

# Report to Council



**Date:** February 19, 2018  
**File:** 1405-01  
**To:** City Manager  
**From:** Jerry Dombowsky, Transit and Programs Manager  
**Subject:** handyDART Transit Fare Equalization

---

## **Recommendation:**

THAT Council receives, for information, the report from the Transit and Programs Manager dated February 19, 2018, with respect to the handyDART Transit Fare Equalization;

AND THAT Council approve an adjustment in the monthly transit fare, and bulk ticket rate for handyDART service in order to harmonize with the rate charged for conventional transit service;

AND FURTHER THAT Council authorize staff to approach other Kelowna Regional Transit partners who participate in handyDART to receive approval from their respective Councils.

## **Purpose:**

**To harmonize handyDART fares with conventional transit service fares.**

## **Background:**

Custom transit service (handyDART) is provided in Kelowna, West Kelowna and Lake Country. The current fare structure allows both cash or ticket fare of \$2.50 (one way), and unlimited travel via a monthly pass for \$75.00.

Current fare structure for Conventional transit service is \$2.50 cash fare with an adult monthly pass at \$70.00 and monthly seniors passes at \$45.00. A sheet of 10 adult tickets is \$22.50 and \$20.25 for senior tickets.

For the monthly handyDART pass to be a better value than cash or ticket fare, a rider has to make more than 30 one-way trips or 15 two-way trips per month e.g., travel two-way 4 times per week or more. The number of monthly pass purchasers is small as a result, as the vast majority of handyDART clients use the service more incidentally or less regularly and would not gain any value other than convenience.

Based on feedback received from members of the Kelowna regional Accessible Transit Advisory Group (informal committee created by staff and BC Transit), there should be no different fare treatment for persons with disabilities than the rest of society.

Currently, approximately 1,250 monthly handyPASSES are sold per year achieving \$93,750 in revenue which equates to approximately 18% of total Custom Transit revenue. A \$5.00 reduction per pass would reduce annual revenue by \$6,250 or 1.2% of total Custom transit revenue. This percentage is much smaller if considering total transit revenue. We do not have a current count of seniors who have purchased the pass, but believe this is minimal.

With respect to bulk ticket purchase, on Conventional ticket sales, a book of 10 is offered at \$22.50 or \$2.25 per ticket, while handyDART tickets are sold in sheets of 5 with no discount. This discount is proposed to be equalized as well.

	Current Conventional Fare	Current handyDART Fare	Proposed New handyDART Fare
Monthly Adult Pass	\$70.00	\$75.00	\$70.00
Monthly Senior Pass	\$45.00	\$75.00	\$45.00
Sheet of tickets*	\$22.50 (sheet of 10)	\$12.50 (sheet of 5) \$25.00 (2 sheets)	\$11.25 (sheet of 5) \$22.50 (2 sheets)
Sheet of senior tickets*	\$20.25 (sheet of 10)	\$12.50 (sheet of 5) \$25.00 (2 sheets)	\$10.00 (sheet of 5) \$20.00 (2 sheets)

\*handyDART tickets are sold in sheets of 5 for users' convenience

If approved by Kelowna Council, staff would request both West Kelowna and Lake Country staff bring forward a corresponding report to approve this fare harmonization action, to be put into effect immediately once all partner approval is received.

A complete, system wide fare review is anticipated to be initiated in 2019, at which time these inequities can be better addressed.

**Internal Circulation:**

Communications Advisor  
 Financial Analyst, Infrastructure  
 Revenue Supervisor

**Considerations not applicable to this report:**

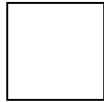
Legal/Statutory Authority:  
 Legal/Statutory Procedural Requirements:  
 Existing Policy:  
 Financial/Budgetary Considerations:  
 Personnel Implications:  
 External Agency/Public Comments:  
 Communications Comments:  
 Alternate Recommendation:  
 Considerations not applicable to this report:

Submitted by:

J. Dombowsky, Transit and Programs Manager

Approved by: R. Villarreal, Manager, Integrated Transportation

**Approved for inclusion:**



A. Newcombe, Divisional Director, Infrastructure

cc: Divisional Director, Infrastructure  
Divisional Director, Corporate Strategic Services  
Divisional Director, Financial Services