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DATE: November 1, 2011

REPORT TITLE: **ACCESSIBLE TRANSPORTATION FAMILY OF SERVICES UPDATE AND MASTER PLAN**

FROM: Dan Labrecque, Commissioner of Public Works

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### RECOMMENDATION

**That the family of services model, as outlined in the report of the Commissioner of Public Works, dated November 1, 2011, titled "Accessible Transportation Family of Services Update and Master Plan", be endorsed as a framework for providing accessible transportation services in Peel through 2014, in accordance with the Region of Peel Strategic Plan and Term of Council Priorities;**

**And further, that an agreement be entered into with the Red Cross for the provision of delivering the Passenger Assistant Program (PAP) and the Dialysis Transportation Program in 2012 with optional years to 2014;**

**And further, that an agreement be entered into with Caledon Community Services for the provision of delivering PAP and TransHelp trips in Caledon in 2012 with optional years to 2014.**

### REPORT HIGHLIGHTS

- In May 2004, Council adopted a family of services or brokerage model as the best way to address the range of transportation needs of persons with disabilities based on the Study of Transportation of Persons with Disabilities
- In October 2006, a business and operational plan for implementing the family of services model was approved.
- It has been five years since the family of services model was implemented in Peel and since then a number of modifications/enhancements has occurred and therefore it is proposed to re-assess and update the delivery model to determine future approaches.
- Continued partnerships with the Red Cross and Caledon Community Services are proposed in an interim strategy that allows for service level increases of eight per cent per annum to 2014.
- A proposed study and analysis will be undertaken in the interim period to develop a long range strategy for the Accessible Transportation program to 2031.
- The *Accessibility for Ontarians with Disabilities Act* (AODA) was passed into law and will put additional pressure on specialized services such as TransHelp.

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**DISCUSSION**

**1. Background**

**a) The Case for a Family of Services Model in Peel**

In 2004, a "Study of Transportation of Persons with Disabilities" (STPD) was completed as part of the Planning Department's review of the Regional Official Plan. The review resulted in a report and recommendations adopted by Council at its meeting held May 13, 2004 to move towards a 'family of services' or brokerage model as the most cost effective approach for addressing the full range of transportation needs of persons with a broad range of disabilities and ill health (Resolution 2004-535). In May 2006, Council received a report outlining a recommended conceptual framework and a first stage implementation of a 'family of services' model. The STPD report indicated that, in a comparison of Peel statistics and other large urban cities in Canada in 2001, Peel is below the average annual trips per capita. The following table compares statistics for 2001, 2005 and 2009 and shows that the annual trips per capita in Peel have increased since implementation of the 'family of services' model.

City	Population			Annual Trips per capita		
	2001	2005	2009	2001	2005	2009
Toronto	2,500,000	2,500,000	2,503,300	0.61	0.75	1.00
Vancouver	2,028,000	2,224,745	2,226,922	0.61	0.60	0.6
Edmonton	666,104	712,391	782,439	1.27	1.16	1.18
Hamilton	460,000	513,000	513,000	1.43	1.20	1.15
Ottawa	709,400	760,200	793,400	0.84	1.01	1.02
Calgary	842,388	956,078	1,065,455	0.71	0.57	1.07
<b>Average of above</b>	<b>1,200,982</b>	<b>1,277,736</b>	<b>1,314,086</b>	<b>0.91</b>	<b>0.88</b>	<b>1.00</b>
<b>Peel Region</b>	<b>1,000,000</b>	<b>1,126,000</b>	<b>1,220,000</b>	<b>0.20</b>	<b>0.20</b>	<b>0.28</b>

Data based on 2001, 2005 & 2009 Canadian Urban Transit Association Specialized Transit Fact Book

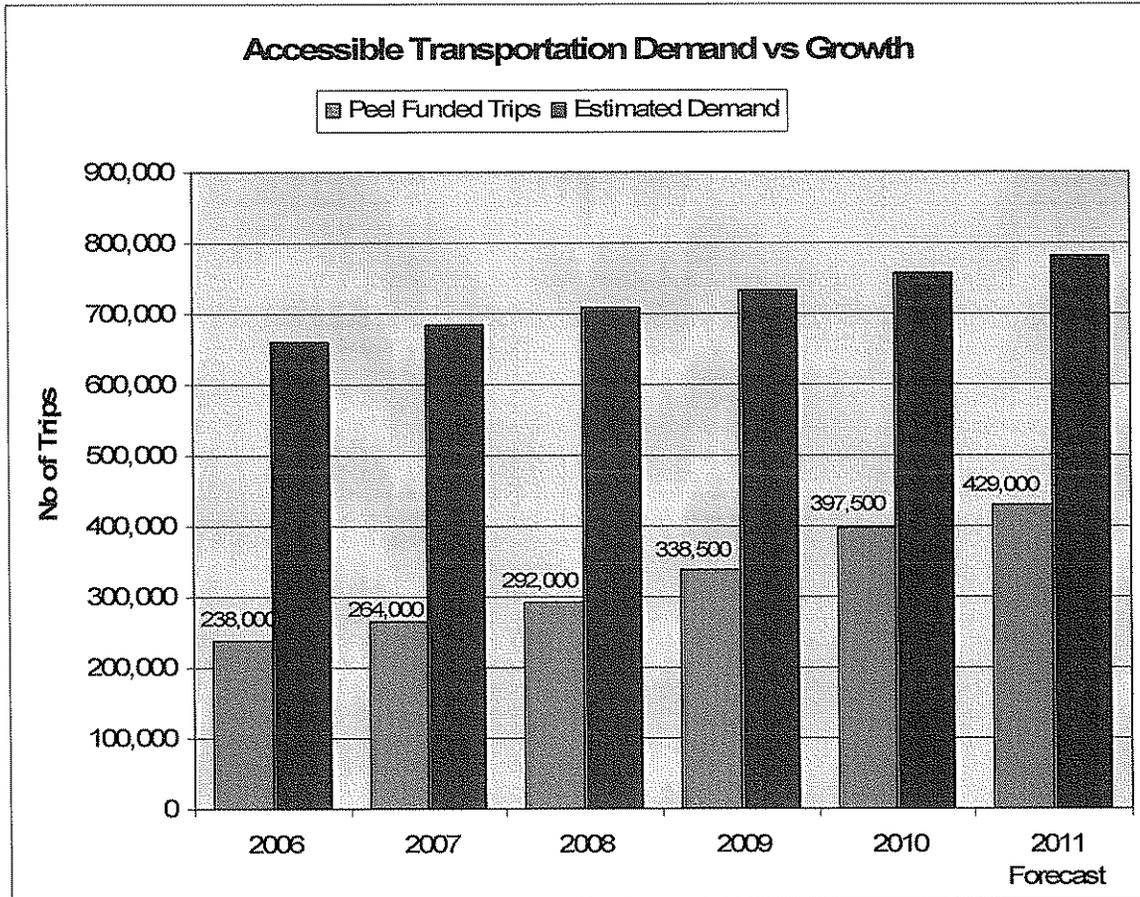
Following its review of the STPD in 2006, Council adopted a business plan to establish the 'family of services' model including the following service delivery components:

- Establishment of an Accessible Transportation Coordination Office (ATCO)
- On-going provision of the Red Cross Dialysis Transportation Program
- Development and implementation of a Passenger Assistant Program (PAP)
- Development and implementation of a Community Bus Demonstration Project
- Development and implementation of a Taxi Scrip Program
- Initiatives to improve access to and use of conventional public transit by persons with all disabilities
- TransHelp expansion and facility improvements and/or development of a brand new facility

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The first phase of service expansion in Peel after the adoption of the 'family of services' model was intended to close the gap on accessible transportation demand rather than meet all demand. The following chart shows that Peel's service level increased 67 per cent or approximately 160,000 trips from 2006 to 2010 and compares the growth in Peel to the overall demand as estimated in the STPD. It is estimated that Peel is currently meeting 55 per cent of the demand for accessible transportation.



**b) Current State and Demand in Peel**

Peel's Accessible Transportation continues to see a huge increase in demand for services particularly in the TransHelp program. Total registered users are expected to reach 9,000 by the end of 2011, representing approximately 1,700 or 23 per cent additional users added over 2010. This trend is expected to continue in light of the *Accessibility for Ontarians Disability Act (AODA)* being adopted by the Province of Ontario. It is not expected that trip demand will increase at the same level as users since usage varies amongst individuals.

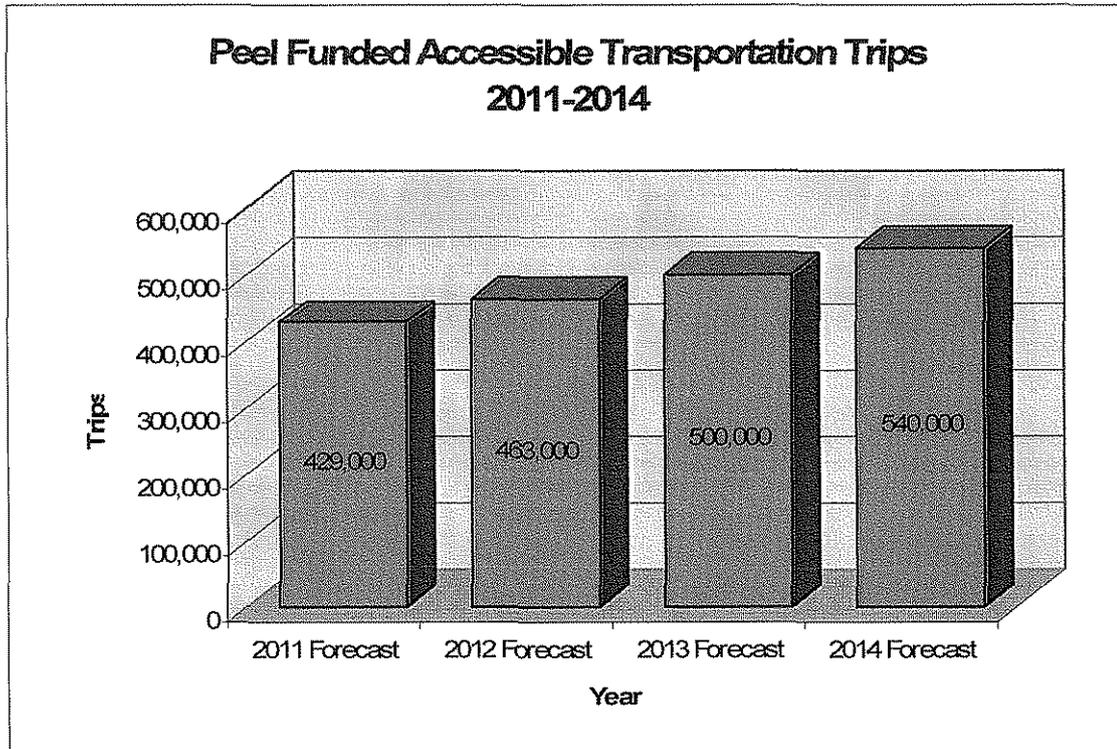
Overall, Accessible Transportation appears to be on track to deliver its forecasted trips for 2011 of approximately 429,000 within the approved budget. It should be noted however that the original 'family of services' trip mix allocation forecasted in the 2011 budget will be adjusted to represent the current reality of how trips are being delivered. It is expected that approximately 11,000 trips forecasted to be delivered via programs such as Red Cross Dialysis, PAP and Taxi Scrip will be delivered via the TransHelp program as a result of lower than expected demand and capacity on those other services. This

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also means that forecasts to 2014 as outlined in the 2011 budget have been updated accordingly.

The following chart illustrates the projected trip demand for Peel's Accessible Transportation program from 2011 to 2014 based on an eight per cent increase annually.



The current aggregate cost to provide a single trip through the Region of Peel is approximately \$31 per trip. Depending on the mode used the cost may be lower or higher. Typically a TransHelp bus trip costs more to deliver. Improved productivity, realized efficiencies through the use of technology and shared facilities should assist in driving this cost down in future years. The cost for trips provided by external partners has been on an upward trend for the past few years however they do still provide a cost effective way to supplement services in Peel.

The following table details the individual unit cost to deliver each type of trip within the 'family of services' for 2011.

MODE	TransHelp Bus Trip	CCS Bus Trip	Taxi Trip	PAP Trip	Dialysis Trip	Taxi Scrip Trip *	Aggregate Cost
Unit Cost.	\$ 36.00	\$ 33.00	\$ 29.00	\$ 26.00	\$ 21.00	\$ 13.00	\$ 31.00

\* Taxi Scrip trip cost reflects the portion subsidized by Peel (40 per cent). The user pays the remaining 60 per cent of the trip cost.

Approximately 87 per cent of accessible transportation trips funded by the Region of Peel are delivered using a combination of buses owned and operated by Peel as well as contracted taxi and livery services. In addition, a portion of trips provided in Caledon are

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delivered by buses owned by the Region and operated by Caledon Community Services (CCS). The remaining 13 per cent of trips are provided by contracted services as part of the 'family of services' model.

It has now been five years since the 'family of services' model was adopted in Peel. Since the merger of ATCO with the TransHelp program, staffing resources have been streamlined and service delivery efforts are now jointly coordinated. As a result, several efficiencies have been achieved including a one-stop shop for clients in need of accessible transportation services and the leveraging of operating budgets to reduce overhead costs and provide additional trips with limited budget increases. Under Peel's original 'family of services' model there were six programs available to qualifying users. These include:

- TransHelp Door-to-Door Service
- Red Cross Dialysis
- Passenger Assistant Program
- Taxi Scrip Program
- Conventional Transit Access Initiatives (Travel Training)
- Community Bus Demonstration Project

All of the programs listed above are currently offered as part of Peel's 'family of services' with the exception of the Community Bus Demonstration Project. It appears that the 'family of services' model has been able to address a number of demands identified in the STPD report. One of the benefits of using a 'family of services' model is that it allows Peel to divert certain types of trips to the most cost effective mode of delivery. The amount of trip demand however, that is being met with alternative modes of delivery other than TransHelp has not been as high as originally forecasted and there still remains a significant unmet demand.

## 2. Findings

### a) Family of Services Delivery Components

#### i) TransHelp Door-to-Door Service

TransHelp is the most popular service under the family of services model. It is expected that TransHelp service will grow by eight per cent annually through to 2014 requiring further expansion and investment. To meet this demand investment will be required to increase the capacity on buses, taxis or a combination of the two. TransHelp service accounts for approximately 87 per cent of the specialized transit trips funded by the Region of Peel. The service is delivered using a combination of buses owned and operated by the Region and through private taxi and livery companies. A portion of TransHelp trips provided to Caledon residents is delivered by CCS.

Technology is playing a large role in the delivery of TransHelp services. The introduction of Automatic Vehicle Location (AVL) and Computer Aided Dispatch (CAD) has afforded much efficiency which has resulted in more trips being delivered with the same resources. Soon, the introduction of an online booking system will allow customers to book trips via the web, twenty-four hours a day. An online booking system can provide further cost savings since it reduces the need for live agents. In addition, enhancements to the Interactive Voice Response System (IVR) will also provide the ability for customers to conduct

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most of their business using an automated telephone system that includes the ability to book rides.

Since 2009 the TransHelp program has provided a very progressive cross border transportation policy which allows TransHelp users to travel up to 5 kilometers beyond Peel borders. The policy was introduced because of concerns raised by users after instances of being stranded at transfer locations. Council supported this approach and it was applauded by the TransHelp Advisory Committee in its 2009 Annual Report. It should be noted however that this policy has put additional pressure on resources that are already strained. Since 2009 cross border trips delivered by TransHelp have increased 131 per cent to approximately 22,000 trips annually. Continuing on the current path will not be possible without a considerable investment and increase in capacity of TransHelp services. Enhancing cross border travel has been deemed a priority for this term of Council.

Staff is currently working with Metrolinx and other municipalities to develop a common approach to cross border travel on specialized services in the Greater Toronto and Hamilton Area (GTHA). As per the AODA service providers must develop procedures to facilitate cross border travel for customers. This will require developing guidelines for providers to enhance existing transfer locations, add new locations, and communicate with each other in the event that customers miss their rides and are left stranded.

**ii) Red Cross Dialysis Transportation**

To effectively meet the needs of dialysis-specific trips, in June 2003, Council approved funding to the Red Cross for the purchase of a dedicated fleet of seven vehicles. These vehicles serve clients attending hospitals three times weekly for life-preserving dialysis care. An estimated 26,000 rides were forecasted for delivery in 2009 however under 21,000 were actually delivered through the program. In 2010, 22,000 trips were forecasted however 20,000 were actually delivered. In 2011, the number of dialysis rides to be delivered is projected to be fewer than 18,000. For 2012, demand is expected to decline or remain fairly stagnant.

The decline in demand for ambulatory dialysis transportation delivered via the Red Cross can be attributed to several factors including the advances in home dialysis treatment and the availability of new medications that slow down the process of renal disease. This decline in rides and an increase in operating costs have meant budget deficits being realized by the Red Cross for delivery of this program.

It has been observed recently that as clients of the Red Cross dialysis program progress in age and their health deteriorates many are finding themselves using TransHelp services. In these instances they now qualify due to a physical disability. An ever-growing portion of TransHelp trips continue to be allocated for dialysis treatment purposes.

Peel staff have been working with Red Cross staff to determine whether efficiencies can be gained by combining dialysis and PAP passengers. Initial tests are promising and may affect the way dialysis transportation for an ambulatory rider is provided in Peel.

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**ACCESSIBLE TRANSPORTATION FAMILY OF SERVICES UPDATE AND MASTER PLAN****iii) Passenger Assistant Program (PAP)**

The PAP program was created to provide supervised transportation to passengers with disabilities who cannot safely travel alone. The focus of the program is on delivery of assisted transportation to adult day programs within the Region of Peel. The program is serving seniors, adults with intellectual disabilities, and those living with mental health disabilities. In 2012, Council approved the implementation of the PAP as a regular program under the 'family of services' model.

The PAP is provided in Mississauga and Brampton by the Red Cross and in Caledon by CCS. Demand in Caledon has remained fairly stagnant and is expected to be so in 2012. In Mississauga and Brampton, operational and capacity issues with the Red Cross has caused demand to remain flat even though a wait list of clients currently exists. In 2010, PAP trips to be delivered were projected at 28,000 however actual trips delivered were just over 25,000. In 2011, the number of PAP trips forecasted to be delivered is 29,000. For 2012 demand for PAP is expected to grow modestly.

TransHelp is currently assessing wait-listed clients to see if service on existing TransHelp buses is possible. TransHelp is experimenting with a hand-to-hand program for eligible clients who require a hand off to a care giver at a common location. This type of service assists families who are not able to provide personal support workers to travel with passengers that require added assistance. These passengers may include persons who have Alzheimer, Down syndrome, and autism. It is believed that some passengers who qualify for PAP but cannot travel due to capacity issues or behavioral characteristics can be accommodated on these routes, creating more efficiency on the TransHelp service and ultimately lowering the cost per trip.

In addition, staff will be working with the Red Cross to analyze overhead costs and consider options that may reduce or eliminate budget deficits in addition to serving additional users. These options may include reviewing how Red Cross vehicles are being serviced, maintained and stored and how trips are being scheduled and dispatched. There is a potential to streamline operations and realize cost savings using Regional resources that specialize in such areas and provide a much more coordinated service between Peel and the Red Cross.

**iv) Taxi Scrip Program**

After a successful pilot in 2010, Council approved a full launch of the Taxi Scrip Program to include additional taxi vendors in Peel. The objective of the program is to provide transportation to low income passengers with disabilities in the Region. The program has been particularly popular among seniors. In 2010 the program provided over 2600 trips. In 2011 it is expected that approximately 8,700 taxi scrip trips will be provided. It is important to note that it is difficult to measure exactly how many trips are being provided via the Taxi Scrip Program. Users purchase coupons at a subsidized rate from Peel and then arrange their own trip with their taxi vendor of choice. Since some rides may cost more or less, we use an average of \$10 per trip to measure service levels however the amount of trips

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provided may be more or less depending on the taxi fare charged for the ride. It is expected that popularity will grow in 2012 to approximately 10,800 trips.

Although popular, the Taxi Scrip Program does cost the user more than other trips provided under the 'family of services'. For this reason, not everyone has the means to access the program. It is particularly useful for users requiring spontaneous travel and transportation outside Peel.

A potential enhancement to the program would be to include taxi vendors from neighboring municipalities so that cross border trips can be better coordinated by users. Currently only Peel taxi vendors participate in the program and if a user requests a trip to Toronto they will need to arrange their own trip back home. This is because the Peel taxi vehicle cannot return to Toronto to pick up the passenger due to municipal by-law restrictions.

**v) Conventional Transit Access Initiatives**

The Conventional Transit Access Initiative provides a range of opportunities for people with disabilities to become more comfortable and familiar with accessible conventional transit systems. Accessible Transportation provides and pays for travel training assessments as well as up to five hours of individualized travel training for those who want to and can learn to use Brampton and Mississauga Transit. Peel has provided more than 50 travel training opportunities since 2008 resulting in approximately 2400 trips being diverted to conventional services. It is expected this initiative will divert approximately 5000 additional trips to conventional services in 2011. Efforts should be made to enhance and expand travel training as part of Peel's 'family of services' and encourage greater use of conventional transit services.

Great efforts have been made and continue to be made to improve accessibility of regular transit services including those provided by GO Transit. Encouraging individuals with disabilities who can, to access and use conventional transit should be a high priority for Peel as part of a long-term strategy to ensure specialized services such as TransHelp remain sustainable and available to those who most need it. Partnerships with Brampton Transit, Mississauga Transit and GO Transit must be strengthened to achieve success. Mississauga's MiWay and Brampton's ZUM services are great opportunities to encourage use of conventional services by persons with disabilities. These services provide quick and accessible transportation while maintaining user independence.

Conventional transit, bus rapid transit, and rail service are fixed-route services which offer spontaneous travel and integration into the transportation mainstream without the need for eligibility qualification and advanced reservations. Specialized services are there for people who are unable to use the fixed-route service either some or all of the time, and may provide travel by linking the passenger with their point of origin or destination and the nearest accessible fixed-route stop.

**b) AODA Impact on Accessible Transportation in Peel**

The Integrated AODA Regulation was passed into law on July 1, 2011 with the ultimate goal of making services and programs accessible to all Ontarians. Under the Integrated AODA Regulation there are specific requirements for transportation providers. The

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following requirements will have the greatest impact on programs and services provided by Peel's Accessible Transportation program:

**i) Categories of Eligibility**

This requirement states that every specialized transportation provider shall have three categories of eligibility to qualify for specialized transportation services:

- a) Unconditional Eligibility for persons with a disability that prevents them from using conventional transportation services.
- b) Temporary Eligibility for persons with a temporary disability that prevents them from using conventional transportation services.
- c) Conditional Eligibility for persons with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services.

Although TransHelp already offers different categories of eligibility, the current narrow definition still applies only to physical disabilities whereas the AODA is referring to all disabilities. It is expected that demand from other disability groups will put additional pressure on the Region's specialized services.

**ii) Fare Parity**

This requirement states that where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service providers shall not charge more than the highest fare charged for conventional transportation services in the same jurisdiction.

Currently in the Region of Peel a single cash fare for TransHelp, PAP and Dialysis is \$3. This is equal to the cash fare for Mississauga. Brampton Transit's cash fare is \$3.25 and also includes a one dollar fare for seniors. Other than a monthly pass option, TransHelp charges the same fare to all users. Currently TransHelp fares are prepaid by users which mean there is no option of giving cash to a driver or using other types of fare media. The AODA requirement may mean that Peel will need to expand its fare structure to include other fare media such as cash, tickets, passes and bulk quantity discounts by fare category, such as adults, seniors and students. This could have a significant impact on future revenue and staff resources.

**iii) Hours of Service**

This requirement states that where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall ensure that it has, at a minimum, the same hours and days of service as any one of the conventional transportation service providers.

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TransHelp currently provides service seven days a week including holidays, from 6:00am to 1:00pm. These hours will likely need to be expanded to provide service matching conventional services. In addition, service provided through CCS and the Red Cross will likely need to be expanded as well.

It should be noted that the above requirements have a compliance date of January 1, 2017 for single-tiered municipal providers. It is wise for the Region to work toward compliance much earlier than the stated compliance date to allow proper implementation and assessment of resource impact. It should be expected that customers will likely put pressure on the Region to achieve compliance at a much earlier date.

In addition to the above requirements the AODA will require, by 2013 that specialized transportation service providers identify a process for estimating the demand for specialized transportation service and develop steps to reduce wait times for services. By 2013 a requirement for facilitating connections between specialized transportation service providers where services are provided in adjacent municipalities must also be introduced.

### 3. Proposed Direction

The 2004 Study of Transportation for Persons with Disabilities (STPD) forecasted that the disabled population will grow by more than 75 per cent between 2001 and 2021, well above the projected growth in Peel's total population of 38 per cent over the same period. The growth in the disabled population will largely be driven by the aging population. In 2001, eight per cent of Peel's population was 65 years and older and by 2021, according to Region of Peel Integrated Planning Division estimates, the 65+ population is forecasted to be about 15 per cent of the Peel population. As age increases, so does the prevalence and probability of disability and disease. The STPD report forecasts that total demand for specialized transportation trips will exceed one million trips in 2021.

According to a recent City of Toronto core service review, municipalities are required to provide an accessible transit service that satisfies 98 per cent of service requests as per provincial standards. This standard is expected to rise to 99.5 per cent in 2013 as per the AODA requirements.

Given the complexity and diversity of issues that must be addressed in developing a long term strategy for the Accessible Transportation program, staff is recommending approaching the matter through a two stage process:

- First Phase – an interim strategy for the 2012 to 2014 period that enables growth in service in the order of 8 per cent per annum;
- Second Phase – development of a series of studies and analyses during the same period (2012-2014) to provide evidenced based recommendations feeding into a longer term strategy to 2031. The recommendations could then be integrated into the development of the next update of the Region's Strategic Plan and Term of Council Priorities.

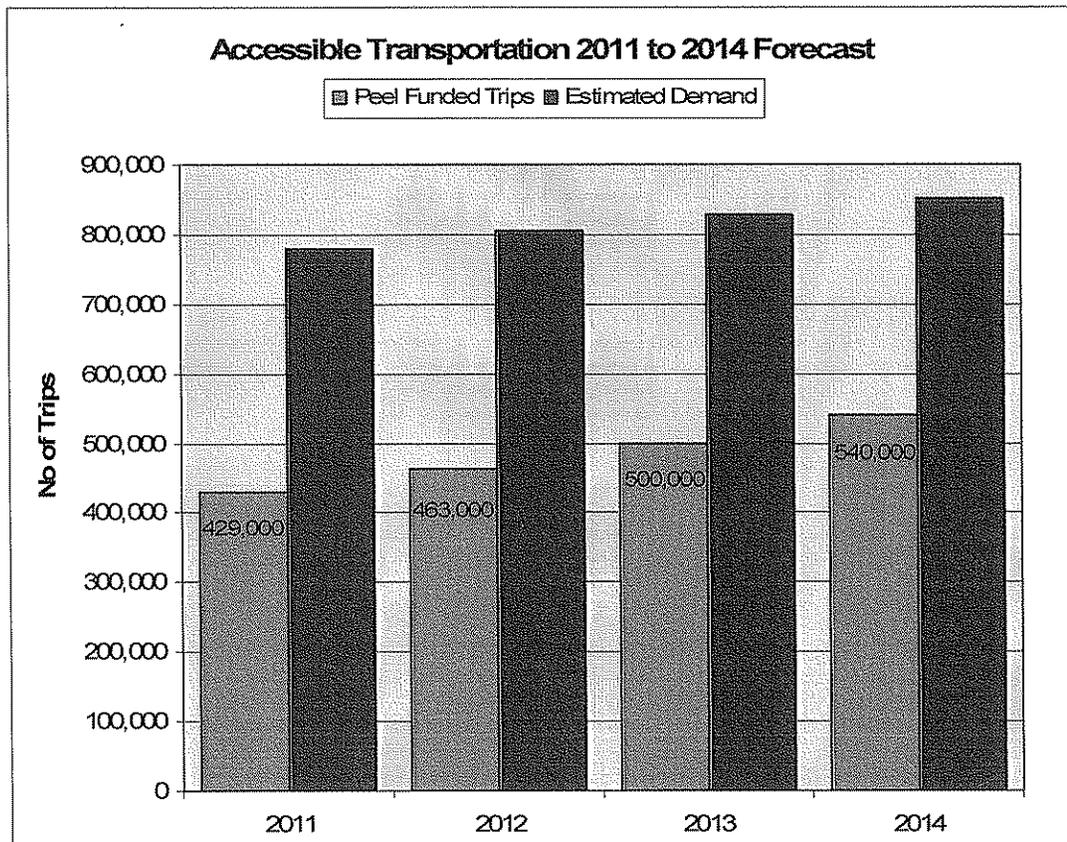
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**a) Interim Strategy 2011-2014**

In order to meet current and anticipated demand for services, Peel should continue with its current 'family of services' model which includes expansion of the TransHelp program and continued provision of the PAP, Dialysis and Taxi Scrip Programs, as well as the Conventional Transit Access Initiative. Peel should continue partnering with Red Cross and CCS to provide some services since these agencies still provide some cost savings for the Region.

To meet forecasted demand to 2014, an increase of eight per cent annually in Peel's service level is required. By doing so, Peel's service level will reach approximately 540,000 trips in 2014 and further reduce the gap in unmet demand. The following chart depicts Peel's service levels to 2014 compared to overall demand as estimated in the STPD.



**i. Information Technology**

An effective 'family of services' brokerage model requires investment in Intelligent Transportation Systems (ITS). ITS helps to make individualized service possible and includes a broad range of communication, monitoring, scheduling and dispatching technologies. These technologies can facilitate coordination, enhance safety, improve information sharing, optimize transportation routes, and reduce wait times, an important consideration for persons who are disabled and elderly.

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The following ITS technologies can be used to manage the operational side of delivering a coordinated 'family of services' model:

- Computer-aided dispatch (CAD), combined with an automatic vehicle location (AVL) system, facilitates coordination of passenger transfers between vehicles and/or transit systems, reroutes vehicles to meet passengers' needs, and optimizes transportation routes. CAD can also be used to take reservations and schedule trips.
- AVL systems provide real-time location of vehicles equipped with a global positioning system (GPS). The GPS transmits vehicle location information to the command centre. AVL, when combined with other technologies, optimizes dispatching, allows each vehicle to service more passengers, monitors on-time performance, and provides time-sensitive information to customers.
- Data management systems gather, manage, report, and store data relating to schedules, trips, billing, and customer information.
- Electronic fare payment and collection systems enable customers to use a variety of media to pay for transit trips and simplify fare collection for transit providers.
- In-vehicle diagnostics systems monitor the condition of transit vehicles. Real-time information can be passed on to the dispatch centre via a radio data connection between the transit vehicle and the central control. The system includes software that manages vehicle and parts maintenance records.

Recognizing the important contributions that ITS technologies can make in improving mobility and access, Council approved investments in technology as part of adopting the 'family of services' model in 2004. Since then the TransHelp fleet has been equipped with CAD/AVL technology and added additional functionality to the Trapeze software which supports a 'family of services' brokerage model. Already efficiencies are being realized including delivery of more trips on each bus. The next step will be to focus on leveraging this technology to connect and coordinate a brokerage for the 'family of services'.

**ii. TransHelp Facilities**

As part of the family of services adoption, construction of a new TransHelp facility has commenced and is scheduled to be completed in early 2012. The new facility will be added to an existing Public Works facility located at Copper Road in Brampton. In addition a study is currently underway to look at a Mississauga joint-use facility with Public Works. Peel will also be investigating the possibility of a joint-use facility with Public Works in Caledon in the future. Having multiple joint-use facilities allows for future expansion, proper allocation of resources where service demand is greatest and reduces over-head costs.

The brokerage model of accessible transportation in Peel provides opportunities for the sharing of sites and facilities to best position the various

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service providers in the system. The ideal configuration to meet the facility requirements of the brokerage model would be to group together specialized transit services such as TransHelp and community transportation providers such as the Red Cross into shared facilities and sites. Peel should enter into discussions with Red Cross and CCS to discuss these possibilities in order to realize a true brokerage system and further reduce operating costs.

**iii. AODA Compliance**

The AODA will undoubtedly put additional pressure on the 'family of services' delivery model components. Although compliance for standards is staggered through to 2025, it is important that Peel pro-actively address these regulatory requirements to ensure needs are met.

A review of TransHelp's current eligibility criteria and process is needed as part of the next phase of implementation of the 'family of services' model. Peel should also take the opportunity to look at all the 'family of services' delivery model components' eligibility criteria. With increased public expectations and AODA requirements, a 'family of services' model that is positioned to address all disabilities will be expected.

**iv. Partnerships and Coordination of Services**

Implementing a well-functioning 'family of services' model requires a full range of services offering the greatest level of mobility to all its residents, including seniors and people with disabilities. It must also involve the inclusion of a wide range of providers, customers, and agencies that plan and fund transportation services.

Peel must continue building great partnerships in order to realize the full potential of the 'family of services' model. Many partnerships exist already and others must be developed in order to move forward with the model. Staff currently sit on various steering committees headed by Metrolinx that are looking at a range of issues affecting specialized transit services including a Transit Procurement Initiative, issues affecting Cross-Boundary travel in the Greater Toronto Hamilton Area (GTHA), and the development of a Regional Transit Traveller Information System (RTTIS) for the GTHA. Strengthening partnerships with the Red Cross, CCS, the Local Health Integration Networks, local transit providers and private taxi/livery providers is necessary to achieve Peel's full potential for a true 'family of services' brokerage model.

**b) Peel Service Delivery Beyond 2014**

Peel should focus on offering a wide range of travel options, services, and modes that are matched to community demographics and needs. Peel should explore options to achieve an accessible transportation brokerage system that can coordinate travel for passengers using different options and leverages resources to reduce operating costs and achieve optimal service levels.

There are several options and opportunities available in Peel for enhancing the current family of services. Areas that Peel can investigate further and possibly consider as part of its 'family of services' model include:

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- Greater use of Fixed-Route Transit such as those provided by Brampton and Mississauga Transit's accessible low-floor buses
- Greater use of Rail Transit provided by GO Transit which can be used for short-distance travel or long-distance travel originating in Peel
- Feeder service which involves Para transit service to and from an accessible fixed-route service
- Flex-route options that involve a blend of fixed-route and Para transit services that includes public bus routes with published schedules overlaid on an existing subscription and other prearranged service
- Specialized human-service Para transit such as curb-to-curb, door-through-door and hand-to-hand

To allow for the most cost effective delivery mode, a study on internally and externally delivered trips should be completed to determine optimal ratios. Peel should also undertake a study of its current 'family of services' model and explore further options through partnerships. The study should aim to review and update findings from the STPD report and consider if the current business and operational plan for the 'family of services' is appropriate to meet future demand. It is widely accepted that a 'family of services' approach is the most cost effective way to deliver accessible transportation services in a region. The model however is relatively new and requires a more detailed strategic plan in order to be successful.

In addition staff will want to engage partners and stakeholders more comprehensively to understand what options could be reviewed by Council in establishing a service plan that is both appropriate to the community's needs and fiscally sustainable. For example, the Ministry of Health's Ageing at Home strategy has identified that transportation will be a key component to the success of its objective of maintaining our ageing population in the community. However, at this time, no funding is available to the Region.

### CITIZEN AND CUSTOMER ENGAGEMENT

As part of citizen and customer input and engagement, staff presented an update on the family of services and the proposed master plan to the Region of Peel's Accessibility Advisory Committee (AAC) and the Accessible Transportation Advisory Committee (ATAC) in October 2011. Feedback on the proposed direction was positive and there is general consensus that the family of services has improved accessible transportation in the Region of Peel. The AAC supported the concept that customer consultation and engagement should remain a high priority in any long range planning. There is also agreement that partnerships with stakeholders will be a major component of the master plan particularly with local transit service providers. In addition staff attended a joint meeting of the AAC and the Caledon Accessibility Advisory Committee on October 27, 2011 to ensure that Caledon users' needs are considered in the master plan.

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### FINANCIAL IMPLICATIONS

The interim strategy to 2014 proposes an increase in Peel's service level of approximately 94,000 trips. Funding will be determined during the annual budget process and consider use of contracted and/or non-contracted services.

### CONCLUSION

The work plan proposed to appropriately respond to Council's direction on improving Accessible Transportation services incorporates an interim strategy to increase the overall capacity of the service by approximately 25 per cent between 2011 and 2014, from 429,000 trips to 540,000 trips. In addition, the work plan sees a series of studies and analyses that will bring forward recommendations into the next strategic plan update and sets the course for the Accessible Transportation program to the Region's 2031 planning horizon.



Dan Labrecque  
Commissioner of Public Works

### Approved for Submission:



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D. Szwarc, Chief Administrative Officer

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c. Legislative Services