




INFORMATION REPORT

TO:	Chair and Members Airport Sub-Committee
COMMITTEE DATE:	June 28, 2022
SUBJECT/REPORT NO:	John C. Munro Hamilton International Airport - Conventional Transit Service Levels and Ridership (PW22057) (City Wide)
WARD(S) AFFECTED:	City Wide
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COUNCIL DIRECTION

N/A

INFORMATION

This Information Report is being brought forth to inform the Airport Sub-Committee of current transit service options available to customers, students, and employees travelling to and from the John C. Munro Hamilton International Airport, and to provide a summary of average conventional transit ridership (HSR and TransCab), in response to a staff direction motion at the February 24, 2022 Airport Sub-Committee meeting (Item 10.1).

The Airport area is recognized as one of importance to the City of Hamilton as set out in the Economic Development Action Plan. Continued investment in transit to and from the airport creates an important connection from there to the rest of Hamilton, allowing for easy movement for employees and visitors alike. Transit service to the airport is currently offered on conventional transit, and through an alternative model when the conventional route ends for the day.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Current Transit Service Options:

Transit service to the John C. Munro Hamilton International Airport currently exists in two different forms:

1. Conventional Transit – Route 20 A Line
2. Alternative Transit – Glanbrook TransCab

Conventional Transit – Route 20 A Line:

From 2001 to 2003, the HSR operated the Route 28 Airport Shuttle between the Mountain Transit Centre and the John C. Munro Hamilton International Airport. The route operated on weekdays only, between the hours of 6:00 a.m. and 7:00 p.m., and at a frequency of one bus every 35 minutes in the morning and one bus every 45 minutes in the afternoon. The route was cancelled in 2003 because of insufficient ridership, resulting in a poor revenue/cost recovery ratio, and service to the airport was subsequently provided only by TransCab service.

In 2009, the HSR introduced the Route 20 A Line service as the second of five rapid transit lines known as the “BLAST” network.

From 2009 until 2014, the route operated between downtown Hamilton and the John C. Munro Hamilton International Airport during weekday peak periods only. The route operated at a service frequency of one bus every 30 minutes with the first bus departing the airport at 5:33 a.m. and the last bus departing the airport at 5:07 p.m. The last bus of the evening arrived at the airport with customers at 6:23 p.m.

In 2014, the route was extended to include service to Pier 8 and continued to operate during weekday peak periods only. The route continued to operate at a service frequency of one bus every 30 minutes, with the first departure from the airport remaining at 5:33 a.m. Evening service was expanded to include additional trips and the last bus arrived and departed the airport at 6:52 p.m.

In Fall 2018, Council’s investment in Year 3 of the 10-Year Local Transit Strategy provided service expansion to the airport, resulting in the route being operated at a frequency of one bus every 20 minutes during peak periods, and service being added during mid-day at a frequency of one bus every 30 minutes. Service span was also increased at both ends of the day during the expansion, with the first bus of the morning arriving and departing from the airport at 5:25 a.m., and the last evening bus arriving and departing from the airport at 7:28 p.m.

In Fall 2019, Council's investment in Year 4 of the 10-Year Local Transit Strategy provided service adjustments during afternoon peak to improve service reliability, and a minor routing change made at the airport to include Centre Road. A new bus stop and bus shelter were added to improve accessibility and weather protection for customers, students, and employees at KF Aerospace and Mohawk College.

In Fall 2021, Council's investment in Year 5 of the 10-Year Local Transit Strategy again provided service enhancements to improve weekday peak frequency from every 20 minutes to every 15 minutes. Additional span improvements in the evening provide frequency every 30 minutes, with the last airport arrival extended to 10:21 p.m. Since the introduction of the 10-Year Local Transit Strategy up until the end of 2019, the Route 20 A Line has significantly benefited, receiving approximately 8% of Council's total investment in new transit service hours and new peak service vehicles across the transit network. Investment in Route 20 A Line has shown a positive trend in customer usage across the entire route: in the six-month period after the Fall 2018 enhancements were implemented, a 113% increase in total route activity was attained compared to the six-month period prior to the enhancement implementation, and based on full year comparisons, 2019 showed an increase in total activity of 65% over 2018.

While transit customer activity at airport stops increased in both 2018 (up 71%) and 2019 (up 56%), compared to the rest of the route, only 4.9% of the daily route activity took place at the airport in 2019, down from 5.1% in 2018. In total an average of 93 transit customers depart from the airport daily, and an average of 87 transit customers arrive at the airport daily using conventional transit.

The current route map, list of stop locations, route timetable and ridership summary for Route 20 A Line is attached to Report PW22057 as Appendix "A".

Alternative Transit – Glanbrook TransCab:

TransCab is a door to door service for customers who are extending their trip beyond a point where conventional transit ends, or during periods when conventional transit does not operate. TransCab trips are exclusively for those customers connecting via a conventional trip and are paid for by the customer as a \$.50 premium in addition to their conventional trip fare. The City subsidizes the remainder of the trip cost by paying the taxi provider on a per customer served basis. TransCab to the Glanbrook area pre-dates amalgamation and was originally launched in 1999. Historically, TransCab service in the Glanbrook area was only provided between 6:00 a.m. and 7:00 p.m. on weekdays and Saturdays, with no service on Sundays.

The Glanbrook TransCab area has two distinct zones: The Twenty Road West Zone and the Mount Hope and Airport Zone. John C. Munro International Airport is situated within the Mount Hope & Airport zone. Please refer to the map of the TransCab zones

as they are attached to Report PW22057 as Appendix “B”. Trip generators for customers arriving and departing via TransCab to John C. Munro International Airport are attached to Report PW22057 as Appendix “C”. A sample of monthly TransCab ridership from late summer and fall months from 2018 to 2021 are included in Appendix “C” to Report PW22057.

In June 2018, with the announcement of the Swoop Airline expansion to the airport, TransCab service was expanded to include evening hours as well as Sunday service. Glanbrook TransCab service to the airport continues to operate between 6:00 a.m. and 2:00 a.m. on weekdays, between 6:00 a.m. and 2:00 a.m. on Saturdays, and between 6:00 a.m. and 1:00 a.m. on Sundays. The daily service span for TransCab is designed to connect customers between conventional and alternative transit modes based on the first departing and last arriving conventional trips at the Mountain Transit Centre.

The October 2018, 2020 and 2021 TransCab average ridership associated with the airport ranges from 20 to 35 customer trips per day, depending on day of the week. Weekday ridership is lower than weekend, due to conventional transit (Route 20 A Line) service level enhancements implemented in 2018 and 2021. Approximately 32% of 20,000 annual Glanbrook TransCab trips have the airport campus as the origin or destination.

Fall of 2022: Planned Service Enhancements:

Effective September 4, 2022, Route 20 A Line service will be improved as part of the Ten-Year Local Transit Strategy Year 6 service enhancements, approved by Council during the 2022 HSR Operating Budget deliberations.

Weekday Improvements:

- AM & PM peak periods service frequency increases from 15 minutes to 10 minutes
- Late Evening service will be introduced at a 30-minute frequency, with buses remaining in service until 2:00 a.m.

Saturday Improvements:

- Introduction of service from 5:30 a.m. until 1:30 a.m., operating at a 30-minute frequency in Early AM, Early Evening and Late Evening and a 15-minute frequency during Day (approximately 8:00 a.m. to 6:00 p.m.)

Future Service Enhancements – Ten-Year Local Transit Strategy, Years 7 thru 10:

Future conventional transit service enhancements related to Route 20 A Line service to Hamilton Airport are contained within Year 7 of the 10-Year Local Transit Strategy (tentative 2023):

Sundays and Holidays

- Introduction of service from 6:00 a.m. to 12:30 a.m., operating at a 30-minute frequency in Early AM, Early Evening and Late Evening and a 20-minute frequency during Day (approximately 8:00 a.m. to 6:00 p.m.)

Staff Consultation:

Transit staff met with airport staff in both March 2019 and March 2020 to discuss airport growth and transit service plans.

Transit staff continue to work with Planning and Economic Development in monitoring and identifying opportunities for forecasted transit service to meet demand at the airport.

During the 4th quarter of 2021 and 1st quarter of this year, Transit staff held a series of meetings with airport tenants to obtain a better understanding of their employee attraction/retention challenges related to transit service. An overview of the (Re)envision and HSR Guiding Principles programs was also provided. Stakeholders have communicated challenges related to transit service needs, first mile/last mile pedestrian infrastructure, misalignment between transit service peak periods and airport workplace peak periods and operating hours and Council-approved transit service span standards. Stakeholders also voiced concerns over a lack of conventional transit service to locations on East Cargo Road and on Airport Road West, west of Centre Road.

Transit staff have highlighted issues related to airport pedestrian connectivity, particularly along Airport Road West between East Cargo Road and Mohawk College Avionics School, with Economic Development and Transportation Planning staff. Ideally, installation of pedestrian facilities (concrete sidewalk or multi-use path) should be reviewed and the scope/timing of planned roadway urbanization (between Upper James Street and Highway 6 Access Road) adjusted, pending Public Works programming requirements. Transportation Planning staff continue a dialogue with Engineering Services and Growth Management to explore appropriate approaches to road urbanization planning that allow for timely pedestrian mobility improvements.

While the request for implementation of bus service on East Cargo Road and on Airport Road West, west of Centre Road, was conducted by Transit staff, Transit concluded that service cannot be operated and delivered in an efficient manner due to the private road network design in these areas at this time.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report PW22057 – Route 20 A Line - Map

Appendix “B” to Report PW22057 – TransCab Service Zone – Mount Hope and Airport
Map

Appendix “C” to Report PW22057 – TransCab Service Zone – Trip Generators Map