

MANAGEMENT REPORT TO METROLINX

Report Title:	Status Report on Cross-Boundary Specialized Transit Service and Creation of an Accessibility Advisory Committee				
Report Number:	TOT 09-005	Date to Board:	Feb. 20, 2009	Date to Committee:	N/A
Report To:	<input checked="" type="checkbox"/> BOARD		<input type="checkbox"/> ADVISORY COMMITTEE <input type="checkbox"/> AUDIT COMMITTEE <input type="checkbox"/> GOVERNANCE COMMITTEE <input type="checkbox"/> HUMAN RESOURCES COMMITTEE <input type="checkbox"/> TECHNICAL ADVISORY GROUP <input type="checkbox"/> OTHER:		
Report Referred From:	CEO Monthly Report, CEO 09-001 (Board Meeting on January 16, 2009)				
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Item Class:	IN CAMERA	<input type="checkbox"/>	DECISION	<input checked="" type="checkbox"/>	INFORMATION <input type="checkbox"/>

1.0 RECOMMENDATION:

RESOLVED:

THAT, as recommended in The Big Move, as Strategy #8: Plan for Universal Access, Metrolinx constitute an Accessibility Advisory Committee to advise Metrolinx on matters related to universal access;

THAT the text appended as Appendix B to report TOT 09-005, being a by-law establishing the Accessibility Advisory Committee and setting out its composition and functions, be approved and adopted as by-law No. 5 of the Corporation; and

THAT Metrolinx staff, working with the above-mentioned Accessibility Advisory Committee, report back to the Metrolinx Board in October 2009 on the progress of the development of a region-wide strategy to improve specialized transit coordination and delivery.

2.0 PURPOSE & EXECUTIVE SUMMARY:

The development of a **Plan for Universal Access** is included in The Big Move as Strategy #8. Two related Priority Actions are identified:

- Action 8.1: Create a regional body to advise Metrolinx on matters related to universal access;
- Action 8.2: Develop a region-wide strategy and local implementation strategies to improve specialized transit coordination and delivery.

Metrolinx staff has been working with an Accessibility Advisory Working Group, composed primarily of persons with disabilities, to survey and discuss various issues related to accessible regional public transportation services in the GTHA, with a primary focus on issues related to cross-boundary services.

One of the first efforts toward this plan is a report entitled “**Service Coordination for Specialized Transit in the Greater Toronto & Hamilton Area – Status Report**” (January 2009). This report was prepared based on interviews with transit service providers and was revised following discussions with the Working Group. The Final Report is attached to this Board Report as Appendix A.

This report explores a variety of issues related to cross-boundary travel on specialized transit by persons with disabilities and identified many challenges. The report also identifies a number of possible directions that might be pursued to enhance the quality of service provided to customers. Specialized transit is a parallel transit service operated by municipal transit systems for persons with disabilities and providing service to-the-door using small vehicles or taxis. Specialized transit service is only offered to eligible customers who have qualified in advance to meet municipally-defined criteria and are included in the reservation system database.

The current situation with respect to the coordination of cross-boundary specialized transit service presents significant challenges to customers, and there is therefore an important need to pursue the priority actions identified in the regional transportation plan (RTP), all the more so in light of the Accessibility for Ontarians with Disabilities Act (AODA). The existing Accessibility Advisory Working Group has considered the above priority actions and fully endorses their pursuit, including the creation of a formal Accessibility Advisory Committee.

3.0 BACKGROUND:

In August, 2008, Metrolinx established an Accessibility Advisory Working Group to discuss and provide advice on matters related to accessibility to Metrolinx, including: the development of the RTP; cross-boundary service and fare coordination; Metrolinx and the implementation of the Accessibility for Ontarians with Disabilities Act (AODA); initiatives to enhance accessible regional transportation; and other related issues. The Working Group has held

four meetings to date. The Working Group is composed primarily of persons with disabilities or their representatives, as well as other experts in the field of transportation accessibility. Participants of the Working Group have been invited as individuals based on their experience and/or expertise, and do not represent any formal organization.

The primary focus of the discussions carried out by the Accessibility Working Group concerns cross-boundary and longer-distance travel across the GTHA. The specific issue of the coordination of cross-boundary travel by customers of specialized transit services was identified as one area of particular concern and Metrolinx undertook to conduct a status report on the current situation. In this regard, a previous report prepared in 1996 for the Ministry of Transportation ("*Improving Cross-Boundary Services for Users of Accessible Transit in the Greater Toronto Area*") served as a starting point for the preparation of the report.

The objectives for this status report were as follows:

- Document current policies, and operational and fare collection practices with respect to cross-boundary travel by persons with disabilities;
- Collect background information on eligibility, reservation, fare and operational policies;
- Identify status of handling of cross-boundary trips for persons with disabilities and service coordination between specialized transit systems;
- Explore special issues related to GO Transit, fixed route accessible transit service, etc. as they pertain to cross-boundary service;
- Understand key issues; and possible initiatives for improvement.

Preliminary information for this status report was obtained from the websites for each of the specialized transit service providers in the GTHA, and this was then followed up by personal interviews and/or e-mail contacts with staff from each of the specialized transit service providers.

The Status Report includes findings on the following items:

- advance booking requirements;
- eligibility criteria;
- fare structure and payment;
- hours of service / reservation office hours;
- pick-up window;
- feasibility of cross-boundary travel for specialized transit customers, and under what conditions (e.g. offered by a single provider for some destinations, or transfers between adjacent municipal services);
- transfer locations;
- existence of travel training programs (to prepare people to safely and comfortably use accessible conventional transit services on their own); and
- coordination between specialized transit services and accessible GO Transit service, etc.

The Status Report found that there are significant differences between the various policies and practices among the municipal transit providers across the GTHA that make it difficult for

the customer to cross municipal boundaries while using specialized transit. Such travel, where feasible at all, is governed by informal bilateral operating practices between adjacent municipal providers. There have been no recent efforts to harmonize policies and practices across the GTHA.

In addition, even when transferred cross-boundary service is permitted, actual transfers often take place in ad-hoc informal locations (e.g. at fast-food concessions, shopping malls, etc.). The physical location and conditions of these transfer points compound the challenges faced by customers in trying to pursue cross-boundary travel.

The Status Report identifies an initial list of potential strategies that might help to improve cross-boundary specialized transit service in the GTHA, including:

- more promotion/information about, and use of, GO Transit's and other accessible conventional transit services;
- review of amenities/signage at transfer points;
- adding transfer points between adjacent municipalities where none exist;
- review of specialized transit service needs for rural areas;
- a more standardized approach to cross-boundary specialized transit service;
- increased use of technology for transferred cross-boundary service reservations;
- integration of the scheduling systems and trip booking processes (one stop booking); and
- standardized policies and eligibility criteria.

The draft status report was reviewed by the Working Group members and by staff from each of the specialized transit service providers in the GTHA, and was revised based on input received. The revised Status Report is attached to this Board Report as Appendix A.

4.0 DISCUSSION:

In comparing the findings of this status report to the study conducted in 1996, one can conclude that the situation has not changed significantly with respect to the coordination of cross-boundary travel by specialized transit, and that customers face similar challenges as they would have in 1996. There is therefore a need to develop strategies to address the above-identified obstacles faced by persons with disabilities in trying to travel across the GTHA region.

At the same time, it should be noted that there have been great strides made in making conventional transit services accessible to persons with disabilities, but these accessible conventional transit services are often under-utilized. The Status Report found that there is however a lack of regional strategies to integrate accessible conventional transit services with specialized transit services for cross-boundary or longer distance regional travel. Such a strategy might encourage better use of accessible conventional services and less reliance on specialized transit, as would more widespread deployment of travel training programs (i.e. to prepare people to safely and comfortably use accessible conventional transit services on their own).

The needs of persons with disabilities have recently gained more public prominence through the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and a series of standards are currently being developed and adopted to ensure that the needs of this disadvantaged population are fully addressed. As identified in The Big Move, Metrolinx has a role to play in supporting, and facilitating wherever possible, the implementation of these standards across the GTHA, as well as ensure that its own activities are fully in compliance with these standards.

Although the challenges faced by persons with disabilities are substantial, the concept of *Planning for Universal Access* encompasses an even wider population with special needs, as was discussed in the RTP document, under Strategy #8. For example, the aging population will increase the number of seniors, and create new challenges with respect to mobility and universal access.

The issue of planning for universal access encompasses a wide range of needs, options, and issues that will need to be identified and evaluated by Metrolinx staff, and Metrolinx needs to have regional body that can provide advice on all of the above, as they are being assessed and potential strategies are being developed. This was the intent of Priority Action #8.1 as identified in the RTP.

Board approval of By-Law No. 5 attached to this report as Appendix B is required to properly constitute the advisory committee in accordance with the terms of the *Greater Toronto Transportation Authority Act, 2006*.

5.0 FINANCIAL MATTERS:

The financial resources required to pursue a Universal Access Strategy will be evaluated as part of the development of such a strategy, and will be presented to the Metrolinx Board in October 2009.

6.0 HUMAN RESOURCES MATTERS:

N/A

7.0 ENVIRONMENTAL MATTERS:

N/A

8.0 COMMUNICATION MATTERS:

N/A

9.0 LEGAL MATTERS:

Board approval of By-Law No. 5 is required to properly establish the Accessibility Advisory Committee in accordance with section 13 of the *Greater Toronto Transportation Authority Act, 2006*:

Advisory committees

13.(1) The Corporation's board of directors shall by by-law establish one or more advisory committees.

Composition

(2) A by-law establishing an advisory committee shall provide for the committee's composition and may require that the committee include persons who use or are otherwise affected by transportation in the regional transportation area, including students, seniors, persons with disabilities and representatives of labour organizations and industry.

Functions, etc.

(3) A by-law establishing an advisory committee shall provide for the committee's functions and for the committee members' terms of appointment, remuneration and payment of expenses.

Metrolinx also needs to assess any implications arising from the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* with respect to its own activities, and the creation of the Accessibility Advisory Committee can assist Metrolinx staff in this assessment.

10.0 CONCLUSION:

Strategy #8 of the approved RTP is to Plan for Universal Access, and two related Priority Actions were identified:

Action 8.1: Create a regional body to advise Metrolinx on matters related to universal access;

Action 8.2: Develop a region-wide strategy and local implementation strategies to improve specialized transit coordination and delivery.

Various efforts have already been undertaken that pursue Strategy #8. The proposed recommendations will provide a formal stimulus to these efforts to enhance a more universal and coordinated access to travel by public transportation for cross-boundary and longer distance travel in the GTHA.

Respectfully submitted,



Vince Mauceri, General Manager,
Transportation Operations & Technology

Approved for Submission to the Board,



Vince Mauceri, Acting CEO

Appendices:

Appendix A: Service Coordination for Specialized Transit in the Greater Toronto & Hamilton Area – Status Report – (January 2009) Appendix B: By Law No. 5 (Accessibility Advisory Committee)

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APPENDIX A

Service Coordination for Specialized Transit in the Greater Toronto & Hamilton Area – Status Report –

January, 2009

Prepared by

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Attachment A Questionnaire Distributed to Specialized Transit Operators in the Greater Toronto Hamilton Area

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BACKGROUND / PREAMBLE

There is much room for improvement in coordinating transit services across municipal boundaries in the Greater Toronto and Hamilton Area (GTHA). While there is a need for improved service coordination in both fixed-route (to be referred to in this report as conventional transit) and to-the-door/curb-to-curb transit services (to be referred to in this report as specialized transit), the need for improved service coordination for the latter is more acute. Differences in eligibility criteria between specialized transit service providers, different fare structures, and difficulties in coordination of cross-boundary transferred trips are just a few of the barriers to service coordination for specialized transit.

Staff at Metrolinx began by reviewing a Ministry of Transportation (MTO) report that was conducted in 1996 by the consulting firm IBI Group, titled "Improving Cross-Boundary Services for Users of Accessible Transit in the Greater Toronto Area". The 1996 report looked at both conventional transit services and specialized transit services, whereas this status report will focus primarily on specialized transit, as well as its linkages to accessible conventional transit. Another difference between the 1996 report and this status report is that the former focused on Toronto and the inner tier of suburbs (Mississauga, Brampton, Vaughan, Richmond Hill, Markham, and Pickering), whereas this status report looks at the entire GTHA, including the outer tier municipalities (e.g. Oakville, Burlington, Hamilton, Whitby, Oshawa, etc.). The 1996 report provided a review of service policies (e.g., trip requests, service areas), operating practices (e.g., booking practices, pick-up windows, transfer points) and financial policies (e.g., fares, funding); it examined needs; and proposed a multi-year strategy plan.

The objectives for this status report were as follows:

- Document current policies, and operational and fare collection practices with respect to cross-boundary travel by persons with disabilities;
- Collect background information on eligibility, reservation, fare and operational policies;
- Identify status of handling of cross-boundary trips for persons with disabilities and service coordination between specialized transit systems;
- Explore special issues related to GO Transit, fixed route accessible transit service, the role (if any) of non-emergency medical travel service providers, etc. as they pertain to cross-boundary service;
- Synthesize key issues; and possible initiatives for improvement.

Preliminary information for this status report was obtained from the websites for each of the specialized transit service providers in the GTHA, and this was then followed up by personal interviews and/or e-mail contacts with, staff from each of the specialized transit service providers (*see Attachment A for the questionnaire*).

The ten service providers contacted are:

- Burlington Handi-Van;
- Caledon Community Services;
- Disabled & Aged Regional Transportation System (D.A.R.T.S.) in Hamilton;
- Durham Region Transit Specialized Service;
- Halton Hills Acti-Van;
- Milton Accessible Transit Service;
- Oakville Care-A-Van;
- Peel Region TransHelp;
- Wheel-Trans in Toronto; and
- York Region Mobility Plus.

A majority of these service providers are operated by either the lower-tier or upper-tier municipality, whereas Caledon Community Services and D.A.R.T.S. both receive a portion of their funding from charitable donations and other fundraising efforts.

STATUS REPORT FINDINGS

1. *Advance Booking Requirement*

The minimum advance booking requirement for many of the specialized transit service providers in the GTHA is approximately 24 hours, with the booking deadlines differing slightly within this time frame: two of the smaller service providers prefer that advance bookings be made a minimum of 48 hours prior to the trip, while one service provider requests that advance bookings be made one week prior to the trip.

2. *Eligibility*

The “traditional” eligibility criteria used by most specialized transit service providers in Ontario have been the following:

- the customer is unable to board a non-accessible vehicle (unable to climb three steps);
- the customer is unable to use the service (unable to walk 175 metres); and/or
- “other criteria”.

The first criterion will eventually become obsolete, as low-floor vehicles replace the older inaccessible vehicles. A majority of the service providers (six out of 10) continue to use the first two criteria, whereas the other service providers use other criteria to determine eligibility. In some cases, eligibility criteria are being broadened to include persons with a cognitive disability, persons who have Alzheimer’s, and two service providers transport all seniors regardless of their level of ability (in Caledon, Halton Hills). It must be noted that no conventional transit service exists in either of these municipalities. Almost all service providers require that a medical practitioner certify the application form whenever necessary.

With regard to updating eligibility criteria, some of the service providers indicated that they will wait until the Transportation Standards have been created as part of the Accessibility for Ontarians with Disabilities Act (AODA). Other service providers are planning to make minor adjustments to their eligibility criteria or will review their criteria to determine whether there is a need for revisions.

Regardless of eligibility criteria, specialized transit customers would likely need to register with different providers in order to use their services for cross-boundary trips.

3. Fare Structure and Payment

There are a variety of fare structures used by specialized transit service providers in the GTHA:

- Two of the service providers (in Oakville, Toronto) currently offer the same fare categories as are offered on their conventional transit system.
- Three service providers (in Durham Region, Hamilton, Peel Region) offer a single fare category, with two of them also offering a monthly pass (in Durham Region, Peel Region).
- York Region offers both a single cash fare and ticket fare category as well as a monthly pass for their zoned fare system.
- Milton has a single fare category for travel within the municipal boundaries, and a separate fare for their medical taxi service, which provides medical transportation to other municipalities.
- Caledon Community Services determines their fares based on the distance travelled, due to their large cross-boundary service area.
- Halton Hills offers two fare categories based on the time period/date of travel (higher cost for evening and weekend travel).

The GO Transit co-fare offers some degree of fare integration by providing a discounted fare to customers who transfer between GO Transit and a local service provider:

- Three of the service providers (in Durham Region, Oakville, York Region) offer the GO Transit co-fare to specialized transit customers as well as conventional transit customers, with the fare ranging from \$0.50 to \$0.65.
- The remaining service providers do not currently offer the co-fare.

Four of the service providers (in Caledon, Milton, Peel Region, York Region) allow Personal Care Attendants (PCAs)/escorts to travel with the customer for free, with the remaining service providers requiring that PCAs/escorts pay the same fare as the customer. When space is available in the vehicle, friends and/or relatives may travel with the customer by paying the same fare.

One commonality between most of the service providers is that the customer pays the fare/shows their monthly pass on board. However, Caledon Community Services and Peel Region offer pre-payment only.

4. Hours of Service / Reservation Office Hours

As is the case with conventional transit, the hours of service vary significantly between specialized transit service providers. The municipalities with higher populations and population densities have longer operating hours to accommodate greater demand for the service. The hours of service range from 7:30 AM-5:30 PM to 6 AM-1 AM on weekdays, and a couple of the service providers offer very limited or no service on weekends.

The reservation office hours also vary significantly, ranging from 8:30 AM-4:30 PM to 5:30 AM-1:00 AM on weekdays, and the reservation offices for many service providers are closed on weekends.

5. Pick-up Window

The pick-up window for all of the service providers is quite similar, with the range being from 20 minutes (e.g., 10 minutes before or after the original pick-up time) to 40 minutes (e.g., 20 minutes before or after the original pick-up time).

6. Cross-Boundary Service (Single Provider)

Most service providers in the GTHA offer some level of cross-boundary service, most commonly in the form of designated destinations (usually within close proximity of the municipal boundary). However, all but two of the service providers travel only to medical destinations for their cross-boundary service.

Three of the service providers do not provide cross-boundary service, except through transfers to other service providers.

7. Cross-Boundary Service (Transferred)

When a customer wants to cross a municipal boundary for non-medical purposes (particularly if they are travelling more than a few kilometres from the municipal boundary), a transfer is often arranged between two service providers. Almost all service providers in the GTHA do transfers with other service providers, with the exception being those municipalities where there is a rural gap between the adjacent municipalities.

There are a variety of locations used for transfer points, such as hospitals, malls, fast food restaurants, seniors' residences, commuter rail stations, a post-secondary institution and a hotel. Typically, the locations are chosen based on a variety of factors:

- agreement with other service provider;
- along or near municipal boundary;
- well-lit;
- provides shelter from inclement weather;

- hours of operation are compatible with the service providers' hours of service;
- equipped with telephone and accessible washrooms.

Attachment B provides an inventory of all transfer point locations for cross-boundary specialized service transfers between adjacent municipalities. This table illustrates the small number of transfer points for cross-boundary service in the GTHA.

Cross-boundary service using transfers is more common in the GTHA than single provider cross-boundary service. The vast majority of transfers occur across the Toronto-York Region and Toronto-Peel Region boundaries. However, scheduling cross-boundary services remains complex and time-consuming for both customer and service providers.

It is worth noting that although GO Transit is becoming increasingly accessible, it is used infrequently for cross-boundary service by specialized transit customers who might use specialized transit as a feeder onto a longer-distance trip on GO Transit rail or bus.

8. *Travel Training*

Travel training programs are used by transit service providers to prepare people to safely and comfortably use accessible conventional transit system on their own. The current status of travel training in the GTHA is as follows:

- three transit systems in the GTHA have travel training program in place;
- two have programs under development;
- one has budgeted for a travel training program;
- another would like to implement such a program in the future; and
- three service providers have no current plans for a travel training program.

SUGGESTIONS FOR IMPROVING CROSS-BOUNDARY SERVICE IN THE GTHA

Numerous suggestions were made for improving cross-boundary service in the GTHA, including:

1. Encouraging more use of GO Transit and other accessible transit services;
2. Review of amenities/signage at transfer points;
3. Adding transfer points between adjacent municipalities where none exist;
4. Assessing the needs for specialized transit services for rural residents;
5. A more standardized approach to cross-boundary specialized transit service;
6. Increased use of technology for transferred cross-boundary service reservations;
7. Integration of the scheduling systems and trip booking processes (one stop booking); and
8. Standardized policies and eligibility criteria.

1. Encouraging more use of GO Transit and other accessible transit services

Over 80% of GO Transit rail stations, and approximately 80% of all GO Transit-owned rail station bus loop and terminal locations are accessible to customers using mobility devices. Additionally, the entire fleet of GO Transit buses became fully accessible to customers using mobility devices at the end of 2008. GO Transit has increased the use of internationally-recognized pictograms where possible to address cognitive and language barriers as well as studying fonts and colour contrasts that are most suitable for general signage. The Public Information Systems (PINS), which include monitors showing GO Transit departures and service changes, are being added to rail stations around the GTHA. GO Transit bus operators are now required to announce every stop on approach. It could be valuable to increase the awareness of the accessible services offered by GO Transit as an alternative to cross-boundary specialized transit. One could conceive for example, of a more formal feeder / trunk / pick-up service arrangement for longer-distance travel in the GTHA where accessible GO Transit rail or bus service would serve as the trunk service.

There is some level of cross-boundary service coordination occurring in conventional municipal transit services (e.g., Burlington-Oakville; York Region-Toronto), and these are increasingly served with accessible buses. These conventional municipal transit services may also be able to play a cross-boundary service role for some specialized transit customers.

Expanded implementation of travel training programs should help to ensure that specialized transit customers feel more comfortable in using accessible conventional transit services.

2. Review of amenities/signage at transfer points

As discussed earlier, a variety of locations are used for transfer points for cross-boundary service. A review of amenities at the transfer points across the GTHA could help to highlight deficiencies. Where amenities seem to be lacking, an examination of alternative locations could be undertaken, such as nearby transit stations.

More specific signage could be added to transfer points where it would be practical to do so. This would help to identify a location as a transfer point, which would be particularly useful for new customers to specialized transit.

3. Adding transfer points between adjacent municipalities where none exist

Currently, Halton Hills and Milton do not arrange transfers with other municipalities, partly because there is a rural gap that separates both of them from adjacent municipalities.

In addition, transfer points could be added in Halton Hills and Milton so that these customers have the opportunity to travel to other municipalities.

4. Assessing the needs for specialized transit services for rural residents

There are large rural areas in parts of the GTHA, particularly in the upper-tier municipalities where transit services have been amalgamated. Specialized transit services in rural areas are quite limited, and people who would otherwise use specialized transit services often must rely on friends or relatives for transportation. Different types of vehicles could be used in rural areas: small, lift-equipped vans with specially-trained paid drivers could be used to transport customers with very limited mobility; and sedans with trained volunteer drivers could be used to transport customers who are more mobile. Such a model already exists in some rural areas in the GTHA (e.g., Caledon Community Services); it could be expanded to the underserved rural areas as well. The mobility needs for residents in rural areas of the GTHA must be assessed, especially with respect to coordination with other transit services and longer distance travel in the GTHA.

5. A more standardized approach to cross-boundary specialized transit service

Currently, any customers who rely on specialized transit that would like to travel outside of their municipalities for non-medical purposes have few options, and the arrangements for cross-boundary specialized transit services vary depending on the municipalities.

There are currently even fewer solutions provided for long-distance inter-regional travel for persons with disabilities.

There is a need for a more comprehensive look at standardizing approaches to reservations and service delivery for cross-boundary travel, and for options for longer-distance inter-regional travel.

6. Increased use of technology for transferred cross-boundary service reservations

Scheduling a transferred cross-boundary trip is complex, and time-consuming through many telephone calls. It is possible that there may be better practices in use in other jurisdictions through the use of technology (e-mail, text messaging, internet applications, etc.)

7. Integration of the scheduling systems and trip booking processes (one stop booking) for cross-boundary specialized transit trips

Integration of the scheduling systems and trip booking processes would serve two main purposes: the trip booking process would be easier for the customer; and it should result in cost savings for specialized transit service providers across the GTHA. One

option could be to have all service providers use an integrated software approach for scheduling and trip booking in order to facilitate booking cross-boundary specialized transit trips. Another more comprehensive option would be to have a single brokerage office handle scheduling and trip booking for cross-boundary trips, or even for the entire GTHA. Various efforts have been undertaken in Europe and the US to test more integrated approaches where multiple specialized transit or community transportation providers exist, and it may be worth exploring their experiences, benefits, emerging best practices, and costs.

8. Standardized policies and eligibility criteria

As discussed earlier in this report, eligibility criteria vary significantly across the GTHA. Once all conventional transit services become accessible to persons with different types of disabilities, more customers who have used specialized transit services in the past will be able to use conventional transit services. As a result, these customers will be able to travel more easily across municipal boundaries. Even with some customers shifting over to accessible conventional transit, it is likely that specialized transit will continue to be in high demand. While it may be a difficult process to create standardized policies and eligibility criteria due to institutional, jurisdictional, and financial issues, it will be necessary in order to improve service coordination across the GTHA.

Attachment A**Questionnaire Distributed to Specialized Transit Operators
In the Greater Toronto and Hamilton Area**

August 2008

Eligibility

- Are you planning to update the eligibility criteria/policies in the near future (or will you wait until after the AODA Standards have been created)?

Fare Payment

- How do customers pay their fare (e.g., on board versus being billed at a later date)?

Cross-Boundary Service

- Do you provide service outside your service area?
- List allowed destinations or area served?
- Do you provide pick-ups from these destinations / areas as well? If not, how do customers handle return trips?
- Do you ask for trip purpose for cross-boundary service? Does trip purpose affect eligibility of trip (e.g. medical purpose trips are allowed)?
- Are any criteria used to determine when a direct cross-boundary trip can be made versus a required transfer to another transit system?

Transfer Policies & Transfer Points

- Do you have any specific policies with respect to transfers (e.g. time of day, longer wait windows)?
- What are the physical locations of your transfer points?
- What is the main rationale for choosing those locations as your transfer points?
- If you have more than one transfer point, which transfer point is used most often, and why?

Demand for Cross-Boundary Service / Potential Role for Accessible Fixed Route Service

- How many cross-boundary trips do you handle on a typical weekday:
 - Direct cross-boundary drop-offs/pick-ups (by jurisdiction)
 - Trips to transfer points (by transfer transit system)
- How many trips involve drop-offs/pick-ups from GO rail service (if known)?
- Do you have any estimate of unmet demand for cross-boundary trips?
- Do you see any potential to accommodate cross-boundary demand through increased use of accessible fixed route service?
- Do you have a travel training program in place? Under development? Budgeted?
- Are there to your knowledge any other transportation service providers that provide cross-boundary service for special purposes (e.g. Non-emergency medical travel)?

Suggestions

- What other steps could be taken to improve cross-boundary travel/regional service integration for persons with disabilities?

Other Interview Special Issues

- GO Transit: Accessibility Program – Status and Plans;
- TTC: Accessible Subway Station Program: - Status and Plans;
- TTC: Coordinated use of accessible subway stations in scheduling WheelTrans trips: current practice; and
- Other potential pertinent transportation providers (e.g. Red Cross, Caledon Community Services): Current policies and practices for cross-boundary service: destinations, trip purpose, cost recovery, etc.

Attachment B

Locations for Specialized Transit Cross-Boundary Transfers Between Adjacent Municipalities

To / From	Burlington Transit (Handi-Van)	Caledon (Caledon Community Services)	Durham Region Transit Specialized Service	Halton Hills (Acti-Van)	Hamilton (DARTS)	Milton Transit (Accessible Transit Service)	Oakville Transit (Care-A-Van)	Peel Region (TransHelp)	Toronto (Wheel-Trans)	York Region (Mobility Plus)
Burlington Transit					<ul style="list-style-type: none"> Joseph Brant Memorial Hospital Burlington GO station 	No transfers	<ul style="list-style-type: none"> Lakeshore Place (seniors' residence) 			
Caledon Community Services								Service provided by TransHelp	<ul style="list-style-type: none"> International Plaza Hotel (Dixon Rd. & Hwy. 27) 	<ul style="list-style-type: none"> Vera Davis Centre (Bolton)
Durham Region Transit									<ul style="list-style-type: none"> McDonalds (Highway 2 & Port Union) 	<ul style="list-style-type: none"> Markham-Stouffville Hospital
Halton Hills						No transfers				
Hamilton (DARTS)	<ul style="list-style-type: none"> Joseph Brant Memorial Hospital Burlington GO station 									
Milton Transit	No transfers			No transfers			No transfers	No transfers		
Oakville Transit	<ul style="list-style-type: none"> Lakeshore Place (seniors' residence) 					No transfers		<ul style="list-style-type: none"> Sheridan College Oakville GO Station (when Sheridan closed) 		
Peel Region (TransHelp)		Service provided by Caledon Community Services				No transfers	<ul style="list-style-type: none"> Sheridan College Oakville GO Station (when Sheridan closed) 		<ul style="list-style-type: none"> International Plaza Hotel (Dixon Rd. & Hwy. 27) Trillium Hospital (Queensway) 	<ul style="list-style-type: none"> Etobicoke General Hospital Vera Davis Centre (Bolton)
Toronto		<ul style="list-style-type: none"> International Plaza Hotel (Dixon Rd. & Hwy. 27) 	<ul style="list-style-type: none"> McDonalds (Highway 2 & Port Union) 					<ul style="list-style-type: none"> International Plaza Hotel (Dixon Rd. & Hwy. 27) Trillium Hospital (Queensway) 		<ul style="list-style-type: none"> Tim Hortons (3310 Steeles W.) Center Point Mall (Steeles W. at Yonge) Tim Hortons/ Food Basics (Steeles E.) Tim Hortons (4228 Midland Ave., near Steeles)
York Region		<ul style="list-style-type: none"> Vera Davis Centre (Bolton) 	<ul style="list-style-type: none"> Markham-Stouffville Hospital 					<ul style="list-style-type: none"> Etobicoke General Hospital Vera Davis Centre (Bolton) 		

APPENDIX B

GREATER TORONTO TRANSPORTATION AUTHORITY (the “Corporation”)

BY-LAW NO. 5

A BY-LAW RELATING GENERALLY TO THE ESTABLISHMENT AND COMPOSITION OF AN ACCESSIBILITY ADVISORY COMMITTEE FOR THE CORPORATION

Be it ENACTED as a by-law of the Greater Toronto Transportation Authority as follows:

ARTICLE 1 INTERPRETATION

Section 1.1 Definitions.

In the By-laws of the Corporation, unless the context otherwise requires:

“**Board**” means the board of Directors of the Corporation;

“**By-laws**” means this by-law and all other by-laws of the Corporation that may be passed from time to time;

“**Chair**” means the Chair of the Corporation designated pursuant to section 10 of the GTTA Act;

“**Corporation**” means the Greater Toronto Transportation Authority incorporated by the GTTA Act;

“**GTTA Act**” means the *Greater Toronto Transportation Authority Act, 2006*, S.O. 2006, c. 16;

“**Meeting of Directors**” includes an annual meeting, regular meetings and special meetings of Directors;

“**Director**” means a Director of the Corporation, including the Chair and Vice-Chair, appointed pursuant to section 9 of the GTTA Act;

“**Regional Transportation Area**” means the area that includes the geographic areas of the City of Toronto, the City of Hamilton, The Regional Municipality of Durham, The Regional Municipality of Halton, The Regional Municipality of Peel and The Regional Municipality of York and any additional area prescribed pursuant to the GTTA Act;

“**Regional Transportation Plan**” or “**RTP**” means the transportation plan prepared by the Corporation for the Regional Transportation Area.

“Subcommittee” means any subcommittee established in accordance with section 3.1 of this By-Law.

- 1.01 Unless defined in this by-law, words and expressions used in this by-law have the meaning ascribed to them in the GTTA Act.
- 1.02 Words importing the singular number include the plural and vice versa; words importing gender include the masculine, feminine and neuter genders; and words importing a person include an individual, sole proprietorship, partnership, unincorporated association, unincorporated syndicate, unincorporated organization, trust, body corporate, and a natural person in his or her capacity as trustee, executor, administrator, or other legal representative.

ARTICLE 3 ACCESSIBILITY ADVISORY COMMITTEE

Section 3.1 Number and Selection

The Accessibility Advisory Committee shall consist of between 10 and 20 members selected by a subcommittee comprised of the General Manager Transportation Operations & Technology and 2 or more Corporation staff.

Section 3.2 Composition of Advisory Committee

The Subcommittee shall identify and, to the extent available, retain Accessibility Advisory Committee Members who:

- (a) Have experience or expertise concerning the transportation accessibility challenges faced by persons with special needs in the Regional Transportation Area, including, but not limited to, persons with physical or cognitive disabilities, seniors, persons with language barriers, etc.; and
- (b) who collectively provide a comprehensive perspective on the challenges and proposed actions that will enhance the universal accessibility of the Regional Transportation Area future transportation system; and
- (c) who collectively represent a broad and balanced representation from the Regional Transportation Area.

Section 3.3 Mandate

The Accessibility Advisory Committee is being established to assist the Board and Corporation staff in implementing accessibility-related provisions of the RTP, in particular those provisions affecting cross-boundary travel in the Regional Transportation Area. In satisfying this role the Accessibility Advisory Committee will:

- Review public consultation papers and other documents related to the implementation of the RTP;
- Analyze public and stakeholder input;
- Engage in dialogue with the public and other stakeholders;
- Support and promote the implementation of the accessibility-related provisions of the RTP;
- Provide advice to Corporation's staff on any accessibility issues related to the implementation of such provisions;
- Provide recommendations to the Board in respect of the foregoing and any other specific issues referred to the Accessibility Advisory Committee by the Board or the Subcommittee.
- Such other roles relating to the implementation of the RTP as may be assigned to the Accessibility Advisory Committee from time to time by the Board, the Subcommittee, or Corporation's staff.

Section 3.4 Limitation on Advisory Committee's Powers and Authority

The Accessibility Advisory Committee's role is limited to its support as a resource to the Board and to the Corporation's staff and consultants in preparing and implementing the RTP. The Board carries ultimate responsibility and may accept, reject or modify any recommendations proposed by the Accessibility Advisory Committee.

Section 3.5 Confidentiality

The Accessibility Advisory Committee members, whether individually or otherwise, shall not publicly release any report or disclose any recommendations, discussions, or information on activities of the Accessibility Advisory Committee.

Section 3.6 Remuneration and Expenses

To the extent pre-approved by the Chair and Corporation staff, the Advisory Committee and its individual members shall be reimbursed for all reasonable expenses incurred by the Accessibility Advisory Committee or a member, as the case may be.

**ARTICLE 4
EFFECTIVE DATE**

Section 4.1 Effective Date.

This By-law shall come into force on the date of its confirmation by the Directors.

ADOPTED by the Board and confirmed by the Directors in accordance with the GTTA Act.

DATED the 20th day of February, 2009.

Chair

Secretary

Corporate Seal