

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: April 27, 2020

Subject: Extension of CKTransit Contracts for Route 5 and Mid-Day Inter-Urban Run for Routes A, C and D

Recommendations

It is recommended that:

1. The contract extension with Citilinx to provide the mid-day run for routes A, C and D for the Inter-Urban service to June 30, 2021 at a total cost of \$145,453.54 (including HST) be approved.
2. The contract extension with InTouch Connections to provide Route 5 for the Chatham Conventional transit service to June 30, 2021 at a total cost of \$236,377.59 (including HST) be approved.

Background

Council approved, at their regular meeting on August 12, 2019, the addition of Route 5 for the Chatham Conventional transit service to begin September 3, 2019 and run until June 30, 2020 at a cost of \$380,786.43 (Appendices A & B). Also within that report was the addition of a mid-day run for the Inter-Urban service for Routes A, C and D to be provided for the same time period at a cost of \$77,989.70.

Administration committed to return to Council with an update and to provide transit statistics on ridership for the new routes to support the extension or recommend the cancellation of enhancements based on ridership data.

Route 5 was initiated to address overcrowding issues on Route 1, to provide bus service along Bloomfield Road to Richmond Street and to service the south side of Richmond. Route 5 also provides transit service to the Casino and Bradley Center.

To address several recommendations from the CKTransit task force, the mid-day run for the Inter-Urban routes A, C and D were added to provide a noon hour service. The addition of the mid-day run along with minor alterations to routes A and D allowed

CKTransit to add a bus stop on Grand River Line (southside) at St. Clair College and a bus stop on Grand Avenue West (south side) for access to the Courthouse and Community Human Services building.

Comments

The enhancements to the Chatham Conventional and the Inter-Urban routes have been monitored with the intention to return to Council prior to the contract expiration of June 30, 2020 with a recommendation to either cancel or continue to fund the new routes.

CKTransit uses on-boarding statistics to count riders as they enter a bus. The data is collected electronically by the use of Smart Cards, bar codes from transfer slips or by the collection of cash fares. Data is accumulated by bus stop and each bus stop is assigned to specific routes.

Using the on-boarding data, ridership totals for the period of September 2019 to February 29, 2020 have been provided in two separate tables. Table 1 provides ridership totals by the month for Route 5 in Chatham, and Table 2 provides ridership totals by time of day for the Inter-Urban mid-day run for Routes A, C and D combined.

Due to the COVID-19 Pandemic being declared in March, data from March 1, 2020 forward was not included as service levels have been reduced and ridership numbers have drastically dropped.

The following 2 tables provide ridership data to support the continuation of both services.

Table 1 - Route 5 – Chatham Conventional

Route	Sept	Oct	Nov	Dec	Jan	Feb
1	7,236	8,735	12,259	6,697	9,072	8,675
2	6,387	7,296	11,010	6,978	7,353	7,124
3	3,199	3,778	5,218	2,906	3,564	3,325
4	3,886	4,395	6,371	3,959	4,880	4,916
5	1,421	1,861	2,900	1,320	1,680	1,983
Total Ridership	22,129	26,065	37,758	21,860	26,549	26,023

***Note – Route 5 runs on a 1 hour schedule. Routes 1 to 4 are every ½ hour.**

The numbers are representative of this route running once every hour compared to Routes 1 to 4 which would run 2 times within the hour. This route services a major corridor and the ridership data supports the continuation of this route.

Table 2: Inter-Urban Mid-Day Run Boarding Data (Routes A, C, D)

Departure Time	Sept	Oct	Nov	Dec	Jan	Feb	Total
6:15 a.m.	661	645	798	432	452	462	3,450
8:45 a.m.	284	319	448	321	273	295	1,940
12:15 p.m.	650	806	608	440	500	398	3,402
4:15 p.m.	304	358	908	631	618	625	3,444
6:45 p.m.	49	60	114	92	75	77	467

The data presented for the mid-day route clearly shows by boarding data that Inter-Urban riders are using the 12:15 p.m. service. Statistics are showing that the late evening time is not as popular. At this time it is not recommended to eliminate the 6:45 p.m. due to the new night time On- Request service in the Community of Chatham that runs from 7:30 p.m. to 12:30 a.m. It may affect ridership in terms of Inter-Urban riders having more options to come to Chatham and have access to transit later in the evening. Further, the 6:45 p.m. service is under the original 10 year contractual agreement in place until the end of June 30, 2021.

The contract extensions will begin July 1, 2020.

Administration is preparing to have transit services in place as our economy begins the process of returning to normal and businesses begin to reopen. A clause will be added to the legal agreement should any contract adjustments be required due to government restrictions for COVID-19.

It is therefore recommended that the current contracts with InTouch Connections for Route 5 and with Citilinx for the mid-day run be extended to June 30, 2021 which coincides with the end of the contract for all CKTransit service providers.

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

The costs associated with the extension of Route 5 for the Chatham Conventional and Mid-Day run for the Inter-Urban routes are as follows:

Table 3: Costs

Service Provider	Jul 1- Dec 31, 2020	Jan 1-Jun 30, 2021	Total Cost to Extend Contract
Citilinx – Mid-day	\$ 72,738.04	\$72,715.50	\$145,453.54
InTouch Connections – Route 5	\$117,750.93	\$118,626.67	\$236,377.59
Total (including HST)			\$381,831.13
Less HST Rebate			\$37,980.37
Total Contract			\$343,850.76

The cost to extend the contract for each service is lower for the remaining portion of the contracted time as the capital component of the current contracts has been removed. The used buses purchased by Intouch Connections and Citilinx for the September 2019 to June 2020 contract will be fully capitalized by June 30, 2020. The contracts are based on service hours only for the proposed contract extensions.

The extension of contracted services for the addition of Route 5 and the mid-day run will be funded from the Provincial Gas Tax reserve.

Prepared by:

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Attachments: Appendix A – RTC 4126 – CK Transit Route Enhancements
 Appendix B – RTC 4153 – CK Trant Route Enhancements Amendment

P:\RTC\Infrastructure and Engineering\I&ES\2020\4231 - CKTransit Route Enhancements –
Contract Extension for Route 5 and Mid-Day Run

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

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.

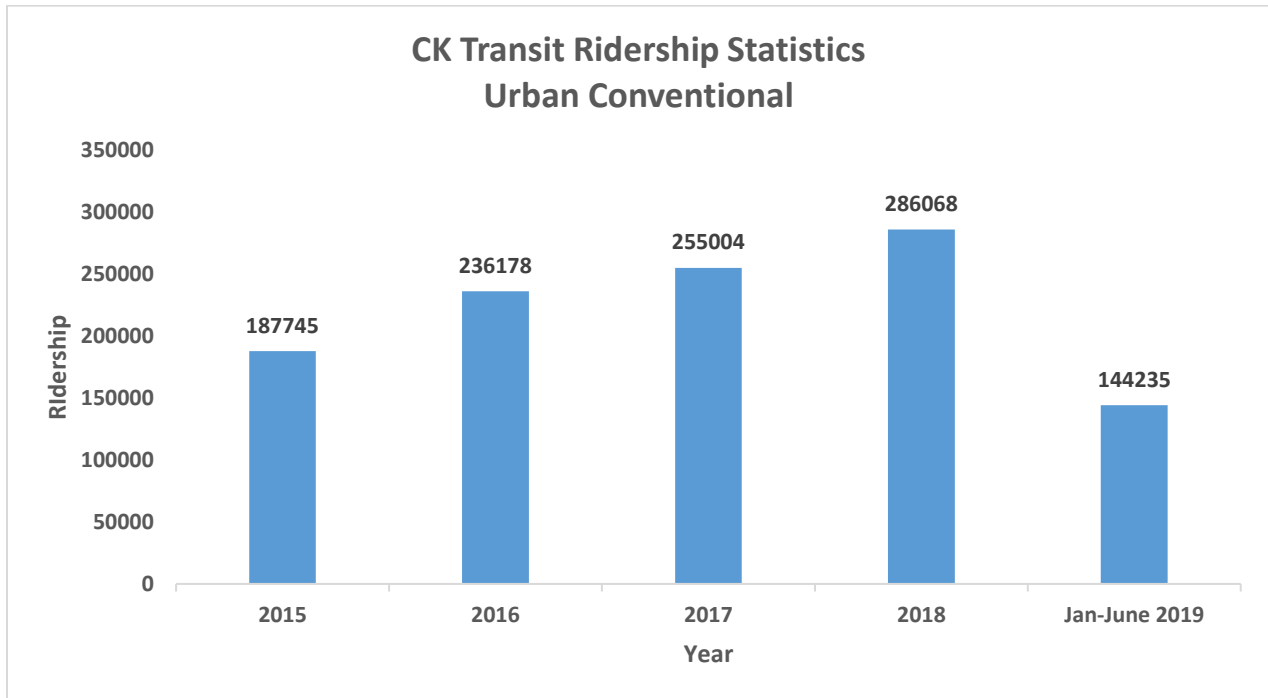


Table 1: Urban Conventional Ridership

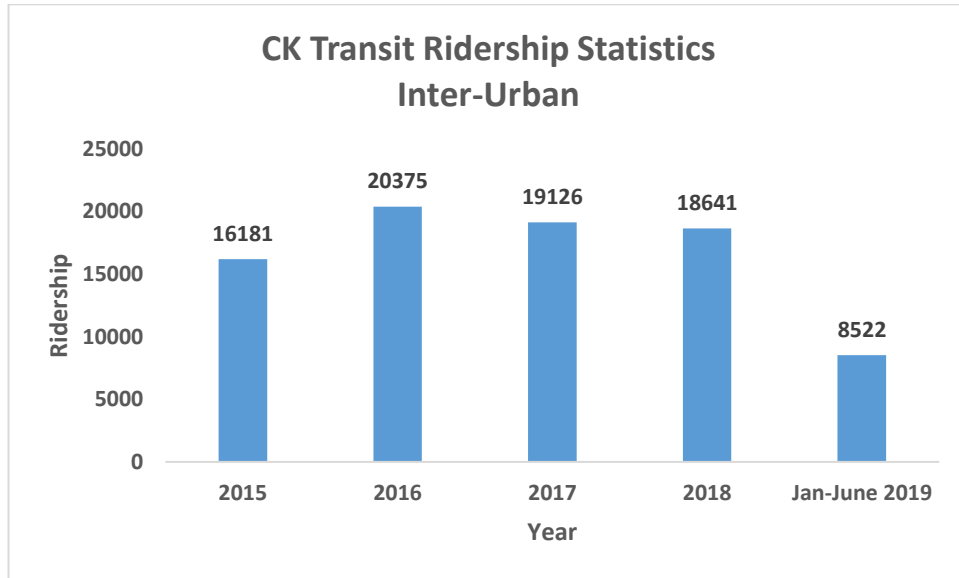


Table 2: Inter-urban Ridership

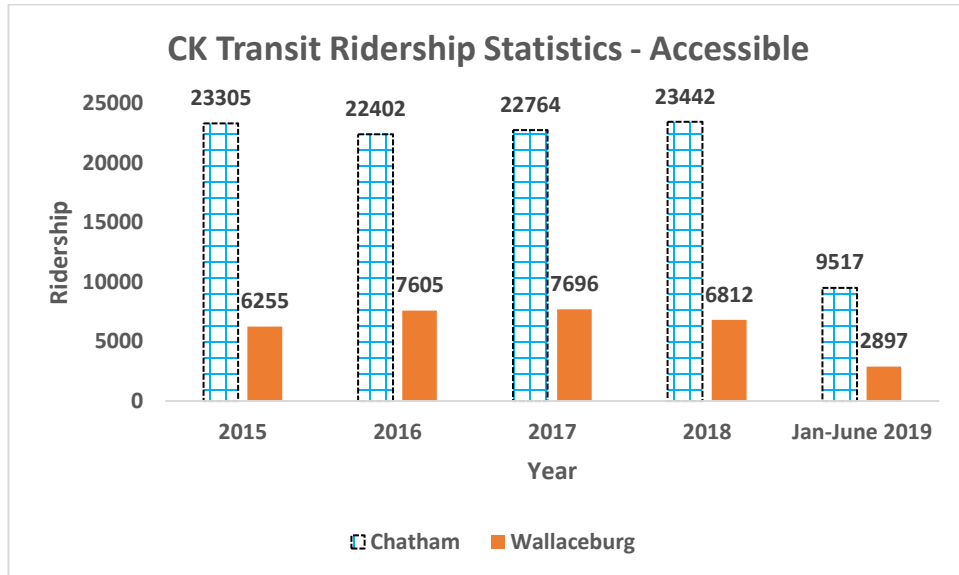


Table 3: Accessible Ridership (Chatham & Wallaceburg)

Table 4: Ridership Statistics by Route

	2015	2016	2017	2018	2019 (YTD- June 23, 2019)
Urban Conventional Total	187,745	236,178	255,004	286,068	144,235
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	16,181	20,375	19,126	18,641	8,522
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	29,560	30,007	30,460	30,254	12,414
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

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- Economic Prosperity:
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- Financial Sustainability: The Corporation of the Municipality of Chatham-Kent is financially sustainable
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- Has the potential to support all areas of strategic focus & critical success factors
- 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

Service Provider	Sept to Dec 2019	Jan to Dec 2020	Jan to Jun 2021	Total Cost
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
Total Cost per year	80,474.41	251,872.37	126,429.35	\$458,776.13

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

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.

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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

P:\RTC\Infrastructure and Engineering\I&ES\2019\4126 - CKTransit Route Enhancements

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

Recommendations

It is recommended that:

1. Council approve the corrected time period for the addition of a 5th 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 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 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 5th 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

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- 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.

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

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Correction to Previous Recommendation