

## **Municipality of Chatham-Kent**

### **Infrastructure and Engineering Services**

#### **Engineering and Transportation Division**

**To:** Mayor and Members of Council

**From:** Ann-Marie Millson  
Manager, Linear Assets

**Date:** July 23, 2019

**Subject:** CKTransit Enhancements – Correction to Previous Recommendations

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#### **Recommendations**

It is recommended that:

1. Council approve the corrected time period for the addition of a 5<sup>th</sup> bus route for the Chatham conventional transit service to be extended to June 30, 2020 instead of June 30, 2021.
2. Council approve the corrected time period for the addition of a mid-day run for routes A,C and D for the Chatham-Kent inter-urban transit service to be extended to June 30, 2020 instead of June 30, 2021.

#### **Background**

Council approved, at their regular meeting on July 15, 2019, the following recommendations from the June 20, 2019 CKTransit route enhancements report:

1. The addition of a 5<sup>th</sup> bus route for the Chatham Conventional transit service. This route will be extended to the end of the current contract (June 30, 2021) with InTouch Connection for a total cost of \$380,786.43.
2. The addition of a mid-day run for routes A,C and D for the inter-urban service provided by Citilinx to the end of the current contract (June 30, 2021) for a total cost of \$77,989.70.

#### **Comments**

Through further consultation with the CKTransit service providers, an error was identified in the time periods recommended in the June 20, 2019 report. Both the addition of the 5<sup>th</sup> route in Chatham for the CKTransit conventional service and the addition of mid-day runs for the CKTransit inter-urban routes A,C and D are only proposed to extend to June 30, 2020 and not June 30, 2021.

The purpose of this 10 month (school calendar) program is for administration to monitor the boarding data and report back to Council the ridership data with the intention to support or discontinue the enhanced service request in the future.

### **Areas of Strategic Focus and Critical Success Factors**

The recommendations in this report support the following areas of strategic focus:

- Economic Prosperity:  
Chatham-Kent is an innovative and thriving community with a diversified economy
- A Healthy and Safe Community: Chatham-Kent is a healthy and safe community with sustainable population growth
- People and Culture:  
Chatham-Kent is recognized as a culturally vibrant, dynamic, and creative community
- Environmental Sustainability:  
Chatham-Kent is a community that is environmentally sustainable and promotes stewardship of our natural resources

The recommendations in this report support the following critical success factors:

- Financial Sustainability:  
The Corporation of the Municipality of Chatham-Kent is financially sustainable
- Open, Transparent and Effective Governance:  
The Corporation of the Municipality of Chatham-Kent is open, transparent and effectively governed with efficient and bold, visionary leadership
- Has the potential to support all areas of strategic focus & critical success factors
- Neutral issues (does not support negatively or positively)

### **Consultation**

No consultations were required in the preparation of this report.

### **Financial Implications**

There are no financial implications resulting from the recommendations in this report.

Prepared by:

Reviewed by:

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Ann-Marie Millson  
Manager, Linear Assets  
Engineering and Transportation

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Chris Thibert, P.Eng.  
Director  
Engineering and Transportation

Reviewed by:

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Thomas Kelly, P. Eng., MBA  
General Manager  
Infrastructure & Engineering Services

Attachments:        Appendix A – RTC 4126 – CK Transit Route Enhancements

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Correction to Previous Recommendation

**Municipality of Chatham-Kent**

**Infrastructure and Engineering Services**

**Engineering and Transportation Division**

**To:** Mayor and Members of Council

**From:** Ann-Marie Millson  
Manager, Linear Assets

**Date:** June 20, 2019

**Subject:** CKTransit Route Enhancements

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**Recommendations**

It is recommended that:

1. Council approve the addition of a 5th bus route for the Chatham Conventional transit service. This route will be extended to the end of the current contract (June 30, 2021) with InTouch Connections for a total cost of \$380,786.43. The additional route will:
  - a. Address over-capacity issues on Route 1 of up to 24% during peak times
  - b. Accommodate forecasted ridership demand for the new casino
  - c. Provide a transit route on Richmond Street from Keil Drive to Queen Street
2. Council approve the addition of a mid-day run for routes A, C and D for the inter-urban service provided by Citilinx to the end of the current contract (June 30, 2021) for a total cost of \$77,989.70. The additional route will address a service gap identified by the CKTransit Task Force through public consultation as reported to Council on June 24, 2019.
3. Council permit administration to adjust current routes to accommodate a 30 minute schedule for all 5 routes. Route adjustments and changes to signage will be managed through the operations budget.

**Background**

In the Information Report to Council received June 24, 2019, the CKTransit Task Force provided 4 recommendations as follows:

1. The service level adjustments discussed at the CKTransit Task Force be included in the Transit Strategy Project and costing for additional routes and service areas, changes to existing routes, and new technology be reviewed as part of this project.
2. Administration prepare a report to Council for the Chatham Conventional Service with costing for interim route changes and potential additions to accommodate

both new business construction and to mitigate the current route constraints related to the enrollment increase at St. Clair College.

3. Administration prepare a report to Council for the inter-urban service to add a mid-day bus run for the inter-urban service for all routes.
4. Administration apply for the current transit grant funding earmarked for Chatham-Kent; deadline is May 28, 2019.

This report is addressing recommendations 2 and 3 which address level of service increases and the costs associated with the enhanced level of service.

**Comments**

The CKTransit Task force received information from Chatham-Kent businesses, service providers and local citizens requesting that administration review current levels of service and ridership trends to determine what could be accomplished in the short term to resolve capacity issues.

Historical ridership data indicates a steady increase in riders for CKTransit ridership over the last 5 years.

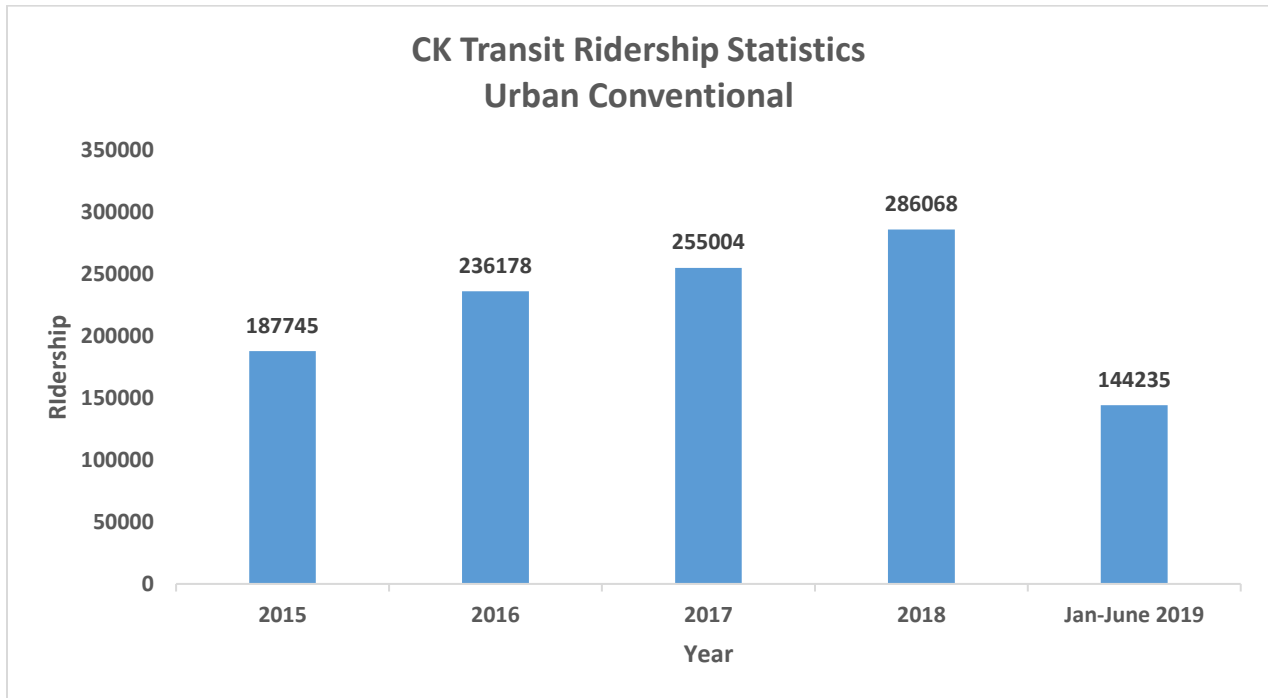


Table 1: Urban Conventional Ridership

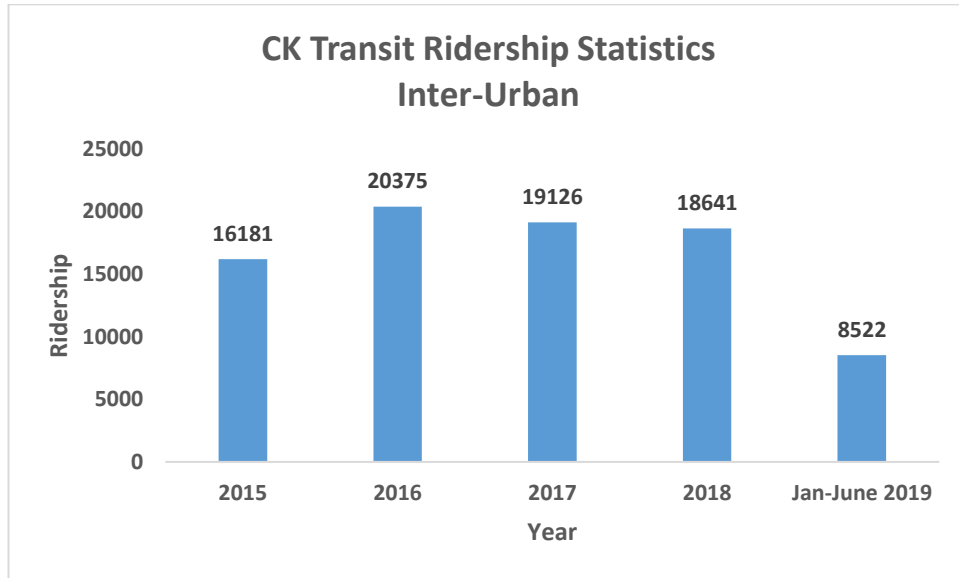


Table 2: Inter-urban Ridership

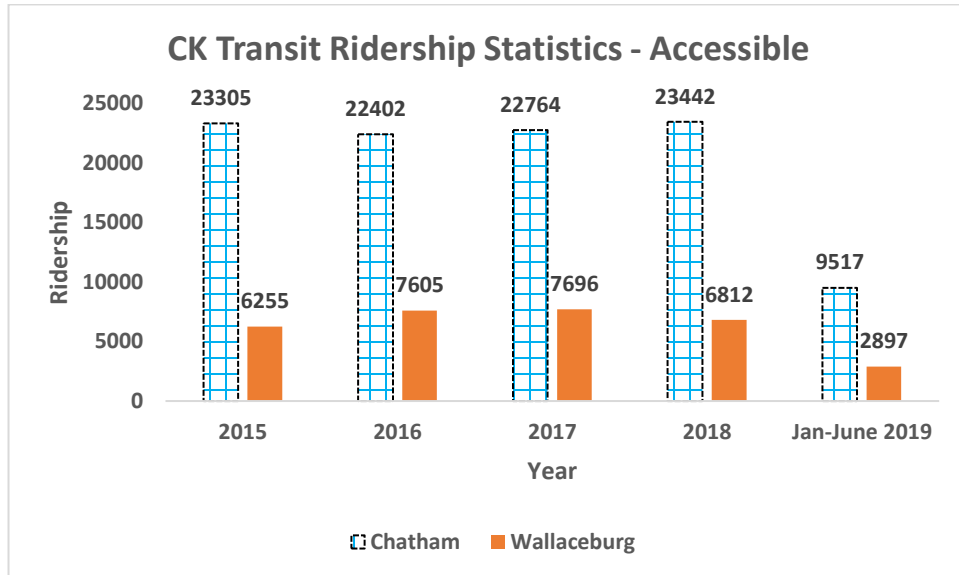


Table 3: Accessible Ridership (Chatham & Wallaceburg)

Table 4: Ridership Statistics by Route

	2015	2016	2017	2018	2019 (YTD- June 23, 2019)
Urban Conventional Total	<b>187,745</b>	<b>236,178</b>	<b>255,004</b>	<b>286,068</b>	<b>144,235</b>
Route 1	52,843	75,150	78,370	90,790	48,069
Route 2	55,654	67,734	72,943	80,588	40,554
Route 3	29,802	34,986	42,813	48,120	22,846
Route 4	49,446	58,308	60,878	66,570	32,766
Inter-Urban Total	<b>16,181</b>	<b>20,375</b>	<b>19,126</b>	<b>18,641</b>	<b>8,522</b>
Route A	7,294	8,493	8,287	8,006	4,010
Route C	6,293	7,792	6,797	6,594	2,820
Route D	1,839	2,799	2,672	2,931	1,531
Route S1	755	1,291	1,370	1,110	161
Accessible Total	<b>29,560</b>	<b>30,007</b>	<b>30,460</b>	<b>30,254</b>	<b>12,414</b>
Chatham	23,305	22,402	22,764	23,442	9,517
Wallaceburg	6,255	7,605	7,696	6,812	2,897

In reviewing the ridership data, the following routes are showing an increase over 2018 for the same time period:

CKTransit – Chatham Conventional

Route 1 up 20%

Route 2 up 10%

Route 4 up 3%

CKTransit Inter Urban

Route A up 9%

Route D up 32%

InTouch Connections, the service provider for the Chatham Urban Conventional Service, provided administration with data showing an average of 10 to 15 riders per trip on Route 1. Vehicles have a capacity of 21 seated plus 4 standing. Route 1 is meeting or exceeding capacity during peak hours (7:15 a.m. to 9:15 a.m. and 3:15 p.m. to 4:15 p.m.). Regular reports of passenger boarding denials on this route due to over-capacity began in January 2019. Data in Appendix D shows 1 to 6 riders have been denied service at various stops along Route 1 during peak hours.

Passenger boarding denials result in the rider waiting an additional 30 to 40 minutes, depending on the location of their stop relative to the terminal, for the following bus. Chatham Urban Service operates on a 30-minute frequency.

The increase in ridership is partly due to an increase in foreign student enrollment comprising 100 to 200 students, as well as the addition of a summer term. Not all students are living in Chatham, but may commute from rural locations. Many of these students depend upon buses as their main mode of transportation.

To address the increase in demand, administration worked with each of the service providers to review and associated costs changes. Adding the proposed 5th route, named the “Around the River” route, will leave the terminal, travel down Grand Avenue, to St. Clair College, return back to Grand Avenue to Keil Drive, Keil Drive to Richmond Street (incorporating the new casino and the Bradley Centre) down Richmond Street to Queen Street. (Appendix A)

The second enhancement is to include one mid-day run Monday to Friday on the Inter-Urban routes. Through the results of a survey conducted during the Municipal elections by citizens and council candidates, along with deputations at the CKTransit Task Force meetings, it was noted that many riders are being abandoned in town with no return bus until late in the day. Included in these results are students coming to St. Clair College. An additional mid-day run will assist in minimizing this inconvenience.

It should be noted that these enhancements are to alleviate current demand issues. The CKTransit Strategy Project will take a more in-depth review of the entire conventional and accessible services and will determine what changes and innovations are required. The results of this project will determine the service level requirements and costs associated with providing the new level of service. CKTransit is under contract with 3 service providers until June 30, 2021.

This report is recommending changes to provide immediate relief to known problem areas. Statistical data supporting the changes are included in Appendix D.

### **Areas of Strategic Focus and Critical Success Factors**

The recommendations in this report support the following areas of strategic focus:

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- Neutral issues (does not support negatively or positively)

### **Consultation**

To prepare and submit this report, administration consulted with St. Clair College, the CKTransit Task Force members, Citilinx, InTouch Connections and referenced survey data from the general public.

### **Financial Implications**

<b>Service Provider</b>	<b>Sept to Dec 2019</b>	<b>Jan to Dec 2020</b>	<b>Jan to Jun 2021</b>	<b>Total Cost</b>
Citilinx	13,800.41	42,739.29	21,450.00	77,989.70
InTouch Connections	66,674.00	209,133.08	104,979.35	380,786.43
<b>Total Cost per year</b>	<b>80,474.41</b>	<b>251,872.37</b>	<b>126,429.35</b>	<b>\$458,776.13</b>

<b>2018 Year End Gas Tax Reserve Balance</b>	<b>\$4,738,310.59</b>
Commitments:	
PTIF Funding 50%	\$- 512,350.00
Commitment through this report	<u>\$- 458,776.13</u>
<b>Total Gas Tax Reserve Balance</b>	<b>\$3,767,184.46</b>

It is recommended that the service level increase be funded through the current Gas Tax reserve and from fares collected from riders. At this time, the exact amount of revenue that will be collected is unknown until the program is fully implemented. Fare revenue will serve to offset a portion of the amount of Gas Tax Reserve that will need to be transferred at year end.

Administration will monitor the boarding data and report back to Council periodically to provide ridership data with the intention to support or discontinue the enhanced service request.

Prepared by:

Reviewed by:

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Ann-Marie Millson  
 Manager, Linear Assets  
 Engineering and Transportation

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 Director  
 Engineering and Transportation

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Attachments:      Appendix A – Proposed Route 5 Chatham Conventional  
                          Appendix B – Chatham Conventional Route Map  
                          Appendix C – Chatham-Kent Inter-Urban Route Map (A,C, D & S1)  
                          Appendix D – Current CKTransit Statistics

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