




Hamilton

INFORMATION REPORT

TO:	Chair and Members Accessible Transit Services Review Sub-Committee
COMMITTEE DATE:	October 13, 2016
SUBJECT/REPORT NO:	Feasibility of Moving from the Current "Shared Ride" Accessible Transportation System to a 3-year Pilot Program for a 100% "On Demand" Accessible Transportation System Operated by the Taxi Industry (DARTS) (PW16090)(City Wide) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	George Brovac Manager, Accessible Transportation Services (905) 546-2424, Extension 1666
SUBMITTED BY:	Debbie Dalle Vedove Director of Transit Public Works Department
SIGNATURE:	

Council Direction:

At the April 13, 2016 City Council meeting, it was approved:

- (a) That staff be directed to report back to the Accessible Transit Services Review Sub-Committee respecting the feasibility of moving from the current "Shared Ride" Accessible Transportation System to a 3-year pilot program for a 100% "On Demand" Accessible Transportation System operated by the Taxi Industry and;
- (b) That following the receipt of the staff report respecting the feasibility of moving to a 100% "On Demand" Accessible Transportation System operated by the Taxi Industry, and should that program be implemented, that staff report back to the Accessible Transit Services Review Sub-Committee with an analysis of any complaints received as well as passenger satisfaction and cost.

Information:

At the March 31, 2016 Accessible Transit Services Review Sub-Committee a presentation was made by members of the City's Advisory Committee for Persons with Disabilities (ACPD) which lead to the above noted recommendations; specifically the undertaking of a 3 year pilot program for a 100% "On Demand" Accessible Transportation System.

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Accessible Transportation Service (ATS) staff has had an opportunity to review the presentation from ACPD and provide the following:

- the cost of \$36 for a shared ride trip on DARTS is out dated; the ACPD presentation was based on 2013 and 2014 trips costs;
- the projected saving outlined of \$5.5M to \$6.3M by moving to an “On Demand” service will not be achieved.

At the General Issues Committee on Friday February 19, 2016 ATS staff made a presentation on the future direction of specialized transit in Hamilton which highlighted the annual projected service trip costs to be:

- 2015 of \$28.49
- 2016 of \$27.46
- 2017 of \$22.06
- 2018 of \$23.00

The reduction in costs is a direct result of decreasing the number of DARTS buses and replacing them with accessible and non-accessible vans.

However the ACPD presentation outlined the significant operational benefits of an “On Demand” Accessible Transportation System such as:

- All service costs go directly to the trip rather than administration
- Highest possible customer satisfaction
- Achieve full accommodation; zero denials
- Eliminate problematic service related policies
- Significantly reduce complaints relating to service delivery policies
- Reduce staffing compliment

Conversely implementing an on demand system whether permanently or for a three year pilot will cost the City significantly more to deliver. However the inability to forecast the demand would put the City at risk for an indeterminate operating expense to manage the system. Please refer to the below table:

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	2017 BASE	1.5 Trip Multiplier	2.0 Trip Multiplier	3.0 Trip Multiplier
Total Customers	11,862	11,862	11,862	11,862
Active Customers	6,827	6,827	6,827	6,827
*Multiplier	106	159	212	318
Total Trips	723,662	1,085,493	1,447,324	2,170,986
Average Cost Per Trip	\$22.06	\$22.06	\$22.06	\$22.06
Total Cost	\$15,963,984	\$23,945,976	\$31,927,967	\$47,891,951
Variance		\$7,981,992	\$15,963,984	\$31,927,967

*multiplier means the average number of trips an active customer takes per year

Historically the average customer takes 106 trips per year or approximately 2 trips (one trip each way) every week. Moving to a service that duplicates the present on demand metered taxi service without the cost for the customer could easily see the demand double or triple per customer. The inability to forecast the demand would put the City at risk for indeterminate operating expenses and will prevent staff from being able to plan/deliver the service accurately.

Implementing a 3-year pilot program for a 100% "On Demand" Accessible Transportation System operated by the Taxi Industry has limitations/restrictions;

- Requires fleet of accessible vans to match demand or service related issues will remain (cancels, denied trips, refused trip)
- Unable to determine appropriate fleet size
- Potential for cost overrun if uptake for alternative service exceeds expectations

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