

Municipality of Chatham-Kent
Infrastructure and Engineering Services
Engineering and Transportation Division

To: Mayor and Members of Council

From: Adam Sullo, P.Eng.
Director, Engineering and Transportation Division

Date: January 15, 2016

Subject: CK Transit Fares - Conventional Service, Community of Chatham

Recommendations

It is recommended that:

1. The following changes to the current cash fare structure for the conventional service in the community of Chatham be implemented:
 - a. the exact cash fare for all riders be one flat rate of \$2.00 effective July 1, 2016
 - b. children five years of age and under ride free effective July 1, 2016
 - c. the exact cash fare be increased to \$2.25 effective July 1, 2017
 - d. the exact cash fare be increased to \$2.50 effective July 1, 2019.
2. The following changes to the current concession fare structure for the conventional service in the community of Chatham be implemented:
 - a. multi-ride passes for adults, seniors, students no longer be sold as of June 30, 2016;
 - b. multi-ride passes sold on or before June 30, 2016 expire at the end of the current service contract on June 30, 2021.
3. The annual senior bus pass program be discontinued as of January 1, 2017.
4. A concession fare cash pass for the conventional service in the community of Chatham be implemented as follows:
 - a. 20 percent reduction in exact cash fare when validated during the peak periods of 7 AM to 10 AM and 1 PM to 4 PM, Monday through Friday
 - b. 50 percent reduction in exact cash fare when validated during off peak periods of 6 AM to 7 AM, 10 AM to 1 PM and 4 PM to 7:30 PM, Monday through Friday
 - c. 50 percent reduction in exact cash fare when validated on a Saturday.

5. An unlimited monthly pass for adults be implemented for the conventional service in the Community of Chatham as follows:
 - a. \$65 per month effective July 1, 2016
 - b. \$70 per month effective July 1, 2017
 - c. \$75 per month effective July 1, 2019
6. An unlimited monthly pass for students and seniors be implemented for the conventional service in the Community of Chatham as follows:
 - a. \$50 per month effective July 1, 2016
 - b. \$55 per month effective July 1, 2017
 - c. \$60 per month effective July 1, 2019
7. An affordable bus pass program be implemented for a trial basis of one year at a cost of \$40 per month for the conventional service in the Community of Chatham as follows:
 - a. a limit of 200 affordable bus passes be available for sale
 - b. applications to be submitted to the Municipality for approval based on household income reported annually, with those under the “Low Income Measures” as the cutoff for eligibility
 - c. approvals be valid for one year
 - d. applications be accepted on a first come, first served basis

Table 1 summarizes the current fare products for CKTransit conventional service and the future fare products that are a result of the recommendations:

Table 1: Summary of Service Changes (Current Service vs. Recommendations)						
Recommendation	Current Service		Recommended Service	July 2016	July 2017	July 2019
1. Cash Fare Structure	Adult	\$2.00	Adult	\$2.00	\$2.25	\$2.50
	Student	\$1.75	Student	\$2.00	\$2.25	\$2.50
	Senior	\$1.75	Senior	\$2.00	\$2.25	\$2.50
	Children	\$1.00	Children	FREE	FREE	FREE
2. Multi-Ride Pass	Adult	\$35.00	Adult	Discontinued (July 2016)		
	Student	\$27.00	Student	Discontinued (July 2016)		
	Senior	\$27.00	Senior	Discontinued (July 2016)		
3. Senior Annual Pass	Unlimited Rides	\$70.00		Discontinued (January 2017)		
4. Cash Pass	Not Available		20% reduction on peak	\$1.60	\$1.80	\$2.00
			50% reduction off peak	\$1.00	\$1.15	\$1.25
5/6. Monthly Pass	Not Available		Adult	\$65.00	\$70.00	\$75.00
			Student	\$50.00	\$55.00	\$60.00
			Senior	\$50.00	\$55.00	\$60.00
7. Affordable Pass	Not Available		1 Year Pilot Program	\$40.00	Review/ Council	

Background

CK Transit conventional bus service is a fully accessible public transit system that has been operated by Intouch Connection since July 1, 2014.

CK Transit conventional service operates four routes within the Community of Chatham at 30 minute intervals from 6:15 AM to 7:15 PM Monday through Saturday, excluding statutory holidays. The four routes are:

- Route 1, Northwest
- Route 2, Northeast
- Route 3, Southeast
- Route 4, Southwest

These four routes operate in a radial route network, meeting every half hour, for a total of 26 full runs per day, at a downtown Chatham terminal to enable transfers from each route. However, due to system strains such as quantity of bus stops, route extensions, high peak capacity, train delays, construction detours and accessible ramp deployment as many as two full runs may be missed daily.

Conventional transit vehicles have a maximum capacity of 25 ambulatory passengers or 21 ambulatory passengers and one non-ambulatory passenger. Preferred seating is given to seniors or passengers travelling with small children.

Nextbus Technology

The award of the current contract with Intouch Connection included the installation of Nextbus Technology in all conventional buses. Nextbus uses GPS tracking and a proprietary algorithm to track transit vehicles and predict their arrival time. By taking into account the actual position of bus, intended bus stops along the route and typical traffic patterns, NextBus estimates bus arrivals with a high degree of accuracy. This estimate is refreshed constantly to provide riders with up-to-the-minute information by downloading a free mobile application.

Smartcard Technology

The award of the current contract with Intouch Connection included the installation of Smartcard Technology in all conventional buses. Smartcard Technology is an automated fare collection and ridership reporting system which includes a contactless, reloadable smartcard and onboard ridership counters. The implementation of smartcard technology eliminates the need for manual ridership surveys and provides detailed and accurate route analytics.

Current Transfer Policy

The current transfer policy for conventional transit in the Community of Chatham is a '60 minute timed transfer' which means all riders can transfer one time at no extra cost within 60 minutes. All transfers are generated through the smartcard system which allows for

certain precautions to prevent misuse and maintain the integrity of the transfer policy. The 60 minute timed transfer was implemented to accommodate short duration layover use, for example dropping off small children at daycare.

Existing Fare Structure

The current fare structure for the conventional service has been in effect since 2006 with no increase to any category and is illustrated in Table 2:

Table 2: CK Transit Chatham Conventional Fare Structure				
Category	Exact Cash Fare	Multi-Ride Pass Cost	Multi-Ride Pass Cost Per Trip	Multi-Ride Pass Discount
Adult	\$2.00	\$35.00 / 22 rides	\$1.59	20%
Senior	\$1.75	\$27.00 / 22 rides	\$1.23	30%
Student	\$1.75	\$27.00 / 22 rides	\$1.23	30%
Child (Under 5)	\$1.00	\$22.50 / 30 rides	\$0.75	25%
St.Clair College	n/a	\$120.00 / semester	\$0.90	n/a

In 2011, Council approved an unlimited annual bus pass for seniors for a cost of \$70 per year.

Discounted Fares and Methodology

There are currently three exact cash fares as shown in the Table 2. Discounts have been given to students, seniors and children when paying by cash. Further discounts have been extended to all categories when purchasing a multi-ride pass, also referred to as a concession fare.

All conventional transit fare media is now available through smartcard technology and is purchased at the Civic Centre. The manual multi-ride pass can be purchased at all Shoppers Drug Mart locations in the Community of Chatham. Administration is currently working with the smartcard service provider to implement an online program which will allow customers to reload smartcards online or set up an automatic 'top-up' when the balance is low. This online option is expected to be available in 2016.

Revenue, Contract Costs and Ridership

CK Transit conventional service contract costs and revenue, which include all cash and concession fares as well as invoiced fare media (Community Living, Ontario Works, etc.) are illustrated in Table 3 for the past ten years:

Table 3: Revenue and Contract Cost (2005 - 2014)			
Year	Revenue	Contracted Cost	Budget Amount
2005	\$ 400,981	\$ 789,100	\$ 388,119
2006	\$ 372,724	\$ 785,437	\$ 412,713
2007	\$ 394,159	\$ 813,304	\$ 419,145
2008	\$ 418,747	\$ 999,448	\$ 580,701
2009	\$ 380,456	\$ 894,045	\$ 513,589
2010	\$ 414,920	\$ 916,250	\$ 501,330
2011	\$ 369,931	\$ 913,076	\$ 543,145
2012	\$ 307,638	\$ 929,338	\$ 621,700
2013	\$ 348,107	\$ 918,641	\$ 570,534
2014	\$ 356,422	\$ 941,240	\$ 584,818

The contract costs illustrated in Table 3 are for the contracted services to provide the conventional service and do not include administration, transit shelters, snow removal, etc.

Each year in November, Engineering and Transportation staff conduct a manual survey to record ridership numbers. Historical conventional ridership data for the past ten years is illustrated in Table 4:

Table 4: CK Transit Chatham Conventional Boarding Passengers by Time of Day – 10 years										
Year	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
AM	298	244	281	299	299	294	320	278	278	274
Midday	781	750	736	805	730	674	830	644	612	688
PM	285	223	329	345	260	241	315	340	245	195
Daily Boarding	1,364	1,217	1,346	1,449	1,289	1,166	1,465	1,262	1,135	1,157
Annual Boarding	260,610	257,488	285,356	297,007	266,381	254,267	279,594	222,750	259,186	313,761

In Table 4 above, for years 2005 through 2011, the annual boarding is based on the daily boarding multiplied by the total service days. Since 2011, the annual boarding is based on the daily boarding multiplied by the total service days and annual revenue received.

The implementation of smartcard technology in January of 2015 has resulted in accurate up-to-date ridership and revenue reporting and has eliminated the need to conduct an annual manual survey. As well, we are now capable of generating ridership reports that provide an indication of capacity percentages for specific time periods.

Table 5 illustrates the 2015 boarding as well as the average capacity per trip:

Table 5: CK Transit Chatham Conventional Boarding Passengers (Mid-January – December 2015)				
Analytics for:	2015 Boarding (195,272)	Average Per Trip Boarding by Time of Day (% capacity):		
		6 AM – 10 AM	10 AM – 4 PM	4 PM – 7:30 PM
Route 1 (NW)	55,167	9 (36%)	15 (60%)	5 (20%)
Route 2 (NE)	57,780	10 (40%)	15 (60%)	6 (24%)
Route 3 (SE)	30,931	6 (24%)	7 (28%)	4 (16%)
Route 4 (SW)	51,394	12 (48%)	12 (48%)	4 (16%)

It is important to note that the manual multi-ride punch passes and single use tickets are not reflected in the 2015 boarding passenger data and the use of these passes and tickets will complicate the data until such time that they are phased out.

Administration is currently working with the service provider to record hourly boarding and alighting data which will provide exact capacity per hour.

CKTransit Passenger Survey

In November 2015, administration conducted a passenger survey to gauge the method of payment and frequency of use for conventional riders. The key results of the survey are as follows:

- Over 50% of the passengers surveyed use the bus five or more days per week.
- 78% of the passengers surveyed ride the bus at least two times per day.
- 48% of the passengers surveyed use the bus to travel to work daily.
- 20% of the passengers are students travelling to school.
- 43% of all passengers surveyed purchase a multi-ride pass at a reduced fare.
- 39% of all passengers pay for transit using cash.
- Of all passengers surveyed
 - 83% were adults
 - 7% were students
 - 10% were seniors
- 17% of passengers surveyed travel with children under five.

The full passenger survey results are attached as Appendix A.

Statistics Canada

In 2011, STATS Canada conducted a census which indicated that 17.5% of Chatham-Kent's citizens are currently considered 'low income'. The 2011 census also stated that of those living at or below the low income level:

- 63.6% are between 18 and 64 years of age
- 28.8% are less than 18 years of age
- 7.6% are 65 years of age or older

STATS Canada develops a Low Income Measure (LIM) which is a fixed percentage (50%) of median adjusted household income. The "adjustment" accounts for household needs and reflects the fact that these needs increase as the number of members in the

household increases. The assumption is that a household of six has greater needs than a household of two, although these needs are not necessarily three times as costly.

Comments

The recommendations in this report are intended to improve the Municipal transit service by introducing four (4) fare products that compliment current ridership demands and patterns:

1. Exact Cash Fare (ECF)

As mentioned, there are currently three different exact cash fares (ECF). This current method can be onerous and require monitoring. Introducing one ECF will streamline cash fare collection and encourage concession fare ridership.

Table 6 illustrates the current and proposed ECF schedule for CKTransit conventional service:

Table 6: CK Transit Chatham Conventional Fare Structure				
Category	Current Exact Cash Fare (ECF)	Recommended ECF July 2016	Recommended ECF July 2017	Recommended ECF July 2019
Adult	\$2.00	\$2.00	\$2.25	\$2.50
Senior	\$1.75	\$2.00	\$2.25	\$2.50
Student	\$1.75	\$2.00	\$2.25	\$2.50
Child (Under 5)	\$1.00	free	free	free

In many transit systems across Canada, pre-school children ride for free. Administration is recommending that CKTransit implement this common practice.

These initiatives are expected to have a neutral effect on the current level of service for the CKTransit conventional service.

2. Cash Pass Concession Fare

Regardless of ridership capacity or time of day, the hourly cost to operate CK Transit is the same. The strategy of the proposed 'cash pass' is to encourage those riders who can be flexible, to take advantage of an attractive discount during off-peak times when ridership is at it's lowest. The cash pass will be programmed to deduct the appropriate fare based on time of day and is transferrable.

The minimum value a cash pass can be purchased for will be \$20. There is no expiry date or reload limit associated with a purchased cash pass.

This initiative is expected to have a positive effect on the current level of service for CKTransit conventional service by balancing ridership throughout the day.

3. Monthly Concession Fare Pass

With the implementation of smartcard technology, we are now capable of offering different concession fare options that better suit regular riders. An unlimited monthly pass is commonly offered by transit systems and offers both value and convenience for regular riders, but is not transferrable. Based on the recent survey results, approximately 48% of the ridership travel to work daily and another 20% travel to school. Therefore, the implementation of a monthly pass would benefit the majority of current users.

On average, there are 22 week days per month. For riders that use CKTransit to travel to work or school on a regular basis that equates to 44 trips per month. Table 7 illustrates the recommended discounts for monthly concession fare passes:

Table 7: Recommended Monthly Concession Fare Pass - Fare Schedule									
Type of Pass	Current (ECF of \$2.00)			July 2017 (ECF of \$2.25)			July 2019 (ECF of \$2.50)		
	Cost	Discount	Per Trip	Cost	Discount	Per Trip	Cost	Discount	Per Trip
Adult	\$ 65	26%	\$ 1.48	\$ 70	29%	\$ 1.14	\$ 75	32%	\$ 1.14
Student	\$ 50	43%	\$ 1.59	\$ 55	44%	\$ 1.25	\$ 60	45%	\$ 1.25
Senior	\$ 50	43%	\$ 1.70	\$ 55	44%	\$ 1.36	\$ 60	45%	\$ 1.36

This initiative is expected to have a neutral effect on the current level of service for the CKTransit conventional service as it will displace the current multi-ride pass.

4. Affordable Pass

As mentioned earlier, STATS Canada conducted a census in 2011 that indicated 17.5% of Chatham-Kent residents live at or below the low income cut-off. One of the obstacles for the working poor (individuals living at or below the low income cut-off) is affordable transportation. As a pilot program, administration is recommending an affordable pass be sold to residents who, based on their annual income tax return, are below the Low Income Measure (LIM). Approvals for the program will be limited to 200 per year. Applications will be approved on a first come, first served basis and valid for one year.

Reducing public transportation costs for the working poor will help ease their financial burden and assist in financial independence, specifically those who are working towards a shift from Ontario Works benefits to full-time employment.

The recommended discount for the affordable pass pilot program is 45% from the ECF as illustrated in Table 8:

Table 8: Recommended Affordable Pass				
Implemented:	ECF	Cost Per Month	Cost Per Trip	Discount
July 2016	\$ 2.00	\$ 40	\$ 1.02	45%

Administration will monitor this initiative for the term of the pilot program (one year) and report to Council the usage, feedback and any changes in level service to CKTransit as a result of this initiative. A recommendation will come at that time on whether the pass should be removed, remain the same or expand.

Senior Annual Pass

In 2011, a motion of Council was approved to introduce an annual pass for senior residents at a cost of \$70. As illustrated by STATS Canada, of the residents living in Chatham-Kent at the low income level, only 7.6% are seniors, compared to 63.6% that are between the ages of 18 – 64. Administration has not been able to find a comparison of such a deep discounted fare that is based on age alone. There are however, several transit systems that have introduced the before mentioned 'affordable pass' that takes into account all citizens income and does not discriminate based on age.

The senior annual pass will be discontinued as of January 1, 2017.

St. Clair College Pass

Full time students may purchase a CKTransit semester pass for \$120 with valid St. Clair College student identification. Passes must be renewed each semester and are not transferable.

Administration is not recommending any changes to the current St. Clair College semester pass.

Service Level Impact and Monitoring

With the introduction of such attractive concession fares as described in this report, there is a concern that the transit system may face certain challenges with capacity and route schedules. It is counterproductive to implement discounts that will result in an unreliable and over-loaded transit system.

The implementation of the electronic smartcard system, has greatly improved our ability to monitor capacity and scheduling. As well, there are improvements and updates that will be available in 2016 which will gauge the effect of the initiatives as recommended in this report.

As part of our annual transit review, Administration will report any effect on the level of service to CKTransit conventional service as a result of the recommendations of this report to Council. The annual transit review is conducted in the fall.

Council Strategic Directions

The recommendations in this report support the following Council Directions:

- ☐ **Jobs:**
Everyone in Chatham-Kent who wants to work is able to work in meaningful employment
- ☐ **People:**
Chatham-Kent is a welcoming community where people choose to live, learn, work, and play
- ☐ **Health:**
Chatham-Kent is a healthy, active, safe, accessible community within a healthy natural and built environment
- ☐ **Financial Sustainability:**
The Corporation of the Municipality of Chatham-Kent is financially sustainable
- ☒ Has the potential to support **all** Council Directions
- ☐ Neutral issues (does not support negatively or positively)

Consultation

Employment and Social Services, Customer Service Division and the CKTransit Service Provider were consulted during the preparation of this report.

Financial Implications

The implementation of the affordable pass is expected to reduce the annual transit revenue received by \$48,000 per year in the event that all 200 passes are approved for current transit users. However, in the event that the affordable pass attracts new users to the system, there would be less effect to the current level of transit revenue received and an increase in average capacity.

The intention of the proposed cash pass is increase overall ridership and revenue as well as encourage usage during times when the capacity of the bus is at the lowest. This shift in ridership will lessen capacity strain and maintain the reliability of the transit system.

The recommendations in this report will result in a one time programming cost of \$7,000 plus H.S.T. for the smart card system. This amount will be funded through Provincial Gas Tax Reserves. There is an annual cost of \$500 plus H.S.T. to maintain the concession fare products which will be paid through the transit budget.

Prepared by:

Reviewed by:

Jan Metcalfe
Engineering Technologist
Engineering and Transportation Division

Adam Sullo, P.Eng.
Director
Engineering and Transportation Division

Reviewed by:

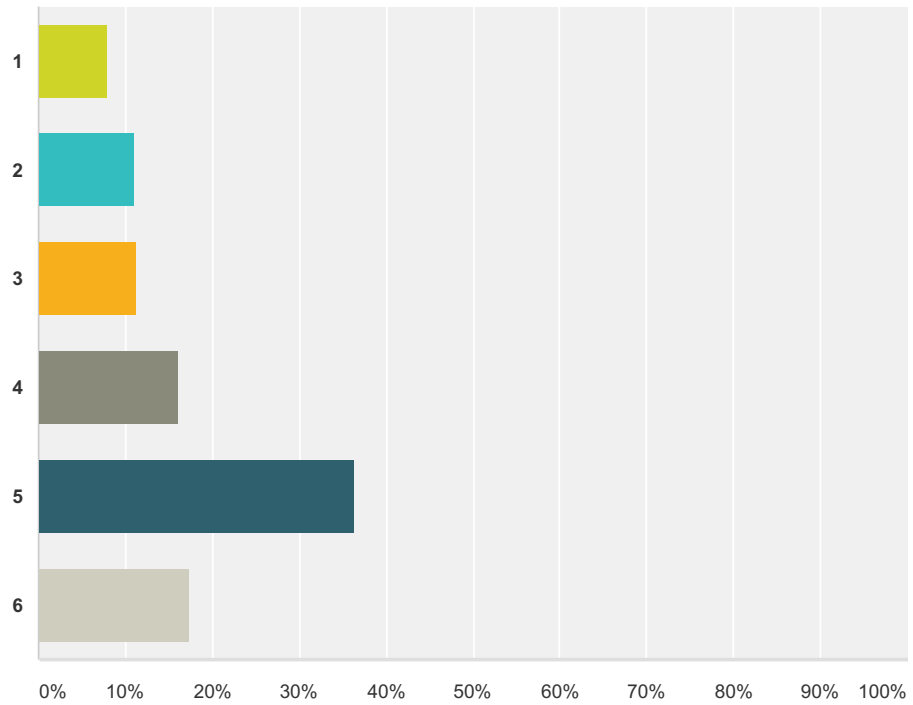
Thomas Kelly, P.Eng. MBA
General Manager
Infrastructure and Engineering Services

Attachments: Appendix A: CKTransit Passenger Survey, November 2015
Appendix B: Low Income Measure, STATS Canada

(RTC:\Infrastructure & Engineering\I&ES\2015\3790 – CK Transit Fare Schedule
2016.doc)

Q1 How many days per week do you ride the bus?

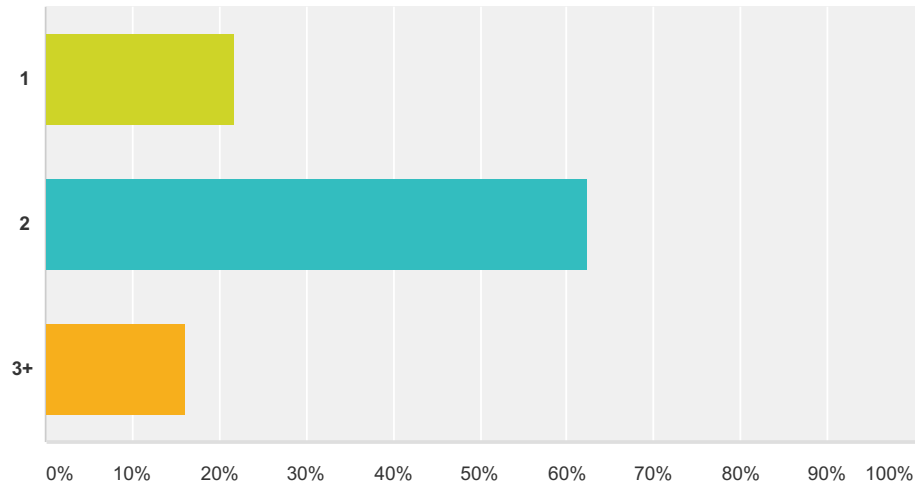
Answered: 300 Skipped: 0



Answer Choices	Responses	
1	8.00%	24
2	11.00%	33
3	11.33%	34
4	16.00%	48
5	36.33%	109
6	17.33%	52
Total		300

Q2 How many trips per day?

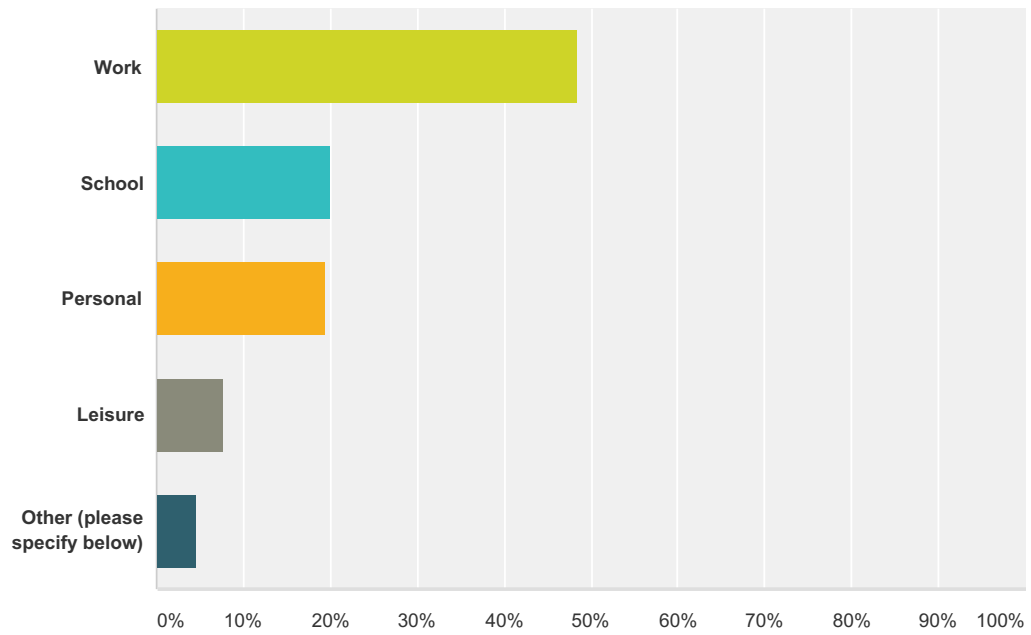
Answered: 300 Skipped: 0



Answer Choices	Responses	
1	21.67%	65
2	62.33%	187
3+	16.00%	48
Total		300

Q3 What is the purpose of your trip?

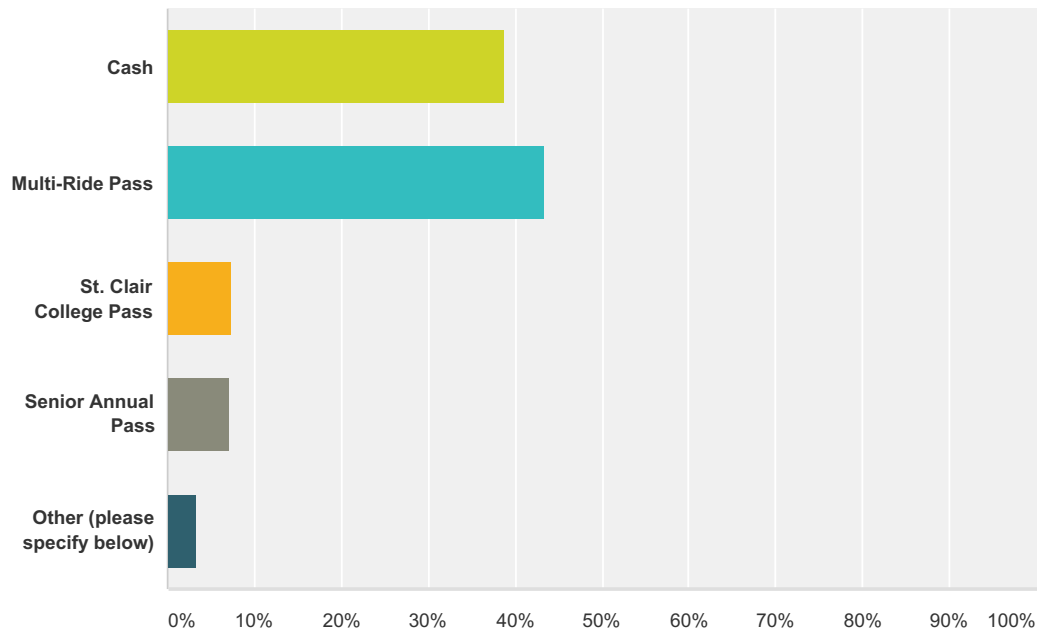
Answered: 300 Skipped: 0



Answer Choices	Responses	
Work	48.33%	145
School	20.00%	60
Personal	19.33%	58
Leisure	7.67%	23
Other (please specify below)	4.67%	14
Total		300

Q4 What type of payment do you use most often?

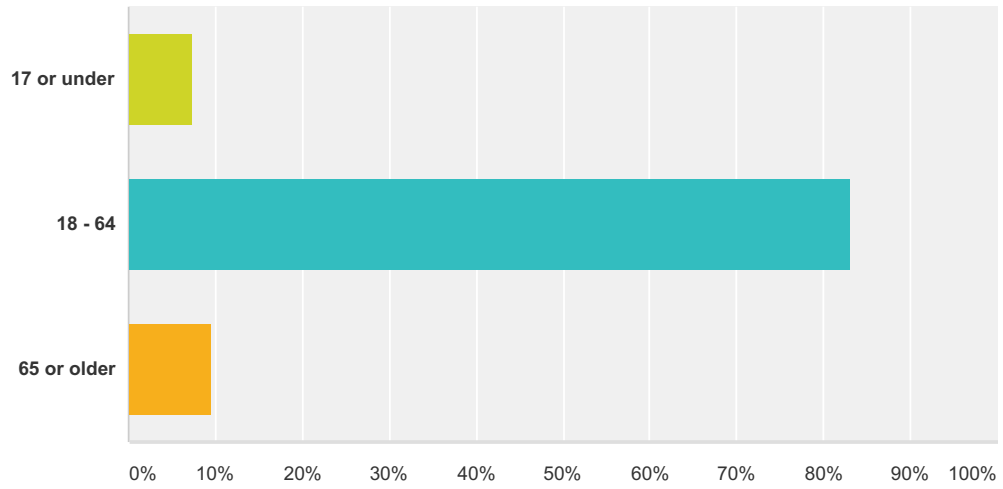
Answered: 299 Skipped: 1



Answer Choices	Responses	
Cash	38.80%	116
Multi-Ride Pass	43.48%	130
St. Clair College Pass	7.36%	22
Senior Annual Pass	7.02%	21
Other (please specify below)	3.34%	10
Total		299

Q5 How old are you?

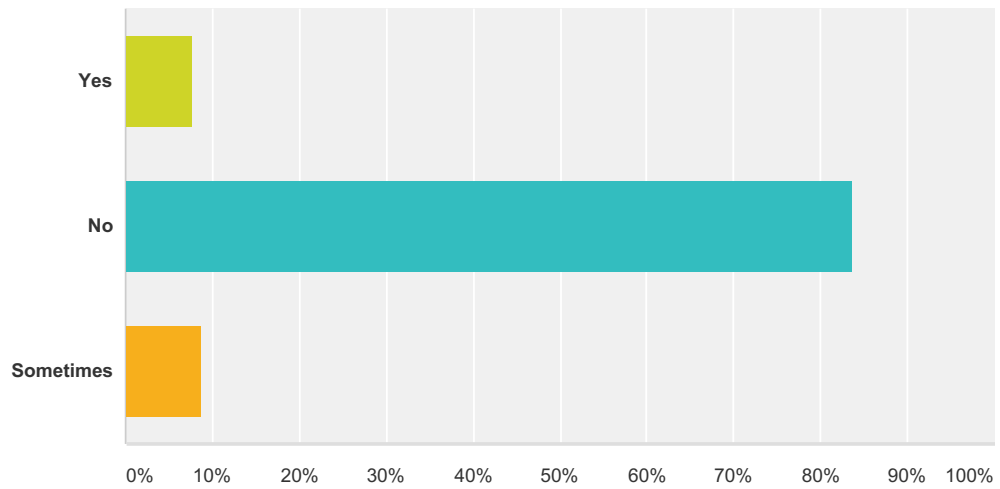
Answered: 300 Skipped: 0



Answer Choices	Responses
17 or under	7.33% 22
18 - 64	83.00% 249
65 or older	9.67% 29
Total	300

Q6 Do you travel with children 5 years old or under?

Answered: 300 Skipped: 0



Answer Choices	Responses	
Yes	7.67%	23
No	83.67%	251
Sometimes	8.67%	26
Total		300

CKTransit Passenger Survey - Fall 2015

Q7 General comments:

Answered: 95 Skipped: 205

#	Responses	Date
1	I would take the bus more if the route times were shorter and more often I suggestion would be six row 15 minute intervals	12/21/2015 11:30 AM
2	Poor consistency with actual bus schedule and unorganized...buses don't show up every 30 minutes or at same time	11/24/2015 6:58 PM
3	Longer evenings, sometimes unreliable.	11/23/2015 1:09 PM
4	Buses very rarely on time.	11/23/2015 11:56 AM
5	Sunday service.	11/23/2015 11:54 AM
6	Love the next bus app. Maintenance of the shelters and bus terminal needed more regularly or a telephone number posted to report damage or clean up.	11/23/2015 11:51 AM
7	Drivers are good.	11/23/2015 11:51 AM
8	Crowded.	11/23/2015 11:49 AM
9	Would be happy if buses ran evenings and Sunday. Drivers are always courteous.	11/23/2015 11:48 AM
10	Change is always hard to make.	11/23/2015 11:47 AM
11	They should run longer.	11/23/2015 11:46 AM
12	Very pleased.	11/23/2015 11:44 AM
13	Sundays?	11/23/2015 11:43 AM
14	Love the next bus app. It would be great if the schedules were kept. Late to work sometimes because the bus doesnt come to my stop.	11/23/2015 11:42 AM
15	Buses are too crowded at times.	11/23/2015 11:42 AM
16	Still the best deal in town. Please dont raise the bus fares.	11/23/2015 11:39 AM
17	First time user of CK Transit. On time service.	11/23/2015 11:38 AM
18	Excellent great drivers.	11/23/2015 11:13 AM
19	Bus frequency should be increased. Rides on sunday is required.	11/23/2015 11:11 AM
20	The majority of drivers are pleasant and polite. Can something be done about the late time.	11/23/2015 11:10 AM
21	The bus drivers are nice.	11/23/2015 11:08 AM
22	Should be stop at Richmond Bradley centre.	11/23/2015 11:07 AM
23	Use another bus or two during peak hour route 4 because all greenhouse workers.	11/23/2015 11:06 AM
24	very good job.	11/23/2015 11:03 AM
25	Expensive, yearly bus passes for people would be nice. Would like buses on sunday. Wednesday night after concert in park, would like bus.	11/23/2015 11:01 AM
26	Would like bus on a sunday. (Cost 10\$ to take a taxi to church)	11/23/2015 11:00 AM
27	Always polite service, friendly drivers.	11/23/2015 10:59 AM
28	Wondeful service with great staff. Thank you for making the bus ridders like a family.	11/23/2015 10:58 AM
29	On time AM, off time PM.	11/23/2015 10:55 AM
30	Best deal in town! Nice buses.	11/23/2015 10:55 AM
31	Later services on friday evenings.	11/23/2015 10:54 AM
32	No complaints.	11/23/2015 10:52 AM
33	Would like sunday service even limited hours.	11/23/2015 10:51 AM

CKTransit Passenger Survey - Fall 2015

34	Would like sunday service.	11/23/2015 10:50 AM
35	Best company we've ever had. Comfortable bus. Polite drivers.	11/23/2015 10:49 AM
36	Everything is good.	11/23/2015 10:48 AM
37	They seem to be getting later and later everyday.	11/23/2015 10:44 AM
38	The ride would be alot better if the buses were on time. They are always late.	11/23/2015 10:42 AM
39	Great service, love the drivers.	11/23/2015 10:41 AM
40	Never on time. Maybe run 45 minute laps as opposed to 30 minutes.	11/23/2015 10:40 AM
41	Want them to run later, till 9pm	11/23/2015 10:37 AM
42	I would like to see a bigger bus. Especially for the school hours. It can get pretty packed.	11/23/2015 10:36 AM
43	Bus drivers are wonderful.	11/23/2015 10:32 AM
44	Need more routes. Maybe one on Queen st.	11/23/2015 10:32 AM
45	Afternoon schedule isn't accurate especially in winter. Good bus drivers.	11/23/2015 10:31 AM
46	I really love the bus system but I wish the bus ran later due to the fact that I do not drive.	11/23/2015 9:59 AM
47	I like the new bus system now where they have priority seating. Before it was a pain to have to fold up small strollers and make your child get out. I'd only make one change, we need seatbelts.	11/23/2015 9:54 AM
48	Bus drivers are great people.	11/23/2015 9:51 AM
49	Shelter at the Walmart plaza ASAP winter is on its way.	11/23/2015 9:50 AM
50	The bus could arrive in a more timely fashion.	11/23/2015 9:47 AM
51	Drivers need pay raise.	11/23/2015 9:46 AM
52	New buses are better.	11/23/2015 9:45 AM
53	During winter it would be nice if buses ran till 8-8:30pm	11/23/2015 9:43 AM
54	Awesome bus drivers.	11/23/2015 9:41 AM
55	Nice drivers. Better than before.	11/23/2015 9:34 AM
56	More space/Small bus.	11/23/2015 9:33 AM
57	Peak capacity is full. Later service?	11/23/2015 9:32 AM
58	Seating issue (had to stand, not safe?) Drivers are nice.	11/23/2015 9:31 AM
59	Saturday is great, sometimes runs late.	11/23/2015 9:29 AM
60	Love the service, love the next bus app.	11/23/2015 9:28 AM
61	Late sometimes, could be on the 1/2hour?	11/23/2015 9:27 AM
62	Price is right. Frequency for bus wait is good.	11/23/2015 9:26 AM
63	Frequency of bus	11/23/2015 9:23 AM
64	Riding for 30 plus years, no problems.	11/23/2015 9:21 AM
65	Enjoy riding the bus, friendly bus drivers.	11/23/2015 9:21 AM
66	GPS bus???	11/23/2015 9:20 AM
67	All drivers are nice.	11/23/2015 9:20 AM
68	It's nice, work on time.	11/23/2015 9:18 AM
69	Urban bus year round.	11/23/2015 9:16 AM
70	You need more seating, it's crowded.	11/23/2015 9:05 AM
71	Bigger buses. Keeping them on time. Some of the drivers are not very friendly.	11/23/2015 9:03 AM
72	My experience is that riding on chatham buses is dangerous. I just got off a route that had 42 people on a bus that holds 21 people. I have been injured on these buses.	11/23/2015 9:02 AM

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73	Bigger bus.	11/23/2015 8:57 AM
74	Great job, I am very pleased.	11/23/2015 8:52 AM
75	Buses are crowded, do not run long enough.	11/23/2015 8:51 AM
76	Need to run sunday's or later so i can sign my kids up for extra after school activities.	11/23/2015 8:50 AM
77	Love your bus time app.	11/23/2015 8:49 AM
78	How do I know how many rides are left on my electronic bus pass?	11/20/2015 2:42 PM
79	I love the bus tracking web. Don't have to stand outside too long very accurate.	11/20/2015 9:27 AM
80	Bus stop at North Maple Mall. Bus Shelter at Taylor Ave and McNaughton.	11/20/2015 9:24 AM
81	Buses need better shock absorbing rides, too bumpy.	11/20/2015 9:23 AM
82	More shelters, Walmart.	11/20/2015 9:22 AM
83	Shelter at Walmart needed. Senior pass rates (yearly) should start at 60.	11/20/2015 9:20 AM
84	I am pleased with all drivers and love the app.	11/20/2015 9:18 AM
85	4 buses, 4 simple routes. Drivers often rude. Drivers often act and dress like slobes.	11/20/2015 9:14 AM
86	Really like Stephanie, Ed, Serinity, Berry and Liz. They are good bus drivers and very understanding.	11/20/2015 9:11 AM
87	Route #1 needs to be shortened.	11/20/2015 9:10 AM
88	I think the bus company should run until at least 8:00pm to benefit a few more people.	11/20/2015 9:07 AM
89	Generally good. However, would like to see running on sunday's too.	11/20/2015 9:05 AM
90	friendly bus drivers.	11/20/2015 9:02 AM
91	We need two bus to a route.	11/20/2015 9:00 AM
92	Route #1 afternoon when schools out not enough room on bus. College + highschool kids.	11/20/2015 8:59 AM
93	Not enough space on bus after school on route 1.	11/20/2015 8:59 AM
94	Route #1 need new bus (larger), too many school students. (college, highschool)	11/20/2015 8:58 AM
95	Bus system sucks. Should be every 15min and should also run on a sunday. People have places to be.	11/20/2015 8:57 AM

Chatham-Kent Employment & Social Services

Low Income Guidelines - Programming

Table 3.2 Low-income measures thresholds (LIM-AT, LIM-BT and LIM-MI) for households of Canada, 2010

► Description

Household size ¹	After-tax income	Before-tax income	Market income
1 person	19,460	22,160	19,283
2 persons	27,521	31,339	27,270
3 persons	33,706	38,382	33,399
4 persons	38,920	44,320	38,566
5 persons	43,514	49,551	43,118
6 persons	47,667	54,281	47,234
7 persons	51,486	58,630	51,018

Source: 2011 National Household Survey.

¹

To convert to other household sizes, multiply the value in the one-person household by the square root of the desired household size.