



PUBLIC WORKS COMMITTEE

REPORT 17-003

9:30 a.m.

Monday, February 27, 2017

Council Chambers

Hamilton City Hall

71 Main Street West

Present: Councillor A. VanderBeek (Chair)
Councillor L. Ferguson (Vice Chair)
Councillors S. Merulla, C. Collins, T. Jackson, T. Whitehead
and D. Conley

**Absent
with Regrets:** Councillor R. Pasuta – Sick Leave

Also Present: Councillor M. Pearson

THE PUBLIC WORKS COMMITTEE PRESENTS REPORT 17-003 AND RESPECTFULLY RECOMMENDS:

**1. Woodward Avenue Wastewater Treatment Plant Digester Gas Methane
Sphere Recoating (PW17013) (Ward 4) (Item 5.2)**

That Report PW17013 respecting the Woodward Avenue Wastewater Treatment Plant Digester Gas Methane Sphere Recoating, be received.

**2. Update on Construction/Tree Damage Concerns on Greening Avenue
(FCS17026) (City Wide) (Item 5.3)**

That Report FCS17026 respecting an Update on Construction/Tree Damage Concerns on Greening Avenue, be received.

3. Communal Well System in the Community of Lynden, Schedule "C" Municipal Class Environmental Assessment (PW17015) (Ward 14) (Item 5.4)

- (a) That the General Manager, Public Works Department, be authorized and directed to file the Notice of Completion and issue the Communal Well System in the Community of Lynden, Schedule 'C' Municipal Class Environmental Assessment Study Report for the mandatory 30-day review period;
- (b) That upon completion of the 30-day public review period, the General Manager, Public Works Department, be authorized and directed to proceed with the implementation of the preferred alternative within the Communal Well System in the Community of Lynden, Schedule 'C' Municipal Class Environmental Assessment provided that no substantial comments by the public or Part 2 Orders received by the Ministry of the Environment and Climate Change (MOECC) are received;
- (c) That an additional \$930K be included in the 2018 Rate Budget to supplement Project ID No.5141666608 in order to update the total budget requirement to \$4.18M (including \$3.8M design/construction budget and \$380K for internal resource/staffing) for the preferred design concept outlined in the Environmental Assessment Study Report.

4. Proposed Permanent Closure and Sale of a Portion of Road Allowance Abutting 935 Ridge Road, Hamilton (PW17011) (Ward 11) (Item 6.1)

That the application of the owner of 935 Ridge Road, Hamilton, to permanently close and purchase a portion of road allowance abutting the east side of 935 Ridge Road, Hamilton, as shown on Appendix "A", attached to PW Report 17-003, be approved, subject to the following conditions:

- (a) That the City Solicitor be authorized and directed to prepare a by-law to permanently close the highway;
- (b) That the appropriate by-law be introduced and enacted by Council;
- (c) That the Economic Development and Real Estate Division of the Planning and Economic Development Department be authorized and directed to sell the closed highway to the owner of 935 Ridge Road, Hamilton, in accordance with the Procedural By-law for the Sale of Land, By-law No. 04-299 at fair market value;
- (d) That the City Solicitor be authorized and directed to register a certified copy of the by-law permanently closing the highway in the proper land registry office, upon confirmation from the Public Works Department that all applicable fees and costs associated with the application have been paid by the applicant;

- (e) That the by-law permanently closing the highway does not take effect until a certified copy of the by-law is registered in the proper land registry office;
 - (f) That the Public Works Department publish a notice pursuant of the City's intention to pass the by-law pursuant to City of Hamilton By-law 04-299 being a By-law to Establish Procedures, including the Giving of Notice to the Public, Governing the Sale of Land Owned by the City of Hamilton.
- 5. Roxborough Park Redevelopment – 70 Reid Avenue North, Hamilton (PW17012) (Ward 4) (Item 8.1)**
- (a) That the Roxborough Park Redevelopment Design Project at a cost of \$91,000 be approved;
 - (b) That the 2017 Roxborough Park Redevelopment Design Project be funded from the existing McQuesten Urban Fitness Trail Capital Project (4401656615) for \$60,000 and from the Ward 4 Area Rating (108054) fund for the remaining \$31,000;
 - (c) That staff be directed to investigate options with Corporate Finance and the Ward Councillor for the construction costs for the Roxborough Park Redevelopment project as part of a future Capital Budget process for Council's consideration.
- 6. Report 17-001 of the Accessible Transit Services Review Sub-Committee dated February 9, 2017 (Item 8.2)**
- (a) **Correspondence from a DARTS Client respecting Questions/Suggestions for the Sub-committee (Item 5.1)**

That the correspondence from a DARTS Client, attached as Appendix "B" to PW Report 17-003, respecting Questions/Suggestions for the Sub-committee, be referred to the Disabled and Aged Regional Transit Services (DARTS) for a response back to the ATS Review Sub-committee.
 - (b) **Methodology Used for the City of Hamilton Customer Survey for the Disabled and Aged Regional Transportation System (DARTS) (PW16089) (City Wide) (Item 8.1)**

That Report PW16089, attached as Appendix "C" to PW Report 17-003, respecting Methodology Used for the City of Hamilton Customer Survey for the Disabled and Aged Regional Transportation System (DARTS), be received.

- (c) **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) (Item 8.2)**

That Report PW16090, attached as Appendix “D” to PW Report 17-003, respecting 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), be received;

- (d) ***That should Items a, b and c of Report 17-001 of the Accessible Transit Services Review Sub-Committee dated February 9, 2017 have any financial impact that they be referred to the 2017 Budget process.***

7. **Delegated Authority to Temporarily Close Roadways for Special Events – Ward Notification (TOE02009(c)) (City Wide) (Item 8.3)**

That Report TOE02009(c) respecting Delegated Authority to Temporarily Close Roadways for Special Events – Ward Notification, be received.

8. **Sewer Pipe at 148 Pine Drive, Stoney Creek (Ward 10) (Added Item 10.1)**

WHEREAS, during the construction of a new home at 148 Pine Drive the homeowners discovered a large 600mm (24 inch) concrete sewer pipe; and,

WHEREAS the review by City staff did not locate any documentation to indicate the owner of the pipe; and,

WHEREAS, the pipe is located on private property and therefore a motion is required to direct staff to undertake any work that may be required to this pipe,

THEREFORE BE IT RESOLVED:

- (a) That the 600 mm concrete storm sewer pipe located on private property at 148 Pine Drive be treated as City owned,
- (b) That staff be directed to investigate the pipe at 148 Pine Drive to determine whether it is a functioning storm sewer and that the City be responsible for 100% of the associated costs for this investigative work,

- (c) That in the event that the sewer pipe is not a functioning storm sewer, staff be authorized and directed to either remove or abandon-in-place the sewer pipe, whichever is determined by the General Manager of Public Works to be most appropriate, and that the City be responsible for 100% of the associated costs for this work,
- (d) That on behalf of the City, the General Manager of Public Works be authorized and directed to enter into and execute any legal agreements and other documents required for the implementation of subsections (a), (b) and (c) with content acceptable to the General Manager of Public Works, and in a form satisfactory to the City Solicitor.

9. Victoria Park Splash Pad Resurfacing (Added Item 10.2)

That an additional amount of \$40,000 for the Resurfacing of the Splash Pad at Victoria Park (Project ID 4241509110) be funded from the Ward 1 Special Capital Reinvestment Area Rating Reserve (108051) to permit a full rehabilitation of the spray pad at Victoria Park, including new spray pad features.

10. Traffic Incidents on the LINC and Red Hill Valley Parkway (Added Item 10.3)

That staff from Traffic Operations be directed to consult with the Hamilton Police Service to bring forward a plan to report yearly on fatal incidents on the LINC and Red Hill Valley Parkway (in the time since those roads have been opened) and that the report identify the causes of the incidents.

FOR THE INFORMATION OF COUNCIL:

(a) APPROVAL OF THE AGENDA (Item 1)

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

1. ADDED NOTICES OF MOTION

- 10.1 Sewer Pipe at 148 Pine Drive, Stoney Creek (Ward 10)
- 10.2 Victoria Park Splash Pad Resurfacing

2. ADDED GENERAL INFORMATION/OTHER BUSINESS

11.2 Repairs to the Claremont Access

The Agenda for the February 27, 2017 meeting of the Public Works Committee was approved, as amended.

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 3)

(i) February 13, 2017 (Item 3.1)

The Minutes of the February 13, 2017 Public Works Committee meeting were approved, as presented.

(d) CONSENT ITEMS (Item 5)

(i) Minutes of the Halton-Hamilton Source Protection Committee for 2016 (Item 5.1)

The Minutes of the Halton-Hamilton Source Protection Committee meetings held in 2016, were received.

(ii) Minutes of the Waste Management Advisory Committee – September 22, 2016 (Item 5.5)

The Minutes of the Waste Management Advisory Committee dated September 22, 2016, were received.

(e) PUBLIC HEARINGS/DELEGATIONS (Item 6)

(i) Proposed Permanent Closure and Sale of a Portion of Road Allowance Abutting 935 Ridge Road, Hamilton (PW17011) (Ward 11) (Item 6.1)

Chair VanderBeek informed Committee members that because Item 6.1 relates to a proposed permanent closure and sale of a portion of a road allowance that a public meeting was required.

Chair VanderBeek indicated that a notice about the public meeting was placed in local newspapers and posted on the City's website advising that anyone whose lands are prejudicially affected may appear before the Committee.

The Committee Clerk advised that no individuals registered to speak to this issue.

Chair VanderBeek asked if there were any members of the public who wished to come forward to speak to this matter. No members of the public came forward.

For disposition of this matter, refer to Item 4.

(f) DISCUSSION ITEMS (Item 8)

(i) Report 17-001 of the Accessible Transit Services Review Sub-Committee dated February 9, 2017 (Item 8.2)

Should Items 1, 2 and 3 of Report 17-001 of the Accessible Transit Services Review Sub-Committee dated February 9, 2017 have any financial impact that they be referred to the 2017 Budget process.

For disposition of this matter, refer to Item 6.

(ii) Delegated Authority to Temporarily Close Roadways for Special Events – Ward Notification (TOE02009(c)) (City Wide) (Item 8.3)

In consultation with the Special Events Advisory Team, Public Works staff were directed to provide a comprehensive report on the issue of Temporary Road Closures for Special Events and report back to the Public Works Committee.

For disposition of this matter, refer to Item 7.

(iii) Delegated Authority to Temporarily Close Roadways for Special Events (TOE02009(b)) (City Wide) (tabled at the January 16, 2017 Public Works Committee meeting) (Item 8.4)

This Item remained TABLED until an updated report respecting the matter comes before the Public Works Committee.

(g) MOTIONS (Item 9)

(i) Status Report about Issues Relating to the LINC and Red Hill Valley Parkway (Added Item 9.1)

(a) That staff be directed to bring back an Information Report to the Public Works Committee respecting the status of installing medians/other barriers on the LINC and Red Hill Valley Parkway

(RHVP) and that the report contain information about the cost of such measures;

- (b) That the Information Report consider how any changes to the LINC and RHVP are tied in to the Transportation Master Plan.

(h) NOTICES OF MOTIONS (Item 10)

- (i) Sewer Pipe at 148 Pine Drive, Stoney Creek (Ward 10) (Added Item 10.1)**

Councillor Conley introduced the following Notice of Motion:

WHEREAS, during the construction of a new home at 148 Pine Drive the homeowners discovered a large 600mm (24 inch) concrete sewer pipe; and,

WHEREAS the review by City staff did not locate any documentation to indicate the owner of the pipe; and,

WHEREAS, the pipe is located on private property and therefore a motion is required to direct staff to undertake any work that may be required to this pipe,

THEREFORE BE IT RESOLVED:

- (a) That the 600 mm concrete storm sewer pipe located on private property at 148 Pine Drive be treated as City owned,
- (b) That staff be directed to investigate the pipe at 148 Pine Drive to determine whether it is a functioning storm sewer and that the City be responsible for 100% of the associated costs for this investigative work,
- (c) That in the event that the sewer pipe is not a functioning storm sewer, staff be authorized and directed to either remove or abandon-in-place the sewer pipe, whichever is determined by the General Manager of Public Works to be most appropriate, and that the City be responsible for 100% of the associated costs for this work,
- (d) That on behalf of the City, the General Manager of Public Works be authorized and directed to enter into and execute any legal agreements and other documents required for the implementation

of subsections (a), (b) and (c) with content acceptable to the General Manager of Public Works, and in a form satisfactory to the City Solicitor.

The Rules of Order were waived in order to allow for the introduction of a motion respecting a Sewer Pipe at 148 Pine Drive, Stoney Creek (Ward 10).

For disposition of this matter, refer to Item 8.

(ii) Victoria Park Splash Pad Resurfacing (Added Item 10.2)

Councillor Collins introduced the following Notice of Motion:

That an additional amount of \$40,000 for the Resurfacing of the Splash Pad at Victoria Park (Project ID 4241509110) be funded from the Ward 1 Special Capital Reinvestment Area Rating Reserve (108051) to permit a full rehabilitation of the spray pad at Victoria Park, including new spray pad features.

The Rules of Order were waived in order to allow for the introduction of a motion respecting the Victoria Park Splash Pad Resurfacing.

For disposition of this matter, refer to Item 9.

(iii) Traffic Incidents on the LINC and Red Hill Valley Parkway (Added Item 10.3)

Councillor Merulla introduced the following Notice of Motion:

That staff from Traffic Operations be directed to consult with the Hamilton Police Service to bring forward a plan to report yearly on fatal incidents on the LINC and Red Hill Valley Parkway (in the time since those roads have been opened) and that the report identify the causes of the incidents.

The Rules of Order were waived in order to allow for the introduction of a motion respecting Traffic Incidents on the LINC and Red Hill Valley Parkway.

For disposition of this matter, refer to Item 10.

(iv) Status Report about Issues Relating to the LINC and Red Hill Valley Parkway (Added Item 10.4)

Councillor Collins introduced the following Notice of Motion:

- (a) That staff be directed to bring back an Information Report to the Public Works Committee respecting the status of installing medians/other barriers on the LINC and Red Hill Valley Parkway (RHVP) and that the report contain information about the cost of such measures;
- (b) That the Information Report consider how any changes to the LINC and RHVP are tied in to the Transportation Master Plan.

The Rules of Order were waived in order to allow for the introduction of a motion respecting Status Report about Issues Relating to the LINC and Red Hill Valley Parkway.

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

(i) GENERAL INFORMATION/OTHER BUSINESS (Item 11)

(i) Changes to the Outstanding Business List (Item 11.1)

(a) The following Items were considered complete and removed:

- (i) Update on Construction/Tree Damage Concerns on Green Avenue
- (ii) Roxborough Park Redevelopment

(b) The following Items required a new due date:

- (i) Bidirectional Bike Lane Project – South Side of Cannon from Sherman to Bay
Current Date: February 13, 2017
Revised Date: April 3, 2017
- (ii) Disability Identification
Current Date: April 20, 2017
Revised Date: October 30, 2017
- (iii) Comprehensive Plan to Improve Road Safety
Current Date: March 20, 2017
Revised Date: May 15, 2017
- (iv) Public Works Department Structure
Current Date: February 13, 2017
Revised Date: March 20, 2017

- (v) Strategic Road Safety Program Update
Current Date: March 20, 2017
Revised Date: May 15, 2017

(iii) Repairs to the Claremont Access (Added Item 11.2)

Mr. Brian Hughes, Manager, Capital Rehabilitation and Technical Operation, provided the Committee with a verbal update about Repairs to the Claremont Access.

The verbal update respecting Repairs to the Claremont Access, was received.

(iv) Incidents of Water Damage (Added Item 11.3)

Staff were directed to investigate the cause of damage, to both public and private property, resulting from an adverse operating condition in the water system (which appears to be the result of a power supply issue) outside of the Woodward Avenue Facility, and report the findings back to the Public Works Committee.

(j) PRIVATE AND CONFIDENTIAL (Item 12)

(i) Closed Session Minutes, February 13, 2017 (Item 12.1)

The Committee determined that no discussion of the Closed Session Minutes of February 13, 2017 was required, and the Minutes were approved in Open Session as shown below:

- (a) That the Closed Session Minutes of the February 13, 2017 Public Works Committee meeting be approved, as presented; and,
- (b) That the Closed Session Minutes of the February 13, 2017 Public Works Committee remain confidential.

(k) ADJOURNMENT (Item 13)

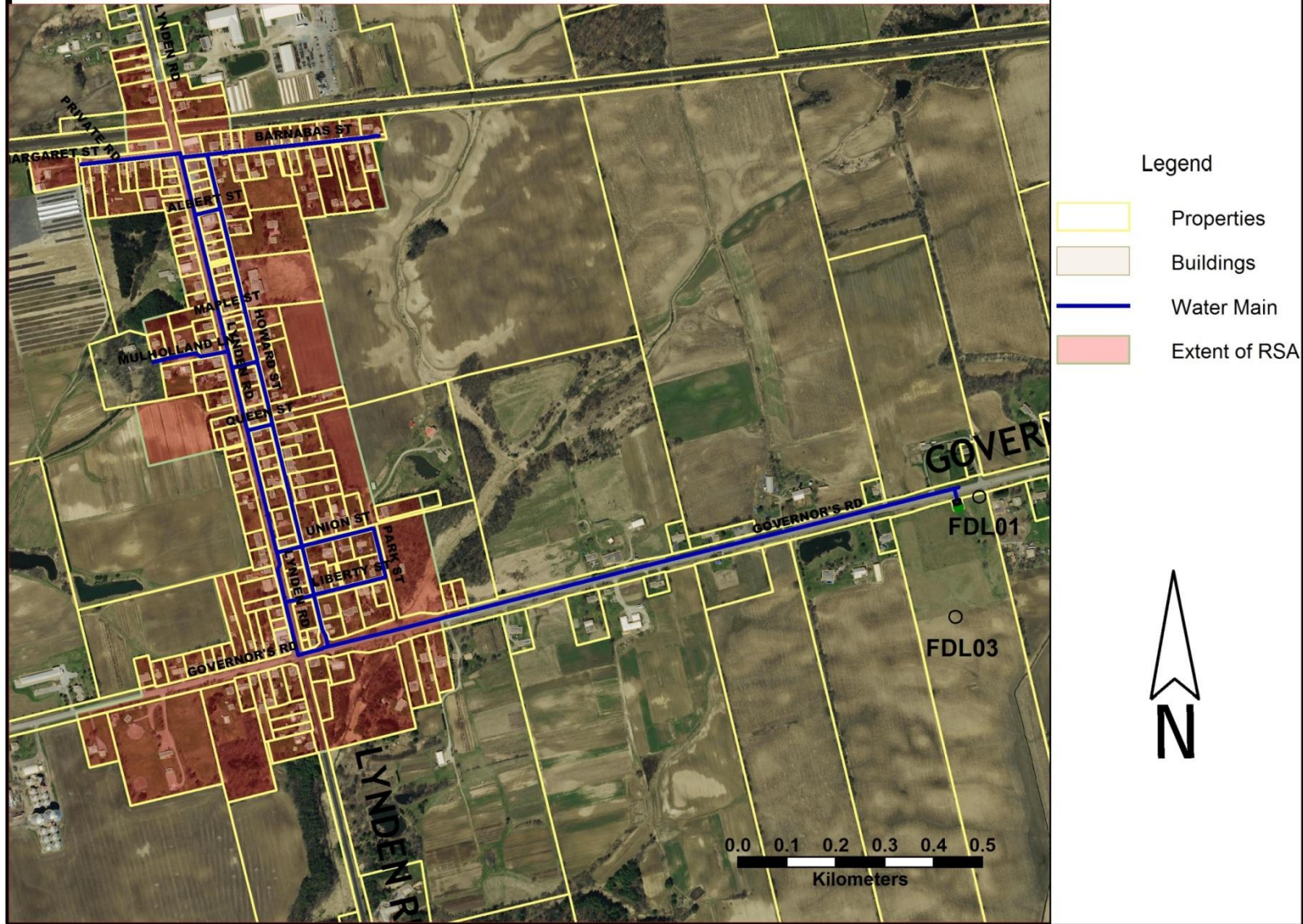
There being no further business, the Public Works Committee adjourned at 10:43 a.m.

Respectfully submitted,

Councillor A. VanderBeek
Chair, Public Works Committee

Lauri Leduc
Legislative Coordinator
Office of the City Clerk

Lynden Rural Settlement Area - Communal Well System



Accessible Transit Services Review Sub-Committee

Meeting on Thursday, October 13, 2016

Questions/Suggestions for the Sub-Committee:

1. Can supervisory staff be available on evenings and weekends to the clients, to resolve major issues when they occur? When an issue occurs outside regular business hours, clients must wait until the next business day to discuss the matter with a supervisor. This does not resolve the situation at the time.
2. Can greater effort be made to ensure adherence to the DARTS policy that no one remains on a vehicle for greater than one hour? Extenuating circumstances such as accidents and inclement weather are understandable. Situations where there appears to be no reason other than poor scheduling are uncomfortable, complicated for clients (who may miss a meal at their facility of residence as a result), and frustrating.
3. Can reservation staff give greater consideration to the person to whom they are speaking, when they conduct a booking transaction, or call a client with information? Since clients who utilize DARTS services may have health issues which slow their processing of information, reservation staff should be reminded to speak more slowly, and to also allow time to listen to the client. This will allow the client to absorb the information being given.

Thank you very much for your attention to the above recommendations. These improvements will be greatly appreciated by the many clients relying on DARTS transportation within the City of Hamilton.

Respectfully submitted,

DARTS client, and occasional facilitator for other clients



Hamilton

INFORMATION REPORT

TO:	Chair and Members Accessible Transit Services Review Sub-Committee
COMMITTEE DATE:	October 13, 2016
SUBJECT/REPORT NO:	Methodology Used for the City of Hamilton Customer Survey for the Disabled and Aged Regional Transportation System (DARTS) (PW16089) (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, a motion was approved that staff be directed to report to the Accessible Transit Services Review Sub-Committee at a future meeting with a detailed explanation of the methodology used for The City of Hamilton Customer Survey for the Disabled and Regional Transit System (DARTS).

Information:

At the September 2014 General Issues Committee (GIC) it was recommended:

- That Staff be directed to work collaboratively with DARTS and report to the Accessible Transit Services Review Committee with a proposed Terms of Reference for undertaking an independent, third-party survey of DARTS passengers to examine ways to improve service.

As a result, a working group was formed which consisted of representatives from Accessible Transportation Services (ATS), DARTS and the DARTS Board. During the next few months, the group developed the Terms of Reference for the survey which stated the following:

- That the survey randomly include active customers, caregivers and program/agency staff; and,

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SUBJECT: Methodology Used for the City of Hamilton Customer Survey for the Disabled and Aged Regional Transportation System (DARTS) (PW16089) (City Wide) - Page 2 of 3

- That the survey be transparent, confidential and impartial

The survey group worked with the City's Procurement team through the Request for Proposal (RFP) process in terms of reviewing and evaluating submissions received from proponents who expressed interest in conducting the survey.

The RFP resulted in a total of four (4) proposals that were received. Through a detailed evaluation, Forum Research Inc. was awarded the contract since they successfully met the submission requirements and were the lowest bidder which complies with City policy.

Company	Target Audience (4500 active customers)	Margin of Error	Proposal – Scope of Work	Number of Surveys completed
Forum Research Inc.	400 random customer surveys / 5 random agency interviews	+/- 5%	Computer Assisted Telephone Interviewing (CATI) / In-depth telephone interviews of agencies	402 telephone / 5 agency interviews
B.	500 random customer surveys	+/- 4.1%	Computer Assisted Telephone Interviewing (CATI) Computer Assisted Web Interviewing (CAWI) follow up by phone to ensure that respondents completed survey	N/A
C.	950 random customer surveys / 5 random agency interviews	+/- 4%	Mail & E-mail / on-board surveys / Telephone Interviewing agency	N/A
D.	500 random customer surveys	+/- 5%	Telephone interviews / Agency surveys will be conducted by telephone or in-person as per agency preference	N/A

All four (4) proponents identified a margin of error of approximately +/- 5 percent and the same scope of work for the survey (i.e. telephone interviews). Additionally, three (3) of the proponents identified a similar target audience of approximately 10 percent of 4,500 active customers (active being passengers who took at least one trip with DARTS in the previous 12 months)

Forum Research Inc. consulted with the working group to establish and develop content for the survey; this included formulating the questions for the survey. The main areas of focus were:

- Service expectations of stakeholders
- Stakeholder understanding of shared ride implications

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**SUBJECT: Methodology Used for the City of Hamilton Customer Survey for the
Disabled and Aged Regional Transportation System (DARTS)
(PW16089) (City Wide) - Page 3 of 3**

- Effectiveness of stakeholder communication/outreach
- Complaint management
- Customer Satisfaction

Methodology

The survey methodology used by Forum Research Inc. consisted of two (2) phases:

- Phase 1 - Respondents were randomly selected from list of all active customers (4500) provided by ATS. Computer-Assisted Telephone-Interviewing (CATI) of randomly selected DARTS customers (75% were DARTS users while 25% were caregivers). The margin of error was +/-5 at 95% confidence level. A total of 402 surveys were completed; and,
- Phase 2 - involved five (5) in-depth telephone interviews of agencies to gain an understanding of user perceptions and expectations of DARTS. Respondents were randomly selected from list of agencies (20) provided by ATS. Most participants interviewed were program supervisors.

Confidentiality

As noted in their proposal, Forum Research Inc. has a very strict practice with respect to confidentiality, such as follows:

Telephone Interviews

- During their introduction, interviewers specifically noted that answers will be kept strictly confidential

Ensure Client Information Confidentiality

- All data collected is secure, private, and disposed of in the correct manner

Data Privacy

- Collection, maintenance, use, storage, general management and reporting of data is potentially subject to *Freedom of Information and Protection of Privacy Act (FIPPA)* & *Personal Information Protection & Electronic Documents Act (PIPEDA)*
- In addition to the requirements of both Acts, Forum Research Inc., also includes the following steps:
 - Office premises, where data is stored, are under 24 hour electronic security
 - All stored data is password protected and encrypted
 - Will destroy all data at conclusion of the contract should the City of Hamilton not require further retention of records

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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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SUBJECT: 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) - Page 2 of 3

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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SUBJECT: 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) - Page 3 of 3

	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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