

Accessible Transit Service Update and Review

Accessibility Advisory Committee

March 2, 2016



Background

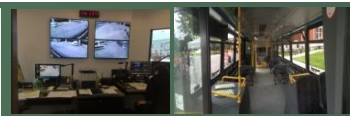
Mandate for Specialized Service

- Provide a similar level of service to the conventional transit system
- Provide specialized services:
 - That have the same hours of service as the conventional system
 - Where users pay the same fares as conventional system
 - That provides door to door service for users



Background

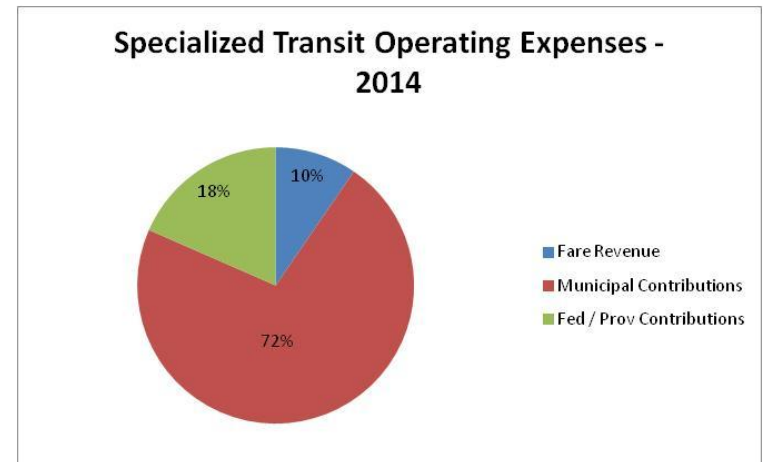
- What does a similar level of service to the conventional transit system mean?
 - 40 minute service frequency
 - Benchmark to determine if a specialized trip can be accommodated
 - Can trip be booked within 40 minute window of desired time?
 - Trips involving a transfer can take upwards of 40 min to 60 minutes
 - Benchmark to determine if a specialized trip is too long
 - Is average trip on the Handi-van longer than 40-60 minutes?
 - Same hours and days of service
 - New for 2016 – transit service to run on most statutory holidays



Background

Cost to Operate Specialized Transit

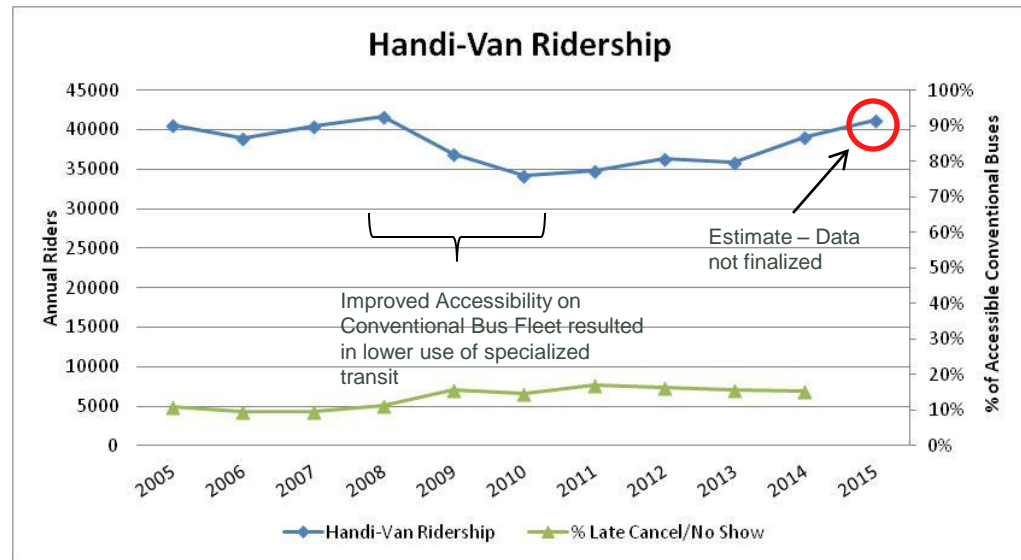
- In 2014 it cost \$920,000 to operate the specialized transit system (excluding capital cost of vehicles)
- Of this:
 - 10% was covered by fare revenue
 - 18% was covered by Provincial Grants
 - 72% was funded from Taxpayers
- In 2014 operating costs decreased by about 1.3% due to:
 - reduced maintenance costs after investment of \$500,000 to purchase 6 new vehicles in 2013
 - reduced overtime costs from hiring new full time drivers



Background

Ridership - Specialized Transit

- Decline in riders from 2008 to 2013, partially due to improved accessibility of Conventional Bus Fleet
- By 2013 virtually all of the Conventional Bus Routes provide accessible vehicles for most, if not all runs
- 2013 to 2015 has seen a steady increase in Handi-van ridership
- # of registered users is higher
 - about 10 new users per week over the past 6 months
- Difficulty in booking trips is increasing
- Late Cancellations / No Shows represent 15%-16% of trips



Background

Ridership – Benchmarking Service Delivery

- Important to compare to municipalities of a similar size and similar service area

Peer Group 70,000 – 100,000 Population

	Peterborough	Sault Ste Marie	Sarnia	Niagara Falls	Brantford
Population	80,000	69,900	71,420	85,000	97,499
Registrants	1,801	2,729	2,207	1,550	1,666
Increase from 2013	19%	-8%	8%	12%	36%
Active Registrants / capita	0.023	0.039	0.031	0.018	0.017

- Peterborough is the middle of the range in terms of number of registrants per capita – a sign of our older demographic
- Peterborough experienced a 19% increase in registered users between 2013 and 2014 – only Brantford saw a higher increase

Peterborough vs Cities with 100,000 – 150,000 Population

	Peterborough	Thunder Bay	Guelph	Kingston	Sudbury	Barrie
Population	80,000	109,000	122,362	123,363	138,000	142,000
Registrants	1,801	963	1,241	2,343	2,788	5,162
Increase from 2013	19%	-13%	-17%	2013 Data	0%	12%
Active Registrants / capita	0.023	0.009	0.010	0.019	0.020	0.036

All stats from Canadian Urban Transit Association (CUTA) 2014 Fact Book for Specialized Transit



Background

Ridership – Benchmarking Service Delivery

- Revenue hours = amount of service that is being provided in a given year
- In 2014 Peterborough increased annual revenue hours by 11% compared to 2013 (final stats for 2015 are being assembled)
- Peterborough is amongst the highest for the number of hours per registrant and the total ridership in peer group – only behind Brantford

Peer Group 60,000 – 100,000 Population

	Peterborough	Sault Ste Marie	Sarnia	Niagara Falls	Brantford
Rev-Veh hrs (dedicated)	16,488	17,459	12,961	10,888	26,403
Change from 2013	11%	2%	-10%	6%	4%
Rev-Hrs per Registrant	9.15	6.40	5.87	7.02	15.85
Passengers (dedicated)	39,077	38,480	32,556	31,184	66,140
Passengers / Rev-Hr	2.37	2.90	2.51	2.86	2.51

All stats from Canadian Urban Transit Association (CUTA) 2014 Fact Book for Specialized Transit



Background

Ridership – Benchmarking Service Delivery

- Peterborough is amongst the highest for the number of vehicles in service during peak periods – only behind Brantford
- Peterborough fares and total operating expenses similar to other peer cities – except Brantford with higher fares and expenses

Peer Group 60,000 – 100,000 Population

	Peterborough	Sault Ste Marie	Sarnia	Niagara Falls	Brantford
Vehicles	11	9	6	7	16
Vehicles (peak service)	7	6	6	6	12
Peak veh / Registrant	0.004	0.002	0.003	0.004	0.007
Total Operating Expenses	\$ 919,000	\$ 1,068,000	\$ 802,000	\$ 659,000	\$ 1,741,000
Adult Cash Fare	\$ 2.50	\$ 2.50	\$ 2.50	\$ 2.50	\$ 3.00
Adult Monthly Fare	\$ 60.00	\$ 60.00	\$ 66.00		\$ 70.00

All stats from Canadian Urban Transit Association (CUTA) 2014 Fact Book for Specialized Transit



Recent Initiatives

- **New Reservation System**

- In 2014/15 approximately \$170,000 was invested in a new reservation system
 - to improve efficiency (passengers / Revenue Hr)
 - increase the number of trip requests we are able to serve
 - reduce cancellations and “no shows”
 - Improve efficiency and reliability
- New system was launched in May 2015 – 10 months of operation
 - Has been a learning curve and significant change for staff, drivers, and customers
 - Peterborough Transit appreciates customer patience during transition



Recent Initiatives

- New Reservation System – early observations**

Measure	Benefits of New System*
Improve efficiency (passengers / Revenue Hr)	Average of 140 trips / day vs 120 / day in old system (17% increase)
Increase the number of trips	Estimate ~ 7% increase Adding +/- 10 new users per week
Reduce cancellations and “no shows”	11 % vs 14-16% in old system
Improve efficiency and reliability	76% of pick ups on time (+/- 10 min) 18 % early (>10 min) 6 % late (>10 min)

* Based on one sample month (Oct 2015)



Recent Initiatives

• Service Enhancements

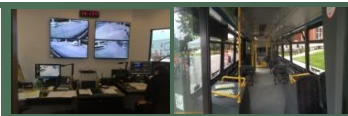
Added additional van in service January 2016

- weekdays 1:00 pm – 4:00 pm
- to partially address growing demand and user comments about difficulty in booking trips
- can be accommodated within approved 2016 budget due to measures taken to manage overtime
- adding capacity beyond this would require additional budget allocation

Profile of trip making (Oct 2015)*

Time of Day	Avail Veh	Trips	Share
00:00 - 01:00	0	0	0%
01:00 - 02:00	0	0	0%
02:00 - 03:00	0	0	0%
03:00 - 04:00	0	0	0%
04:00 - 05:00	0	0	0%
05:00 - 06:00	0	0	0%
06:00 - 07:00	1	49	1%
07:00 - 08:00	2	68	2%
08:00 - 09:00	5	222	7%
09:00 - 10:00	7	373	11%
10:00 - 11:00	7	353	11%
11:00 - 12:00	7	344	10%
12:00 - 13:00	7	384	12%
13:00 - 14:00	7	367	11%
14:00 - 15:00	7	318	10%
15:00 - 16:00	7	345	10%
16:00 - 17:00	6	184	6%
17:00 - 18:00	2	75	2%
18:00 - 19:00	2	82	2%
19:00 - 20:00	2	28	1%
20:00 - 21:00	1	45	1%
21:00 - 22:00	1	48	1%
22:00 - 23:00	1	39	1%
23:00 - 23:59	1	1	0%

* Based on one sample month (Oct 2015)



Recent Initiatives

- **Handi-van Eligibility Application Process**
 - Incorporate AODA requirements
 - Eligibility measured against ability to use the accessible conventional transit system
 - Implement Categories of Eligibility (per AODA)
 - **Unconditional** – all trips regardless of weather, distance, etc
 - **Conditional** – use for some trips – ie physical or environmental barriers
 - **Temporary** – conditional or unconditional for a limited time (ie following surgery)



Next Steps

Handi-Van Review

Given the growing demand and number of comments received about difficulty booking trips an internal Handi-Van review has been initiated

- Assess performance and benefits of new reservation system since implementation
- Provide a current profile of user demand versus available capacity
 - By day of week / time of day
- Assess possible enhancements
 - Community Bus
 - Taxi Scrip program
 - Additional Vehicles / Drivers
- Prepare Report for Council (late spring 2016)

Recommended in 2012 Transit
Operations Review

