

FEB 11, 2019

Report to GIC of Council

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Historical Context

EARLY DAYS OF DARTS

1975-1980 - Provincially Co-Funded – Regional Service

- Organizational Meetings and early Service Pilots
- 13 Service Agencies, Regional Government and HSR

1982-1994 Joint Governance with the Province

- Difficult for Region to control access to service with Provincial funding – Urban and Rural
- Growth is much faster than other municipalities

1994 – Region - Funded Service Only

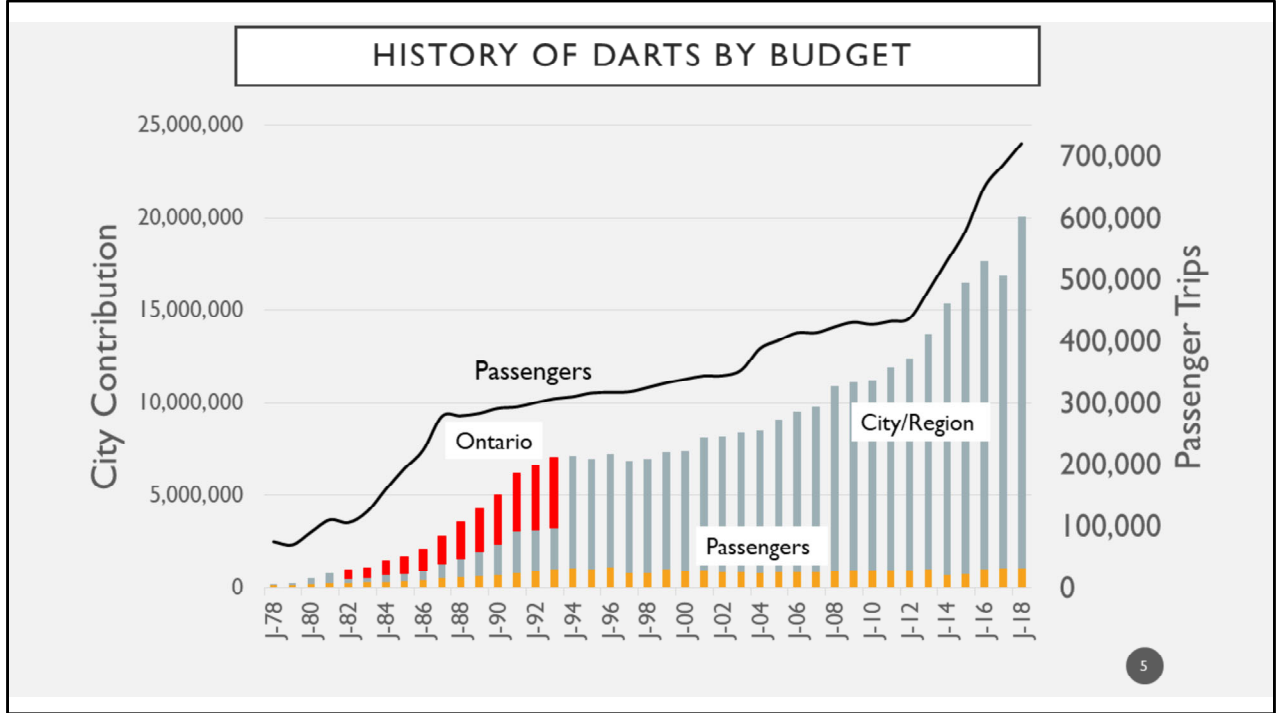
- Urban and Rural Service
- Region now responsible for the entire cost of the service

2001 – Region becomes City

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

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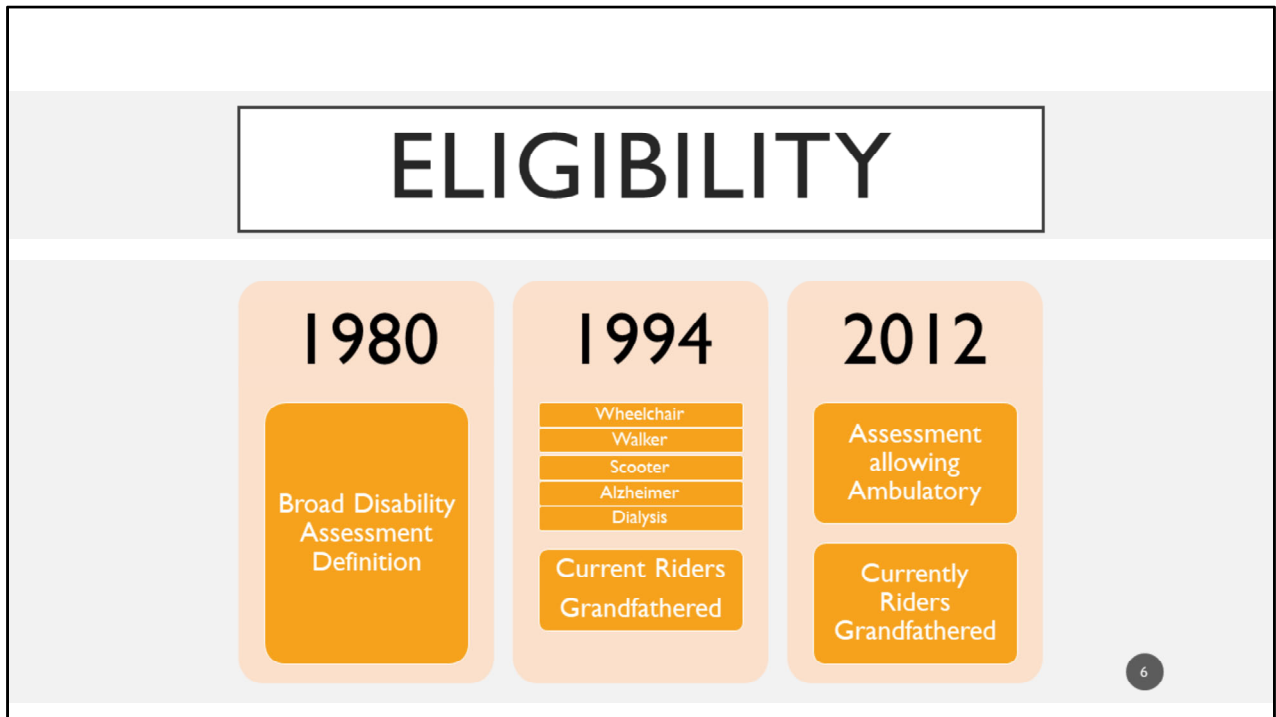
DARTS was set up over 40 years ago. Over the years, various agencies have funded DARTS and contributed to the eligibility/access to DARTS. In every case the existing users were grandfathered. The switch from the Region of Hamilton Wentworth funding DARTS, to the City of Hamilton, caused DARTS to service both the rural and urban areas of the City of Hamilton. Transit is only required to operate one km beyond the urban boundary. The AODA mandate is that accessibility for Ontarians should match the fixed transit system. This does not include the rural areas of municipalities.



Contribution of funders of DARTS by year based on the annual reports. Shows the funding of DARTS from 1978 to present day.

Note the province funded DARTS from it’s beginning until 1993-94.

The black line are the number of passengers carried for each year. The change in eligibility and the grandfathering of exiting passengers in 2012 greatly increase the ridership on DARTS.



The control over eligibility criteria mirrored the reduction in provincial funding in 1993-94. The eligibility criteria in 1994 acknowledged that the fixed transit fleet was not fully accessible in 1993. Note that ambulatory passengers, including the visually impaired, were no longer eligible in 1993-94.

In 2012 the fleet was accessible and the eligibility was changed to “inability to access the HSR service”. This caused an increase in frail elderly ambulatory that were previously ineligible for DARTS. Existing users were grandfathered.

This is the reason for the increase in ridership in 2012-2018.

Current Service Update



Outside view of a MV-1 vehicle.



MV-1 with the ramp extended.



Inside the MV-1 vehicle looking forward. Shows the position of the one wheelchair spot in the front passenger position.



Outside the Promaster with the ramp extended.



Inside the Promaster showing the floor space for the 2 wheelchairs. Also shows the two seats that are elevated on the back wheel hubs. These are the seats that the travelling public has issue with.



DARTS van showing the installed step (these are on both sides of the vehicle) to assist seniors with entering the van.

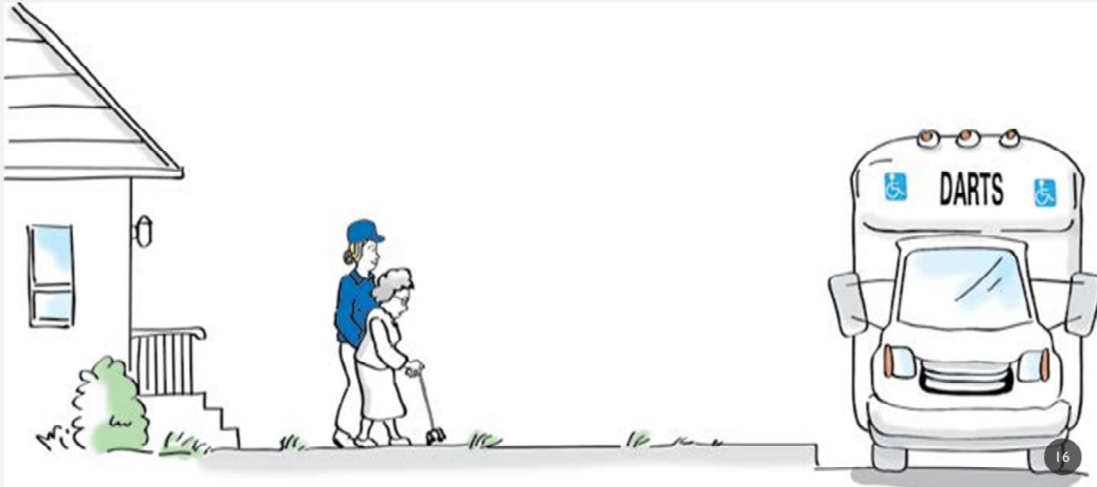


8 Sienna 1 wheelchair capability



ARBOC bus with the ramp extended.

SITE DWELL TIMES



The smaller paratransit vehicles (Promaster and MV-1) are more difficult to load than are the buses, resulting in longer dwell times and lower productivities.



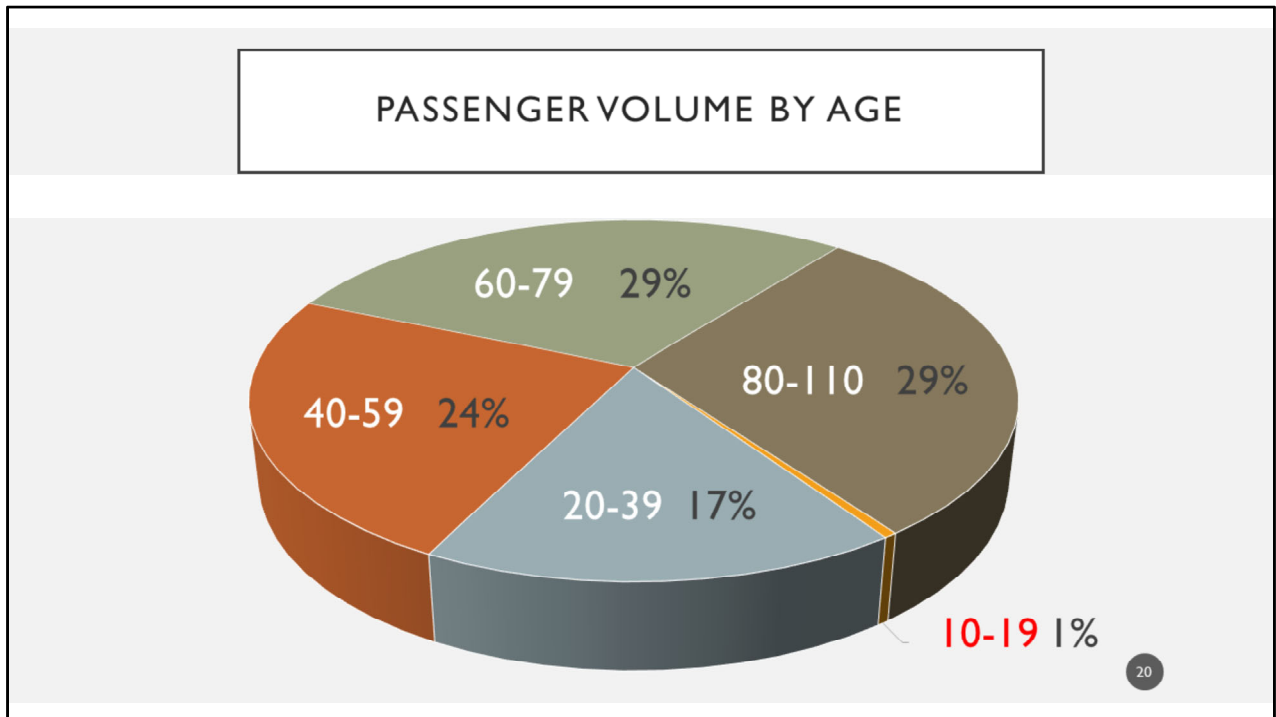
Inside the ARBOC bus looking towards the back. The very back seats can flip up to expose two wheelchair spots.



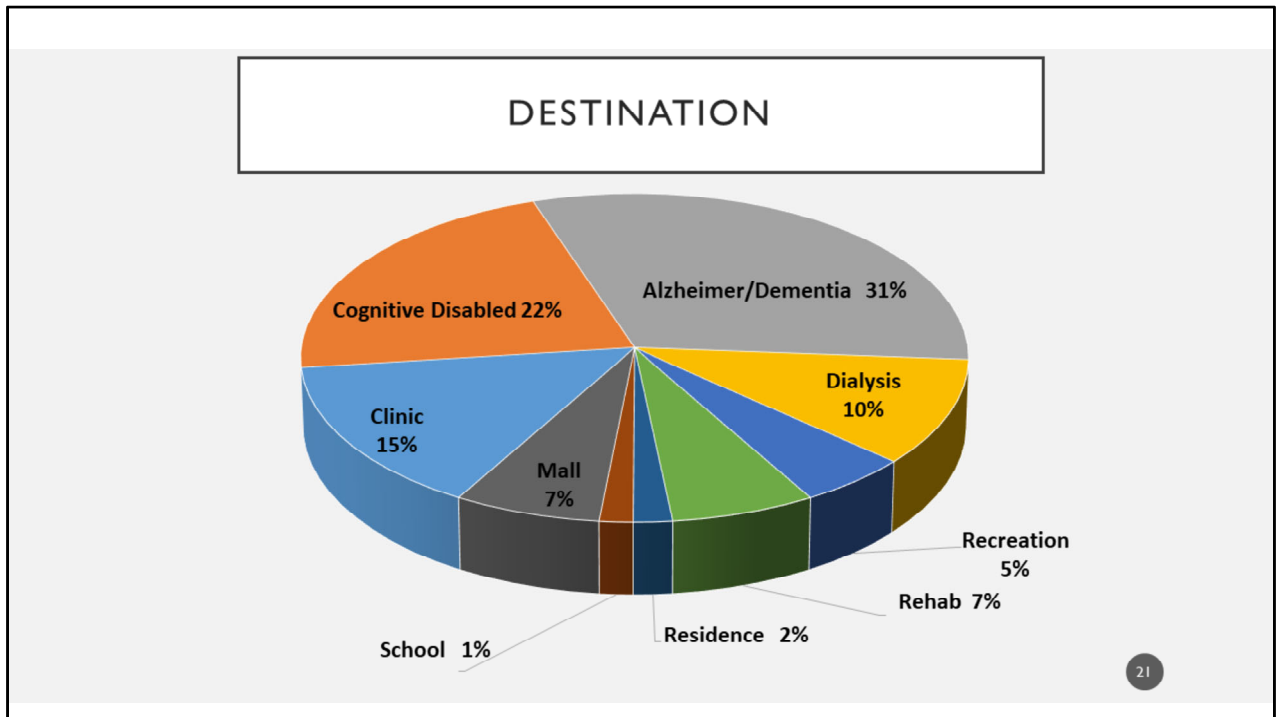
Note the increase floor space on buses making it easier to navigate when loading and unloading multiple passengers in wheelchairs.



Much smaller area in the Promaster relative to the bus (in the previous slide).

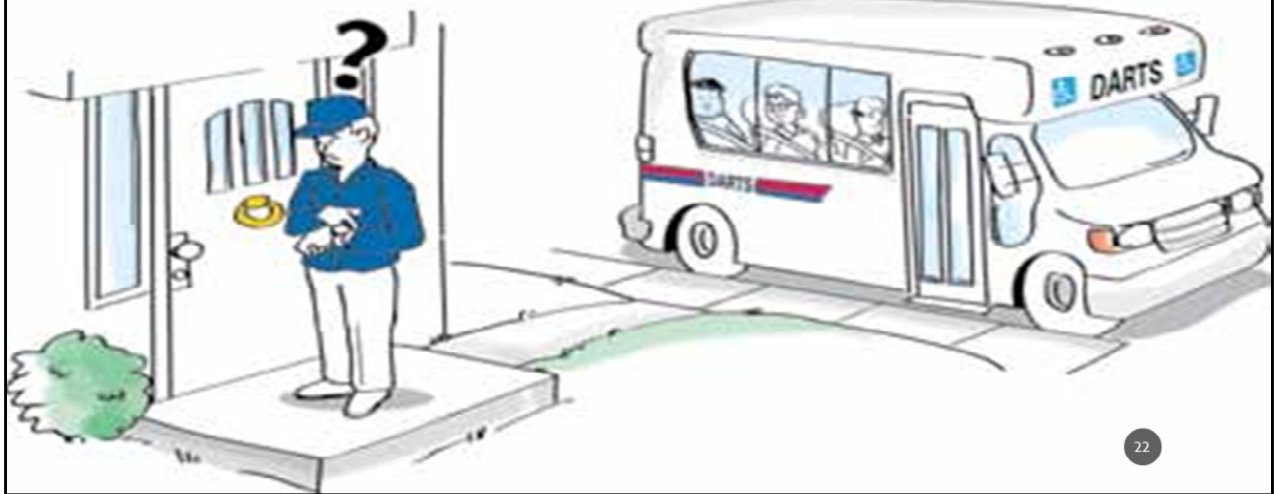


Only 1% of the passengers carried in 2017 were under 20.
Seniors over 60 accounted for 58% of the service in 2017.
Seniors over the age of 80 (golden age pass) accounted for 29% of the passenger rides.



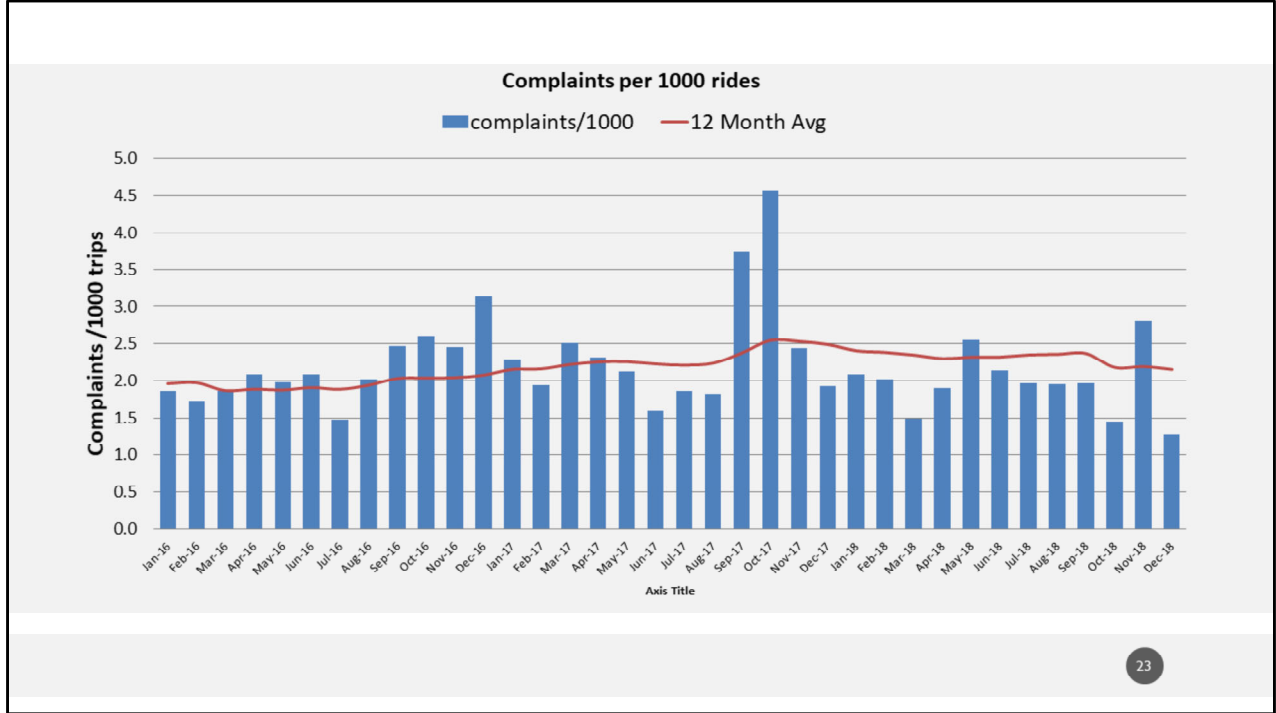
By looking at the function of the location that is the passenger's destination we can determine the various volumes of rides by purpose.

LATE CANCELLATIONS 600/DAY



Drivers are required to wait 5 minutes at all locations for passengers. If a passenger no-shows, this adds to the travel time of passengers waiting on the bus and the wait time of passengers waiting for the bus down the road.

There really is no reason for a passenger not to at least call DARTS to cancel the ride as these types of cancellations are a waste of service.



This is a slide of the complaint spectrum for 2018. Note the highest levels are with drivers and late rides.

DARTS had a service upset in late September 2017 with a malfunctioning database server that caused complaints to double in October.

Complaint levels have since recovered to about 2.2 Complaints per 1000 passenger trips.

2018 DRIVER COMPARISON COMPLAINT LEVELS PER 10,000/PASSENGER TRIPS

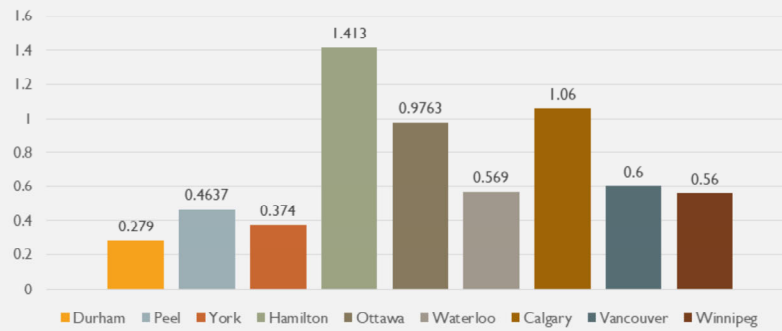
Provider	Passenger Trips	Driver Complaints	Complaints/10,000	Rank
DARTS	380,830	108	2.8	1
VETS	247,290	183	7.4	2
HTown	116,740	115	9.8	3
HCab	28,873	54	18.7	4

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Complaints of no door to door service are strongest with the subcontractors followed by driver error, (wrong address) and driver behavior (rudeness)

Relative Performance

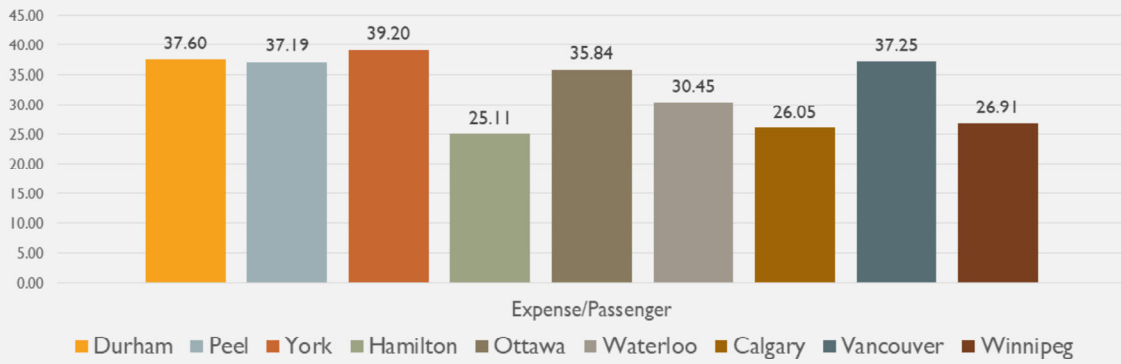
2017 PASSENGER/CAPITA (SIZE OF SERVICE RELATIVE TO CITY SIZE)



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DARTS has one of the highest passenger counts (service size) for a city of 550,000.

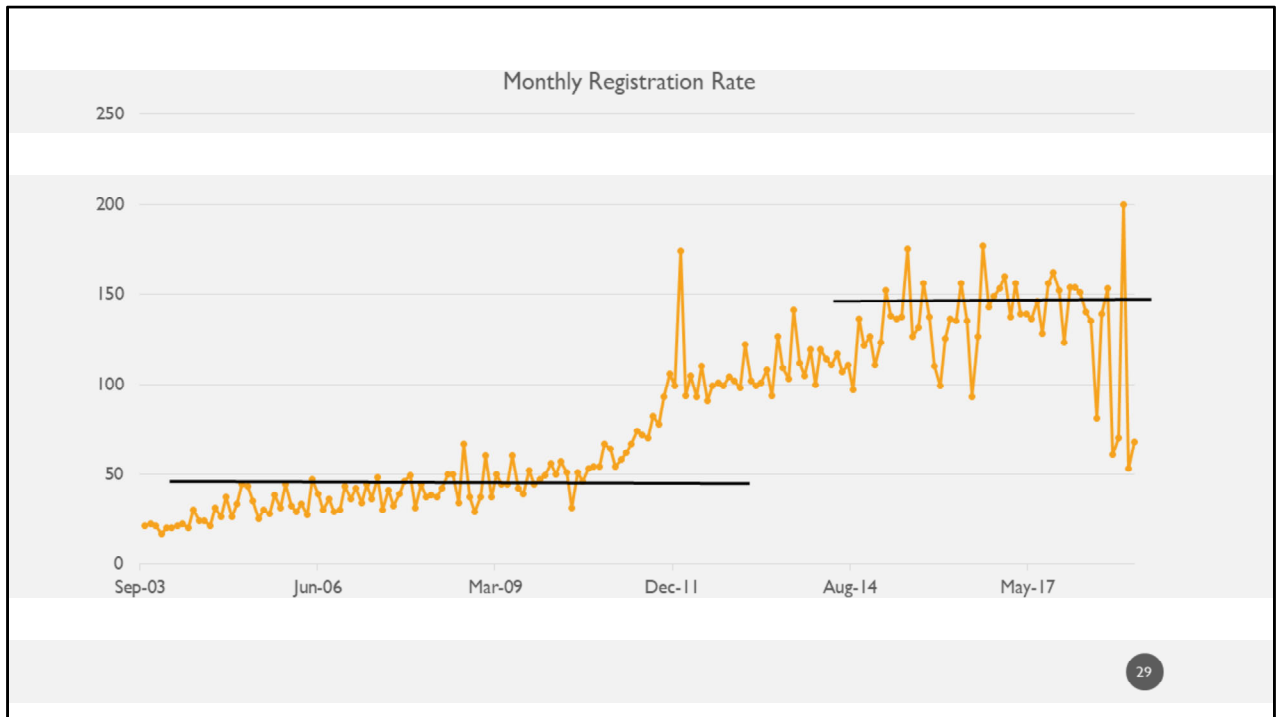
COMPARING TOTAL EXPENSE/PASSENGER (CUTA 2017 PARATRANSIT FACTBOOK)



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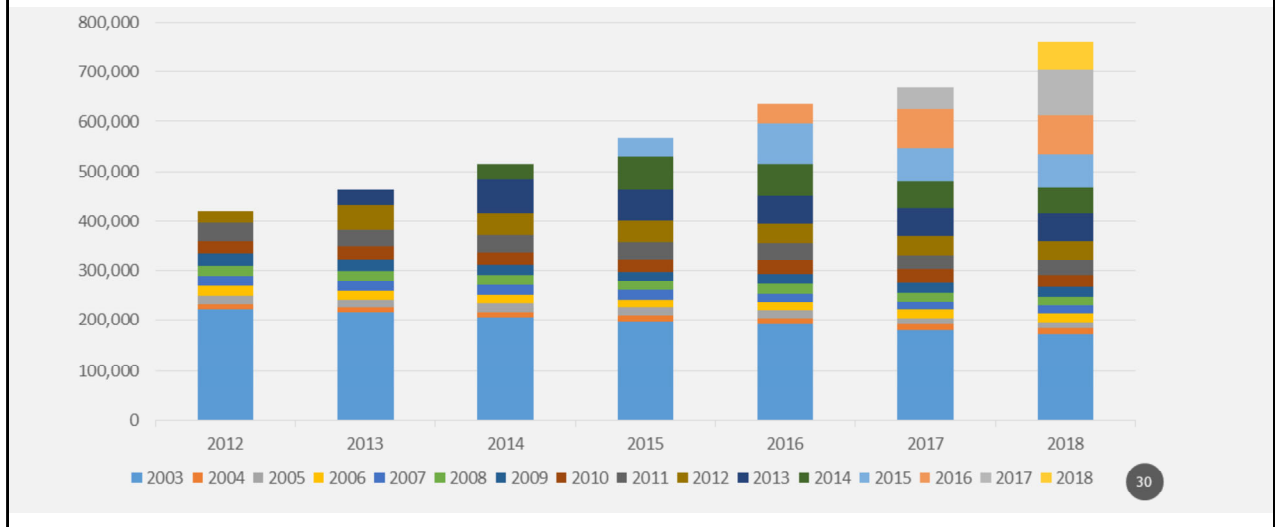
Expense /passenger (cost/trip) is the lowest among most cities in Canada

Service Demand Forecast



Monthly Registration rate of new clients has gone from 50 a month up to 2012 and then 150 month since then.
Looking at the contribution to rides of registrants the year after year of registration.

CONTRIBUTION BY REGISTRATION YEAR



The blue is 2003 the year the software was installed and all exiting passengers were registered in the system, hence the extremely large slice.

In 2012 for example:

Passengers initially registered in the system in 2003 took just over 200,000 rides on DARTS.

In 2018, 2003 registrants had dropped to approx. 180,000 rides.

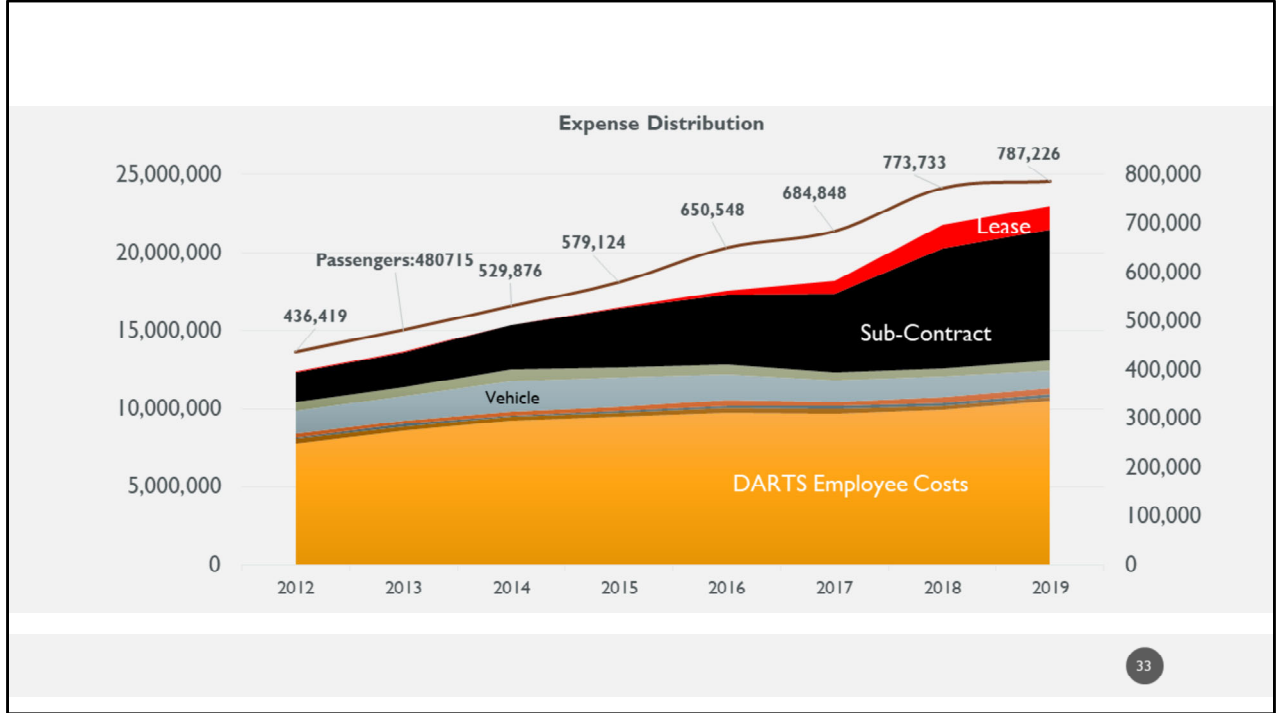
Passengers registered 2017 contributed over 90,000 rides in 2018

The registration in 2018 appears to be a bit higher than in 2017, suggesting we should plan for at least another 90,000 rides more in 2019 (820-850K)

2019 Budget

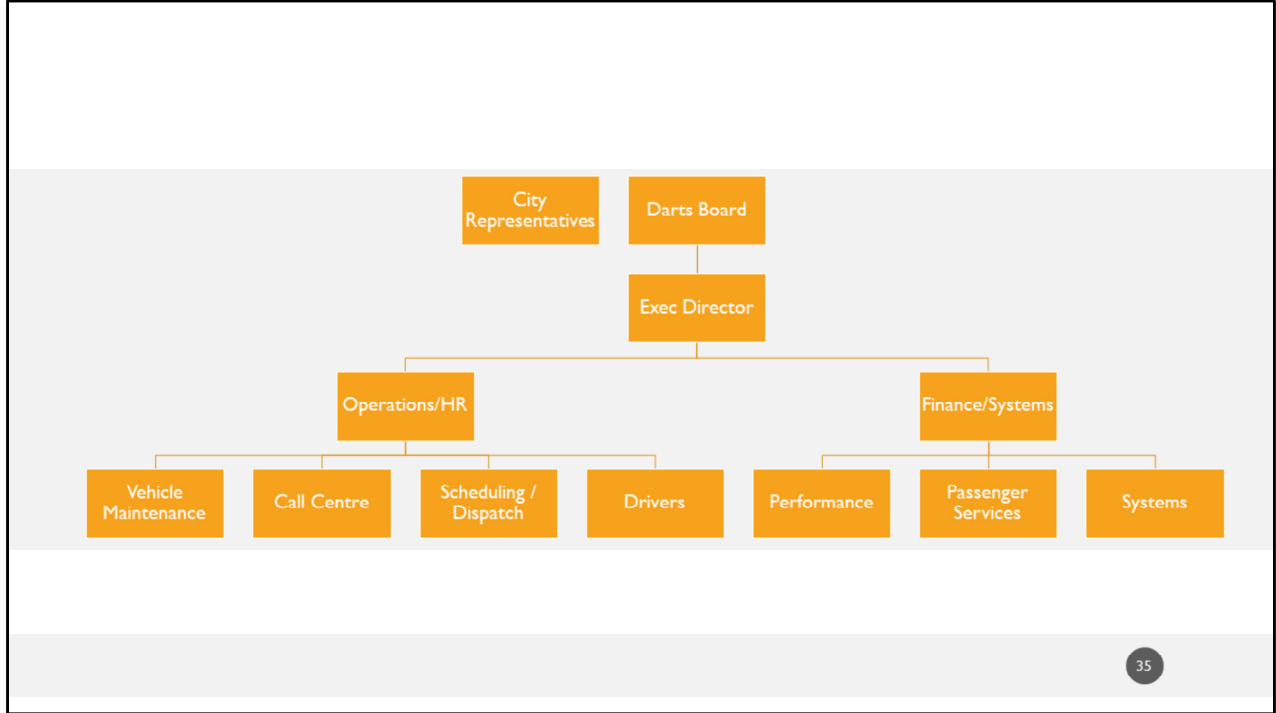
Year	2012	2013	2014	2015	2016	2017	2018	2019
Darts Employee Costs	7,812,994	8,603,183	9,239,618	9,488,257	9,785,347	9,714,805	9,967,789	10,511,555
Vehicle Maintenance	1,471,682	1,570,649	1,954,941	1,910,167	1,655,414	1,404,452	1,313,302	1,137,488
Technology	200,111	246,993	248,011	260,185	373,435	250,846	416,256	379,388
Insurance	558,496	570,903	735,662	647,687	628,823	499,288	507,024	666,994
Vehicle Lease	24,804	22,921	44,517	64,153	235,165	807,228	1,514,340	1,535,121
Sub Contract	1,956,881	2,226,993	2,780,394	3,729,116	4,460,731	5,027,411	7,678,540	8,341,274
Mis/Charges/Rent	289,414	291,895	257,493	271,740	267,183	280,159	262,479	279,576
Legal/Consult/Audit	102,577	147,219	108,620	113,226	141,886	191,627	160,522	161,798
Total	12,416,958	13,680,755	15,369,256	16,484,530	17,547,984	18,175,817	21,820,251	23,013,194

2019 budgeted Subcontractor payments are 400% of the amount payed in 2012 based on passenger service increase



- Increase in subcontractor payments accounts for a large chunk of the post 2017 payments
- Vehicles are no longer supplied for free by the city which has added 1.5 Million to the budget in 2019.

Governance

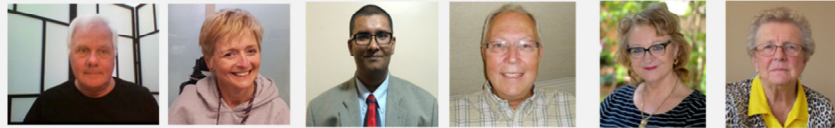


The DARTS contract specifies that the city will attend board meeting and can report back to council on any of the proceedings not in-camera.

The management of DARTS consists of Exec Director , 2 Managers and 8 Supervisors for a staff of 194.

Staff also oversee the 80 contract drivers. The subcontractors each have 1 service manager.

DARTS BOARD



Bruce Craig (RU)

Kim Nolan (ACPD,RU)

Shahan Aaron(RU)

John Baxter

Joanna
Charczuk(RU)

Shirley
Glauser(SAC)



Kristina Haynes

Paula Kilburn(RU)

Peter Lesser

Tom Manzuk(ACPD)

Linda Meerveld

Vacant

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- Bruce Craig is retired business man and registered user of DARTS.
- Kim Nolan is the current Chair, registered user and a member if the ACPD transportation committee
- Shahan Aaron is a Mohawk student and registered user of DARTS
- John Baxter is retired from Rygiel Homes as Operations Driector
- Joanne Chaczuk is an RN and registered user of DARTS
- Shirley Glauser is former chair of the Senior's Advisory Committtee and very active in the Ancaster Seniors Activation Centre
- Kristina Haynes Mother and sister are regiatered users of DARTS'
- Paula Kilburn, Vice Chair, a registered user of DARTS and chair of the ACPD's Transportation sub-committee
- Peter Lessor is retired from Amity
- Tom Manzuk is a member of the ACPD
- Linda Meerveld is a physio therapist

COUNCIL INFLUENCE ON DARTS PROGRAM

- DARTS is a non-profit Charity:
 - No reserves, no profit line that is expected under other service models
 - 120 Day Notice to cancel the contract and wind-up the service
 - PWI 605 example:
 - That DARTS be directed to divest itself of the ARBOC Buses
 - Reduce budget by \$ 1 million in 2016
 - If unsuccessful, then wind-up DARTS

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Council has complete control of the DARTS program.

For example:

- Contract contains clauses that allow for a windup of the darts program with 120 days notice.
- In February, 2016 Council was asked to endorse a plan to have DARTS reduce its bus vehicles/service and increase it's van service and thereby cut 1 million from the DARTS 2016 budget. If DARTS was unable to do this by the end of 20i6. then the City would take over the management of the DARTS program and call for an RFP for service delivery.

DARTS CURRENT REMAINING CONTRACT ISSUES

- **Termination Clause (4.1 e) is vague**
 - Original Agreement under Best Efforts Budgeting –city covers cost
 - No Reserves - DARTS would have to file for Bankruptcy on wind-up
- **Agreement on Service Levels or Budget**
 - DARTS is consulted but DARTS agreement is not required
 - Results in significant annual variances

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Outstanding Issues within the DARTS contract