

September 25, 2019

Public Works Committee
City Hall,
71 Main St W, Hamilton, ON
L8P 4Y5

Dear Committee Members,

Under the terms of reference for the ATS Review Sub-Committee of the last Council, DARTS is required to report on variances to budget (over 10% in any given month) and/or passenger trips (over/under 15% in any given month).

In July, the budget variance was 12.3% and trips were over budget by 21%.

In August, the trips were over budget by 15.5%.

I understand that the ATS Review Sub-Committee has not met in 2019, but the issue of how to apprise Council of significant variances in DARTS budget remains.

The DARTS Board is also aware of significant number of clients with unpaid invoices, which is a major component of DARTS' accounts receivables. We suggest that this be investigated to understand the extend of the non-payment issue. Enforcing service infractions is an ATS responsibility.

New passengers are registering on the system at an unprecedented rate. Consequently, the service is running 30,000 passenger trips over budget YTD. The current forecast is 50,000 passenger trips over budget by the end of the year. This could result in as much as a \$1.2 million budget variance at year end.

I would appreciate it if the Public Works Committee was advised of the impending variance as soon as possible. I am concerned that if we do not present this information in a timely manner, it may reflect badly on the DARTS service when City Council eventually becomes aware of the rate of DARTS service expansion and the related budget variance.

Best regards,



Paula Kilburn

Chair of the DARTS Board