



City of Peterborough

2012 – 2016 Accessibility Plan

January 14, 2013
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- Electronic alternate format
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Message from Mayor Daryl Bennett



Figure 1 - 2011 City Council

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 2012-2016 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.

Daryl Bennett
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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 recognizes the diverse needs of our residents and is striving toward improving accessibility by providing customer service, goods, and facilities to people with disabilities that promotes dignity, independence, integration and equal opportunity.

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

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 and 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 Sandford 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 1 in every 7 people. Over the next 20 years, as the population ages, the number will rise to 1 in 5 Ontarians.

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, services and the identification, removal and prevention of barriers faced by people with disabilities.

What is Accessibility?

Accessibility is defined as equal access to goods, services and facilities for all people.

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** (ODA). In 2011, the Accessibility Advisory Committee divided 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.

1. AAC Committee Members (as at December 2012)

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, Member of Council, City of Peterborough
Phyllis Hodder, Accessibility Coordinator, City of Peterborough

The AAC advises on the City's municipal service responsibilities such as site plan reviews, access plans, Access Fund requests. The Committee provides advice to staff and City Council on City-owned facilities and services, the implementation of the accessibility standards and the preparation of accessibility reports. Currently, there are two sub-committees within the AAC which are Built Environment and Transportation.

2. AAC Built Environment Sub-Committee

This sub-committee is responsible to oversee the deployment of the City's annual Access Fund, which is identified in the annual Municipal budget. 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 the City's Planning and Development Services Department.

3. AAC Transportation Sub-Committee

This sub-committee provides advice to Peterborough Transit and the City's service delivery partners on transportation issues regarding barrier-free access in the City of Peterborough. This includes issues regarding all types of transportation for people with disabilities, including the following:

- Ensuring provision of safe, barrier-free sidewalks, including appropriate curb cuts and safe crosswalks.
- Monitoring municipal parking to ensure that parking areas are adequate and accessible.
- Ensuring implementation of technologies for the transportation system such as audible traffic signals, bus hailing kits, low entry transit buses, etc.

4. AAC Accomplishments in 2012

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

5. AAC Key Contacts (as at December 2012)

For a current list of AAC contacts, refer to the contact list available online at:

www.peterborough.ca/ContactAAC

or contact the Accessibility Coordinator at:

Accessibility Coordinator

City of Peterborough

500 George Street North

Peterborough, Ontario, K9H 3R9

Telephone: 705-742-7777 extension 1785

Toll Free Telephone: 1-855-738-3755 extension 1785

Fax: 705-748-8839

Email: accessibility@peterborough.ca

Legislation

1. Ontario Human Rights Code

The **Ontario Human Rights Code** (“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 provided 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

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.

2. Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessibility Standards for Customer Service

(Ontario Regulation 429/07)

The Standards for Accessible Customer Service is the first standard under the AODA and has been set out in **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 were required 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 and consultants, who act on behalf of the City, are trained in accessible customer service.

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

Integrated Accessibility Standards

(Ontario Regulation 191/11)

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

The IAS 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. On December 12, 2012, the IAS was amended to now include the Design of Public Spaces Standards which was originally part of the proposed Accessible Built Environment Standard. 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 and in advance where practical.

Accessible Built Environment Standard

(Final Proposed dated July 2010)

The purpose of this standard is to take the first steps to prevent and remove barriers in the built environment such as buildings, roads and lighting by the year 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.

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 known as The Design of Public Spaces have been incorporated into the Integrated Accessibility Standard ('IAS') by amending the IAS regulation on December 12, 2012, as identified in **Ontario Regulation 413/12**.

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 proposed standard where practicable.

To keep accessibility in the forefront, the City has implemented a section on the annual capital budget form to identify any accessibility related items, for each capital project.

For more information on the Accessibility Standards please visit us online at:

www.peterborough.ca/accessibility.

What is the AODA?

AODA is the Accessibility for Ontarians with Disabilities Act, passed in 2005.

This Act is meant to create accessibility for all Ontarians with disabilities in public, private and not-for profit sectors with respect to goods, services, facilities, accommodation, employment and buildings by January 1, 2025.

Accessibility Plan Requirements

1. General Accessibility Plan Requirements

As per **Ontarians with Disabilities Act, 2001** (ODA) and **Accessibility for Ontarians with Disabilities Act, 2005** (AODA), the accessibility plan will include:

- A report on the measures taken by the City to identify, remove and prevent barriers to people 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 for people with disabilities.
- 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 people with disabilities.
- The measures that the City intends to take in the coming year to identify, remove and prevent barriers to people with disabilities.

2. Multi-Year Accessibility Plan Requirements

As per the Integrated Accessibility Standard (Ont. Reg. 191/11), the City will:

- 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.
- Review and update the accessibility plan in consultation with people with disabilities and the Accessibility Advisory Committee.
- Prepare an annual status report on the progress of measures taken to implement the strategy and post it on the City's website.

Accessibility Requirements for 2012

The City of Peterborough is committed to removing barriers to accessibility and has met the following requirements of the Integrated Accessibility Standards, Regulation 191/11 that had a January 1, 2012 compliance deadline. The relevant section numbers are provided in brackets:

1. 2012 General

There are no 2012 requirements.

2. 2012 Information and Communication

Emergency procedures, plans or public safety information (s.13)

- Make emergency procedures, plans and public safety information, available to the public in an accessible format or with appropriate communication supports, upon request.

status: **In compliance with the IAS requirement**

action: none required

3. 2012 Employment

Workplace emergency response information (s.27)

- Employers shall provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the disability.
- This information shall be provided as soon as practicable after the employer becomes aware of the need for accommodation.
- The employer shall review this information when the employee moves to a different location, overall accessibility needs or plans are reviewed and when the employer reviews its general emergency response policies.
- If the person with a disability requires assistance, with the employees consent, the employer can provide this information to a designated person to provide the necessary assistance.

status: **In compliance with the IAS requirement**

action: none required

4. 2012 Transportation

Refer to the Transportation Accessibility Plan appended hereto.

2012 Initiatives to Improve Accessibility

Art Gallery: Completed a functional analysis to determine the building requirements beyond 2012 and incorporated accessibility requirements as part of the analysis.

Customer Service: Conducted accessible building audits for City of Peterborough owned facilities; created an individual accommodation procedure; provided transit maps in large format.

Facilities and Special Projects: Installed public docks at Peterborough Marina that have accessible ramps.

Fire Services: Installed automatic door opener at Sherbrooke Fire Station; installed accessible bathroom at Sherbrooke Fire Station.

Housing: Installed 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; installed power actuated doors at the following addresses to make the buildings more accessible to residents and the public:

- 24 Ermatinger Street, Lakefield
- 85 Concession Street, Lakefield
- 12 Simeon Crescent, Apsley
- 37 George Street, Havelock
- 8 Victoria Street, Havelock
- 53 Spring Street, Norwood

Library: Commenced a functional analysis for Library space needs.

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 designate spaces for use by people with disabilities.

Peterborough Sport and Wellness Centre: Created 2012 user guides in plain text.

Planning and Development: Continued the Downtown Facade Improvement Program which creates initiatives for businesses and property owners to repair and upgrade the facades of buildings and storefronts.

2012 Initiatives to Improve Accessibility (continued)

Police Services: Passed By-law #100-2011 to regulate, license and govern the owners, drivers and dispatchers of taxicabs and accessible taxicabs.

Property and Energy: Installed accessible walkway at 610 Parkhill (the cottage in Jackson Park) and completed the following projects at City Hall:

- Installed an accessible ramp at the east link doors;
- Installed a new sidewalk to link parking lot to the front entrance, making the building more accessible.

Public Works and Engineering: Continued with implementation of the Sidewalk Strategic Plan to install over 4,000 square meters (43,000 square feet) of sidewalks throughout the City.

Recreation: Created accessible parking spaces in proximity to Beavermead Sports Fields; created accessible parking spaces on Walker Avenue for access to Eastgate #3 soccer field in Eastgate Memorial Park; installed play structures with accessibility features 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, considering accessibility requirements as part of the review.

Transportation: (refer to Transportation Accessibility Plan appended hereto)

Accessibility Requirements for 2013

The City of Peterborough is committed to improving accessibility and has met the following requirements of the Integrated Accessibility Standards, Regulation 191/11 that have a January 1, 2013 compliance deadline. The relevant section numbers are provided in brackets:

1. 2013 General

Establishment of accessibility policies (s.3)

- Develop, implement and maintain policies governing how the City achieves or will achieve accessibility.
- Include a statement of organizational commitment to meet the accessibility needs of people with disabilities.
- Prepare one or more policy document and make them available to the public and in accessible formats upon request.

status: **In compliance with the IAS requirement**

action: none required

Accessibility Plans (s.4)

- Establish, implement, maintain and document a multi-year accessibility plan outlining the City's strategy to prevent/remove barriers and meet requirements of Regulation 191/11, Integrated Accessibility Standards.
- Review and update the multi-year accessibility plan once every five years in consultation with people with disabilities and the Accessibility Advisory Committee.
- Post the plans on the website and provide in an accessible format upon request.
- Prepare an annual status report of progress and post on the website and provide in an accessible format upon request.

status: **In compliance with the IAS requirement**

action: Prepare a status report in December 2013 to document progress

Procuring or acquiring of goods, services or facilities (s.5)

- Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities except where impracticable to do so.
- If impracticable provide an explanation upon request.

status: **In compliance with the IAS requirement**

action: Procedure to be formalized

Self-service kiosks (s.6)

- Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.
- Have regard to the accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

status: **In compliance with the IAS requirement**

action: Procedure to be formalized

2. 2013 Information & Communications

Public Libraries (s.19)

- Public libraries provide access to accessible formats where they exist.
- Library boards shall make information about the availability of accessible materials publicly available and shall provide the information in an accessible format or with appropriate communication supports, upon request.
- Library boards may provide accessible formats for archival materials, special collections, rare books and donations.

status: **In compliance with the IAS requirement**

action: Procedure to be formalized

3. 2013 Employment

There are no 2013 compliance deadlines.

4. 2013 Transportation

Refer to the Transportation Accessibility Plan appended hereto.

2013 Initiatives to Improve Accessibility

Arenas:

- Complete detailed design study for Morrow Park Master Plan.

Customer Service:

- Promote a fragrance free initiative.

Facilities and Special Projects:

- Construct a new fully accessible Water Play Park at Rogers Cove; new athletic fields at Fleming College with accessible public spectator areas and washroom facilities;
- Construct a new accessible public spectator area at Thomas A. Stewart Secondary School;
- Construct a new accessible ramp at the Crescent Street Wharf; and
- Construct a new accessible Splash Pad at Nichols Oval Park.

Museum:

- Renovate lower level to include accessible washrooms, workspace, collections storage and archives;
- Construct new stand-alone storage facility; and
- Construct a new playground structure.

Planning & Development:

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

Police Services:

- Replace pedestrian ramp at main front doors to Police station.

Property and Energy:

- Renovate City Hall men's washroom on 2nd floor, ground floor south wing, tax office and Council Chambers;
- Construct new accessible counters in Clerk's office; and
- Install new accessible signage in the Annex elevator.

Public Works and Engineering:

- Continue with implementation of the Sidewalk Strategic Plan to install new and reconstruct existing sidewalks in need of repair throughout the City.

Transportation:

- (refer to Transportation Accessibility Plan appended hereto)

Accessibility Requirements for 2014

The City of Peterborough is committed to improving accessibility and will meet the following requirements of the Integrated Accessibility Standards, Regulation 191/11 that have a January 1, 2014 compliance deadline. The relevant section numbers are provided in brackets:

1. 2014 General

Training (s.7)

- Provide training on the requirements of this accessibility standard and the **Human Rights Code**, as it pertains to people with disabilities, employees, volunteers, policy developers and all others who provide goods, services and facilities on behalf of the organization.
- Record training provided, including dates and names of individuals trained.

status: **In progress**

action: Prepare training modules, schedule training, provide training

2. 2014 Information and Communication

Feedback (s.11)

- Ensure feedback processes have accessible formats and supports available.
- Notify public on availability of accessible formats and communication supports.

status: **In progress**

action: Procedure to be formalized

Accessible Website and Web Content (s.14)

- Internet sites conform to WCAG2.0 at Level A (new internet sites and content) other than captions (live) and audio descriptions (pre-recorded).

status: **In progress**

action: Continue to create accessible web pages

3. 2014 Employment

Recruitment, General (s.22)

- Notify employees and the public about the availability of accommodation for applicants with a disability in the City's recruitment processes.

status: **In progress**

action: Procedure to be formalized

Recruitment, assessment and selection process (s.23)

- Notify applicants when selected for assessment or selection process, that accommodations are available upon request.
- If selected applicant requests an accommodation, the City shall consult with applicant and provide/arrange for provision of suitable accommodation that takes into account the applicant's needs due to a disability.

status: **In progress**

action: Procedure to be formalized

Notice to successful applicants (s.24)

- Notify successful applicant of policies for accommodating employees with disabilities, when making offers.

status: **In progress**

action: Procedure to be formalized

Informing employees of supports (s.25)

- Inform employees of policies used to support employees with disabilities.
- Provide this information to new employees as soon as practicable.

status: **In progress**

action: Procedure to be formalized

Accessible formats and communication supports for employees (s.26)

- Consult with the employee to provide/arrange for the provision of accessible formats and communication supports for information needed to perform the employee's job and for information that is generally available to employees in the workplace, upon request.
- Consult with the employee making the request to determining the suitability of an accessible format or communication support.

status: **In progress**

action: Procedure to be formalized

Documented individual accommodation plans (s.28)

- Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

status: **In progress**

action: Procedure to be formalized

Return to work process (s.29)

- Develop a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work and shall document the process.

status: **In progress**
action: Procedure to be formalized

Performance management (s.30)

- Take into account the accessibility needs of employees with disabilities when using performance management processes.

status: **In progress**
action: Procedure to be formalized

Career development and advancement (s.31)

- Take into account the accessibility needs of employees with disabilities when using career development and advancement processes.

status: **In progress**
action: Procedure to be formalized

Redeployment (s.32)

- Take into account the accessibility needs of employees with disabilities when redeploying employees with disabilities.

status: **In progress**
action: Procedure to be formalized

4. 2014 Transportation

Refer to Transportation Accessibility Plan appended hereto.

2014 Initiatives to Improve Accessibility

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 City Hall accessible ramp at the west link doors;
- Install new elevator at City Hall main entrance; and
- Continue with the Preventative Maintenance Program, incorporating accessibility to any projects.

Public Works and Engineering:

- Continue with implementation of the Sidewalk Strategic Plan to install new and reconstruct existing sidewalks in need of repair throughout the City; and
- Continue with roadway improvements and new construction, incorporating accessibility.

Recreation:

- Continue with implementation of playground renewal, incorporating accessibility features.

Transportation:

- (refer to Transportation Accessibility Plan appended hereto)

The City of Peterborough will integrate accessibility into all capital projects for the year 2014, to ensure the requirements of the Integrated Accessibility Standards will be implemented within the compliance deadlines established by the Ontario Government.

Accessibility Requirements for 2015

The City of Peterborough is committed to improving accessibility and will meet the following requirements of the Integrated Accessibility Standards, Regulation 191/11 that have a January 1, 2015 compliance deadline. The relevant section numbers are provided in brackets:

1. 2015 General

There are no 2015 requirements.

2. 2015 Information and Communication

Accessible formats and communication supports for people with disabilities (s.12)

- Upon request, provide accessible formats and communications supports in a timely manner that takes into account the person's disability.
- Do not charge more than the regular cost charged to any other person.
- Notify the public about the availability of accessible formats and communication supports.
- Consult with the person making the request in determining the suitability of an accessible format or communications support.

status: **In progress**

action: Procedure to be formalized

3. 2015 Employment

There are no 2015 requirements.

4. 2015 Transportation

Refer to Transportation Accessibility Plan appended hereto.

2015 Initiatives to Improve Accessibility

Planning & Development:

- Develop an accessible trail around Little Lake.

Property and Energy:

- Continue with the Preventative Maintenance Program, incorporating accessibility to any projects.

Public Works and Engineering:

- Continue with implementation of the Sidewalk Strategic Plan to install new and reconstruct existing sidewalks in need of repair throughout the City; and
- Continue with roadway improvements and new construction, incorporating accessibility.

Recreation:

- Continue with implementation of playground renewal, incorporating accessibility features.

Transportation:

- (refer to Transportation Accessibility Plan appended hereto)

The City of Peterborough will integrate accessibility into all capital projects for the year 2015, to ensure the requirements of the Integrated Accessibility Standards will be implemented within the compliance deadlines established by the Ontario Government.

Accessibility Requirements for 2016

The City of Peterborough is committed to improving accessibility and will meet the requirements of the Integrated Accessibility Standards, Regulation 191/11. There are no requirements within the Regulation with a 2016 compliance deadline:

2016 Initiatives to Improve Accessibility

The City of Peterborough will integrate accessibility into all capital projects for the year 2016, to ensure the requirements of the Integrated Accessibility Standards will be implemented within the compliance deadlines established by the Ontario Government.

Accessibility Requirements post 2016

The City of Peterborough is committed to improving accessibility and will meet the requirements of the Integrated Accessibility Standards, Regulation 191/11. There are only four (4) requirements within the Regulation with a compliance deadline post 2016. The City will ensure the following requirements are in compliance before their deadlines:

1. Post 2016 Information and Communication

Accessible websites and web content (s.14) – January 1, 2021 deadline

- Internet sites conform to WCAG2.0 at Level AA (new internet sites and content) other than captions (live) and audio descriptions (pre-recorded).

status: **In progress**

action: Complete in conjunction with IAS section 14, due January 1, 2014

2. Post 2016 Transportation

Refer to Appendix 'A' for status and action of:

Electronic pre-boarding announcements (s.51) – January 1, 2017 deadline

Electronic on-board announcements (s.52) – January 1, 2017 deadline

Categories of Eligibility (s.63) – January 1, 2017 deadline

Implementation, Communication and Distribution of the Plan

The 2012-2016 Accessibility Plan was approved by the Accessibility Advisory Committee, Committee of the Whole and Peterborough City Council prior to its release.

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.

The Plan will be posted on the City's website, for public viewing, at:
www.peterborough.ca/2012-2016AccessibilityPlan

Alternate formats are available upon request from:

Accessibility Coordinator
City of Peterborough
500 George Street North
Peterborough, Ontario, K9H 3R9
Telephone: 705-742-7777 Extension 1785
Toll Free Telephone: 1-855-738-3755 Extension 1785
Fax: 705-748-8839
Email: accessibility@peterborough.ca

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 throughout 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 deadline requirements related to 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 'A':

Transportation Accessibility Plan

1. 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.

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.²

The City of Peterborough has recently completed 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 City of Peterborough website www.peterborough.ca

Transportation Multi-year Accessibility Plan Requirements

1. Conventional Transportation Services:

As per section 41 of the Integrated Accessibility Standard (Ont. Regulation 191/11), the City will:

Identify a process for managing, evaluating, taking action on customer feedback:

- The Transit Division uses various methods for customer feedback which include comment 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 2012-2016 Accessibility Plan was presented to the Accessibility Advisory Committee (AAC) at their October 3, 2012 meeting
- Feedback was provided by the committee
- Annual reviews will be conducted with the AAC

Address both conventional and specialized transportation services in the plan:

- This multi-year plan contains initiatives for both services

2. Specialized Transportation Services:

As per section 42 of the Integrated Accessibility Standard (Ont. Regulation 191/11), the City will:

Identify a process for estimating 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.
- 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.
- Report USDIR12-016, Peterborough Public Transit Operations Review - Final Report and Implementation Plan, was approved by Committee of the Whole on November 5, 2012.
- Refer to Appendix 'B' for an excerpt of the report outlining the recommendations provided.

Develop steps to reduce wait times:

- A Standard Operating Procedure has been provided to Transit Administration Staff.
- Currently the general practice is to telephone the customer if the service is delayed for 30 minutes or longer.
- A Transit Memorandum has been provided to all Transit Employees describing the steps to reduce wait times:
 - i. Allowable booking revised from 7 days in advance to 14 days in advance.
 - ii. Customers placed on wait list will be called to confirm the status of their trip and have the option to call in to verify their trip status.
 - iii. Customers will be notified by reservation if a trip remains non-accommodated.
 - iv. All non-accommodated customer trips will be tracked and reviewed for trip demand analysis.
 - v. Same day trip demand trips will be accommodated when possible and same day trip variances in destination and pick-up location will be accommodated where possible.
 - vi. Customer wait times will be kept to the minimum.

3. Both Conventional and Specialized Transportation Services:

As per section 43 of the Integrated Accessibility Standard (Ont. Regulation 191/11), the City will:

Describe their procedures for dealing with accessibility equipment failures on their respective types of vehicles:

- City Transit Operators report any malfunctions to equipment.
- Dependent on the nature of the failure, the vehicle is may be removed from service and replaced, or in some cases of minor failures where equipment is still operational, wait until end of service to go for repairs.
- A Transit Memorandum has been provided to all Transit Employees describing the procedures for dealing with accessibility equipment failures:

- i. Operators to complete daily circle-checks prior to start of service. Defects to be reported for repair compliance.
- ii. Operators to notify the on duty supervisor as soon as possible to arrange for a replacement vehicle in the event a road call is required due to vehicle malfunction or damage.
- iii. Make effort to keep customer wait times to a minimum.

2012 Transportation Accessibility Initiatives Accomplished

The City of Peterborough has implemented the following requirements of the IAS, meeting the January 1, 2012 compliance deadline:

- **Availability of Information - Conventional and specialized (s.34)**
- **Emergency Preparedness and Response - Conventional and specialized (s.37)**
- **General Responsibilities – Conventional (s.44)**
- **Transit Stops – conventional (s.47)**
- **Storage of Mobility Aids - Conventional (s.48)**
- **Priority Seating – Conventional (s.49)**
- **Companions and Children - Specialized (s.74)**
- **Duties of Municipalities – Taxicabs (s.80)**

The City of Peterborough has implemented the following requirements of the IAS, meeting the January 1, 2013 compliance deadline:

- **Accessibility Plans – Conventional (s.41)**
- **Accessibility Plans – Specialized (s.42)**
- **Accessibility Plans – Conventional and Specialized (s.43)**
- **Service Disruptions – Conventional (s.50)**
- **Requirements re: grab bars – Conventional (s.53)**
- **Floors and Carpeted Services – Conventional (s.54)**
- **Allocated Mobility Aid Spaces – Conventional (s.55)**
- **Stop-requests and Emergency Response Controls – Conventional (s.56)**
- **Lighting Features – Conventional (s.57)**
- **Signage – Conventional (s.58)**
- **Lifting Devices – Conventional (s.59)**

- **Steps – Conventional (s.60)**
- **Indicators and Alarms – Conventional (s.61)**
- **Fare Parity-Specialized (s.66)**
- **Visitors – Specialized (s.67)**
- **Coordinated Services – Specialized (s.69)**
- **Hours of Service – Specialized (s.70)**
- **Service Delays – Specialized (S.73)**

Transportation Accessibility Requirements

The City of Peterborough is committed to removing barriers to accessibility related to the following Transportation requirements of the Integrated Accessibility Standards, Regulation 191/11. The relevant section numbers are provided in brackets:

1. 2012 Transportation Requirements

Availability of Information - Conventional and Specialized (s.34)

- Make information on transportation accessibility equipment and features of vehicles, routes and services available to the public.
- Provide information in an accessible format upon request.

status: **In compliance with the IAS requirement**

action: none required

Emergency Preparedness & Response - Conventional and Specialized (s.37)

- Establish, maintain and document emergency preparedness and response procedures and make them available to the public.
- Provide the policies in accessible formats upon request.

status: **In compliance with the IAS requirement**

action: none required

General Responsibilities - Conventional (s.44)

- Deploy accessible equipment.
- Ensure adequate time to board and de-board.
- 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 upon request

status: **In compliance with the IAS requirement**

action: none required

Transit Stops – Conventional (s.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 must report where a stop is temporary inaccessible or where a temporary barrier exists.

status: **In compliance with the IAS requirement**

action: none required

Storage of Mobility Aids - Conventional (s.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 or damage to the aid/device.

status: **In compliance with the IAS requirement**

action: none required

Priority Seating –Conventional (s.49)

- Clearly mark priority seating and ensure it meets the criteria of the standard
- Locate seating as close as practicable to the 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, and
- Develop a communication strategy, designed to inform the public about the purpose of priority seating.

status: **In compliance with the IAS requirement**

action: none required

Companions and Children (s.74)

- Allow companions to travel if space is available and will not result in the denial of service to the person with the disability.
- 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.

status: **In compliance with the IAS requirement**

action: none required

Duties of Municipalities, Taxicabs (s.80 [2&3])

- 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 people with disabilities who are passengers (must have it in vehicle at all times either in large font or Braille).

status: **In compliance with the IAS requirement**

action: none required

2. 2013 Transportation Requirements

Accessibility Plans – Conventional (s.41)

- Hold a public meeting annually.
- Identify process for managing, evaluating and taking action on customer feedback for conventional transportation services only.

status: **In compliance with the IAS requirement**

action: Schedule a 2013 public meeting to allow the public an opportunity to provide feedback on the annual review of this accessibility plan

Accessibility Plans – Specialized (s.42)

- Identify the process for estimating the demand for specialized transportation services and document in the City's accessibility plan.
- Develop steps to reduce wait times for specialized transportation services and document in the City's accessibility plan

status: **In compliance with the IAS requirement**

action: none required

Accessibility Plans – Conventional and Specialized (s.43)

- Describe the procedures for dealing with accessibility equipment failures on their respective types of vehicles.

status: **In compliance with the IAS requirement**

action: none required

Service Disruptions – Conventional (s.50)

- Where a route or scheduled service is temporarily changed and the change is known in advance, make alternate arrangements for service that is disrupted.
- Ensure information is communicated in a manner that takes into account a person's disability.

status: **In compliance with the IAS requirement**

action: none required

Requirements re: Grab Bars etc. (s.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.

status: **In compliance with the IAS requirement**

action: none required

Floors and Carpeted Surfaces – Conventional (s.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.

status: **In compliance with the IAS requirement**

action: none required

Allocated Mobility Aid Spaces – Conventional (s.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.

status: **In compliance with the IAS requirement**

action: none required

Stop-Requests and Emergency Response Controls – Conventional (s.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 56 for specific measurements.

status: **In compliance with the IAS requirement**

action: none required

Lighting Features – Conventional (s.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.

status: **In compliance with the IAS requirement**

action: none required

Signage – Conventional (s.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 section 58 for specifics.

status: **In compliance with the IAS requirement**

action: none required

Lifting Devices – Conventional (s.59)

- Ensure that all vehicles manufactured on or after January 1, 2013 are equipped with lifting devices, ramps or portable bridge plates.

status: **In compliance with the IAS requirement**

action: none required

Steps – Conventional (s.60)

- Where vehicles are equipped with steps, see the requirement for specifics.

status: **In compliance with the IAS requirement**

action: none required

Indicators and Alarms – Conventional (s.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.

status: **In compliance with the IAS requirement**

action: none required

Fare Parity – Specialized (s.66)

- Ensure that the same fare structure is applied to both conventional and specialized services, 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.

status: **In compliance with the IAS requirement**

action: none required

Visitors – Specialized (s.67)

- Make specialized services available to visitors and develop criteria to determine who falls into the category of visitor.
- Consider as eligible visitors, those 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.

status: **In compliance with the IAS requirement**

action: none required

Coordinated Service – Specialized (s.69)

- Facilitate connections between the respective specialized services of adjacent municipalities.
- Determine the accessible stops and drop off locations in the contiguous urban areas that have specialized services.

status: **In compliance with the IAS requirement**

action: none required

Hours of Service – Specialized (s.70)

- Ensure that the specialized service has, at a minimum, the same hours and days of service as the conventional.

status: **In compliance with the IAS requirement**

action: none required

Service Delays – Specialized (s.73)

- Related to reservations for specialized service, 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).

status: **In compliance with the IAS requirement**

action: none required

Duties of Municipalities General (s.78)

- Develop accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.
- Consult with the AAC on the development of the criteria.
- Identify planning for accessible bus stops and shelters including steps that will be taken to meet that goal.
- If entering into arrangements with a person respecting the construction of bus stops and shelters, ensure that the person participates in the consultation and planning of the bus stops and shelters.

status: **In Progress**

action: Transit to complete standard bus stop and shelter details

Duties of Municipalities, Accessible Taxicabs (s.79)

- Council shall consult with the AAC, the public and people with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.
- Identify progress made toward meeting the need for on-demand accessible taxicabs including any steps taken to meet the need in its accessibility plan.

status: **In Progress**

action: Police Board to review and complete

3. 2014 Transportation Requirements

Training – Conventional and Specialized (s.36)

- Conduct employee and volunteer training on safe use of accessibility equipment.
- Implement acceptable modifications to procedures in situations where equipment fails or temporary barriers exist.
- Develop emergency preparedness and response procedures.
- Keep a record of the training provided, including the training dates and number of individuals attending.

status: **In Progress**

action: Provide training to staff by January 1, 2014

Fares – Support Persons – Conventional and Specialized (s.38)

- Do not charge a fare to a support person accompanying a person with a disability where a support person is needed.
- Ensure a person with a disability demonstrates the need for a support person and ensure the appropriate designation is in place.

status: **In Progress**

action: Monitor OPTA working group, determine support person definition

Eligibility Application Process- Specialized (s.64)

- If a person's eligibility has not been determined within 14 days of submitting their application, ensure they receive temporary status until a decision is made.
- Do not charge a fee to people 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.

status: **In Progress**

action: Transit procedure to be prepared

Emergency and Compassionate Grounds – Specialized (s.65)

- 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 person's needs.
- A person shall apply for the services described above in the manner determined by the provider.

status: **In Progress**

action: Transit procedure to be prepared

Booking – Specialized (s.71)

- As reservations are required for specialized service, provide same day service to the extent that it is available. Where same day service is not available, accept booking requests up to three hours before the published end of period on the day before the intended day of travel.
- 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.

status: **In Progress**

action: Transit to obtain new telephone system by January 2014

Trip Restrictions – Specialized (s.72)

- Do not restrict the number of trips a person is able to request, and do not implement any policy or practice that unreasonably limits the availability of this service.

status: **In Progress**

action: Transit procedure to be prepared by January 2014

4. 2015 Transportation Requirements

There are no 2015 requirements.

5. 2016 Transportation Requirements

There are no 2016 requirements.

6. Post 2016 Transportation Requirements

Electronic Pre-Boarding Announcements – Conventional (Section 51)

January 1, 2017 compliance deadline

- Ensure destination points or stops are announced through electronic means and are legibly and visually displayed through electronic means.
- Ensure these visual displays satisfy the Signage requirements in this Standard.

status: **In Progress**

action: Transit to implement by January 1, 2017

Electronic On-Board Announcements – Conventional (Section 52)

January 1, 2017 compliance deadline

- Ensure that all destination points or stops are announced through electronic means, and legibly and visually displayed through electronic means.

status: **In compliance with the IAS requirements**

action: none required

Categories of Eligibility – Specialized (Section 63)

January 1, 2017 compliance deadline

- Have three categories of eligibility to qualify for specialized transportation services.

status: **In Progress**

action: Monitor OPTA working group, implement by January 1, 2017

APPENDIX 'B':

City of Peterborough Transit Operational Review

1. 'The Route Ahead' Executive Summary, October 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 has also been 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 people with disabilities. It is further proposed to introduce a new Community Bus service that will benefit both Handi-Van registrants and the general population of seniors.

Two Community Bus routes have been designed to operate Monday through Saturday from 8:40 am until 4:40 pm on routes that will serve large numbers of seniors and people 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)

2. 'The Route Ahead' Diagnostic of Existing Handi-Van Services

The following is an excerpt from section 12 of 'The Route Ahead' Report dated October 2012, as part of the Public Transit Operations 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 has 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 people 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 people 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:

- **‘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 people 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 Para transit trips are brokered to the taxi industry.

With the proposal to introduce Community Bus and Taxi Scrip programs to enhance spontaneous trip making by people 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 people 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 people 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 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 people 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 people 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.