



City of Peterborough

2012 - 2017 Accessibility Plan

DRAFT

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- Braille
- Audio
- CD
- Larger font size





Figure 1 – 2011 City Council

Message from Mayor Daryl Bennett

The City of Peterborough is committed to the creation and maintenance of an inclusive, barrier-free community. In recent years, the City has made substantial progress in this regard. On behalf of City Council, I want to thank all those who have played a role in the advancement of that progress.

I am pleased to support the 2012-2017 Accessibility Plan for the City of Peterborough and to commend it to all. The Plan serves not only as a record of the progress we have made in serving people with accessibility needs, but as an indication of our future commitments on their behalf.

We will continue to make progress in implementing provincial accessibility standards and legislation, and in serving the needs of every member of the community.



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Message from the Accessibility Advisory Committee

Since 2002 the Accessibility Advisory Committee (AAC) has been working to enhance the lives of the citizens of Peterborough by supporting the City to become a more accessible organization. The City is recognizing the diverse needs of our residents and striving towards improving accessibility by providing excellent customer service, goods, and facilities to people with disabilities.

The Access Plan outlines the accomplishments of the City along with future goals of how the City will implement the **Accessibility for Ontarians with Disabilities Act, 2005**. Promoting a barrier-free society is essential to the well being of our community. The AAC will continue to support, and advise the City of Peterborough and Council regarding accessibility issues.

Thank you,

Bob Geddes
Chair
Accessibility Advisory Committee

Ontario Human Rights Code

The Ontario Human Rights Code¹ (“Code”) is a provincial law that protects all Ontario residents from discrimination and harassment in specific areas including services, housing, contracts and employment.

Under the Code every person has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, sex, sexual orientation, age, marital status, same-sex partnership status, family status or disability. Within the Code, people with disabilities have the right to be able to access services, jobs and housing and they have the right to assume the same responsibilities and obligations as everyone else.

Moreover, employers, landlords, service providers and others have a responsibility to consider the needs of people with disabilities. This includes using barrier-free or inclusive design for buildings, processes, programs and services. If systems, physical structures or people’s attitudes create discriminatory barriers then they must be removed or changed. Where it is impossible to remove these barriers without undue hardship, then accommodations must be ordered so that people with disabilities can participate fully.

The Code has primacy over all other provincial legislation including **The Ontarians with Disabilities Act, 2001** (ODA) and **The Accessibility for Ontarians with Disabilities Act, 2005** (AODA). The intent of the Code is to resolve the situation for the person or group that has been discriminated against and to avoid further discrimination. The intent is not to punish the individual or company that has discriminated. The Ontario Human Rights Code provides for civil remedies, not criminal penalties. Individuals or companies found to have discriminated against people with disabilities can be made to compensate a complainant or make changes in the way they conduct their affairs.

¹ Initial document prepared by the Ministry of Citizenship and Immigration Accessibility Directorate of Ontario www.gov.on.ca/citizenship/accessibility, inserts and modifications were made by The City of Peterborough

Introduction

The City of Peterborough, with a population of approximately 80,000 and estimated to have the largest senior population in Canada, is located on the Trent Severn Waterway in the Kawartha Lakes District in Central East Ontario. It is a unique community with a rich and natural environment which offers opportunities for outdoor recreation such as hiking, mountain biking, canoeing, kayaking or skiing. Peterborough has an exceptional quality of life with a large music, art, and heritage culture in addition to an agricultural base and various industrial and commercial properties.

Peterborough has two post secondary educational institutions Trent University and Sir Sanford Fleming College which both offer exceptional higher education opportunities with a diverse program selection. In addition the City of Peterborough has quality health care, an excellent transportation system and a newly expanded commercial airport.

In the Province of Ontario there are approximately 1.85 million people with a disability, which is about 15.5% of the population. The City of Peterborough is dedicated to providing, promoting and facilitating accessible City goods, services and facilities to people with disabilities. This shall be achieved through the review of municipal policies, programs and services and the identification, removal or prevention of barriers faced by people with disabilities.

Accessibility Advisory Committee

The Council for Persons with Disabilities (CPD) was originally formed in 1989 in the City of Peterborough. In 2002, City Council recognized the Council for Persons with Disabilities as the 'Accessibility Advisory Committee' (AAC), as required by the **Ontarians with Disabilities Act (2001)**. In 2011 the Accessibility Advisory Committee separated from the Council for Persons with Disabilities and a new AAC was established.

The new AAC is comprised of nine volunteers from our community with a minimum of five people with disabilities on the Committee.

Committee Members

Bob Geddes, Chair

Chris Grayson, Vice Chair

Janet Ali, Chair of Transportation Sub-Committee

Andrea Dodsworth, Chair of Built Environment Sub-Committee

Ian Guest

Marie Bongard

Don Beasley

Anna Lee

Keith Riel, Counsellor City of Peterborough

Phyllis Hodder, Accessibility Coordinator City of Peterborough

The AAC manages the City's municipal service responsibilities such as site plan reviews, access plans, Access Fund requests, advice to staff and City Council on City-owned facilities and services, the implementation of the accessibility standards and the preparation of accessibility reports. The AAC members were appointed by City Council from a list of applicants similar to other City Advisory Committees. The majority of members are people with disabilities. Under the AAC two sub-committees being Built Environment and Transportation were established.

Built Environment Sub-Committee

This sub-committee is responsible to oversee the deployment of the City's annual Access Fund. The sub-committee also monitors municipal, provincial and federal legislative changes, policies and regulations that impact accessibility issues in relation to the Built Environment.

In addition the sub-committee is responsible for reviewing site plans and to promote compliance with the AODA legislation regarding barrier-free accessible buildings. They present recommendations to potential developers and builders through City Planning staff.

Transportation Sub-Committee

This sub-committee provides advice to Peterborough Transit and the City's service delivery partners on transportation issues and how to further enable barrier-free access in the City of Peterborough. This includes issues regarding all types of transportation for people with disabilities; provide safe, barrier-free sidewalks, including appropriate curb cuts and safe crosswalks. They also monitor municipal parking, ensuring that parking areas are adequate and accessible and provide the implementation of technologies for the transportation system such as audible traffic signals, bus hailing kits, low entry transit buses, etc.

AAC Accomplishments in 2012

- Site plan reviews – 12 completed
- Building Audits – 12 completed
- Access Fund Requests and Funds issued totalling \$78,745.93
- Hosted presentation by the Accessibility Directorate of Ontario on AODA Regulations

Accessibility Advisory Committee

Key Contacts

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Bob Geddes
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Vice Chair
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AAC Transportation Sub-Committee Chair
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What is Accessibility?

- The extent to which a consumer or user can obtain goods or services at the time it is needed
- The ease with which a facility or location can be reached from other locations
- The ease of contact with a person or organization
- The authorization, opportunity, or right to access records or retrieve information from an archive, computer system or website

Background

Standards for Accessible Customer Service

The Standards for Accessible Customer Service is the first standard under the AODA and has been set out as **Ontario Regulation 429/07**. It came into effect on January 1, 2008. Public sector organizations, including the City of Peterborough, complied as of January 1, 2010. Private sector organizations needed to comply by January 1, 2012. This standard addresses business practices and training needed to provide better customer service to people with disabilities.

The City of Peterborough complied with this legislation by the deadline date of January 1, 2010 by implementing all the requirements

As an ongoing commitment, the City of Peterborough continues to train all new staff and volunteers along with ensuring contractors, who act on behalf of the City, are trained in accessible customer service. To keep accessibility in the forefront we have implemented a section in the annual budget forms on accessibility. This will remind staff to identify accessibility related items.

The Standards for Accessible Customer Service is up for review in 2013 as identified in the **Accessibility for Ontarians with Disabilities Act, 2005**.

Integrated Accessibility Standards

(Includes the Information & Communications, Employment and Transportation Standards)

The Integrated Accessibility Standard is the second standard under the AODA and has been set out as **Ontario Regulation 191/11**. It came into effect on July 1, 2011.

The Integrated Accessibility Standard is divided into five sections 1) general requirements that are common across all areas, 2) employment, 3) information and communications, 4) transportation, and 5) compliance. Public and private sectors are required to identify, remove and prevent barriers in these areas. The compliance dates for the requirements of this standard range from 2011 to 2021.

The City of Peterborough is working towards implementing the requirements of this standard within the timelines provided.

Accessible Built Environment Standards

The purpose of this standard is to take the first steps to prevent and remove barriers in the built environment by 2025. The focus is on the first five years after the standard becomes law in Ontario. The standard includes new construction and extensive renovations and changes in the use of a built environment but does not include retrofits to existing buildings. Built Environment refers to buildings, roads, sidewalks, traffic lights, trails, playgrounds etc.

The Final Proposed Accessible Built Environment Standard was released in July 2010 and is currently with the Minister of Community and Social Services for approval. As part of this process the elements of this standard that are applicable to the **Ontario Building Code (OBC)** will be incorporated into a future version of the OBC. The remaining elements now known as The Design of Public Spaces will be incorporated into the Integrated Accessibility Standard ('IAS') at a future date. This portion along with other changes to the IAS was available for public review until October 1, 2012.

The City's Accessibility Steering Committee recommended that the City of Peterborough implement the requirements of the Proposed Built Environment Standard prior to it becoming law. When new buildings or extensive renovations are identified the City would adhere to the standard where practicable. Our goal is to incorporate these practices into all upcoming City projects as soon as possible.

For more information on the Accessibility Standards please see our web pages at www.peterborough.ca/accessibility.

Access Plan Requirements

General Requirements

[As per Ontarians with Disabilities Act, 2001 (ODA) and Accessibility for Ontarians with Disabilities Act, 2005 (AODA)]

- Measures taken by the City to identify, remove and prevent barriers to persons with disabilities.
- Measures in place to ensure that the City assesses its proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility.
- A list of the by-laws, policies, programs, practices and services the City will review in the coming year in order to identify barriers to persons with disabilities.
- The measures that the City intends to take in the coming year to identify, remove and prevent barriers.

Multi-Year Accessibility Plan Requirements

[As per the Integrated Accessibility Standard (**Ontario Regulation 191/11**)]

- Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under **Ontario Regulation 191/11**.

- Post the accessibility plan on the website, if any, and provide the plan in an accessible format upon request.
- Review and update the accessibility plan at least once every five years.
- Prepare an annual progress report and post it on the City's website

Accessibility Initiatives Implemented In 2011

(Alphabetically by Division)

Airport:

- Constructed new airport terminal building with accessibility features
- Installed power-operated doors, accessible washrooms and accessible public phones

Clerk's Office:

- Initiated the Electronic Document Management project

Customer Service:

- Delivered ongoing Accessible Customer Service Training to new hires and volunteers
- Delivered Service Excellence training to front line staff including accessible customer service

Engineering and Construction:

- Incorporated pedestrian ramps at all road reconstruction projects

Facilities and Special Projects

- Renovated Market Hall including installation of accessible features including elevator, washrooms, seating area

Heritage Preservation:

- Installed new accessible signage at Market Hall

Planning & Development:

- Constructed fully accessible pedestrian bridge over Jackson Creek linking the Otonabee River Trail to Del Cray Park

Property & Energy:

- Replaced the ramp at the Police Station
- Installed a defibrillator in City Hall Annex

Public Works:

- Installed sidewalks with a total of 3,774m² (40,625 ft²) on multiple City streets as outlined in the 2011 sidewalk program

Recreation:

- Installed automatic door opener to Woodcarvers Activity room in basement of Queen Alexandra building
- Installed automatic door opener to Silver Bean Cafe building in Millennium park
- Installed automatic door openers on washrooms at Millennium park

Social Services:

- Trained employers in the community on accessibility-CERP employer professional development training
- Trained internal staff on plain language web page development
- Implemented an on-line application process for Ontario Works– which included appropriate format to address accessibility standards
- Formalized a process to assist with payment of interpreting services for clients involved with Ontario Works and Children Services

Accessibility Initiatives Planned for 2012

(Alphabetically by Division)

Art Gallery:

- Completed a Functional Analysis to determine the building requirements beyond 2012 and considering accessibility requirements as part of the design

Customer Service:

- Promote a Fragrance Free initiative
- Conduct accessible building audits for City of Peterborough owned facilities
- Create & implement accessible formats procedure
- Ensure City's website is accessible
- Create individual accommodation procedure
- Provide transit maps in large format

Facilities and Special Projects:

- Install public docks at Peterborough marina that have accessible ramps

Fire Services:

- Install automatic door opener at Sherbrooke Fire Station
- Install accessible bathroom at Sherbrooke Fire Station

Health and Safety:

- Post emergency evacuation maps outside all public meeting rooms at City Hall

Housing:

- Install a Lula Lift (Limited Use Limited Access Elevator) at 53 Spring Street, Norwood Ontario, allowing access to all parts of the building to those who are mobility challenged
- Install power actuated doors at the following addresses:
 - 24 Ermatinger Street, Lakefield
 - 85 Concession Street, Lakefield
 - 12 Simeon Crescent, Apsley
 - 37 George Street, Havelock
 - 8 Victoria Street, Havelock
 - 53 Spring Street, Norwood

The introduction of these devices will make the buildings more accessible to residents and the public.

Library:

- _____ C
complete functional analysis

Parking:

- Installed 40 Solar pay and display parking meters which replaced approximately 400 individual parking meters
- Continue replacement of the individual parking meters (approximately 120 left)
- The blue accessible parking meters remain to allow for those with permits to park downtown

Peterborough Sport and Wellness Centre

- Created Spring & Summer 2012 User Guide in plain text

Planning and Development:

- Continue the Downtown Facade Program which makes improvements in keeping with the downtown urban design

Police Services

- Passed By-Law #100-2011 on November 8, 2011 to regulate, license and govern the owners, drivers and dispatchers of taxicabs and accessible taxicabs

Property and Energy:

- Install new accessible signage in the City Hall Annex elevator
- Renovate tax office, to include accessible counters and desks
- Install an accessible ramp at the East Link doors at City Hall
- Renovate Council Chambers at City Hall to provide full accessibility
- Install accessible walkway at 610 Parkhill (Homegrown Homes and Festival of Lights Office)
- Install a new sidewalk to link the back parking lot of City Hall to the front entrance making the building more accessible

Public Works:

- Implement sidewalk plan to install 4,284 m² (46,110 ft²) of sidewalks

Recreation:

- Install public docks at the Peterborough Marina that have accessible ramps
- Create accessible parking spaces for the Beavermead Sports Fields
- Create accessible parking spaces on Walker Avenue for access to Eastgate 3 soccer field
- Install accessible play structures at Mapleridge Park, Union Street Tot Lot and Applewood Tot Lot

Social Services:

- Completed a Facility Needs Review to determine the building requirements beyond 2012 and considering accessibility requirements as part of the design

Accessibility Initiatives Planned for 2013

(Alphabetically by Division)

Arenas:

- Complete detailed design study for Morrow Park Master Plan

Customer Service:

- Train all staff on the Integrated Standard (including Information and Communication, Employment and Transportation), and the Ontario Human Rights Code as per the AODA

Facilities and Special Projects:

- Construct a fully accessible Water Play Park at Rogers Cove, with accessible water splash features, accessible washrooms, and change rooms
- Construct new athletic fields at Fleming college that will have accessible public spectator areas and washroom facilities

Health and Safety:

- Post emergency evacuation maps outside all public meeting rooms in all City of Peterborough facilities

Museum:

- Renovate lower level which will include accessible washrooms, workspace, collections storage and archives

Planning & Development:

- Construct Trans Canada Link across bridge behind Holiday Inn and No Frills store

Police Services:

- Replace exterior pedestrian ramp from parking lot to the main front doors of the Police Station

Property and Energy:

- Renovate men's washroom on 2nd floor of City Hall, outside Council Chambers
- Install new elevator City Hall main entrance for enhanced accessibility
- Construct new accessible counters in Clerk's office

Accessibility Initiatives Planned for 2014

(Alphabetically by Division)

Planning & Development:

- Review the entrances to buildings, pedestrian path of travel etc. as part of the Charlotte Street renewal project to maximize accessibility

Property and Energy:

- Replace the accessible ramp at the west Link doors at City Hall

Accessibility Initiatives Planned for 2015

(Alphabetically by Division)

Planning & Development:

- Develop an accessible trail around Little Lake

Recreation:

- Construct a new accessible washroom facility and accessible campsites at Beavermead Campground (pending Council approval)

Implementation, Communication and Distribution of the Plan

The 2012-2017 Accessibility Plan was approved by the Accessibility Advisory Committee, Committee of the Whole and Peterborough City Council prior to its release.

The Plan is posted on the City's website, for public viewing, under [http://www.peterborough.ca/Living/Accessibility/Accessibility Legislation and Compliance/Documents.htm](http://www.peterborough.ca/Living/Accessibility/Accessibility_Legislation_and_Compliance/Documents.htm). Alternate formats are available upon request from:

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The Plan will also be distributed to all City of Peterborough departments and City Council members, as well as neighbouring Community Accessibility Advisory Committees and municipalities, local agencies that support persons with disabilities, local hospitals and school boards, and all members of the AAC.

A media release will be issued to local media informing the public that the document is available and setting out the document highlights. The Provincial Accessibility Directorate will be provided with a copy of the document in accordance with the AODA.

Summary

The City of Peterborough has a long standing commitment to supporting an inclusive community as seen through the work of the Council for Persons with Disabilities which was established in 1989. This work has continued through out the years and currently the City has both an Accessibility Advisory Committee and a Council for Persons with Disabilities, both committees strive to enhance the lives of people with disabilities.

Moving forward the City of Peterborough is embracing the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** which promotes a barrier-free society. As a municipality we continue to implement the Standards for Accessible Customer Service which came into effect in 2008. We have now implemented the 2011 and 2012 requirements for the Integrated Accessibility Standards and continue our work on the remaining requirements of the Integrated Accessibility Standards.

The City will continue to comply with the AODA and will introduce any ongoing initiatives in conjunction with the Standards for Accessible Customer Service, the Integrated Accessibility Standards, the Accessible Built Environment Standards and any other standards released under the AODA.

Appendix: Transportation Accessibility Plan

Introduction to Transportation

Peterborough has a long standing history of transit service originally in the form of a streetcar which was established in 1893 and operated until 1927 with various private providers. Bus operations started in 1927 and ran with private providers until 1978 when The City of Peterborough took over, and has been operating the Transit service ever since.²

Public Transit is an important component of the Peterborough Transportation system. Public Transit provides a convenient and reliable form of mobility for all citizens of the City. The existing transit service in Peterborough provides 12 regular routes and 3 express routes as well as access to Transcab and Handi-van services.³

The City of Peterborough Transportation department is currently completing a Transit Operational Review called The Route Ahead. The review looks at conventional and Handi-Van services with the objective to identify opportunities to increase transit ridership, improve mobility and accessibility and to improve the effectiveness of transit service delivery.

² Copyright ©1989-2010 David A. Wyatt. All Rights Reserved.
Return to [All-Time List of Canadian Transit Systems](#)

³ City of Peterborough website www.peterborough.ca

Transportation Multi-year Accessibility Plan Requirements

Conventional transportation service providers:

- Identify the process for managing, evaluating and taking action on customer feedback:
 - ✓ The Transit Division uses various methods for customer feedback which include commend cards, phone, written, in-person and e-mail
 - ✓ The Transit Operations Managers review the feedback and take the necessary action to resolve the issues
 - ✓ No specific timeframe on resolutions is stated but are dealt with as quickly as possible
- Hold at least one public meeting annually involving people with disabilities to ensure they have an opportunity to participate in a review and provide feedback on the accessibility plan:
 - ✓ The 2012-2017 Accessibility Plan was presented to the Accessibility Advisory Committee (AAC) at their October 3, 2012 meeting
 - ✓ Some cursory feedback was provided by the committee
 - ✓ Feedback was requested by the next meeting on November 7, 2012
 - ✓ Annual reviews will be conducted with the AAC
- Describe their procedures for dealing with accessibility equipment failures on their respective types of vehicles:
 - ✓ In 2012 the City of Peterborough underwent a Transit Operational Review
 - ✓ As a result of this review there were several recommendations dealing with the demand for specialized transportation services
 - ✓ The City in conjunction with the consulting firm held public information presentations for public feedback, with the latest being September 19, 2012
 - ✓ Currently the feedback is being reviewed for further action
 - ✓ Here is an excerpt of the report outlining the recommendations provided:
 - **Excerpt from “The Route Ahead” Transit Operational Review**

12.0 DIAGNOSTIC OF EXISTING HANDI-VAN SERVICES

Based on the review of the existing Handi-Van services and stakeholder consultation, an assessment of the service is provided in this section to identify areas where changes and improvements should be considered.

12.1 Decreasing Ridership

Over the past several years ridership has been declining on Handi-Van services. This is largely due to the improvements made on conventional buses to accommodate Handi-Van registrants on the base route system. The provision of low floor buses with accessibility for wheelchairs and mobility devices has greatly improved the ability of Handi-Van users to ride on conventional routes for some or all of their travel requirements. Peterborough Transit staff have been successful in encouraging this transition.

12.2 Service Concerns

In the consultation with Handi-Van clients and stakeholders, a number of concerns were identified with the current Handi-Van Services. The primary areas of concern related to difficulty in booking trips, lack of scheduling flexibility, late arrival of vans and not enough service. The feedback did however indicate a high level of satisfaction with the drivers and other staff involved with service delivery.

Most of the concerns appear to be related to trip booking requirements. Users are required to book a trip sometimes a week in advance. This feedback does indicate that some of the service operating standards or guidelines such as trip booking should be reviewed and possibly refined.

12.3 Family of Services Approach

To accommodate the growing travel needs of seniors and persons with disabilities, a 'family of services' approach is being recommended. This will mean making better use of municipal resources and providing more flexibility in trip making options for many registered Handi-Van users. The City of Peterborough has already developed some of the key components of a "family of services" approach. These components include a pre-scheduled, door-to-door van service, some contracted taxi service and low floor buses on all regular scheduled conventional services. This approach to developing a range of services for persons with disabilities helps to accommodate a wider range of mobility needs while also providing trips in a more efficient manner in comparison to only operating a prescheduled, door-to-door van service.

The current family of services in Peterborough provides an excellent basis on which to further develop and expand services to more efficiently meet the mobility needs in the community.

- Areas where the service delivery components could be further improved are as follows:
- **‘Door to Door’ Brokered Taxi** - Many specialized transit services in Ontario use contracted taxi service for provision of some specialized transit service. Peterborough has been using a private taxi company for a number of years to accommodate some emergency trips. Through this contract, the taxi company has been encouraged to provide some wheelchair accessible licensed taxis which are also directly available to the general public. This has helped to improve the overall mobility within the community for persons with disabilities. In terms of the current use of contracted taxis, the Peterborough Transit practice could be considered an industry best practice with the provision of wheelchair accessible licensed taxis in the community. In Peterborough Transit’s peer group, on average, approximately 12 percent of paratransit trips are brokered to the taxi industry.

With the proposal to introduce Community Bus and Taxi Scrip programs to enhance spontaneous trip making by persons with disabilities, there is an opportunity to increase the number of Handi-Van taxi trips from the current 1 percent to 10 to 12 percent and use the savings generated to support the new initiatives.

It is recommended that Handi-Van arrange more trips on local taxis, particularly during ‘shoulder’ periods to improve the scheduling of the municipal vans. The cost savings from this strategy can be re-invested for improvements elsewhere in the system.

- **Use of Conventional Transit.** A number of Ontario communities have been aggressive in increasing the use of conventional transit by persons with disabilities. In addition to the widespread use of wheelchair accessible low floor buses, measures taken have included no charge for specialized service clients to use conventional transit (for perhaps a 6 month trial period), extensive promotion of accessible conventional transit, introduction of conditional eligibility policies, sensitivity training for drivers and travel training for customers.

Travel training to assist persons to use conventional transit is now being carried out in several communities such as London, York Region, Toronto, Hamilton and Peel Region. The use of conventional transit offers considerable potential to increase mobility in the community. For example, Waterloo Region reported over 80,000 trips in 2008 on conventional transit by registered clients of the specialized service.

In Peterborough, there has been a fairly strong move to conventional fixed route services. This should continue to be supported through travel training, policies to accommodate priority seating capacity issues on buses and the accessibility of bus stops.

- **Taxi Scrip** – Taxi Scrip programs are used in various municipalities, such as Hamilton, Guelph, Waterloo Region and Ottawa, to supplement specialized transit services. Most Taxi Scrip programs require the clients to pay a portion of the value of the cost of the taxi trip through a pre-paid coupon arrangement. Typically, in a community the size of Peterborough, the average meter cost of a taxi trip is about \$10.00 per trip. A 50 percent subsidy would mean that the cost to the client is about \$5.00 per trip and the net cost to the City is about \$5.00 per trip. The City is able to control its costs by setting an annual budget limit for taxi scrip and a maximum amount that can be purchased by any one individual. The program also offers clients greater flexibility for unplanned trips that can't be pre-booked. Providing a Taxi Scrip service for all registered Handi-Van clients would provide substantial extra service at a relatively low cost.
- **Community Bus** – Community Bus is a transit strategy that uses a small accessible vehicle operating on a fixed route that is designed to emphasis accessibility over travel time. This means that the bus stops are brought close to key origins and destinations to minimize walking distance. A Community Bus is targeted to seniors and persons with disabilities, typically linking major origins and destinations of interest to this market (senior's residences, the downtown, malls, apartment buildings, medical facilities, personal services, recreation facilities, activity centres, etc.). The advantage of this service model is that it provides greater accessibility for residents, particularly for seniors and persons with disabilities by minimizing walking distance to the stop. The trade-off is that routes may not be as direct or frequent as conventional services and typically the hours of service are less. When Community Bus is provided alongside the Handi-Van, it can help manage demand and allow more efficient trip-making. Ridership per hour should be in the range of 8 to 12 vs the 2 to 3 passengers per hour on Handi- Van. Implementing Community Bus may also permit adjustments to conventional routes to make them more direct.

The existing pre-scheduled door-to-door service operated by vans is operating efficiently and is well utilized. In the short-term, expanding the other service components noted above is the most efficient and effective strategy to meet unmet travel needs. However, the door-to-door service will always be needed for many client trips and may need to be expanded in the longer term given the demographic trends of an 'aging' society with increased incidence of mobility impairments.

It is expected that 5 to 10 years into the future, the population aging trends will significantly increase the demand for specialized transit services. It is important to develop a framework for service delivery now that is efficient and flexible, to enable the City to respond to these longer term needs. In that regard, the family of services approach has the important advantages of lower overall costs per trip and the flexibility of several different service components that can be adjusted in future to meet changing needs.

- Address both conventional and specialized transportation services in the accessibility plan:
 - ✓ This multi-year plan contains initiatives for both conventional and specialized services

Specialized transportation providers shall:

- Identify the process for estimating the demand for specialized transportation services:
 - ✓ The process that the Transit Division follows involves watching ridership and considering aging population factors. A core level of service is provided based on historical data and demand. Additional service is dictated by the number of reservations/bookings received from the public.
- Develop steps to reduce wait times:
 - ✓ Currently the general practice is to telephone the customer if the service is delayed for 30 minutes or longer. A Standard Operating Procedure is provided to Transit Administration Staff.

Transportation Requirements under the Integrated Standard:

January 1, 2012

- Storage of Mobility Aids-Conventional (Section 48)
 - Ensure safe storage of mobility aids and assistive devices – if possible in passenger compartment; if not possible in a baggage compartment
 - Ensure operators secure and return aids/devices in a manner that does not affect the safety of other passengers, damage to the aid/device

- Availability of Information- Conventional and Specialized (Section 34)
 - Make available information on transportation accessibility equipment and features of vehicles, routes and services
 - Provide information in an accessible format upon request
- Companions and Children (Section 74)
 - Every provider shall allow companions to travel if space is available and will not result in the denial of service to the person with the disability
 - Every provider shall allow dependents to travel who is the parent or guardian of the dependent if appropriate child restraint securement systems and equipment, if required, are available
- Priority Seating –Conventional (Section 49)
 - Clearly mark priority seating and ensure it meets the criteria of the standard
 - Locate seating as close as practicable to entrance door
 - Sign the seating to indicate that passengers without disabilities must vacate the seating if it is required by a person with a disability
 - Develop a communication strategy, designed to inform the public about the purpose of priority seating
- Duties of Municipalities, Taxicabs (Section 80 [2&3])
 - Any municipality that licences taxicabs shall ensure that owners and operators of taxicabs shall place vehicle registration and identification information on the rear bumper of the taxicab
 - Ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers (must have it in vehicle at all times either in large font or Braille)
- Transit Stops – Conventional (Section 47)
 - If an official stop is not accessible, ensure a safe location along the same route, considering the preferences of the person with a disability
 - Operators to report where a stop is temporary inaccessible or where a temporary barrier exists

- General Responsibilities - Conventional (Section 44)
 - Deploy accessible equipment
 - Ensure adequate time to board and deboard
 - Provide assistance upon request
 - Assist with storage of assistive aids/devices
 - Allow to travel with a medical aid
 - Make this information available in an accessible format.
- Emergency Preparedness & Response - Conventional and Specialized (Section 37)
 - Establish, maintain and document emergency preparedness and response procedures and make them available to the public
 - Upon request, provide the policies in accessible formats

January 1, 2013

- Accessibility Plans – Conventional and Specialized (Section 43)
 - Describe their procedures for dealing with accessibility equipment failures on their respective types of vehicles
- Accessibility Plans – Conventional (Section 41)
 - Hold public meeting annually
 - Identify process for managing, evaluating and taking action on customer feedback for conventional transportation services only
- Accessibility Plans – Specialized (Section 42)
 - Identify the process for estimating the demand for specialized transportation services
 - Develop stops to reduce wait times for specialized transportation services
- Allocated Mobility Aid Spaces – Conventional (Section 55)
 - Ensure all vehicles manufactured on or after January 1, 2012 have two or more allocated mobility spaces and equipped, as appropriate, with securement devices

- Coordinated Service – Specialized (Section 69)
 - Where specialized services are provided in adjacent municipalities within contiguous urban areas, the providers shall facilitate connections between their respective services
 - Service providers shall determine the accessible stops and drop off locations in the contiguous urban areas that have specialized services
- Duties of Municipalities, Accessible Taxicabs (Section 79)
 - Council of every municipality shall consult with the AAC, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community
 - Council shall identify progress made toward meeting the need for on-demand accessible taxicabs including any stops taken to meet the need in its accessibility plan
- Duties of Municipalities General (Section 78)
 - Develop accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters
 - Consult with municipal accessibility advisory committee on the development of this criteria
 - Identify planning for accessible bus stops and shelters including steps that will be taken to meet that goal
 - Where a municipality enters into arrangements with a person respecting the construction of bus stops and shelters, the municipality must ensure that the person participates in the consultation and planning of the bus stops and shelters
- Duties of Municipal Accessible Taxicabs (Section 79)
 - Council with every municipality shall consult with AAC, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community
 - Council shall identify progress made toward meeting the need for on-demand accessible taxicabs including any steps taken to meet the need in its accessibility plan

- Fare Parity – Specialized (Section 66)
 - Where a provider delivers both conventional and specialized services, the provider shall ensure that the same fare structure is applied to both and the same fare payment options are available for all transportation services
 - Alternative options shall be made available to people with disabilities who cannot because of their disability use a fare payment option
- Floors and Carpeted Surfaces – Conventional (Section 54)
 - Ensure all vehicles manufactured on or after January 1, 2013 have floors that produce minimal glare, slip resistance and have low, firm and level pile or loop and are securely fastened
- Hours of Service – Specialized (Section 70)
 - Where both services are provided, the provider shall ensure that the specialized service has, at a minimum, the same hours and days of service as the conventional
- Indicators and Alarms – Conventional (Section 61)
 - Ensure that where vehicles have a ramp, lifting device or a kneeling function, each is equipped with a visual warning lamp indicator and an audible warning alarm
- Lifting Devices – Conventional (Section 59)
 - Ensure that all vehicles manufactured on or after January 1, 2013 are equipped with lifting devices, ramps or portable bridge plates
- Lighting Features – Conventional (Section 57)
 - Ensure all vehicles manufactured on or after January 1, 2013 are equipped with lights above and beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step risings, as the case may be
- Requirements re: Grab Bars etc. (Section 53)
 - Ensure all vehicles manufactured on or after January 1, 2013 are equipped with grab bars, handholds, handrails or stanchions and are provided where appropriate

- Service Delays – Specialized (Section 73)
 - Every provider that requires reservations for specialized service shall provide information on the duration of service delays by a method agreed to by the provider and passenger
 - A service delay is a delay of 30 minutes or more after the scheduled pick-up time (Does not apply if delays in service are during the trip)
- Service Disruptions – Conventional (Section 50)
 - Where a route or scheduled service is temporarily changed and the change is known in advance providers shall make alternate arrangements for service that is disrupted
 - Ensure information is communicated in a manner that takes into account a persons disability
- Signage – Conventional (Section 58)
 - Ensure that all vehicles manufactured on or after January 1, 2013 display the route or direction of the vehicle or its destination or next major stop; see requirement for specifics
- Steps – Conventional (Section 60)
 - Where vehicles are equipped with steps, see the requirement for specifics
- Stop-Requests and Emergency Response Controls – Conventional (Section 56)
 - Ensure all vehicles manufactured on or after January 1, 2013 are equipped with accessible stop-requests and emergency controls are located throughout the vehicle
 - These must provide auditory and visual indications; see section for specific measurements
- Visitors – Specialized (Section 67)
 - Every provider shall make specialized services available to visitors- Every provider shall develop criteria to determine who falls into the category of visitor
 - Consider as eligible visitors who provide confirmation that they are eligible in the jurisdiction where they reside
 - Have policies respecting the collection, use and disclosure of personal information collected for the purposes of determining eligibility

January 1, 2014

- Booking – Specialized (Section 71)
 - Every provider that requires reservations for specialized service shall provide same day service to the extent that it is available and where same day service is not available
 - Accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel
 - Provide an accessible means to accept reservations
- Eligibility Application Process- Specialized (Section 64)
 - If a persons eligibility has not been determined within 14 days of submitting their application they will be placed as temporary status until a decision is made
 - Not charge a fee to persons who apply or who are considered eligible for specialized transportation services
 - Make available all this information in accessible formats if requested
 - Establish an independent appeal process to review decisions respecting eligibility
 - Make a decision on an appeal within 30 days after receiving complete appeal application or the applicant is granted temporary eligibility until the final decision is made
 - Have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section
- Emergency and Compassionate Grounds – Specialized (Section 65)
 - Providers shall develop procedures respecting the provision of temporary specialized services earlier than in the 14 day decision period in an emergency or on compassionate grounds and where there are no other accessible transportation services to meet the persons needs
 - A person shall apply for the services described above in the manner determined by the provider

- Fares – Support Persons – Conventional and Specialized (Section 38)
 - Not charge a fare to a support person accompanying a person with a disability where a support person is needed
 - A person with disability must demonstrate the need for a support person and ensure the appropriate designation is in place
- Training – Conventional and Specialized (Section 36)
 - Conduct employee and volunteer training on safe use of accessibility equipment
 - Acceptable modifications to procedures in situations where equipment fails or temp. barriers exist
 - Emergency preparedness and response procedures
 - Shall keep a record of the training provided, including the training dates and number of individuals attending
- Trip Restrictions – Specialized (Section 72)
 - No provider shall restrict the number of trips a person is able to request or, implement any policy or practice that unreasonably limits the availability of this service

January 1, 2017

- Categories of Eligibility – Specialized (Section 63)
 - Every provider shall have three categories of eligibility to qualify for specialized transportation services
- Electronic On-Board Announcements -Conventional (Section 52)
 - Every conventional transportation service provider shall ensure that all destination points or stops, are:
 - announced through electronic means
 - are legibly and visually displayed through electronic means
- Electronic Pre-Boarding Announcements – Conventional (Section 51)
 - Ensure destination points or stops are announced through electronic means and are legibly and visually displayed through electronic mean
 - Ensure these visual displays satisfy the Signage requirements in this Standard

Transportation Accessibility Initiatives Implemented in 2011

- Fares-conventional
 - A higher fare are **not** charged to persons with a disability
- Non-functioning accessibility equipment-conventional and specialized
 - Take reasonable steps to accommodate people with disabilities and repair the equipment as soon as practicable
- Origin to Destination Services-Specialized
 - Every provider shall provide origin to destination services within its service area that takes into account the abilities of its passengers and that accommodates their abilities
 - May include services on any accessible conventional transportation service
- Pre-Boarding and On-Board announcements-Conventional
 - Ensure verbal announcements of al destination points or available route stops, upon request
- Transition – Existing Contracts-Conventional
 - May honour existing contracts on June 20/2011 to purchase vehicles
 - Only applicable to conventional transportation services
- Transition Existing Vehicles-Conventional
 - Not required to retrofit existing fleet as of July 1,2011 unless modifications are done in a way that affects or could affect accessibility
 - Does not have to comply if modifications would impair the structural integrity of the vehicle

- Duties of Municipalities-Taxicabs
 - Any municipality that licences taxicabs shall ensure that owners and operators of taxicabs are prohibited from:
 - Charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip
 - Charging a fee for the storage of mobility aids or mobility assistive devices
- Storage of Mobility Aids-Conventional
 - Shall not charge for storage of aid/device
- Purchased and implemented a bus stop announcement system which included LED lights for visuals

Transportation Accessibility Initiatives Implemented in 2012

- Storage of Mobility Aids-Conventional
 - Ensure safe storage of mobility aids and assistive devices - if possible in passenger compartment; if not possible in a baggage compartment
 - Ensure operators secure and return aids/devices in a manner that does not affect the safety of other passengers or damage to the aid/device
- Availability of Information-Conventional and Specialized
 - Make available information on transportation accessibility equipment & features of vehicles, routes and services
 - Upon request, provide info in an accessible format
- Companions and Children-Specialized
 - Every provider shall allow companions to travel if space is available and will not result in the denial of service to the person with the disability
 - Every provider shall allow dependents to travel, who is the parent or guardian of the dependent if appropriate child restraint securement systems and equipment, if required, are available

- Priority Seating-Conventional
 - Clearly mark courtesy seating and ensure it meets the criteria of the standard
 - Locate seating as close as practicable to entrance door
 - Sign the seating to indicate that passengers without disabilities must vacate the seating if it is required by a person with a disability
 - Develop a communication strategy designed to inform the public about the purpose of courtesy seating
- Duties of Municipalities Taxicabs
 - Any municipality that licences taxicabs shall ensure that owners and operators of taxicabs shall place vehicle registration and identification information on the rear bumper of the taxicab
 - Ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers –(must have it in vehicle at all times either in large font or Braille)
- General Responsibilities-Conventional
 - Clearly mark courtesy seating and ensure it meets the criteria of the standard
 - Locate seating as close as practicable to entrance door
 - Sign the seating to indicate that passengers without disabilities must vacate the seating if it is required by a person with a disability
 - Develop a communication strategy designed to inform the public about the purpose of courtesy seating
- Emergency Preparedness and Response-Conventional and Specialized
 - Establish, maintain & document emergency preparedness & response procedures
 - Make them available to the public
 - Upon request, provide the policies in accessible formats

- Transit Stops-Conventional
 - If an official stop is not accessible ensure a safe location along the same route, giving consideration to the preferences of the person with a disability
 - Operators to report where a stop is temporary inaccessible or where a temporary barrier exists
- Allocated Mobility Aid Spaces/-Conventional
 - Ensure all vehicles manufactured on or after January 1, 2013 have two or more allocated mobility spaces & equipped, as appropriate, with securement devices (not required until January 1, 2013)
- Coordinated Services-Specialized
 - Where specialized services are provided in adjacent municipalities within contiguous urban areas, the providers shall facilitate connections between their respective services
 - Service providers shall determine the accessible stops & drop-off locations in the contiguous urban areas that have specialized services (not required until January 1, 2013)
- Fare Parity-Specialized – Specialized Services
 - The provider shall ensure that the same fare structure is applied to both and the same fare payment options are available for all transportation services
 - Alternative options shall be made available to people with disabilities who cannot because of their disability use a fare payment option (not required until January 1, 2013)
- Floors and Carpeted Services – Conventional
 - Ensure all vehicles manufactured on or after January 1, 2013 have floors that produce minimal glare, slip resistance and have low, firm and level pile or loop and are securely fastened (not required until January 1, 2013)
- Indicators and Alarms – Conventional
 - Ensure that where vehicles have a ramp, lifting device or a kneeling function, each is equipped with a visual warning lamp indicator and an audible warning alarm (not required until January 1, 2013)

- Lifting Devices – Conventional
 - Ensure that all vehicles manufactured on or after January 1, 2013 are equipped with lifting devices, ramps or portable bridge plates (not required until January 1, 2013)
- Lighting Features – Conventional
 - Ensure all vehicles manufactured on or after January 1, 2013 are equipped with lights above and beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step risings as the case may be (not required until January 1, 2013)
- Requirements re: grab bars – Conventional
 - Ensure all vehicles manufactured on or after January 1, 2013 are equipped with grab bars, handholds, handrails or stanchions and are provided where appropriate (not required until January 1, 2013)
- Service Disruptions – Conventional
 - Where a route or scheduled service is temporarily changed and the change is known in advance providers shall make alternate arrangements for service that is disrupted
 - Ensure information is communicated in a manner that takes into account a persons disability (not required until January 1, 2013)
- Signage – Conventional
 - Ensure that all vehicles manufactured on or after January 1, 2013 display the route or direction of the vehicle or its destination or next major stop (not required until January 1, 2013)
- Steps – Conventional
 - Where vehicles are equipped with steps (not required until January 1, 2013)
- Stop Requests and Emergency Response Controls – Conventional
 - Ensure all vehicles manufactured on or after January 1, 2013 are equipped with accessible stop-requests and emergency controls are located throughout the vehicle

- These must provide auditory and visual indications (not required until January 1, 2013)
- Visitors – Specialized
 - Every provider shall make specialized services available to visitors
 - Every provider shall develop criteria to determine who falls into the category of visitor
 - Consider as eligible visitors who provide confirmation that they are eligible in the jurisdiction where they reside
 - Have policies respecting the collection, use and disclosure of personal information collected for the purposes of determining eligibility (not required until January 1, 2013)
- Provided accessible Transit schedule formats for people with disabilities and posted same on City website.

City of Peterborough Transit Operational Review

‘The Route Ahead’ Executive Summary June 2012

The City of Peterborough has a strong history of supporting public transit services for all members of the community. Over the past decade ridership has grown by 62 percent on Conventional services and with a current mode share of 4.5 percent, the City is on target to achieve its goal of having 6 percent of all trips within Peterborough to be on public transit by 2021.

The Dillon Consulting team was engaged by the City to conduct an operational review of current conventional and Handi-Van services and provide advice on strategies to improve efficiency, increase ridership and ensure that all residents and visitors have effective transit access to employment, school, shopping, services, recreation and cultural activities within the community.

There are many positive aspects to the current transit services and in a comparison with a peer group of Ontario municipalities, the performance of Peterborough Transit ranks high. The revenue/cost (R/C) ratio is 49 percent, transit ridership per capita is 37.92 and the average number of boarding's per revenue vehicle hour is 29.23. This suggests a system that is meeting financial performance targets and is effective in capturing a reasonable share of the travel market.

Service innovations include the use of TransCab for areas of low demand, employment specials, and express services to post-secondary institutions. The City has developed an effective partnership with the Student Association at Trent University, which has resulted in a strong base of transit customers and transit service levels, which benefit the entire community.

The conventional transit system is based on route running times of 40 or 80 minutes with 12 routes operating in a radial pattern focused on the downtown bus terminal. There is a service frequency of 40 minutes between buses during all hours of operation. While the service is effective, this is considered a long wait between buses during peak periods and some crowding and schedule adherence issues have resulted. An exception is the Trent express routes, which provide 20-minute service between the downtown and the University at certain periods as warranted by demand.

The bus terminal was constructed many years ago as part of a municipal parking structure when the City operated 35-foot buses. The design requires the current 40-foot

buses to back out of their bays in groups of four and this reversing operation creates major problems for system operational efficiency and user security. Modern bus terminal designs feature 'drive through operation and are capable of providing lower station dwell times which allows for enhanced transit productivity.

A key study recommendation is for the City to initiate the necessary planning activities to develop a future transit terminal as a mobility hub and catalyst for downtown intensification plans. Recognizing that such a facility will require funding support from senior governments and will take several years to realize, the transit options for the next five years assume continued use of the downtown terminal.

It is also noted that the construction of a new Municipal Operations Centre has not yet been approved. A modern well-equipped maintenance facility with the proper space for the storage and maintenance of the entire fleet of conventional and specialized vehicles is urgently required. Another study recommendation is for staff to bring forward a report seeking approval for this facility.

The study has recommended a number of efficiency improvements with the resulting savings in bus hours applied to improving the frequency of service during peak periods on four of the twelve routes. Key efficiency measures are the combination of the Trent East Bank Express service with the Route 9 Nichols Park; the conversion of Route 12 Major Bennett to a peak period employment special service for the industrial area; and the elimination of the first run on Saturday mornings for all routes.

The 40 minute frequency between buses is a significant deterrent to ridership growth and it is proposed that 20 minute service be introduced on four of the twelve routes for 6 peak period hours weekdays. A fifth route (Route 9) will also operate at a 20-minute frequency during the school year with its integration with the West Bank Express service. This strategy is proposed to be extended to all routes over the 5-year life of this plan, providing the capacity and level of service needed to reach the City's transit mode share target of 6 percent by 2017. This will be subject to achieving financial and ridership growth targets established by the City. It is also proposed that bus routes be interlined at the terminal to improve the convenience of passenger transfers and the reliability of the bus schedules.

Peterborough Transit has had considerable success in making its conventional service fully accessible and in encouraging registered Handi-Van users to make use of this service. Nevertheless, increased pressures on the expensive door-to-door service can be anticipated with the aging of the population (and the increased incidence of disability as people age), Peterborough's attraction as a retirement destination, and the requirements of Accessibility for Ontarians with Disabilities (AODA) legislation.

The study proposes that the City augment its dedicated vans with limited small increase in the use of taxi's which are less costly per trip (particularly in the shoulder periods) and also consider the introduction of a taxi scrip program which has been used by several municipalities to increase spontaneous trip making by persons with disabilities. It is further proposed to introduce a new Community Bus service that will benefit both Handi-Van registrants and the general population on seniors.

Two Community Bus routes have been designed to operate Monday through Saturday from 8:40am until 4:40pm on routes that will serve large numbers of seniors and persons with disabilities. Productivity targets are established for this new service, it is suggested that one Community Bus route be introduced for a one-year trial, and the service be continued/expanded based on the success in meeting these targets.

The Route Ahead for Peterborough involves building on the existing success of the system. Ridership has been growing over the past few years on conventional transit and the service modifications and move towards some 20-minute peak period service will accelerate this trend. This strategy will also be important in helping to further migrate some existing Handi-Van trips to the accessible low-floor system and to manage rising costs on Handi-Van that will occur with an aging population. The introduction of a new Community Bus option further adds to an efficient 'family of services' approach to public transit in Peterborough.

Based on the efficiency improvements outlined in the report and the anticipated ridership growth, it is expected that the 2013 budget requirements for Peterborough Transit (with service implementation) will be similar to 2012 levels. Recognizing that the last general fare increase occurred in 2009 and that service level improvements are being implemented with this plan, an increase of \$0.25 on the cash fare is suggested along with adjustments for tickets and passes.

Throughout the life of this plan, it is recommended that the City continue to implement additional 20-minute peak frequency services by adding two routes per year (subject to ridership performance targets being achieved). Ridership performance should be monitored and the number of hours when 20-minute service is available should be increased in response to demand. This will help the City achieve its 2021 transit mode share target early by providing the capacity and service level required to accommodate over a million additional passengers.

For the introduction of Community Bus, a capital expense will be incurred; however, it is recommended that the hours to operate this service be allocated from the existing Handi-Van operation. If the proposed one-year trial is successful, a second community bus route should be implemented, and this will require new service hours being added to the system. An increase in the use of taxi services for Handi-Van trips will help mitigate the budget impacts.

'The Route Ahead' prepared by: Dillon Consulting Limited (in association with Schmied Communications and Bill Cunningham Consulting)