EXECUTIVE SUMMARY

- Report recommends implementation of an AODA compliant Fare Policy for HSR and ATS/DARTS effective January 1, 2013
  - Requires fare parity; Specialized Transit can not charge more than Conventional Transit
  - Requires same fare structure; Concession fares apply to Specialized Transit
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.

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
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

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"

Transit Fare Parity, AODA Integrated Standard (PW03128e)
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.

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.
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.

RELEVANT CONSULTATION

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

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.
CORPORATE STRATEGIC PLAN

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

APPENDICES / SCHEDULES

Appendix “A” Recommended Fare Policy

Current Fare Policy (2012 fares)

<table>
<thead>
<tr>
<th>Fare Type</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSR</td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>2.55</td>
</tr>
<tr>
<td>Adult Ticket</td>
<td>2.00</td>
</tr>
<tr>
<td>Student Ticket</td>
<td>1.65</td>
</tr>
<tr>
<td>Adult Monthly Pass</td>
<td>87.00</td>
</tr>
<tr>
<td>Student Monthly Pass</td>
<td>71.00</td>
</tr>
<tr>
<td>Seniors Annual Pass</td>
<td>205.00</td>
</tr>
<tr>
<td>Golden Age Pass</td>
<td>free</td>
</tr>
<tr>
<td>DARTS</td>
<td></td>
</tr>
<tr>
<td>Ticket</td>
<td>2.95</td>
</tr>
</tbody>
</table>
APPENDICES / SCHEDULES

Proposed Fare Policy (2012 fares)

<table>
<thead>
<tr>
<th>Fare Type</th>
<th>$</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSR &amp; DARTS</td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>2.55</td>
</tr>
<tr>
<td>Adult Ticket</td>
<td>2.00</td>
</tr>
<tr>
<td>Student Ticket</td>
<td>1.65</td>
</tr>
<tr>
<td>Adult Monthly Pass</td>
<td>87.00</td>
</tr>
<tr>
<td>Student Monthly Pass</td>
<td>71.00</td>
</tr>
<tr>
<td>Seniors Annual Pass</td>
<td>205.00</td>
</tr>
<tr>
<td>Golden Age Pass</td>
<td>free</td>
</tr>
</tbody>
</table>

Transit Fare Parity, AODA Integrated Standard (PW03128e)

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;

Transit Fare Parity, AODA Integrated Standard (PW03128e)
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.

---

Transit Fare Parity, AODA Integrated Standard (PW03128c)