



Peterborough Transit Liaison Committee

Agenda

Date: Thursday, April 11th, 2024

Time: 2:00 p.m.

Location: Training Room, Transit Offices, 130 Aylmer Street North

1. Call to Order

2. Land Acknowledgement

We respectfully acknowledge that we are on the treaty and traditional territory of the Mississauga Anishinaabeg. We offer our gratitude to the First Peoples for their care for, and teachings about, our earth and our relations. May we honour those teachings.

3. Confirmation of Minutes

a. February 1st, 2024

4. Presentations

a. PTLC24-003 – Transit Accessible Van Service

5. Discussion

6. Other Business

7. Next Meeting

8. Adjournment

Peterborough Transit Liaison Committee

Meeting Minutes

Date: February 1st, 2024

Present: Councillor Keith Riel , Councillor Kevin Duguay, Stephanie Bolton (Age-Friendly), John Morris (CPD), Phil Mechetuk, Julie Morris, Elaine Hewitt, Bill McKenzie

Staff Present: Barry Wakeford, Interim Transit Services General Manager
Cory MacLeod, Transit Operator & ATU Union Representative

Regrets: Jamie Davis, Recording Secretary
Joel Willett (Fleming), Natalie Stephenson (Green-Up), Tracy Milne (Trent)
Sandra Needham

Call to Order

The meeting of the Peterborough Transit Liaison Committee was called to order by the Chair at 2:03 p.m.

Land Acknowledgement

Confirmation of Minutes

Moved by Phil Mechetuk and seconded by Elaine Hewitt.

That the minutes of the meeting held on November 9, 2023, be approved.

Carried.

Presentations

- a) Report PTLC24-001 – Potential Impacts of the Removal of Weekend Community Bus Service

Moved by John Morris and seconded by Elaine Hewitt,

That the Peterborough Transit Liaison Committee approve the recommendation outlined in Report PTLC24-001, dated February 1, 2024, of the Interim General Manager,

as follows:

That Report PTLC24-001 be received for information.

- b) Report PTLC24-002 Potential Impacts of the Removal of Statutory Holiday Transit Service

Moved by Julie Morris and seconded by Phil Mechetuk

That the Peterborough Transit Liaison Committee approve the recommendation outlined in report PTLC24-002, dated February 1, 2024, of the interim General Manager, as follows:

That the presentations be received for information.

Carried

Other Business

- Updates regarding destination signage on buses. Examples provided as to what future signage will look like.
- Bill McKenzie advised that he will be withdrawing from the Committee effective as of February 1, 2024.

Next Meeting

Tentatively scheduled for Thursday, March 7th, 2024, at 2:00 p.m.

Adjournment

Moved by Kevin Dugay, and seconded by Bill McKenzie

That this meeting be adjourned at 3:35 p.m.

Carried

Keith Riel, Chair

Jamie Davis, Recording Secretary



City of
Peterborough

To: Member of the Peterborough Transit Liaison Committee

From: Barry Wakeford, Director, Transit Services

Meeting Date: April 11, 2024

Report: Accessible Community Transit Service, Report PTLC24-003

Subject

This report is to inform the Peterborough Transit Liaison Committee on the Peterborough Accessible Community Transit Service.

Recommendation

That Peterborough Transit Liaison Committee approve the recommendation outlined in Report PTLC24-003, dated April 11, 2024, of the Director of Transit Services, as follows:

That the report be received for information.

Executive Summary

- Peterborough Transit provides accessible transit service to those passengers who are not able to access conventional service, through Peterborough Accessible Community Transit service.
- Peterborough Accessible Community Transit allows passengers with accessibility requirements to access safe and reliable transit, providing an inclusive means of public transit to all City residents.

Background

Peterborough Transit operates two different transit services; conventional and paratransit. Conventional service uses full size forty-foot buses that follow fixed routes. Paratransit service uses shorter buses or “vans” to provide a pre-booked ride service to passengers unable to ride the conventional service. Both services operate the same hours each day and charge the same fee to passengers. The paratransit service operates seven (7) vans from 5:45 am until 12:05 am on weekdays, four (4) vans on Saturdays from 6:45 am until 12:05 am and four (4) vans from 7:45 am until 8:10 pm on Sundays. Drivers escort passengers to and from street level doors. If there is more than one step at departure or destination places, wheelchair users must arrange to have another person available to assist.

The paratransit service was originally called Peterborough Handi-Van. In 2022, it was re-branded as Peterborough Accessible Community Transit or “PACT”.

Passengers must register and be approved to book trips with PACT. The application must be filled out and signed by the passenger and their health care professional.

Some passengers have a permanent need, others are conditional or temporary. An example of someone with a conditional registration might be someone who only uses the service during winter months.

A temporary registration can be used by someone recovering from a medical condition who will return to conventional transit once they recover. Some passengers use both conventional transit and PACT according to their needs as some medical condition flairs limit a passenger's mobility.

Not all applicants are approved, however, there is an appeal process if the applicant believes they are not able to utilize conventional transit with the assistance of a support person. Persons who accompany passengers may ride upon payment of the regular fare and should be booked at the same time as the passenger. If a passenger requires a support person, a passenger can apply for a support person pass. Passengers are required to book a space for their support person. Only one support person is permitted per passenger. Support persons are not charged a fare on any Peterborough Transit vehicle.

Traditionally, the van scheduling was done manually by a scheduler who wrote out the driver's daily calls (manifest) on sheets of paper; a “master” for the scheduler and a set for each van’s driver to followed everyday. In 2005 the software program Transview was purchased. This program scheduled the calls using computer software, the scheduler’s master and all drivers’ sheets were still printed each day. Due to the closing of the North American division, technical support was difficult to obtain and an RFP for the replacement for Transview was issued in 2013.

In March 2014 RouteMatch became the new scheduling software. This system was more efficient using a geo-mapping component and paper driver manifests were

replaced with a tablet that was mounted in each vehicle. This program also permitted same-day bookings and on-the-fly changes driver's manifests. Any changes were sent to the driver's tablet, which they were required to accept, before they could re-access their manifest. This system used a "server" based system. Calls were stored on a server located at City Hall. Each morning at 4:00 am, the calls were sent to the tablets. The tablets were married to the assigned vehicle and if a vehicle was not available that day, the calls had to be reassigned or, the tablet had to be removed from one vehicle and mounted in the other.

In 2019, a program called "Ride with Me" was developed through a partnership with the Center for Persons with Disabilities to help people learn how to use the transit services. Ride With Me is a travel training program developed by Peterborough Transit to provide the tools needed for older adults to travel with confidence and independence across the Transit Network. The program includes a Tailored Route Network Information Package to capture critical information for the individual customer: how to get to and from key destinations, step-by-step directions, clear maps.

Route Network Travel Training is also provided to help familiarize older adults with route network information, schedules and guidelines as well as respond to questions/concerns and assist with planning specific trips. This program is to help people transition from the van service to conventional transit but can also be utilized by people adapting to the van service. RouteMatch was purchased by Uber in 2020 and again, there was a problem obtaining technical support in a timely manner.

In 2021 RouteMatch was replaced by Via as part of the On Demand transit service. This system also uses tablets for the driver manifests. There is a difference with Via which makes the tablets more versatile. The calls are based in a "cloud" and the driver can access them from any tablet once they log in. This allows a driver to take the tablet with them while on break, or if there is a gap in their schedule, they don't have to sit in the vehicle, waiting for a call. There are some inefficiencies with Via, scheduling is more cumbersome and the ability to move a call from one vehicle to another isn't an easy task. Cost of operation is another concern; Via is an expensive program to operate. An RFP is being drafted for issue later this spring to find a more cost-effective program.

In 2022, as a measure to accommodate driver/service demands, one van was split and a driver drove a conventional bus from 9:30 am until 12:30 pm. They then drove a van from 3:00 pm until 7:30 pm. This did affect the availability of that van. In January of 2024, that shift was returned to a full van shift that runs from 1:20 pm until 10:00 pm (including a break). When the driver pool increases, the van service will also increase.

Later this spring, transit will be purchasing 2-3 new transit vans. In place of lifts, these vehicles will be equipped with ramps at the side and back doors to enable more versatility when picking up and dropping off passengers.

The following are ridership statistics over the past 6 months:

- Average number of trips booked per day: 200.

- Average number of trips completed per day: 140.
- Active Riders: 336
- Completed Rides: 72.4%
- Average daily Cancellations/no-shows: 27%
- Hourly ridership is an average of 2.2* passengers per hour.
- To compare Conventional is average of 24* passengers per hour.

Note: Total hours of service divided by ridership. Some hours will have more riders per hour, others will have less.

Strategic Plan

Strategic Pillar: Community & Wellbeing

Strategic Priority: Ensure City's Transit system / network supports effective movement of people, which is cost effective, efficient, and works of all.

Peterborough Transit continues to explore service enhancements for passengers unable to access conventional transit service. Through modernization and technological upgrades, Peterborough Accessible Community Transit continues to improve in both passenger satisfaction and cost effectiveness for the corporation. The scheduling software and vehicle purchase initiatives are 2 examples of this type of effort under way this year.

Budget and Financial Implications

There are no budgetary or financial implications associated with the recommendation.

Submitted by,

Barry Wakeford
Director, Transit Services

Contact:

Barry Wakeford
Director, Transit Services
Phone: 705-742-7777, Extension 2879
E-mail: bwakeford@peterborough.ca