PRESENTATION OUTLINE

• 10 Year Transit Strategy – Review & Assumptions
• A Look Back
• HSR Today
• 2019 Budget
• 2019 and Beyond
TRANSIT STRATEGIC DIRECTION

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

Our customers are connected to their communities, where they live, work, and play!
2018 ACCOMPLISHMENTS

- **$41,300,000** in revenue collected
- **46%** revenue:cost ratio
- **770,000** DARTS trips provided
- **21,522,000** rides given
- **16,700,000** vehicle kms travelled

- **6** terminals taken care of
- **673** shelters managed
- **2,278** bus stops and managed
- **267** buses

- **2,464,500** Bus Check calls received

Additionally, we introduced **2 new pilot escarpment crossings for Mountain Climber**. (approximate)

Public Works Department
TRANSIT
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.
- Council approved March 2015
- Focusing on moving people quickly and efficiently across Hamilton
10 Year Transit Strategy

Years 1 - 2 → Focus: capacity and deficiencies

Year 3 → Focus: service standards and growth

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

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.

\[ R+B \]
\[ B \]
\[ B \]

= 1 Ride
= 3 Boards
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 2nd 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
10 YEAR TRANSIT STRATEGY: RIDERSHIP ASSUMPTIONS

The diagram shows the ridership assumptions over a 10-year period from 2013 to 2018. The graph compares the 10 Year Plan, Actual ridership, and Budget ridership. The ridership trends are as follows:

- **2013**:
  - 10 Year Plan: 21,000,000
  - Actual: 21,500,000
  - Budget: 22,000,000

- **2014**:
  - 10 Year Plan: 22,000,000
  - Actual: 22,500,000
  - Budget: 23,000,000

- **2015**:
  - 10 Year Plan: 23,000,000
  - Actual: 23,500,000
  - Budget: 24,000,000

- **2016** to **2018**:
  - 10 Year Plan: Increases progressively
  - Actual: Increases progressively
  - Budget: Increases progressively
10 YEAR TRANSIT STRATEGY: REVENUE ASSUMPTIONS

- $32,000,000
- $34,000,000
- $36,000,000
- $38,000,000
- $40,000,000
- $42,000,000
- $44,000,000
- $46,000,000
- $48,000,000
- $50,000,000

Yearly Revenue:
- 2013
- 2014
- 2015
- 2016
- 2017
- 2018

Graph showing revenue from 2013 to 2018, with different lines for 10 Year Plan, Actual, and Budget.
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

$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

![Image of 330 Wentworth]

**OVER CAPACITY**

DESIGNED FOR: 160 SBES
STORED: 177 SBES

**2200 UPPER JAMES**

OPERATIONAL
2000 - CURRENT

![Image of 2200 Upper James]

**OVER CAPACITY**

DESIGNED FOR: 200 SBES
NOW STORING: 290 SBES
10 YEAR TRANSIT STRATEGY: BLAST ASSUMPTIONS

• 10 Minute Peak Service

• Express over Local
Plan entered the ‘growth’ phase in Sept 2018

<table>
<thead>
<tr>
<th></th>
<th>YR1</th>
<th>YR2</th>
<th>2017</th>
<th>YR3</th>
<th>YR4</th>
<th>YR5</th>
<th>YR6</th>
<th>YR7</th>
<th>YR8</th>
<th>YR9</th>
<th>YR10</th>
<th>10 Year Total</th>
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</thead>
<tbody>
<tr>
<td>Deficiencies</td>
<td></td>
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<td>Standards</td>
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<td>Growth</td>
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<tr>
<td>Modal Split</td>
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</tbody>
</table>

**SERVICE**

- **Hours (000's):** 814, 16, 34, 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, $6,500, $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

Public Works Department
TRANSIT
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
In comparison to other cities in the GTHA, Hamilton ranks:

- #1 in 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

Ticket Price ($)

Brampton
Durham
Hamilton
Mississauga
York Region

Adult Ticket
Student Ticket
Cash

$3.00
$3.15
$2.40
$2.55
$3.00
$2.80
$2.00
$2.25
$3.00
$4.00
$3.75
$3.75
$3.75
$4.00

Public Works Department
TRANSIT
MEASURING UP: RIDES PER CAPITA

2006: 48
2013: 45
2017: 42


*within the Transit Urban Boundary

SOURCE: Canadian Urban Transit Association (CUTA)
MEASURING UP: COUNCIL INVESTMENT

Investment per capita

<table>
<thead>
<tr>
<th>City</th>
<th>2006</th>
<th>2013</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brampton</td>
<td>48</td>
<td>84</td>
<td>98</td>
</tr>
<tr>
<td>Durham</td>
<td>39</td>
<td>76</td>
<td>88</td>
</tr>
<tr>
<td>Hamilton</td>
<td>59</td>
<td>66</td>
<td>91</td>
</tr>
<tr>
<td>Mississauga</td>
<td>53</td>
<td>88</td>
<td>101</td>
</tr>
<tr>
<td>York Region</td>
<td>64</td>
<td>88</td>
<td>92</td>
</tr>
</tbody>
</table>

*within the Transit Urban Boundary

SOURCE: Canadian Urban Transit Association (CUTA)
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

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

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

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## HSR Service Standards

<table>
<thead>
<tr>
<th>Coverage</th>
<th>Weekday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Wide Minimum</td>
<td>90% of residents / workplaces within Urban Transit Area to be within 400 metres of Weekday Peak service.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Span (Start of trip)</th>
<th>Weekday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route Maximum</td>
<td>5:00 AM – 2:00 AM</td>
<td>5:00 AM – 2:00 AM</td>
<td>6:00 AM – 12:00 AM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frequency (Time between buses)</th>
<th>Weekday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route Minimum</td>
<td>30 / 30 / 60</td>
<td>30 / 30 / 60</td>
<td>30 / 30 / 60</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Productivity (Boardings per Service Hour)</th>
<th>Weekday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route Minimum</td>
<td>25 / 15 / 15</td>
<td>15 / 15 / 15</td>
<td>15 / 15 / 15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Loading (Expressed as Percentage of Seated Capacity)</th>
<th>Weekday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route Maximum</td>
<td>125 / 100 / 100</td>
<td>100 / 100 / 100</td>
<td>100 / 100 / 100</td>
</tr>
</tbody>
</table>
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

![Bar chart showing the number of boardings throughout the day for Route 44. The chart includes bars for each hour and lines representing the average of Avg Boardings/Trip, Average of Peak Target, and Average of Off Peak/Evening Target.]

- **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)
## 2019 BUDGET DRIVERS - TRANSIT

<table>
<thead>
<tr>
<th>Major Drivers</th>
<th>2018 Restated Net</th>
<th>2019 Preliminary Gross</th>
<th>2019 Preliminary Net</th>
<th>$</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 4 of 10 Year Strategy</td>
<td></td>
<td></td>
<td></td>
<td>$1,784</td>
<td>2.7%</td>
</tr>
<tr>
<td>PRESTO Operating Agreement</td>
<td></td>
<td></td>
<td></td>
<td>$642</td>
<td>1.0%</td>
</tr>
<tr>
<td>DARTS Contractual Increase</td>
<td></td>
<td></td>
<td></td>
<td>$4,284</td>
<td>6.5%</td>
</tr>
<tr>
<td>Employee Related Costs</td>
<td></td>
<td></td>
<td></td>
<td>$1,554</td>
<td>2.4%</td>
</tr>
<tr>
<td>Fleet Reserve Contribution: Year 7 of 8 loss of OBRP Funding</td>
<td></td>
<td></td>
<td></td>
<td>$616</td>
<td>0.9%</td>
</tr>
</tbody>
</table>

**Total Increase and Percentage**  

- **Total Increase**: $9,247  
- **Percentage Increase**: 14.1%
ANNUAL SERVICE PLAN

Annual Service Review

- Frequency: time between buses
- Productivity: boardings per service hour
- Coverage: geographical service area
- Loading: percentage of seats filled
- Engagement

Annual Service Plan

- 10 Year Transit Strategy
## YEAR FOUR: SERVICE ENHANCEMENTS

<table>
<thead>
<tr>
<th>Route(s)</th>
<th>Areas</th>
<th>Enhancement</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 B-Line, 1 King, 51 University</td>
<td>King/Main/Queenston Corridor</td>
<td>Introduce new evening and Saturday service on the B Line and increased frequency weekday</td>
</tr>
<tr>
<td>44 Rymal</td>
<td>Mountain</td>
<td>Increased frequency extending to Centennial GO</td>
</tr>
<tr>
<td>20 A-Line, 22 Upper Ottawa, 34 Upper Paradise</td>
<td>Mountain to Downtown</td>
<td>Improved frequency to meet demands</td>
</tr>
</tbody>
</table>
# YEAR FOUR: SERVICE ENHANCEMENTS

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

One of the highest in Canada among comparators

* projected
PARATRANSIT COST PER TRIP

One of the **lowest** in Canada among comparators

- $26.63 (2013)
- $24.87 (2014)
- $27.68 (2018*)

*Note: The cost for 2019* is projected.
## SUMMARY OF BUDGET/ACTUALS

<table>
<thead>
<tr>
<th>Year</th>
<th>BUDGET (Council)</th>
<th>ACTUAL (Municipal Contribution)</th>
<th>DIFFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>$15.9M</td>
<td>$17.1M</td>
<td>$1.2M</td>
</tr>
<tr>
<td>2018</td>
<td>$17.5M</td>
<td>$20.3M**</td>
<td>$2.8M**</td>
</tr>
<tr>
<td>Adjusted 2019 budget*</td>
<td>$21.8M</td>
<td></td>
<td>$1.5M</td>
</tr>
</tbody>
</table>

* 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
2019 AND BEYOND
(Re)envision the HSR

INFORM
Providing updates on the project for major milestones

WINTER 2019
Survey our current and potential customers

SPRING/SUMMER 2019
Consult, deliberate and collaborate with Hamilton’s many communities

FALL/WINTER 2019
Design and reconfigure our network

SPRING 2020
Provide recommendations to Council
2019 & BEYOND

• 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
2019 & BEYOND

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