



Transit Department

TO: Community Services Committee

SUBJECT: Fare Parity for Specialized (Handi-Van) Service

Report Number: TR-07-12

File Number(s): 770-03

Report Date: October 1, 2012

Ward(s) Affected: 1 2 3 4 5 6 All

Date to Committee: October 24, 2012

Date to Council: November 5, 2012

Recommendation: Approve equivalent conventional fare structure and fare payment options (fare parity) for the specialized (Handi-Van) transit service effective January 1, 2013, as required by Section 66 of the new Accessibility for Ontarians with Disabilities Act (AODA) integrated transportation legislation, as described in report TR-07-12.

Approve the elimination of free fares for persons who are blind, and reduced fare (special rate) as per the fare parity requirements.

Approve required amendments to the Transit Fare By-law, as per Appendix "A" attached to Report TR-07-12 to implement fare parity.

Direct staff to engage in discussion with Oakville Transit and Hamilton Street Railway Company to formalize Reciprocal Transfer Agreements to reflect existing practice.

Direct staff to prepare an appropriate public communication plan in advance of the implementation of the fare parity changes.

Purpose:

- Address goal or action in strategic plan
- Establish new or revised policy or service standard
- Respond to legislation
- Respond to staff direction
- Address other area of responsibility

Reference to Strategic Plan:

- Vibrant Neighbourhoods
- Excellence in Government
- Prosperity
- N/A

The introduction of Fare Parity effective January 1, 2013 has a direct relationship to the City's strategic directions:

Vibrant Neighbourhoods: by improving mobility for users of the specialized (Handi-Van) service both into and out of the City.

Excellence in Government: by operating an effective and efficient service focused on the needs of residents and employers and contributing to environmental sustainability through greater use of public transit recognizing an aging demographic.

Background:

AODA Integrated Accessibility Standards (Regulation 191/11)

The Accessibility for Ontarians with Disabilities Act (AODA) received Royal Assent on June 13, 2005, and is now law. This legislation has a mandate to achieve full accessibility with regard to goods, service delivery, facilities, accommodation, employment, buildings, structures and premises for Ontarians with disabilities by 2025.

The Integrated Accessibility Standards (Regulation 191/11 under the AODA) combines mandatory sector specific standards, including Information and Communication, Employment, and Transportation into one (1) comprehensive legislation. These mandatory accessibility standards set out the measures, policies, practices and other steps needed to remove and prevent barriers for persons with disabilities. They also address the full range of disabilities including physical, sensory, mental health, developmental and learning.

This regulation came into effect on July 1, 2011 and contains close to 200 compliance items required between July 2011 and January 2021. The delivery of Burlington Transit services must meet the legislated accessibility requirements within established timelines as outlined by the Province of Ontario.

Report TR-07-12 addresses the requirement to implement fare parity by January 1, 2013.

Discussion:

The recommendations provided in TR-07-12 are related to the compliance of the following subsections of Section 66; Fare Parity of the new AODA legislation:

Sub-section (3) states - “where a transportation service provider provides both conventional transportation services and specialized transportation services, the transportation service provider shall ensure that there is fare parity between conventional transportation services and specialized transportation services”.

Sub-section (5) states - “where a transportation services provider provides both conventional transportation services and specialized transportation services, the transportation service provider shall ensure that the same fare structure is applied to conventional transportation services and specialized transportation services”.

Sub-section (6) states - “where a transportation services provider provides both conventional transportation services and specialized transportation services, the transportation service provider shall ensure that the same fare payment options are available for all transportation services, but alternative options shall be made available to persons with disabilities who cannot because of their disability use a fare payment option”.

Fare parity includes all fare options being offered on both conventional bus and specialized (Handi-Van) services. Sole providers¹ are required to ensure that all fare media options for conventional service in a jurisdiction are to be made available on the specialized service by January 1, 2013.

This means that in order to comply with the prescribed legislation by the specified date of January 1, 2013, the following amendments to the Transit By-law are required:

Fare Structure and Pricing:

- Conventional bus fare structure and pricing will be applied to specialized service including the concession categories of adult, student, senior, and child.
- Current Handi-Van paper tickets will be eliminated.
- The full conventional transit fare media product offering will be implemented for Handi-Van clients:
 - reducing the current Handi-Van ticket price of \$2.75/ticket to the current Adult conventional ticket rate of \$2.50/ticket; and,
 - acceptance of regular paper tickets and monthly passes (Adult, Student, Senior, and Child) on the Handi-Van service, provided the passenger is a registered user of the Handi-Van service; and,
 - acceptance of PRESTO on the Handi-Van service, provided the passenger is a registered user of the Handi-Van service. This will enable Handi-Van clients to take advantage of the many benefits PRESTO offers customers including equivalent pricing for single fare e-purse payment usage to paper ticket pricing, card registration.

¹ Under the AODA legislation, a “sole provider” is a service provider that provides both conventional and specialized transit services within the same jurisdiction.

Transfer Policy:

- The current two-hour open transfer policy in place in the conventional system will be applied to the Handi-Van specialized service.
- Passengers may begin to transfer between municipal service providers (i.e. registered Burlington Handi-Van clients can transfer to Oakville's Care-A-Van service at no extra charge provided that a) the transfer is occurring within the two-hour time limit, b) the passenger is also registered with Oakville's Care-A-Van service, and c) the passenger books the appropriate appointments in advance with each service).
- Passengers may transfer from specialized to conventional service at no extra charge, and vice-versa, provided they are registered on the specialized service and within the two-hour transfer limit.
- Passengers may transfer from Oakville's Care-A-Van or Hamilton's DARTS services onto a Burlington Handi-Van for no additional charge provided the transfer occurs within the current two-hour open transfer time limit and the passenger is a registered Handi-Van user. Specialized transit passengers must continue to book their trips through the respective agencies.

Free Fare for Persons who are Blind:

- Free fares for persons who are blind have been provided for in the conventional Transit By-law since 1976, but not honoured on the specialized (Handi-Van) service.
- In order for passengers with a visual disability to ride for free, he/she must present a valid CNIB card to the operator upon boarding the conventional bus.
- These boardings are tracked for statistical reporting purposes and represent approximately 7,000 trips per year.
- The purpose of introducing fare parity is to ensure uniformity of application of the fare policies across conventional and specialized services. It is therefore recommended that the provision for "free" fares for persons who are blind be eliminated to ensure consistency within the fare structure related to the introduction of fare parity.

Reduced (Special Rate) Fare:

- A special rate (child fare equivalent) has been offered to employees of ARC Industries (Community Living Burlington) and attendees of Halton District School Board Special Learning Programs since 1976, with original authority under By-law 76-1985, which was subsequently repealed in 2008 by the new Transit By-law 97-2008.
- These boardings are tracked for statistical reporting purposes and represent approximately 2,600 trips per year.
- Presently Burlington Transit is the only transit authority in Ontario that provides a "special rate" reduced fare to a specific special interest group(s).
- The purpose of introducing fare parity is to ensure uniformity of application of the fare policies across conventional and specialized services. It is therefore

recommended that the provision for “special rate” reduced fares be eliminated to ensure consistency within the fare structure related to the introduction of fare parity.

Financial Matters:

The implementation of fare parity will have a negative impact on current fare revenues for Handi-Van Service based on the following factors:

- Reduction in ticket prices from \$2.75 to \$2.50 per ticket
- Introduction of monthly paper pass products for Handi-Van clients
- Introduction of PRESTO loyalty for Handi-Van users (i.e. for an Adult, after 36 full fare rides in one calendar month, the remaining rides are free for that calendar month)
- Introduction of timed open transfer policy of two hours internally (i.e. conventional BT bus to Handi-Van and vice-versa) and externally (i.e. Oakville Care-A-Van to Burlington Handi-Van and vice-versa) to be consistent with conventional services

Given Burlington Handi-Van’s ridership demographic, and factoring Oakville’s experience with fare parity over the past year, the associated fare parity measures contained in this report will have an estimated² annual Handi-Van fare revenue impact of \$40,600 reduction in 2013.

The 2013 Proposed Current Budget for the Transit Department has been prepared to reflect a fare revenue reduction in base budget, from \$133,000 per year (2012 approved plan) to \$92,400 (proposed 2013 base budget).

The above loss in fare revenues would be offset by a slight increase in additional estimated conventional fare revenues of \$21,400 based on the elimination of free fares for persons who are blind³ and the elimination of the “special rate”.⁴

Communication Matters:

Upon Council approval of the recommendations contained in TR-07-12, staff will prepare and execute a Communications Plan to inform the public of the proposed changes prior to January 1, 2013.

² Estimated loss in fare revenues based on conventional transfer rate of 32.8% and estimated cash to ticket ratio of 25:75.

³ The Transit By-law currently permits passengers presenting a valid CNIB card to ride for free (applies to conventional service only). Based on the average fare of \$2.22 and approximately 7,083 passengers per year.

⁴ The Transit By-law currently provides a special rate (equivalent to a Child fare) to employees of ARC Industries (Community Living Burlington) and attendees of Halton District School Board Special Learning Programs under authority of By-law 76-1985 as amended (applies to conventional service only). Based on the average fare of \$2.22 and approximately 2,600 passengers per year.

Messaging will be prepared using various means including:

- Newspaper advertisements
- City's website (splash page) and Burlington Transit's website
- Posters on board the conventional bus and specialized (Handi-Van) services
- Posters at the Downtown Transit Terminal, Transit Headquarters, City Hall, P&R Community Centres and Libraries
- Posters at Authorized Third Party Ticket Sales Agents
- Direct Notification to CNIB, Burlington Association for Community Living, and HDSB, HCSB

Conclusion:

The Burlington Transit specialized transit service (Handi-Van) fare structure must be revised to be consistent with that applied to conventional services per AODA integrated transportation legislation. This means that all fare products and pricing currently offered on the conventional bus system must also be offered on the specialized (Handi-Van) system by the required compliance date of January 1, 2013.

Respectfully submitted,

R. Scott Gillner, C.E.T.
Supervisor of Business Services
905.335.7869 Ext.7526

Appendices:

A. Revised Transit By-law 97-2008, as amended.
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Notifications:
(after Council decision)

Name	Mailing or E-mail Address
Chair, Burlington Transit Advisory Committee (BTAC)	Clerks Department
Chair, Burlington Accessibility Advisory Committee (BAAC)	Clerks Department

Approvals:

*required

*Department

City Treasurer

General Manager

City Manager

	To be completed by the Clerks Department
Committee Disposition & Comments	
	01-Approved 02-Not Approved 03-Amended 04-Referred 06-Received & Filed 07-Withdrawn
Council Disposition & Comments	
	01-Approved 02-Not Approved 03-Amended 04-Referred 06-Received & Filed 07-Withdrawn

Appendix “A”

**THE CORPORATION OF THE CITY OF BURLINGTON
BY-LAW NUMBER XX-2012**

A By-law To Regulate Burlington Transit

File: 770-01

WHEREAS Section 11 of the *Municipal Act*, 2001, as amended, authorizes The Corporation of the City of Burlington to enact by-laws respecting matters within the sphere of jurisdiction of municipal property, private property and highways;

NOW THEREFORE, THE COUNCIL OF THE CORPORATION OF THE CITY OF BURLINGTON HEREBY ENACTS AS FOLLOWS:

1. Part I Definitions of By-law 97-2008, as amended, is hereby amended as follows:

DELETE:

“**transfer**” means a receipt obtained from an operator that permits the holder to travel on a transit vehicle during the time period indicated on the transfer, obtained from Burlington Transit, Hamilton Street Railway, Oakville Transit or any transit authority specified by Burlington Transit;

ADD:

“**transfer**” means a receipt obtained from an operator that permits the holder to make unlimited travel on a conventional or specialized (Handi-Van) transit vehicle within 120 minutes (2-hours) from the time of original issuance indicated on the transfer. Reciprocal transfer agreements may be established to permit the acceptance of transfers at par to/from other transit authorities, provided the transfer is presented within 120 minutes (2-hours) from the time of issuance. Other transit authorities may include, but are not limited to, the Hamilton Street Railway Company and/or DARTS, Oakville Transit and/or Care-A-Van.

2. Schedule “A” of By-law 97-2008, as amended by By-law 61-2012 is hereby repealed, and Schedule “A” ***including noted amendments*** attached to this by-law are substituted therefore.

THAT in all other respects, By-law 97-2008, as amended, is hereby confirmed.

ENACTED AND PASSED this 5th day of November, 2012.

Rick Goldring

MAYOR

Angela Morgan

CITY CLERK

Appendix "A"

**AMENDMENT TO TRANSIT BY-LAW 97-2008, As Amended
BY-LAW XX-2012 SCHEDULE "A" – TRANSIT FARES**

TABLE A.1 – Burlington Transit Fare Pricing – (EFFECTIVE JANUARY 1, 2013)

ITEM	Cash Fare	Tickets	Monthly Pass
Adult - Unrestricted	\$3.00	10 tickets/ \$25.00	\$88.00
Student – Unrestricted	\$3.00	10 tickets/ \$17.00	\$64.00
Student – Restricted "Freedom Pass"	N/A	N/A	\$20.00
Senior	\$3.00	10 tickets/ \$17.00	\$54.00
Child	\$1.75	10 tickets/ \$14.00	N/A
Corporate Transit Pass Program	N/A	N/A	Up to 20% discount
GO Fare Integration	\$0.65	N/A	\$26.00
Burlington Handi-Van	\$3.00	10 tickets/\$27.50	N/A
Child w/ Parent	Free	N/A	N/A
Special Rate		10 tickets/ \$14.00	N/A
Blind Patrons	Free	N/A	N/A

N/A – Fare product not available.

TABLE A.2 – Burlington Transit Fare Categories - (EFFECTIVE JANUARY 1, 2013)

CONCESSION FARE CATEGORY	Description
<i>Effective January 1, 2013 Burlington Transit is fully compliant with Section 66; Fare Parity of the AODA Integrated Accessibility Standards (Ontario Regulation 191/11). The following concession fare categories apply to both the conventional fixed route service and specialized demand responsive (Handi-Van) service, however, only Registered Users of the Handi-Van service and their escorts/companions may be transported on the specialized (Burlington Handi-Van) service.</i>	
Adult - Unrestricted	Persons 20 – 64 years of age, and all others not otherwise defined including students attending University and/or College.
Student – Unrestricted	<ul style="list-style-type: none"> Students 13 – 19 years of age, enrolled full time in a recognized Secondary School Education Program. Valid student I.D. Photo/Card approved by Burlington Transit must be shown upon request by Transit Operator (Valid School-issued Photo Card or Ontario Health Card). Without I.D. full fare will be requested. Discounted rate offered to Halton Student Transportation Services (HSTS), a consortium of Halton District School Board, Halton Catholic District School Board, Le conseil scolaire de district Catholique Centre-Sud, and Le conseil scolaire du district du Centre Sud-Ouest. To qualify HSTS must purchase a minimum of 300 unrestricted monthly student passes at one time, request to be made in writing. Invoice will be sent directly to HSTS.
Student – Restricted "Freedom Pass"	<ul style="list-style-type: none"> Includes students enrolled full-time in a recognized Secondary School program, under 21 years of age. Valid student I.D. Photo/Card approved by Burlington Transit must be shown upon request by Transit Operator (Valid School-issued Photo Card or Ontario Health Card). Without I.D. full fare will be requested. Pass is valid 5:00p.m. - 12:00a.m. Monday to Friday, and all day Saturday, Sunday, and Statutory Holidays when BT is operating.

Appendix "A"

Senior	<ul style="list-style-type: none"> Includes Seniors 65 years of age and older. Valid senior I.D. Photo/Card approved by Burlington Transit must be shown upon request by Transit Operator (Valid Ontario Photo Health Card or Old Age Security (OAS) Senior's Card). Without I.D. full fare will be requested.
Child	Includes Elementary School aged children, less than 12 years of age.
Special Rate	Child Fare or its replacement, is offered to employees of Burlington Association for Community Living (ARC Industries) and attendees of Halton District School Board Special Learning Programs under authority of By law 76-1985 as amended.
GO Fare Integration	With a valid GO Transit Ticket or Pass, to/from rail stations in Burlington. For full program eligibility refer to www.burlington.ca/transit .
Burlington Handi-Van	Restricted to Registered Users of Burlington Transit Handi-van.
Child w/ Parent	Children 5 years of age and under, accompanied by legal guardian.
Blind Patrons	Valid C.N.I.B. I.D. Photo/Card must be shown to Transit Operator at time of boarding. Without I.D. full fare will be requested.
Corporate Transit Pass Program	Maximum discount of 20% off the cost of a regular monthly pass rate (up to 10% employer plus up to 10% Burlington Transit matched by Burlington Transit) as outlined in Report TR-06-12.

TABLE A.3 – PRESTO Related Customer Rates and Fees - (EFFECTIVE JANUARY 1, 2013)

Fee (conventional and specialized services)	Description
PRESTO card: \$6.00	PRESTO requirement. Issuance fee.
Load Card, Top Up Monies	There are no direct fees to the passenger for the initial load, or top up, of monies on the card (the e-purse). There are a number of parameters governing such activity: Minimum e-purse Load: \$5* Maximum e-purse Value: \$1,000 Maximum e-purse reload value: \$1,000 Minimum e-purse reload value: \$10 * As dictated by PRESTO system parameters.
Overdraft fee: \$0.25	PRESTO requirement. Charged on reload after the e-purse has gone into a negative balance (only possible on registered cards).
Refund fee: 4% of card balance	PRESTO requirement. For card refunds that occur in Burlington (balance on card is \$50 or under).

TABLE A.4 – PRESTO Fare Products - (EFFECTIVE JANUARY 1, 2013)

ITEM (conventional and specialized services)	Base Fare	Ride Frequency Discount	Monthly Pass
Adult – Unrestricted	\$2.50	100% discount for 37th and each additional full fare ride in a calendar month	Not Applicable.
GO Fare Integration (from GO to bus only)	\$0.65	Not Applicable.	Not Applicable.

Appendix “A”

TABLE A.5 – Subsequent PRESTO Fare Products - (EFFECTIVE JANUARY 1, 2013)

ITEM (conventional and specialized services)	Base Fare	Ride Frequency Discount	Period Pass (Monthly)
Adult – Unrestricted	\$2.50	100% discount for 37th and each additional full fare ride in a calendar month.	Not Applicable.
Student – Unrestricted	\$1.70	100% discount for 39th and each additional full fare ride in a calendar month.	Not Applicable.
Senior	\$1.70	100% discount for 33 rd and each additional full fare ride in a calendar month.	Not Applicable.
Child	\$1.40	Not Applicable.	Not Applicable.
Student Bulk Purchase Discount Pass (School Board)		Not Applicable.	\$40.00
GO Fare Integration (from GO to bus only)	\$0.65	Not Applicable.	Not Applicable.

TABLE A.6 – Transfers - (EFFECTIVE JANUARY 1, 2013)

Item (conventional and specialized services)	Validity – 120 minutes (2-Hours) from time of issuance.
Burlington Transit Transfer	Burlington Transit issued paper transfers are set to expire 120 minutes (2-Hours) from time of issuance. Transfers will not be re-issued.
PRESTO Transfer	PRESTO device produced transfer is considered a valid Burlington Transit issued Transfer, and is set to expire 120 minutes (2-Hours) from time of issuance. Transfers will not be re-issued.
Hamilton Street Railway Transfer	Valid Hamilton Street Railway <i>and/or DARTS</i> transfers are accepted at par.
Oakville Transit Transfer	Valid Oakville Transit <i>and/or Care-A-Van</i> transfers are accepted at par.
Mississauga Transit Transfer	Valid Mississauga Transit <i>and/or Peel TransHelp</i> transfers are accepted at par.