



Transit Liaison Committee

Date: Thursday, June 22, 2023
Time: 2:00 pm
Location: Auditorium, Peterborough Public Library, 345 Aylmer Street N

AGENDA

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. June 8, 2023

4. Presentations

- a. PTLC23-007 Diversity, Equity, Inclusion

- b. PTLC23-008 Accessible Community Transit- Van Service

5. Workshop

We will be breaking into 4 groups to discuss the topics below; each group will gather 5 ideas per topic to then present to the Committee at the end.

- a. Transit Routes (discuss what routes are working, what areas of the city are lacking service, what modifications might be considered).
 - b. Awareness-Wayfinding-Education (ideas for helping passengers understand and make the best use of service, discuss improvements on providing access to route information).
 - c. Customer Service-Communications (ideas for communication of route adjustments and detours, ways to educate new riders and visitors to the city on how to make the best use of the system).
 - d. Accessibility (improvement ideas and other suggestions for both conventional and specialized service).

6. Present findings from each group.



7. Next Meeting
8. Adjournment

Peterborough Transit Liaison Committee Meeting Minutes

Date: June 8, 2023

Present: Keith Riel (Councillor), John Morris (CPD), Phil Mechetuk (AAC Rep), Tracy Milne (Trent), Julie Morris, Sandra Needham, Elaine Hewitt, Natalie Stephenson (Green-Up)

Staff Present: Barry Wakeford, Interim Transit Services General Manager
Cory MacLeod, Transit Operator & ATU Union Representative
Michael Papadacos, Director of Asset Management & Capital Planning
Nicole McKeown, Recording Secretary
Milan Nguyen, Policy and Research Planner
Caroline Kimble, Policy and Research Manager
James Byrne, Climate Change Specialist

Regrets: Stephanie Bolton (Age-Friendly), Bill McKenzie, Kevin Duguay (Councillor), Joel Willett (Fleming)

1. Call to Order

The meeting of the Transit Liaison Committee was called to order by the Chair at 2:07 p.m.

2. Land Acknowledgement

3. Confirmation of Minutes

Moved by – Julie Morris

4. Presentations

PTLC23-004 Climate Implications of Public Transit

Moved by Natalie Stephenson

That the PTLC approve the presentations outlined in report PTLC23-004 dated June 8th, 2023, as follows:

That the reports and presentations be received for information.

Carried

PTLC23-005 Public Transit and the new Official Plan & Appendix A

Moved by Tracy Milne

That the PTLC approve the presentations outlined in report PTLC23-005 dated June 8th, 2023 as follows:

That the reports and presentations be received for information.

Carried

PTLC23-006 Transit Route Enhancements Options

Moved by John Morris

That the PTLC approve the presentations outlined in report PTLC23-006 dated June 8th, 2023 as follows:

That the reports and presentations be received for information.

Carried

5. Discussion

6. Approve the amended meeting times in the “Terms of Reference.”

Moved by Phil Mechetuk

7. Other Business

Next Meeting

The next meeting of this Committee will be Thursday, June 22nd, 2023, with start time of 2:00 pm, held at Peterborough Public Library.

Adjournment

Moved by Sandra Needham

That this meeting adjourns at 3:43 pm.

Carried

Nicole McKeown, Recording Secretary

Keith Riel, Chair



City of
Peterborough

To: Members of the Peterborough Transit Liaison Committee

From: Reem Ali, Diversity, Equity, and Inclusion Advisor

Meeting Date: June 22, 2023

Subject: Diversity, Equity, and Inclusion, Report PTLC23-007

Purpose

To provide the Peterborough Transit Liaison Committee with a presentation on how a Diversity, Equity, and Inclusion (“DEI”) lens can help support Peterborough Transit in fostering an equitable and inclusive community that meets the diverse needs of its evolving demographic.

Background

The Coalition of Inclusive Municipalities (Coalition) is a network that brings municipalities together to improve policies against racism, discrimination, exclusion, and intolerance, to undertake initiatives to eliminate all forms of discrimination, and to build open and inclusive societies.

On November 25, 2019, as per the recommendation outlined in [Report CLSHR19-005](#), City Council unanimously endorsed the Declaration to join the Coalition. On December 9, 2019, Human Rights Day, Mayor Diane Therrien signed the Declaration on behalf of the City of Peterborough making it the 22nd municipality to join the Coalition. Further, on December 14, 2020, as per the recommendation outlined in [Report CSSS20-016](#), City Council approved that staff hire a DEI Officer using funds from the Community Development Program Reserve. The DEI Officer, now the DEI Advisor, was tasked with developing the City’s first DEI Plan, embedding a DEI lens in City operations, and supporting the City in advancing the Coalition’s Ten Common Commitments.

When a municipal council signs the declaration to join the Coalition, it endorses the Coalition’s Ten Common Commitments and agrees to develop a Plan of Action (DEI Plan), which once adopted, becomes integrated into the municipality’s visions, strategies, and policies. The Coalition’s Ten Common Commitments are structured

around three areas of municipal responsibilities that see the municipality: as a guardian that respects public interest; as an organization that upholds human rights; and as a community that promotes diversity. Collectively, the Commitments urge the municipality to drive action against racism and discrimination to build a more inclusive community. This means collaborating with, and empowering Indigenous and racialized communities to help the City work toward: becoming a more inclusive employer, service provider, and contractor; supporting the efforts of community partners, particularly in the policing service, labour market sector, housing, and education sector in challenging and dismantling systemic racism and discrimination; and developing initiatives that promote diversity and create equal opportunities.

For the purposes of this report, definitions of key terms are included at the end.

Applying a DEI Lens

The DEI Advisor is in the process of developing the City's DEI Plan, which will consist of 5 key areas: communications, human resources, training and education, community engagement, and program and policy development. Once the Plan is approved by Council, it will serve to guide staff in applying a DEI lens to their work, which will include the work completed by advisory committees.

In developing the DEI Plan, the Coalition recommends that staff align and link the Plan with existing City plans, policies, priorities, and initiatives including plans that address parks, recreation, transportation, and built environment. Some municipalities opt to also develop/use an equity lens to assess all their programs and services, which intends to support departments in integrating equity and inclusion as a focus into their work. An equity lens invites staff to ask:

- Who is not included in the work you do?
- What could contribute to this exclusion?
- What are you already doing to promote inclusion?
- What can you do differently to ensure inclusion?

Further, an equity lens must be intersectional by considering race, class, gender, and (dis)ability, among other social categories and constructs, as well as the lived and living experiences of the persons who are facing barriers when accessing services. Therefore, special attention must be given to advancing equity and facilitating inclusion and non-discrimination for members of equity-deserving groups and anyone who has been historically marginalized or is at risk of exclusion or discrimination.

Examples of this alignment will be shared in the June 22, 2023, presentation to this Committee. Considerations for the ways in which a DEI lens can be applied to Public Transit will also be shared, including but not limited to the following:

- Assessing the diversity of users and their needs for public transit and the ways in which these intersect, placing some groups at a disadvantage when accessing services in the community.
- Evaluating the access of various groups to public transit and ensuring that it is equitable, fair, accommodating, and serves the needs of community members.
- Supporting inclusive public transit services that are appropriate, safe, and user-friendly and that engage community members, in particular members of equity-deserving groups, in decisions that affect their equal access to services.

Important Definitions

Diversity is the presence of “difference” within a given setting. Differences can arise in our appearances, thoughts, likes and dislikes, values, and identities. Diversity among identities may relate to gender, race, ethnicity, religion, nationality, education, marital status, sexual orientation, ability, and socioeconomic status, to name a few. (Definition taken from A Guide to Employee DEI Surveys by WorkTango).

While ‘equality’ means ‘sameness’, equity means fairness – fair treatment, fair access, fair opportunity and fair advancement for all people. Equity is an approach that ensures everyone is supported in their personal and professional development. Unlike equality, equity does not aim to treat all individuals in the exact same way. Instead, equity recognizes that advantages and barriers exist, and that as a result, different people have different needs. (Definition taken from A Guide to Employee DEI Surveys by WorkTango).

Equity-Deserving Groups: members of a community that face significant collective challenges in participating in society. This marginalization could be created by attitudinal, historic, social, and environmental barriers based on age, ethnicity, disability, economic status, gender, nationality, race, sexual orientation, transgender status, among other elements of diversity. Equity-deserving groups are those that face/identify barriers to equal access, opportunities, and resources due to disadvantage and discrimination and may actively seek social justice. (Definition taken from the City of Peterborough Public Arts Policy).

Inclusion is the act of creating environments in which people feel like they can bring their authentic selves to work. It means everyone feels valued, respected, and appreciated for their unique identities, even when they’re different from others. Inclusion outcomes are met when you, your institution, your policies and programs are truly inviting to all. And extends to the degree in which diverse individuals are able to participate in decision-making processes and development opportunities. (Definition taken from A Guide to Employee DEI Surveys by WorkTango).

Intersectionality, a term coined by Kimberlé Crenshaw, is the way in which social categories such as race, class, gender, age, (dis)ability... etc. overlap to create and exacerbate discrimination and disadvantage. It is not enough to add up the oppressions

and address each one individually. Discrimination isn't limited to a singular axis of oppression. Because many people experience compound discrimination, we must look at what happens at the crossroads – at the *intersection* of these oppressions.

Summary

Applying a DEI lens to public Transit services aligns with the City of Peterborough's responsibilities as a member of the Coalition of Inclusive Municipalities. It also links to and supports the implementation of existing City policies, plans, and priorities. The presentation to the Peterborough Transit Liaison Committee will offer recommendations that can support Peterborough Transit in adopting a DEI lens and fostering an equitable and inclusive community that meets the diverse needs of its evolving demographic.

Submitted by,

Reem Ali
Diversity, Equity, and Inclusion Advisor

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City of
Peterborough

To: Members of the Peterborough Transit Liaison Committee

From: Barry Wakeford Interim General Manager Peterborough Transit

Meeting Date: June 22, 2023

Subject: Peterborough Accessible Community Transit Service, Report
PTLC23-008

Purpose

To provide the Peterborough Transit Liaison Committee with a presentation on the **Peterborough Accessible Community Transit (PACT)** service, a brief history and overview of the current accessible van service.

Background

Peterborough Transit began providing specialized service to passengers with various disabilities which prevented them from accessing regular transit buses. This service started in the 1980's with a passenger van and was eventually expanded to wheelchair accessible vehicles. Over the years, a variety of vehicles have been used, some with lifting devices others that could kneel and deploy a folding ramp.

Up until 2015 scheduling passenger requests was manually entered onto a ledger and was transferred each day onto individual vehicle sheets which the drivers followed throughout the day.

In March of 2015, RouteMatch was purchased and implemented as the scheduling software employed for van services. This system was installed on a city-based server and enabled real time updates and adjustments to driver schedules. Scheduling staff could now add, remove and adjust calls, and the system would relay these changes to the tablet installed in the vehicle.

RouteMatch software was replaced April 2022 with a system called VIA. This system is cloud based and offers a similar system to RouteMatch. This new software gives the customer a pickup window at the time of booking. The trip window is communicated by SMS or phone call message to the customer the night before and a confirmed pick-up time is given 30min prior to the scheduled arrival. Approximately 5min before the van

arrives, the system will alert the customer that it is on the way. VIA is the current program being used for scheduling the van service.

Qualifications For Van Service

Passenger using PACT are required to register for the service and must complete 2-part eligibility package. Part one completed by the passenger and part 2 by a medical professional. During COVID and due to the shortage of family Doctors in the province, exceptions were made where applications completed by facility administrators were accepted.

Vehicles and Service

PACT service consists of 11 vehicles, 7 of which are on the road weekdays, 4 on Saturday and 4 on Sunday.

The hours of service are between 6:00 am and 11:59 pm.

Trips can be booked 14 days in advance up to same day requests.

During COVID, due to the closure of many institutions the vans were utilized to supplement conventional transit.

Capacity was limited to 2 passengers per trip at that time, we have since returned to a shared ride plan, allowing more trips and less unaccommodated requests.

Presently there are approximately 900 registered riders.

The service averages 120 booked trips each weekday, and 50 on weekends.

Of those trips, approximately 40% are recurring or “subscription” bookings taking passengers to work, school and/or day programs throughout the community.

Booked on a regular basis. Trips are optimized 14, 7, 4 and 2 days out. This process takes a look at all scheduled and unscheduled rides and shuffles them to specific vehicles allowing for a more efficient flow and minimal “zig zagging” for the vehicle.

Ridership has been steadily increasing thru 2023, we are now close to 80% of pre covid ridership.

Future Options

By December of 2023, para transit passengers will have the option to download and book trips through the Via app, similar to the current On Demand service passengers. The vendor is developing an “on-line” booking portal. Currently all trip requests are made through our scheduling team.

Summary

As transit continues to recover from the effects and changes caused by COVID we anticipate ridership to return to previous levels of approximately 160 trips per weekday. The current system is capable of returning to that that level of service.

Submitted by,

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