toronto and TTC allowing service to continue to York University until fare integration is implemented.

Enclosed for your information is an extract of Minute No. 130, a copy of the resolution referred to in clause 1 and a copy of the original staff report.

Please contact Ann-Marie Carroll, General Manager at 1-877-464-9675 ext. 75677 if you have any questions with respect to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Christopher Raynor', with a stylized flourish extending upwards and to the right.

Christopher Raynor  
Regional Clerk

/C. Clark  
Attachments





Minute No. 130 as recorded in the Minutes of the meeting of the Council of The Regional Municipality of York held on September 20, 2018.

**130 Report No. 1 of the Commissioner of Transportation Services - York Region Transit Cross-Boundary Travel and Greater Toronto Hamilton Fare Integration**

It was moved by Regional Councillor Rosati, seconded by Regional Councillor Ferri, to amend the recommendation contained in the report dated September 18, 2018 from the Commissioner of Transportation Services to include the following clause:

4. *Staff request the TTC to consider an exception to the 2009 memorandum of Understanding signed by York Region, City of Toronto and TTC allowing service to continue to York University until fare integration is implemented.*

Carried

It was moved by Regional Councillor Heath, seconded by Regional Councillor Rosati that Council adopt the following recommendations, *as amended*, in the report dated September 18, 2018 from the Commissioner of Transportation Services:

1. Council pass a resolution seeking commitment from the Board of Directors of Metrolinx to finalize a Greater Toronto and Hamilton Area wide fare integration solution by 2019, to allow for full implementation as part of the PRESTO device refresh, scheduled for 2020 or sooner.
2. The Regional Chair forward the resolution to The Honourable John Yakabuski, Minister of Transportation, with a copy to Local Members of Provincial Parliament and the Chair of Metrolinx, highlighting the urgency and the importance to have this issue addressed.
3. This Council resolution and report be circulated to the Clerks of the Regional Municipality of Durham, City of Toronto, City of Brampton, City of Mississauga, City of Milton, City of Oakville, City of Burlington, and the City of Hamilton.
4. *Staff request the TTC to consider an exception to the 2009 Memorandum of Understanding signed by York Region, City of Toronto and TTC allowing service to continue to York University until fare integration is implemented.*

Carried



Resolution of                    The Regional Municipality of York

Subject

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Moved by

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Seconded by

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Whereas, more than 63,000 daily transit trips are taken across the Greater Toronto Hamilton Area where travelers pay two fares, and of those trips, approximately 25,000 cross York Region and City of Toronto border,

And whereas, fare integration discussions among all Greater Toronto and Hamilton area transit operators, including GO Transit has been underway in various formats since 2014,

And whereas, the 905 transit agencies and the TTC have made significant investments to implement PRESTO fare card technology and equipment as developed under Metrolinx's mandate, with the goal of seamless travel across the GTHA,

And whereas, in the absence of full fare integration, York Region has worked with the Toronto Transit Commission, Brampton Transit, York University Senior Administration, and the York Federation of Students trying to implement a Universal Pass/solution (U-Pass) for travellers to and from the York University Keele Campus, but due to the inability of GO Transit to commit to the U-Pass solution, the York University Administration and York Student's Federation ultimately rejected the U-Pass approach,

And whereas, Metrolinx is leading the development of fare integration work across the 11 transit agencies in the Greater Toronto Hamilton Area,

Therefore, be it resolved that:

York Region Council seeks a commitment from the Board of Directors of Metrolinx to coordinate and finalize a Greater Toronto and Hamilton Area-wide fare integration solution by the end of 2019, to allow for full implementation as part of the PRESTO device refresh scheduled for 2020, or sooner.

8831192

## **The Regional Municipality of York**

Regional Council  
September 20, 2018

Report of the  
Commissioner of Transportation Services

### **York Region Transit Cross-Boundary Travel and Greater Toronto and Hamilton Area Fare Integration**

#### **1. Recommendations**

It is recommended that:

1. Council pass a resolution seeking commitment from the Board of Directors of Metrolinx to finalize a Greater Toronto and Hamilton Area wide fare integration solution by 2019, to allow for full implementation as part of the PRESTO device refresh, scheduled for 2020 or sooner.
2. The Regional Chair forward the resolution to The Honourable John Yakabuski, Minister of Transportation, with a copy to Local Members of Provincial Parliament and the Chair of Metrolinx, highlighting the urgency and the importance to have this issue addressed.
3. This Council resolution and report be circulated to the Clerks of the Regional Municipality of Durham, City of Toronto, City of Brampton, City of Mississauga, City of Milton, City of Oakville, City of Burlington, and the City of Hamilton.

#### **2. Purpose**

This report responds to the request made by Committee of the Whole on September 6, 2018 to provide Council with a status report on cross-boundary travel and Greater Toronto and Hamilton Area (GTHA) fare integration initiative.

## **York Region Transit Cross-Boundary Travel and Greater Toronto and Hamilton Area Fare Integration**

### **3. Background**

#### **63,000 daily transit trips across the GTHA require travellers to pay two fares**

Eleven transit agencies deliver services across the GTHA. While bilateral fare integration exists amongst the seven 905 transit agencies, those travellers also using the Toronto Transit Commission (TTC) continue to pay two fares. Of the estimated 63,000 daily trips, approximately 25,000 trips that require the payment of double fares occur at the YRT/TTC interface.

#### **Approximately 4,600 travellers to York University are impacted by the September 2, 2018 service change, accounting for a third of the estimated 25,000 trips crossing the York Region and Toronto boundary daily**

Since 2001, YRT buses have served one specific, non-transit terminal destination south of Steeles Avenue, without requiring double fare. On September 2, 2018, this service to York University Keele Campus was redirected to Pioneer Village Bus Terminal to conform with the 2009 Memorandum of Understanding signed by York Region, City of Toronto and TTC. The terminal is located on the north side of Steeles Avenue, east of Jane Street, in the City of Vaughan. Walking distance from the terminal to the edge of the York University Keele Campus is approximately 200 metres. Overall walking distance will vary, based on where an individual needs to go on campus (see Attachment 1).

In addition, Viva orange operates across Highway 7 to the Vaughan Metropolitan Centre, where travellers can transfer onto the subway for direct service into the campus.

#### **PRESTO is starting to facilitate seamless inter-regional transit travel throughout the GTHA**

The 905 transit agencies and the TTC have made significant investments to implement PRESTO fare card technology and equipment, with the goal of seamless travel across the GTHA.

In consideration of the signed 2009 MOU, and recognizing the need for cross-boundary travel, YRT and TTC began to research a technical solution that would facilitate travel for YRT passengers travelling to and from York Region, including those travelling to and from York University, using both bus and subway service.

YRT and TTC jointly presented two solutions to PRESTO both requiring travellers to tap-on/tap-off the PRESTO system. PRESTO subsequently

## **York Region Transit Cross-Boundary Travel and Greater Toronto and Hamilton Area Fare Integration**

determined that implementing the necessary changes to the system for either solution was cost-prohibitive at that time.

### **Recognizing full fare integration through PRESTO would not be in place to coincide with the subway opening in 2016, YRT pursued a stand-alone Universal Pass program specifically for York University students**

YRT led discussions between TTC, Brampton Transit, GO Transit, York University Senior Administration and the York Federation of Students on developing a multi-system Universal Pass (U-Pass) program. YRT also worked with PRESTO staff to develop a potential technical solution for a U-Pass using the PRESTO fare card.

Early in 2018 York University Senior Administration and the York Federation of Students chose not to proceed with the U-Pass as they felt a student referendum would not be successful, particularly in the absence of GO Transit. GO Transit service is pay-by-distance and GO Transit does not participate in any U-Pass programs.

The U-Pass would have been a temporary solution to the cross-boundary travel issues for students, allowing unlimited travel on TTC, YRT and Brampton Transit for under \$400 per semester.

## **4. Analysis and Implications**

### **All GTHA transit agencies seek to minimize additional costs while pursuing fare integration to ease traveller access**

Every GTHA transit system supplements its fare revenues with other sources of funding to address the system's operating costs. At York Region, approximately 40 per cent of operating costs are recovered from fare revenues, with the remainder funded from property tax or gas tax funding.

### **Metrolinx has led the fare integration discussions with the GTHA transit authorities since 2014**

An integrated fare strategy would require significant standardization of fare policies, concession discounts, loyalty fares and rules regarding transfers. Transit agencies have worked with Metrolinx towards a harmonized fare structure regarding concessions and definitions; however, more work is needed.

## **York Region Transit Cross-Boundary Travel and Greater Toronto and Hamilton Area Fare Integration**

Currently, each of the GTHA transit agencies has its own fare structure. Although fare payment methods have been harmonized with PRESTO, the underlying calculation of how much a traveller should pay remains to be resolved.

There are existing co-fare arrangements between the 905 area transit agencies and GO Transit; however, no arrangement exists between the 905 transit agencies and the TTC, leading travellers to pay an additional fare when they transfer.

Municipalities operating transit services will likely be seeking a similar financial framework that would not increase the subsidies required and allow them to maintain current level of service.

### **The PRESTO device refresh scheduled for 2020 would be significantly enhanced by the implementation of GTHA-wide fare integration**

Under the new agreement with PRESTO that Council approved in 2017, PRESTO devices and associated software are planned to be upgraded. A refresh process without a fare integration solution may be perceived negatively by GTHA transit users. Therefore, the PRESTO device refresh, scheduled for 2020, provides an opportunity for Metrolinx staff to work with all transit agencies to incorporate features that will help implement a future fare integration solution.

## **5. Financial Considerations**

### **Approximately \$22.4 million in revenue is collected from York Region travellers crossing the Steeles Avenue boundary**

The TTC is responsible for the operating cost of the cross-boundary bus service south of Steeles Avenue and for the entire TTC Line 1 subway extension into York Region. In turn, TTC retains 100 per cent of the TTC fare revenue collected.

### **YRT collects approximately \$8.2 million in fare revenue from travellers destined for York University.**

Approximately 2.5 million revenue rides are provided annually to and from York University Keele Campus on YRT services. This equates to approximately \$8.2 million in fare revenue.

## **York Region Transit Cross-Boundary Travel and Greater Toronto and Hamilton Area Fare Integration**

### **6. Local Municipal Impact**

Citizens of York Region would benefit from a simple and effective integrated fare system that includes a harmonized fare structure, a reliable fare card system, and supports seamless travel using multiple modes or services.

Initial changes to the fare structure would have a financial impact that would likely require a reduction in service levels or increase in the property tax levy to offset the loss in revenue. Over time, benefits may include an increase in ridership and traveller satisfaction.

### **7. Conclusion**

#### **Staff continue to work with other stakeholders towards a fare integration solution to result in single fare payment when moving between YRT and TTC**

Along with other transit agencies in the GTHA, York Region Transit staff continues to push for Metrolinx to implement a GTHA-wide fare integration solution as soon as possible. Metrolinx has indicated it will host a workshop with transit leaders this fall to discuss the long-term solution.

Regarding York University, the York Federation of Students decided on August 17, 2018 it will conduct an on-line survey seeking feedback from students on the U-Pass. The results will be presented to TTC, YRT and Brampton Transit.

Further, staff will continue to work with persons with disabilities who require additional support to access York University, by providing assistance based on their abilities and needs, including travel training and coordination with VanGO - York University's on-campus mobility service.

Staff will also continue to engage the provincial government in respect to fare integration.

For more information on this report, please contact Ann-Marie Carroll, General Manager, York Region Transit, at 1-877-464-9675 ext. 75677.



**York Region Transit Cross-Boundary Travel and  
Greater Toronto and Hamilton Area Fare Integration**

The Senior Management Group has reviewed this report.

Recommended by:

Approved for Submission:

Paul Jankowski  
Commissioner of Transportation Services

Bruce Macgregor  
Chief Administrative Officer

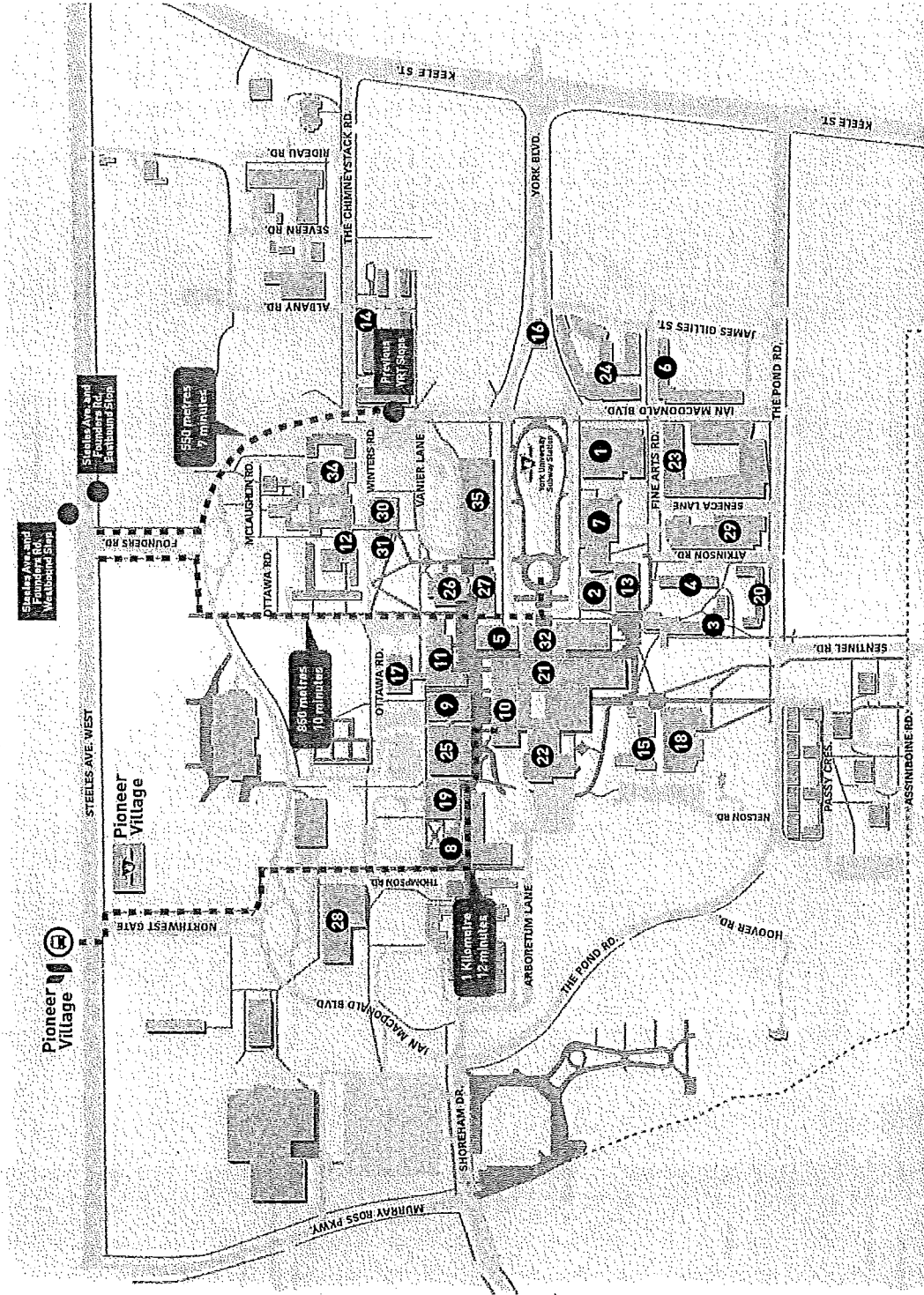
September 18, 2018

Attachment

8838846

Accessible formats or communication supports are available upon request

Attachment 1



- 1. Accolade East
- 2. Accolade West
- 3. Atkinson
- 4. Atkinson Residence
- 5. Behavioural Science
- 6. Bennett Centre for Student Services
- 7. Centre for Film & Theatre
- 8. Chemistry
- 9. Computer Science & Engineering
- 10. Curtis Lecture Halls
- 11. Farquharson Life Sciences
- 12. Founders College
- 13. Goldfarb Centre for Fine Arts
- 14. Harry Sherman Crowe Co-op
- 15. HNES Building
- 16. Lorna R. Marsden Honour Court & Welcome Centre
- 17. Lumbers Building
- 18. Osgoode Hall Law School
- 19. Patric Science & Engineering
- 20. Pond Road Residence
- 21. Ross Building
- 22. Scott Library
- 23. Seneca@York
- 24. Seymour Schulich Building
- 25. Steacie Science & Engineering
- 26. Stedman Lecture Halls
- 27. Student Centre
- 28. Tait McKenzie Centre
- 29. Technology Enhanced Learning
- 30. Vanier College
- 31. Vanier Residence
- 32. Vanier Hall
- 33. William Small Centre
- 34. Winters College
- 35. York Lanes

ARKELLS RALLY 

# Transit

2019 BUDGET

January 25, 2019

# PRESENTATION OUTLINE

- 10 Year Transit Strategy – Review & Assumptions
- A Look Back
- HSR Today
- 2019 Budget
- 2019 and Beyond



# TRANSIT STRATEGIC DIRECTION

## TRANSIT DIVISION STRATEGIC DIRECTION



TRANSIT,  
YOUR FIRST CHOICE.

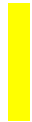
OUR PURPOSE  
We provide customer-focused service  
that is safe, reliable, and inclusive.

### GOALS

- 1 To consistently provide a customer experience that meets or exceeds the expectations of our current customer base while building a reputation that attracts new customers.
- 2 To maintain a transit service and infrastructure that keeps our system in a state of good repair.
- 3 To take ownership of a system that increases modal split through growth within current conditions and expansion to accommodate future needs.

# TRANSIT AS A PRIORITY

We do more than operate buses –  
transit is a complicated business



# IT STARTS WITH OUR CUSTOMERS

It starts with *our customers...*



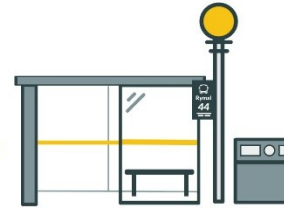
Our customers visit city-wide service locations to purchase their fares.



Our customers plan their trips and find their next bus.



Our customers are greeted by friendly and knowledgeable operators.



Our customers wait at safe, accessible and clean stops, shelters and terminals.



Our customers ride on our modern, clean, secure and well-maintained fleet of buses.



Our customers travel where they want to go, when they want to go there.

HAMILTON

Our customers are connected to their communities, where they live, work, and play!

# 2018 ACCOMPLISHMENTS

  
we collected about  
**\$41,300,000**  
in revenue  


  
**46%\***  
revenue:cost ratio

  
we provided more than  
**770,000**  
DARTS trips  


  
we gave more than  
**21,522,000**  
rides  


  
we travelled close to  
**16,700,000**  
vehicle kms  


we took care of

  
**6**  
terminals

  
**673**  
shelters

  
**2,278**  
bus stops

and managed

  
**267**  
buses

  
we received more than  
**2,464,500**  
Bus Check calls

  
**2** new pilot  
escarpment  
crossings for  
Mountain Climber

*\*approximate*



# COUNCIL MOTION

## **Transit Passenger Counts (Added Item 11.2)**

WHEREAS the Public Works Committee approved the purchase of a passenger count system for \$2.2 million dollars;

WHEREAS we are going into year 4 of the Transit Master Plan; and,

WHEREAS significant investment has been made in the first three years of implementing the 10-year plan;

### **THEREFORE BE IT RESOLVED:**

- a) That staff report back at Transit Day the results of the passenger counts and a list of routes that are carrying less than 15 passengers per trip at peak times; and,
- b) That staff report back on Transit Day with a review of assumptions made when the 10-year transit study was done and compare them to the actual results or issues like ridership and population.

# 10 YEAR TRANSIT STRATEGY

- Council approved March 2015
- Focusing on moving people quickly and efficiently across Hamilton



# 10 YEAR TRANSIT STRATEGY

## 10 Year Transit Strategy

**Years 1 - 2** → *Focus: capacity and deficiencies*

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**Year 3** → *Focus: service standards and growth*

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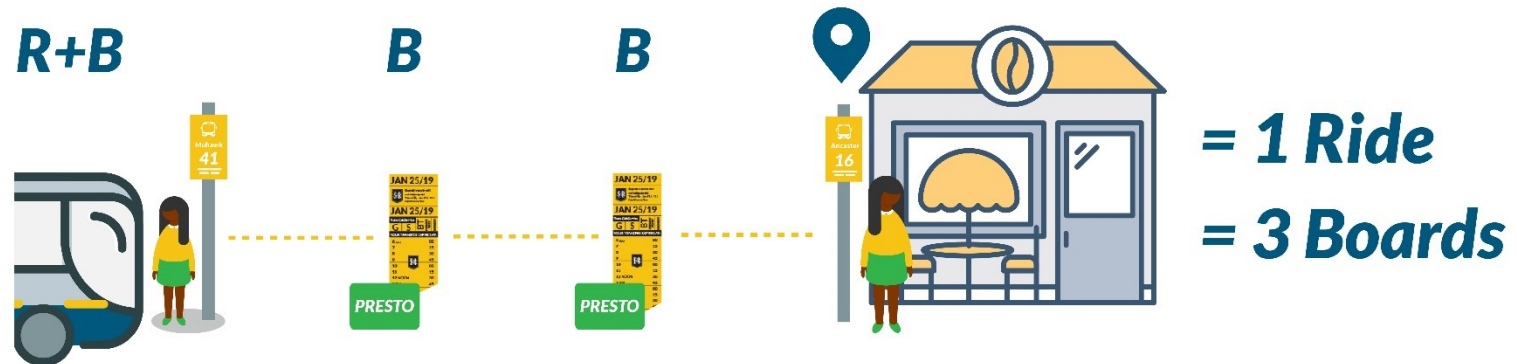
**Years 4 - 10** → *Focus: modal split and growth*

## Ridership

Ridership is recorded when someone gets on the bus and tenders a fare.

## Boardings

Boardings are recorded anytime someone gets on the bus whether they pay a fare or use a transfer.

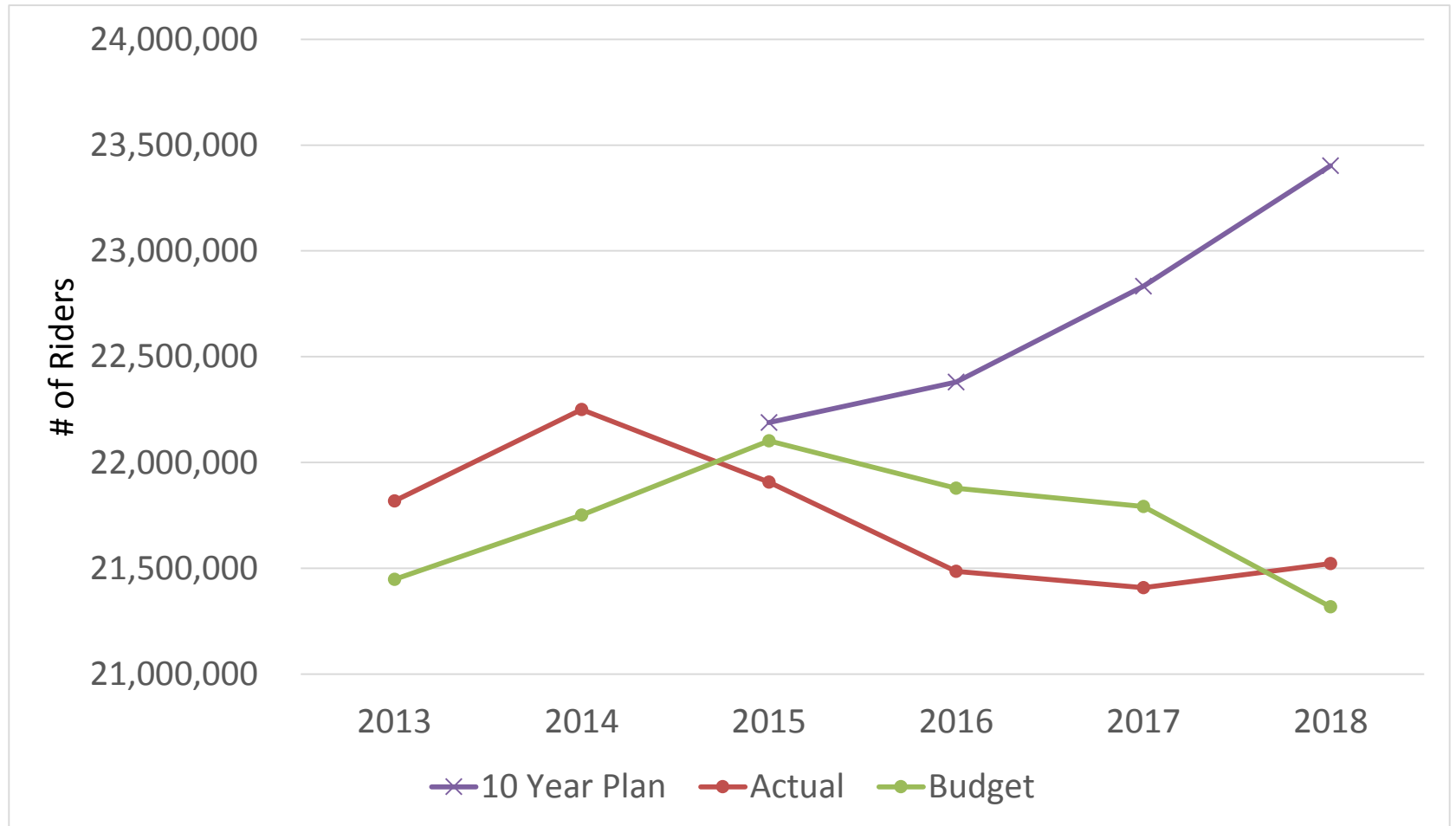


# 10 YEAR TRANSIT STRATEGY - ASSUMPTIONS

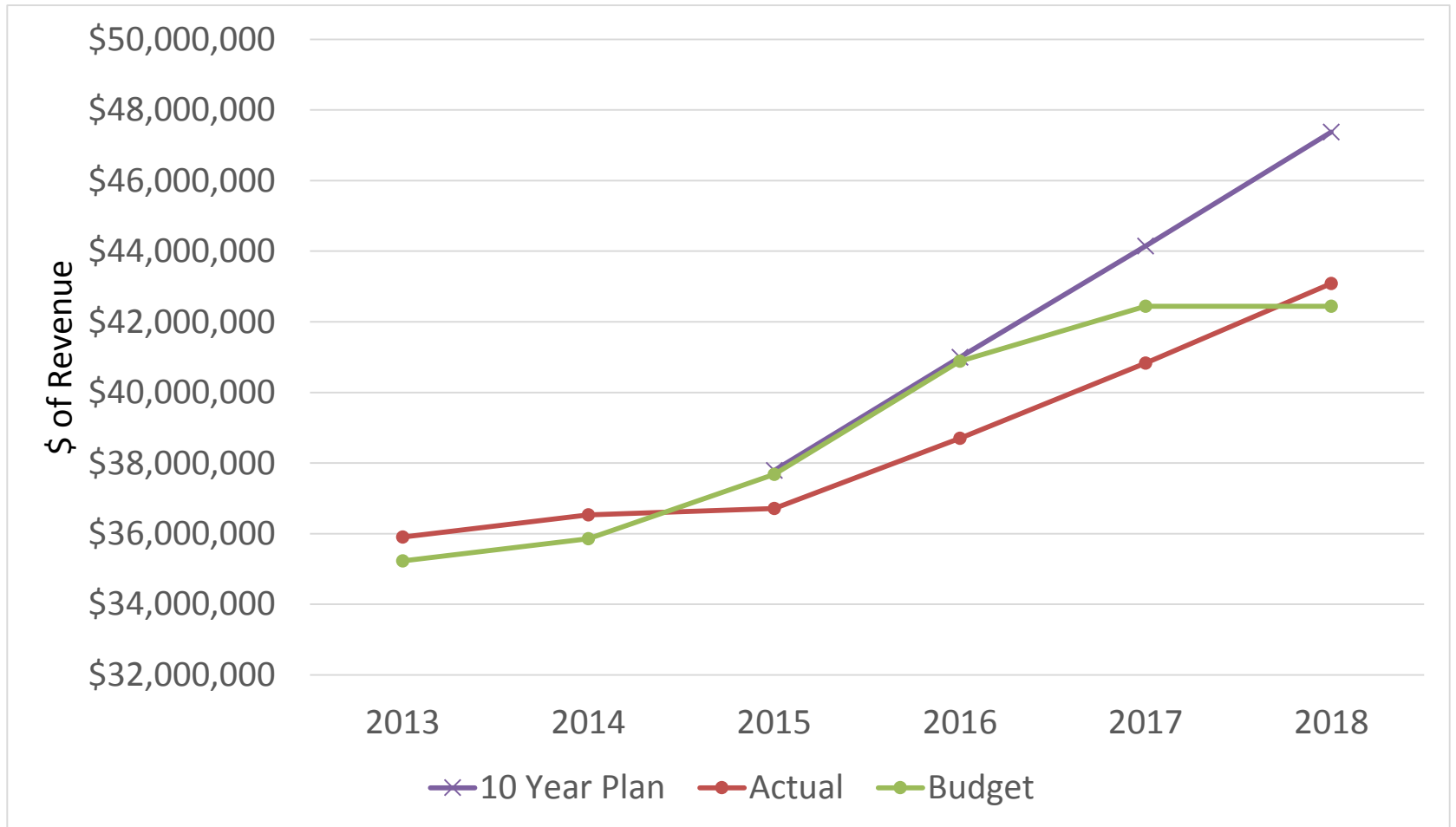
- Ridership levels would continue at the same level as 2014
- Ridership and Revenue would be high enough to fully fund year 1 and 2 service increases
- Unfunded capital requirement - \$302 million, including a 2<sup>nd</sup> Maintenance and Storage Facility (MSF)
- Capital for local buses would be levy funded - \$30 million
- Rides per capita would reach 50 by 2025
- Designed to achieve 10 minute peak service on all BLAST lines, Express over local
- Used 2014 population projections from “Places to Grow” provincial plan

11

# 10 YEAR TRANSIT STRATEGY: RIDERSHIP ASSUMPTIONS



# 10 YEAR TRANSIT STRATEGY: REVENUE ASSUMPTIONS



# 10 YEAR TRANSIT STRATEGY: COUNCIL INVESTMENT

For the first time in five years:



Ridership is up



Revenue is up

This is a direct result of Council's investment



# 10 YEAR TRANSIT STRATEGY: CAPITAL ASSUMPTIONS

- Other levels of government would contribute to the unfunded Capital requirements
- Commitments to date:
  - The province has committed to fund the B-Line
  - Phase one of the Federal Public Transit Infrastructure Fund (PTIF) offset costs related to funding buses and designing the MSF

# 10 YEAR TRANSIT STRATEGY: UPDATED CAPITAL

## 2014 original budget included:

Identified unfunded:	\$302 M
Assumption for bus funding:	\$30 M

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**\$332 M** unfunded

## Adjusted in 2018:

**\$358.4 M** unfunded

- 30% increase in base bus cost
- Inflation
- Impacts from detailed design phase of MSF

# DESIGNING THE MSF

30'



40'



60'



“Standard Bus Equivalent” (SBE)

# DESIGNING THE MSF

## 330 WENTWORTH

OPERATIONAL  
1990 - 2000



# 17

## OVER CAPACITY

DESIGNED FOR: 160 SBES  
STORED: 177 SBES

## 2200 UPPER JAMES

OPERATIONAL  
2000 - CURRENT



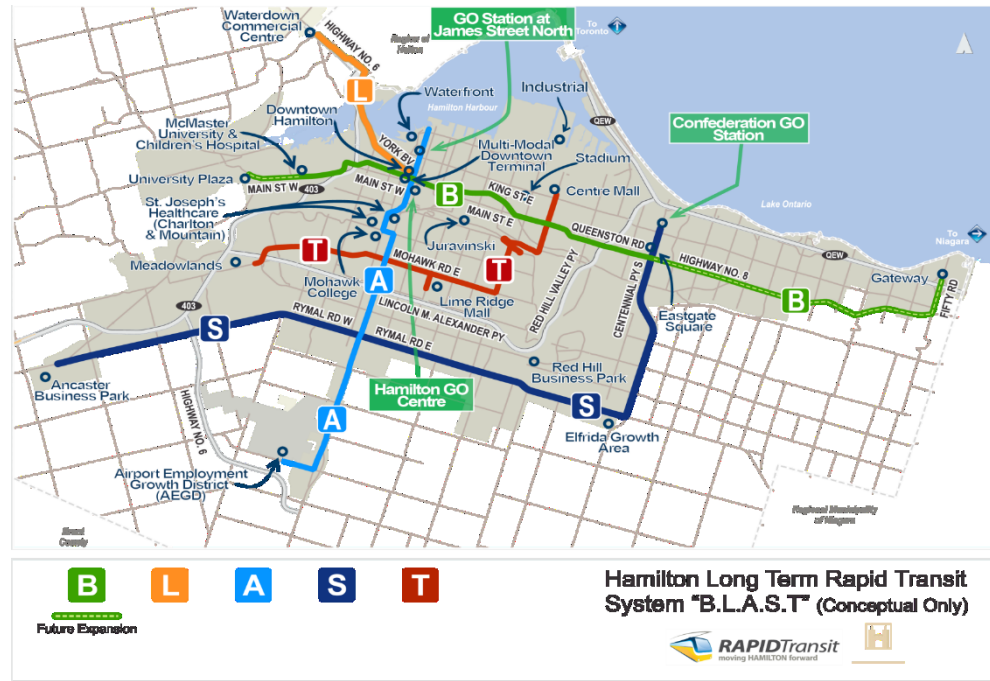
# 90

## OVER CAPACITY

DESIGNED FOR: 200 SBES  
NOW STORING: 290 SBES

# 10 YEAR TRANSIT STRATEGY: BLAST ASSUMPTIONS

- 10 Minute Peak Service
- Express over Local



# 10 YEAR TRANSIT STRATEGY RECAP

Plan entered the 'growth' phase in Sept 2018

	YR1	YR2	2017	YR3	YR4	YR5	YR6	YR7	YR8	YR9	YR10	
	2015	2016		2018	2019	2020	2021	2022	2023	2024	2025	
2014	Deficiencies			Standards								10 Year Total
					Growth							
						Modal Split						

SERVICE													
Hours (000's)	814	16	34	Pause for PTIF	34	39	46	49	49	49	53	53	422
Annual Operating (000's)	\$88,000	\$2,000	\$4,000		\$4,000	\$4,500	\$5,500	\$6,000	\$6,000	\$6,000	\$6,500	\$6,500	\$51,000
Full Time Equivalents	644	16	34		26	30	35	38	38	38	41	41	337
Fleet	221	14	11		5	11	13	14	14	14	15	15	126
Fares	\$2.00	\$0.15	\$0.15		\$0.10	\$0.10	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05	\$0.05



# LOOKING BACK

# HOW DOES HSR MEASURE UP?

- Using data from the Canadian Urban Transit Association (CUTA)
- Comparing HSR with other Greater Toronto-Hamilton Area (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** lowest average fare

**#1** in cost per revenue hour

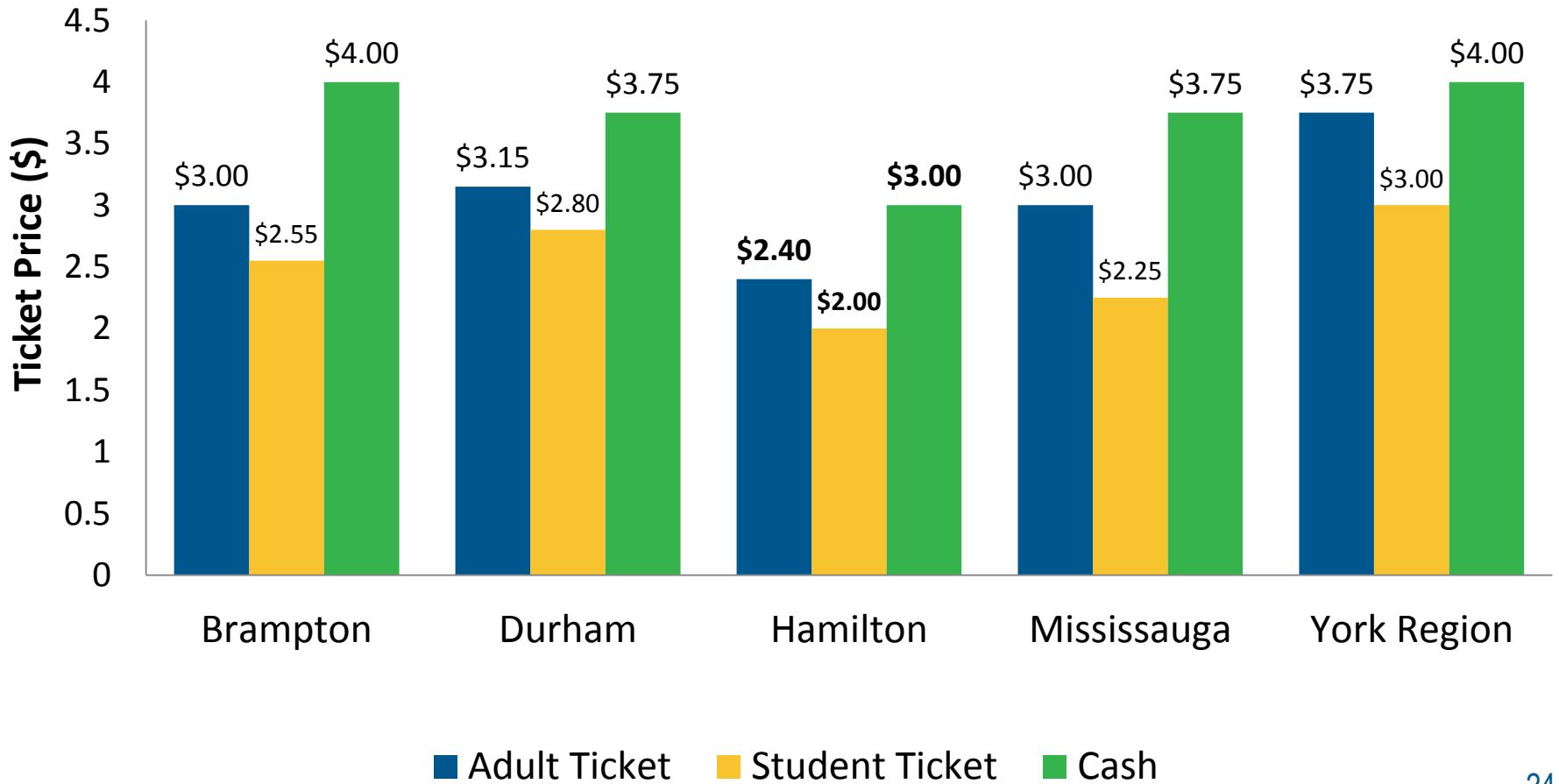
**#3** in rides per capita

**#3** in revenue/cost ratio

\*within the Transit Urban Boundary

SOURCE: Canadian Urban Transit Association (CUTA)

# MEASURING UP: FARES



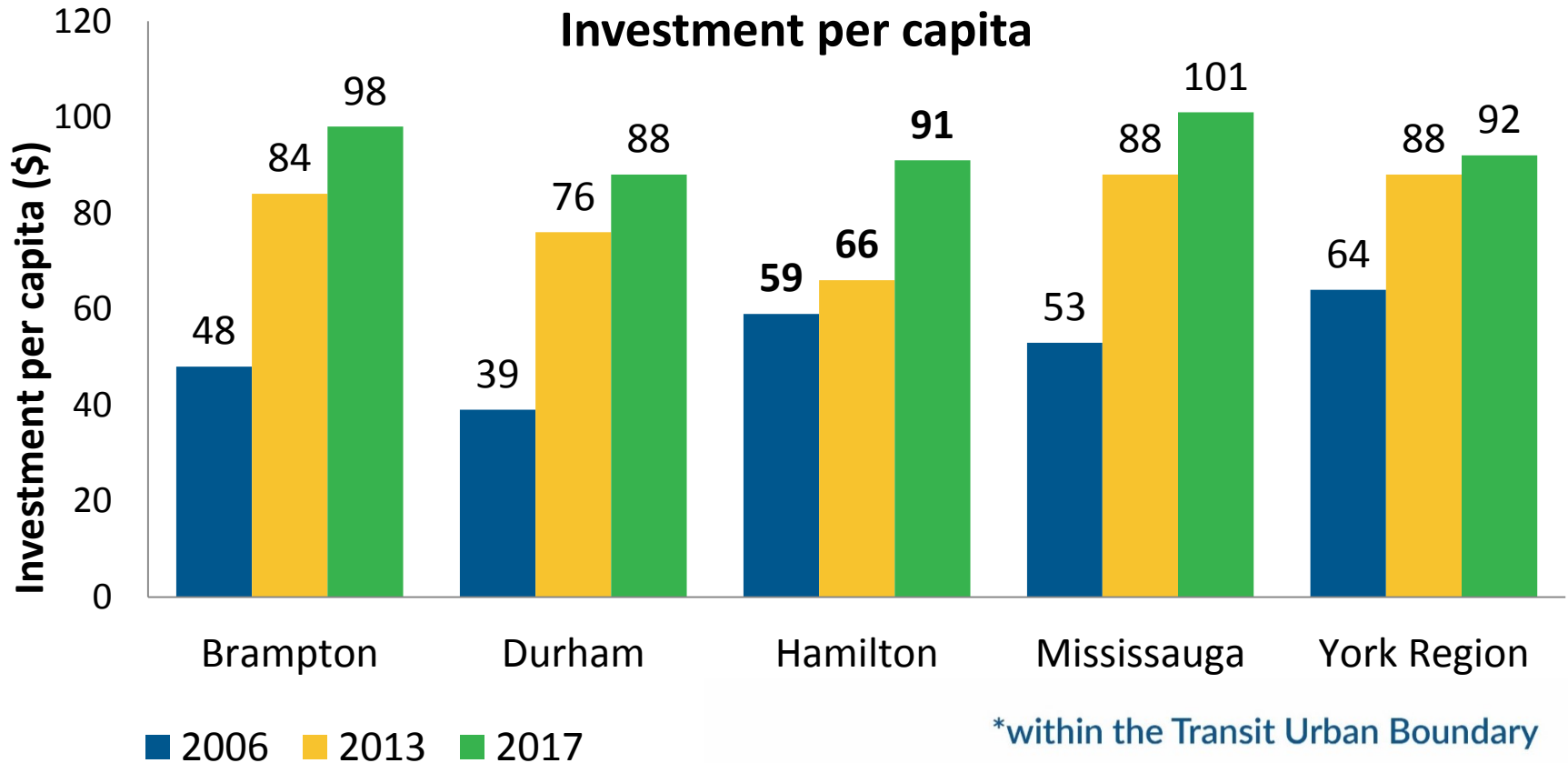
# MEASURING UP: RIDES PER CAPITA



\*within the Transit Urban Boundary

SOURCE: Canadian Urban Transit Association (CUTA)

# MEASURING UP: COUNCIL INVESTMENT



SOURCE: Canadian Urban Transit Association (CUTA)



# HSR TODAY

# OPERATIONAL UPDATE

- Update on service cancellations
- Hiring: Transit Specific Complement Control Policy (TSCCP)
- Overtime and attendance
- Improved customer communications

# PTIF IMPLEMENTATION UPDATE

## PHASE 1

- \$36M municipal contribution
- \$72M total investment with federal funding
- 14 projects approved
- 5 substantially completed
- March 2020 completion deadline

# PTIF IMPLEMENTATION UPDATE

## Improving the customer experience

HSRnow 2512

2512 @ EASTGATE TERMINAL  
PLATFORM 7  
Route Next Bus  
10 11:43am  
10 12:00pm  
10 12:12pm

HSRnow 1531

1531 @ RYMAL at UPPER GAGE  
Route Next Bus  
44 11:43am  
44 12:20pm  
44 12:44pm



# FREE WI-FI

Available on this bus.





# TRANSIT PASSENGER COUNTS - MOTION

## Transit Passenger Counts (Added Item 11.2)

WHEREAS the Public Works Committee approved the purchase of a passenger count system for \$2.2 million dollars;

WHEREAS we are going into year 4 of the Transit Master Plan; and,

WHEREAS significant investment has been made in the first three years of implementing the 10-year plan;

### THEREFORE BE IT RESOLVED:

- a) That staff report back at Transit Day the results of the passenger counts and a list of routes that are carrying less than 15 passengers per trip at peak times; and,
- b) That staff report back on Transit Day with a review of assumptions made when the 10-year transit study was done and compare them to the actual results or issues like ridership and population.

# SERVICE STANDARDS

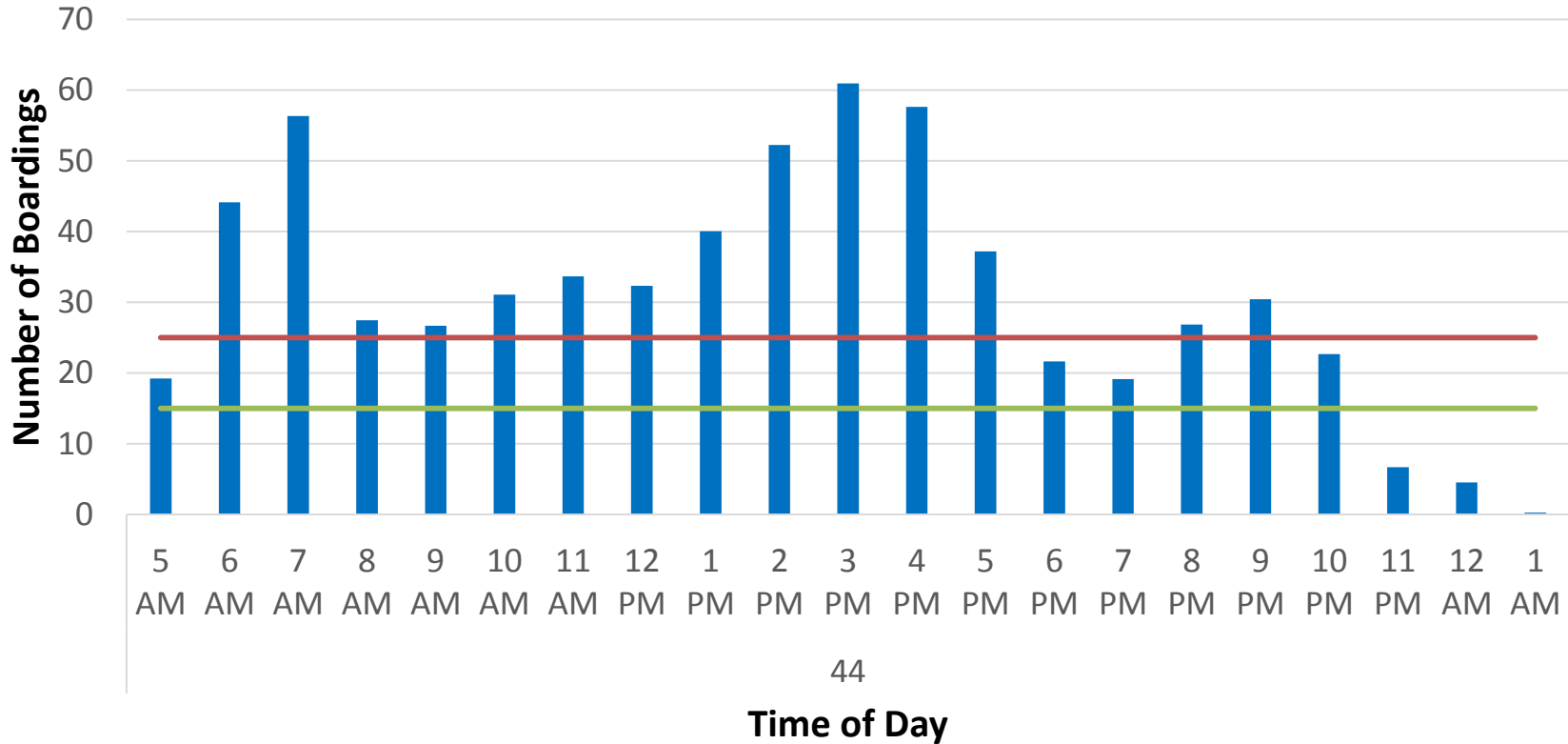
<b>HSR Service Standards</b>			
<b>Coverage</b>	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>
System Wide Minimum	90% of residents / workplaces within Urban Transit Area to be within 400 metres of Weekday Peak service.		
<b>Span</b> (Start of trip)			
<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>	
Route Maximum	5:00 AM – 2:00 AM	5:00 AM – 2:00 AM	6:00 AM – 12:00 AM
<b>Frequency</b> (Time between buses)			
<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>	
Peak / Non-Peak/ Evening	AM / Day / Evening	AM / Day / Evening	
Route Minimum	30 / 30 / 60	30 / 30 / 60	30 / 30 / 60
<b>Productivity</b> (Boardings per Service Hour)			
<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>	
Peak / Non-Peak/ Evening	AM / Day / Evening	AM / Day / Evening	
Route Minimum	25 / 15 / 15	15 / 15 / 15	15 / 15 / 15
<b>Loading</b> (Expressed as Percentage of Seated Capacity)			
<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>	
Peak / Non-Peak/ Evening	AM / Day / Evening	AM / Day / Evening	
Route Maximum	125 / 100 / 100	100 / 100 / 100	100 / 100 / 100

# AUTOMATED PASSENGER COUNTERS (APC)

## Virtual turn-style to plan our business

- \$2.2 million dollar investment
- Collects data for analysis
- Formatted to help drive decisions
- Entire fleet outfitted by December 2017
- Data is verified and statistically sound

# AUTOMATED PASSENGER COUNTERS (APC) - ROUTE 44



■ Average of Avg Boardings/Trip 
 — Average of Peak Target 
 — Average of Off Peak/Evening Target

# ROUTES CURRENTLY BELOW 'BOARDINGS PER PEAK SERVICE HOUR' STANDARD

- Routes 6,7,8 (Aberdeen, Locke, York)
- Route 12 (Wentworth)
- Route 16 (Ancaster)
- Route 42 (Mohawk East)
- Route 52A (Dundas Local)
- Route 56 (Centennial)
- Route 58 (Stoney Creek Local)
- Route 18 (Waterdown)
- Route 55 (Stoney Creek Central)

GO CATS GO!

# 2019 BUDGET



Cyclists are responsible for loading, securing and unloading their bikes. The HSR is not responsible for loss, damage or theft. Please, no tricycles, tandem or motorized bikes in rack.

ONTARIO

0810

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# 2019 BUDGET DRIVERS - TRANSIT

## Transit

-2019 vs 2018 Net Change-

	2018 Restated Net	2019 Preliminary Gross	2019 Preliminary Net	\$	%
<b>Total Transit</b>	65,701,190	131,440,960	74,948,270	9,247,080	14.1%

Total Increase and Percentage	\$9,247	14.1%
<b>Major Drivers</b>		
Year 4 of 10 Year Strategy	\$1,784	2.7%
PRESTO Operating Agreement	\$642	1.0%
DARTS Contractual Increase	\$4,284	6.5%
Employee Related Costs	\$1,554	2.4%
Fleet Reserve Contribution: Year 7 of 8 loss of OBRP Funding	\$616	0.9%

# ANNUAL SERVICE PLAN





# YEAR FOUR: SERVICE ENHANCEMENTS

Route(s)	Areas	Enhancement
<b>10 B-Line, 1 King, 51 University</b>	<b>King/Main/Queenston Corridor</b>	Introduce new evening and Saturday service on the B Line and increased frequency weekday
<b>44 Rymal</b>	<b>Mountain</b>	Increased frequency extending to Centennial GO
<b>20 A-Line, 22 Upper Ottawa, 34 Upper Paradise</b>	<b>Mountain to Downtown</b>	Improved frequency to meet demands

# YEAR FOUR: SERVICE ENHANCEMENTS

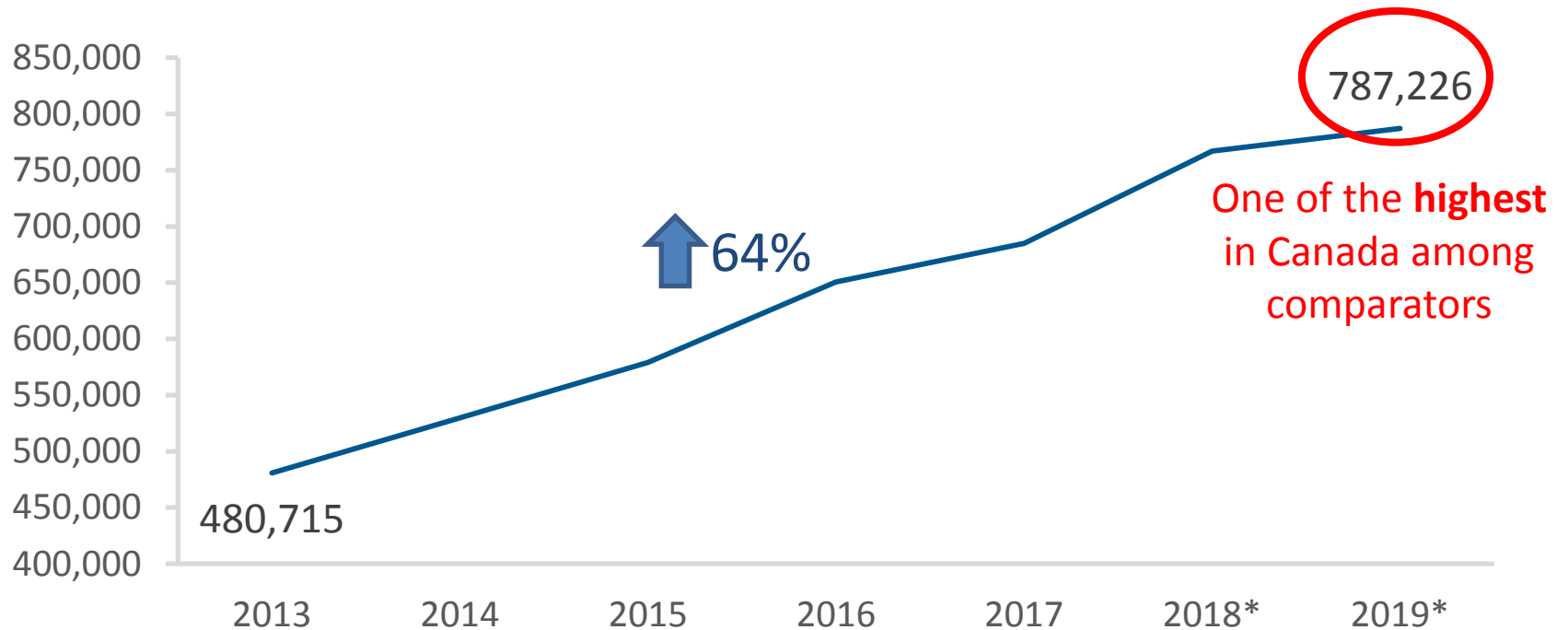
Route(s)	Areas	Enhancement
<b>6 Aberdeen, 7 Locke, 8 York, 12 Wentworth, 52A Dundas Local</b>	<b>Lower City</b>	Service provided with 30' buses instead of 40' to address lower city demand
<b>21 Upper Kenilworth</b>	<b>Mountain to Downtown</b>	Service provided with 60' buses instead of 40' to address the increased demand

# YEAR FOUR: SERVICE RESOURCE DETAILS

- 11 additional buses
- 30 FTE
- Approximately 39,000 service hours (annualized)
- Total cost \$4.5 million annualized over two years
  - 2019 - \$1.8 million (net of fare increase)
- Fare increase \$0.10 effective September 1, 2019

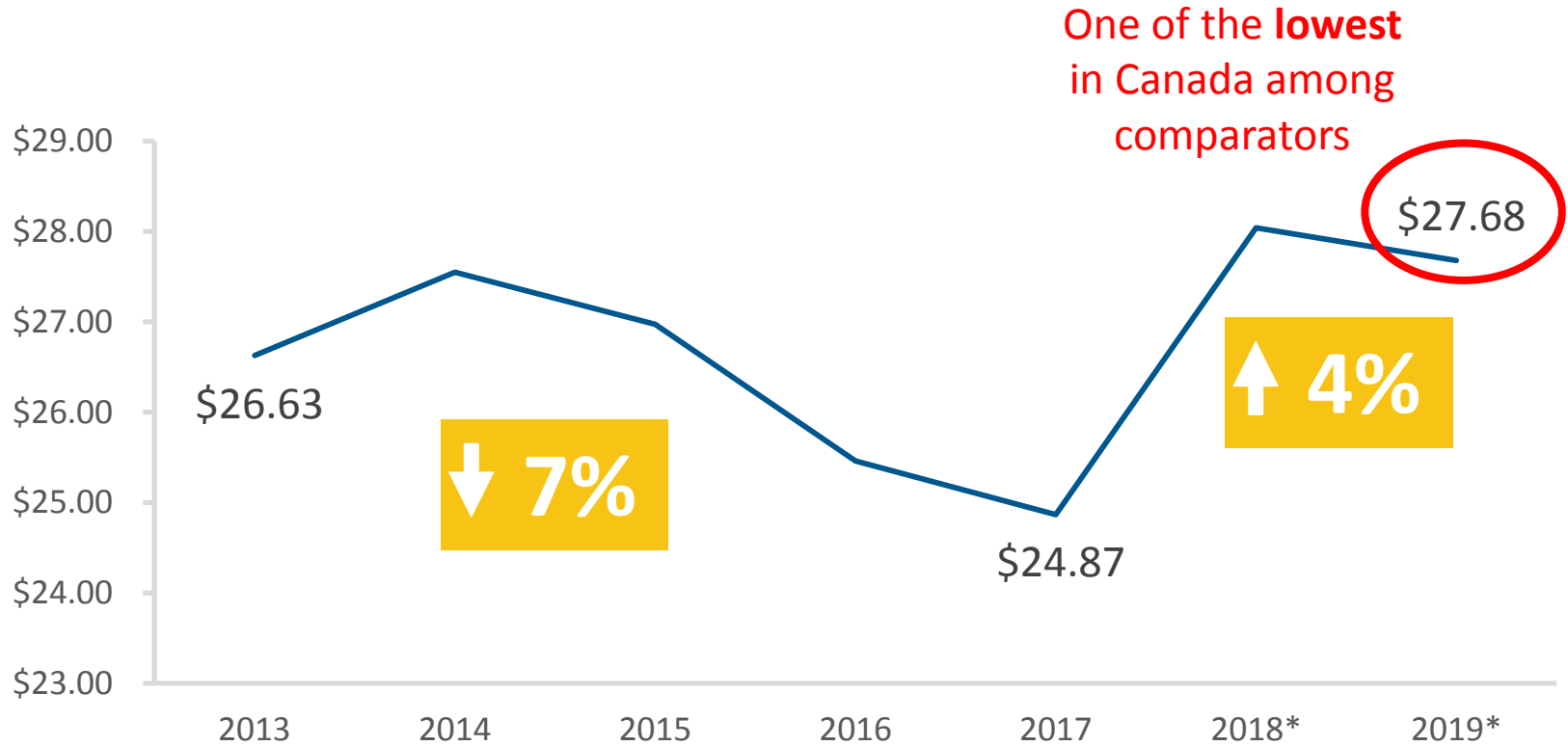
- Operating Agreement
- Equipment challenges / refresh
- Adoption rate / retiring tickets

# PARATRANSIT (DARTS) TRIPS



\* projected

# PARATRANSIT COST PER TRIP



# SUMMARY OF BUDGET/ACTUALS

Year	BUDGET (Council)	ACTUAL (Municipal Contribution)	DIFFERENCE
2017	\$15.9M	\$17.1M	\$1.2M
2018	\$17.5M	\$20.3M**	\$2.8M**
Adjusted 2019 budget*	\$21.8M		\$1.5M

\* 2019 Paratransit budget was realigned to reflect previous actuals

\*\* Projected

# PARATRANSIT 2019 BUDGET AND DRIVERS

- Number of trips drives cost
  - Increase in trips
  - More registered and active customers than projected
- Employee-related costs
- Fleet transition
  - Unrealized productivity rates (trips / hour) on new vehicles
  - Short-term vehicle leases



GO BULLDOGS GO!

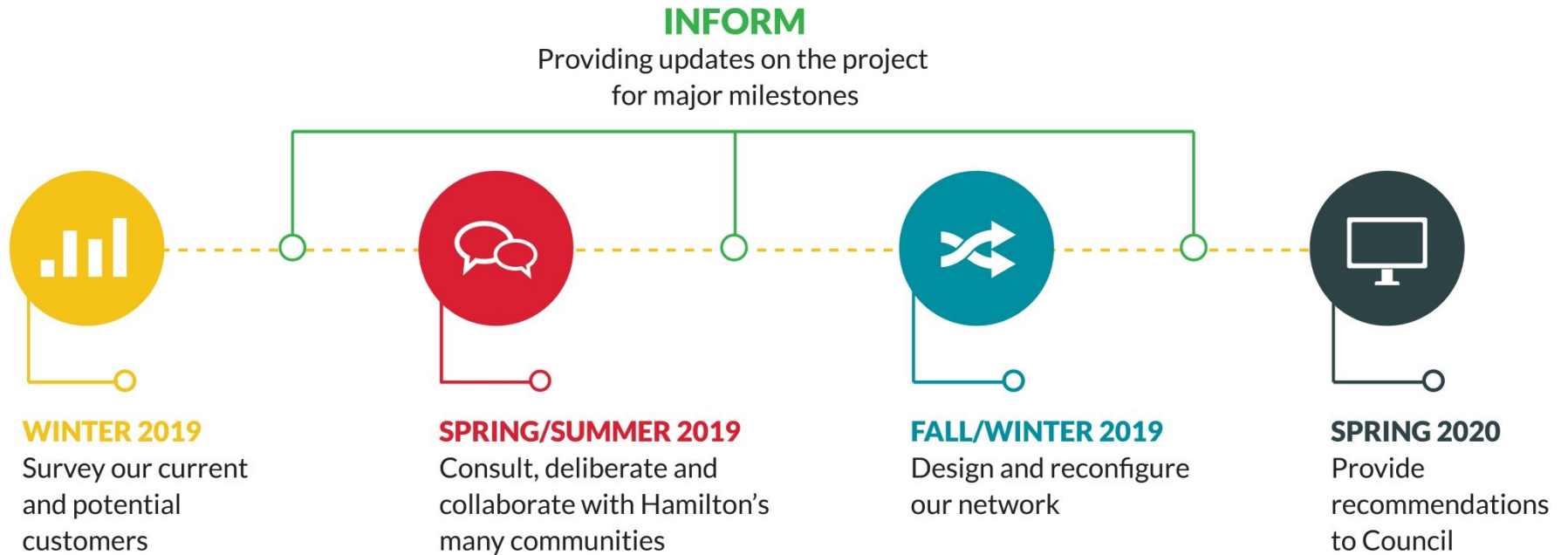
# 2019 AND BEYOND



# (Re)envision the HSR



# (Re)envision the HSR



- Incorporate the recommendations from (re)envision project into the 10 Year Local Transit Strategy
- Implementation of approved service improvements in years 5-10 with a focus on modal split
- Planning and preparing for LRT construction and reconfiguration
- Maintenance and Storage Facility

- Collective Bargaining Agreement
- Fare Policies
- Industry Impacts - Electric Buses / Autonomous Vehicles
- PTIF Phase 2 - Investing in Canada Infrastructure Program (ICIP)

# PROVINCIAL POLICY CHANGE



Newsroom

*News Release*

## **Government for the People to Lower Student Tuition Burden by 10 per cent**

January 17, 2019

**First ever province-wide tuition reduction will make college and university more affordable and accessible for students and families, while empowering students to choose how fees are spent**

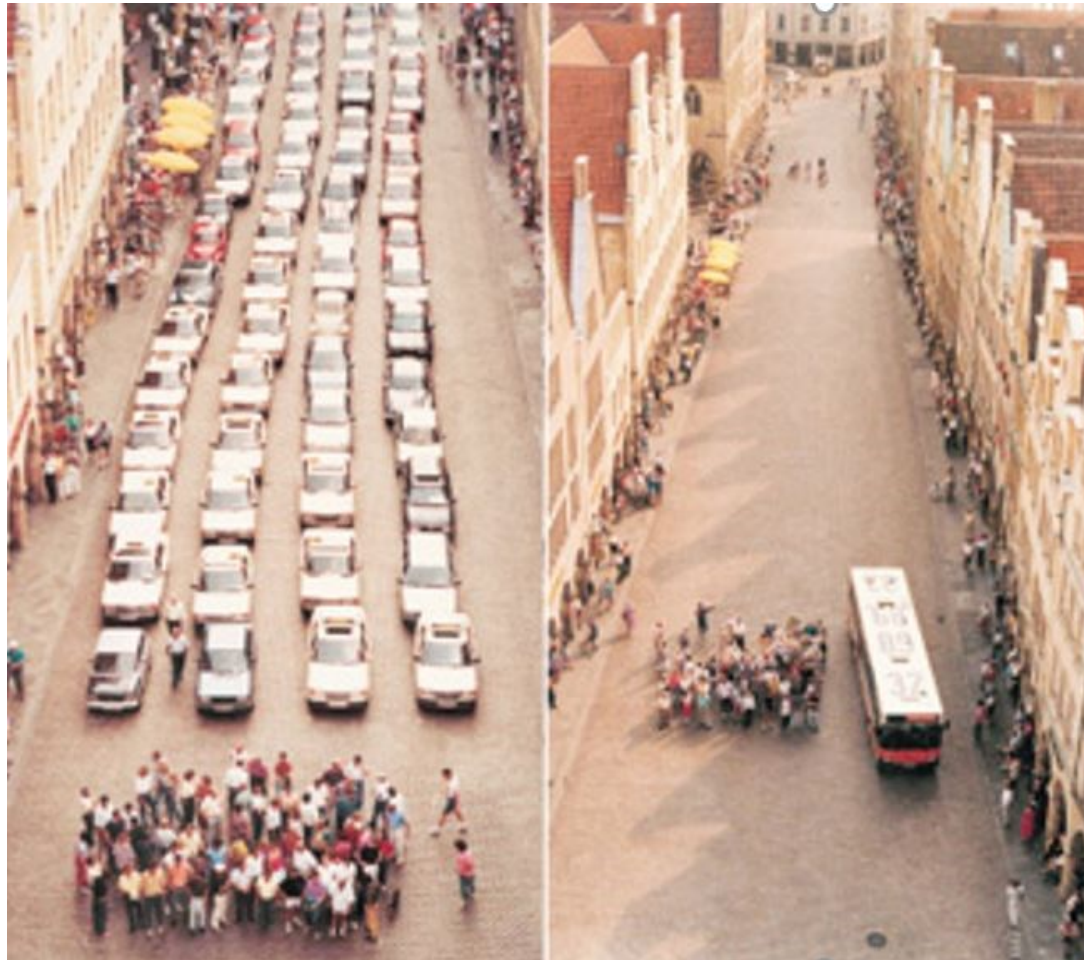
For the first time in Ontario, students at every publicly-assisted college and university will see their tuition rates go down by 10 per cent thanks to a province-wide tuition rate reduction introduced by Ontario's Government for the People. The tuition rate reduction is the latest step in the Ford Government's plan to keep more money in the pockets of Ontario students and families.

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# TRANSIT IS MORE THAN JUST A BUS

- It's more than just a bus – *it's about people*
- Benefits to the community
- Environmentally responsible
- Building for the future

**THANK YOU**







# TRANSIT

# YOUR FIRST CHOICE

# 8.1

## CITY OF HAMILTON MOTION

**General Issues Committee (Operating Budget): January 25, 2019**

**MOVED BY COUNCILLOR T. JACKSON.....**

**SECONDED BY MAYOR / COUNCILLOR.....**

### **DARTS Transit, Hamilton**

- (a) That the CEO/Executive Director of DARTS Transit, Hamilton, be requested to attend the February 11, 2019 General Issues Committee budget delegation meeting to provided clarity to the existing relationship between DARTS and the City of Hamilton, with that information to include, but not be limited to, the following:
  - (i) Board Appointments Process;
  - (ii) Governance Structure; and,
  - (iii) Budget;
  
- (b) That the 5-minute speaking limit, outlined in sub-section (6), Section 5.11 – Delegations, of the Procedural by law 18-270, be waived and the delegation be permitted to take the appropriate time required to provide the information requested by Committee; and,
  
- (c) That the presentation from the CEO/Executive Director of DARTS Transit, Hamilton, respecting the existing relationship between DARTS and the City of Hamilton, be heard last on the February 11, 2019 General Issues Committee agenda, to allow for the appropriate discussion and in consideration of the other delegates present that day.

# CITY OF HAMILTON MOTION

General Issues Committee: January 25, 2019

**MOVED BY COUNCILLOR L. FERGUSON.....**

**SECONDED BY MAYOR / COUNCILLOR.....**

**Review of the Service Delivery Model for Accessible Transit**

WHEREAS, the Disabled and Aged Regional Transit System (DARTS) provides paratransit service for people with disabilities on behalf of the City of Hamilton, through a Master Operational Agreement;

WHEREAS, the number of trips per year continues to rise, causing an increase in costs; and,

WHEREAS, it is desirable from a continuous improvement perspective to review the available options for the delivery of paratransit service in the City of Hamilton;

THEREFORE, BE IT RESOLVED:

That staff be directed to review the service delivery model for accessible transit and report back to Public Works Committee with possible options for future models to maximize cost efficiency and optimize service delivery.