



<p>→ Community → People → Processes → Finance</p>	<h3>EXECUTIVE SUMMARY</h3> <ul style="list-style-type: none">• Report recommends implementation of an AODA compliant Fare Policy for HSR and ATS/DARTS effective January 1, 2013<ul style="list-style-type: none">- Requires fare parity; Specialized Transit can not charge more than Conventional Transit- Requires same fare structure; Concession fares apply to Specialized Transit
	<p>Transit Fare Parity, AODA Integrated Standard (PW03128e)</p>

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EXECUTIVE SUMMARY

Essential components of Fare Policy include:

- Fare discounts, including Students and Seniors tickets and passes, are added to the ATS fare structure and equalization of HSR fares with DARTS - adjustment of DARTS Adult ticket fare from \$2.35 to \$2.00
- Elimination of the Voluntary Pay Policy for persons using Personal Mobility Devices (PMD), including 4-point canes, walkers, scooters and wheelchairs, on the HSR and free fare for CNIB cardholders
- Introduction of a Senior Monthly Bus Pass and a Single ride Senior fare upon availability of PRESTO card capability
- Implementation of a PRESTO infrastructure solution on the ATS buses in coordination with Metrolinx.

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FARE MEDIA DETAILS

- New media will not be created for DARTS
- DARTS clients can purchase current HSR fare media at any of the fare vendor outlets located throughout the City
- Seniors and Golden Age available at Customer Service Office at 36 Hunter Street E.
- ATS will continue "on account" fare payments
- HSR to eliminate paper media and transition to PRESTO
- Introduce a senior monthly bus pass priced at 10% of the Senior Annual Pass and a single senior ticket priced at the equivalent of the Student Ticket fare into the HSR 2013 fare structure, these fares available only on PRESTO
- Tickets in the hands of DARTS users January 1, 2013 be refunded through the HSR Ticket Float account

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RIDERSHIP IMPACT

•Anticipate higher trip demand on ATS/DARTS - service will now more affordable due to new access to fare discount programs: Golden Age Pass & Seniors Pass

- Extraordinary exposure to trip demand escalation and foregone fare revenue
- DARTS clients aged 65 years and older - 75% of total registrants, represent 38% of total ridership.
- Increased demand cannot be forecast with any degree of certainty and can only be determined by experience
- A spike in demand beyond the capacity of the allocated budget and/or approved trip denial rate for ATS - Staff will report back to Council for further direction.

•Mitigation of financial and trip demand impact is being addressed through various measures

- Travel Training
- Trip by trip eligibility

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POLICY CHANGES DUE TO LEGISLATION

•Under the new Transportation Standard it could be argued by some that the following policies might be discriminatory because they do not account for all persons with disabilities:

- Hamilton's Voluntary Pay Policy on the HSR for persons using a Personal Mobility Device (PMD), including a wheelchair, walker, scooter, or 4-point cane
- Free fare for CNIB card holders
 - Recommended policy potentially controversial - communications strategy - outline Appendix "C"

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FINANCIAL / STAFFING / LEGAL IMPLICATIONS

Financial:

- 2012 budget deliberations; Council “approved-in-principle” the staff recommendation for a projected expenditure of \$5.7 million over three years, 2012 through 2014.

- Included an estimate for foregone revenues in ATS/DARTS of \$450,000 for fare parity, annualized for 2013, based on current ridership, and without consideration for increased demand on the Specialized Transit service, specific to this component of the legislation.

- PRESTO for DARTS - capital investment is not known as a solution has not yet been created – Staff will report back when sufficient detail is available.

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FINANCIAL / STAFFING / LEGAL IMPLICATIONS

Staffing: None

Legal: The Accessibility for Ontarians with Disabilities Act requires compliance respecting fare parity between conventional and specialized transit programs by January 1, 2013.

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POLICY IMPLICATIONS

- Hamilton's Seniors Annual Pass and free Golden Age Pass programs are unique in Ontario and present an elevated risk to foregone revenue and increased trip demand on the Specialized Transit program.
- The requirement to offer same payment options on Specialized Transit service will not be met by January 1, 2013 as a PRESTO solution has not yet been developed.

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RELEVANT CONSULTATION

- Legal Services
- Human Resources Department, Human Rights
- Customer Service, Access & Equity.
- Finance & Administration
- Accessibility for Persons with Disabilities Committee (ACPD) Transportation Sub-Committee.

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ANALYSIS / RATIONALE FOR RECOMMENDATION

- Fare parity between the HSR and ATS/DARTS is required under the Accessibility Standards (AODA) by January 1, 2013.
- Staff recommends that the City achieve compliance with the legislation as the primary mandate
- Options for mitigation can be explored by staff at the direction of Council once we have acquired sufficient experience of the consequences of the new policy.

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ALTERNATIVES FOR CONSIDERATION

- Fare increase specifically to fund this policy could be considered.
- Golden Age Pass:
 - Program could be frozen with the current registrants grandfathered
 - the age of eligibility could be increased from the current age of 80
 - a modest annual renewal fee could be introduced
 - There are currently 8,600 registered Golden Age Pass recipients. Any option chosen must apply to both the conventional and specialized transit services.

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CORPORATE STRATEGIC PLAN

- Council's Strategic Plan, reference 3.4 (ii), commits to implementation of AODA legislation.

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APPENDICES / SCHEDULES

Appendix "A" Recommended Fare Policy Current Fare Policy (2012 fares)

Fare Type	\$
HSR	
Cash	2.55
Adult Ticket	2.00
Student Ticket	1.65
Adult Monthly Pass	87.00
Student Monthly Pass	71.00
Seniors Annual Pass	205.00
Golden Age Pass	free
DARTS	
Ticket	2.35

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APPENDICES / SCHEDULES

Proposed Fare Policy (2012 fares)

Fare Type	\$
HSR & DARTS	
Cash	2.55
Adult Ticket	2.00
Student Ticket	1.65
Adult Monthly Pass	87.00
Student Monthly Pass	71.00
Seniors Annual Pass	205.00
Golden Age Pass	free

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RECOMMENDATION

- a) That the General Manager of Public Works be directed to implement a Fare Parity policy respecting the Conventional Transit (HSR) and Specialized Transit (ATS/DARTS) programs effective January 1, 2013, in accordance with the Transportation Standards regulations made under the Accessibility for Ontarians with Disabilities Act, 2005;
- b) That the Voluntary Pay Policy for persons using Personal Mobility Devices (PMD), including 4-point canes, walkers, scooters and wheelchairs, on the HSR and free fare for CNIB cardholders be eliminated effective January 1, 2013;
- c) (i) That a Senior Monthly Bus Pass priced at 10% of the Senior Annual Pass and a single senior ticket priced at the equivalent of the Student be introduced on PRESTO only (anticipated to occur in 2013);
 (ii) That the brochure "For Safety's Sake: Safe Travel Tips For HSR's Senior Customers", which will include the notice of the senior bus fare rates, be circulated widely;

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RECOMMENDATION

- d) That the monthly seniors bus pass SAC report 12/001 be removed from the Outstanding Business List;
- e) That staff be directed to pursue implementation of a PRESTO solution on the ATS service in coordination with Metrolinx;
- f) That a comprehensive public Communications Plan, as outlined in Appendix "C" to this report, be developed and implemented;
- g) That the current paper media accepted on HSR also be accepted on DARTS and outstanding DARTS tickets be refunded from the HSR Ticket Float account #23109 - 006100.

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