



STUDY OF TRANSPORTATION  
FOR PERSONS WITH  
DISABILITIES

RECOMMENDED PLAN &  
IMPLEMENTATION STRATEGY

Prepared for:

THE REGIONAL MUNICIPALITY OF PEEL

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## **1.0 INTRODUCTION**

The Study of Transportation for Persons with Disabilities is one of several studies being conducted by the Region of Peel in the development of an overall strategic transportation plan for the Region. The Region's transportation strategy has recognized that the provision of mobility for persons with disabilities is essential to the overall quality of life in the Region and that achieving a high level of mobility in a cost-effective manner presents special challenges.

This report is a discussion of the recommended plan and implementation strategy to address the mobility needs of the Region. It builds on the findings of several earlier reports prepared for the Study Team, namely:

- ▲ Assessment of Transportation Needs
- ▲ Inventory of Current Services
- ▲ Paratransit Service Policy Alternatives

The previous technical work provided the background for this report. The service policy alternatives provided the basis for a focus group meeting with representatives of various stakeholder groups that was conducted in September 2003. The recommended service plan has been developed from this feedback together with further analysis of the various alternatives. Key policies are identified for consideration in the current update of the Regional Official Plan. An implementation strategy is outlined in the report that outlines the steps and general timing to implement the plan. In addition, the report outlines the general implications of proceeding with the implementation of this plan, in comparison to the status quo.

## **2.0 REVIEW OF MOBILITY NEEDS**

Through the study activities to date, a number of key mobility needs of persons with disabilities in Peel Region have been identified. These needs are summarized below. Further information on stakeholder feedback to the study findings and service strategy alternatives is provided in Appendix A of the report.

### **1. Deficiencies in existing services**

- ▲ Lack of service for specific groups. The Peel TransHelp service is only available to persons unable to use conventional transit due to a physical disability. This policy does preclude persons with other disabilities from using the service, even though they may be effectively unable to use conventional transit service.
- ▲ A related problem is the aging of the custodial parents of many people with cognitive disabilities who are enrolled in adult day programs. These parents are the usual providers of transportation, and are increasingly reaching an age at which they no longer can, or wish to, drive a car.

### **2. Needs expressed by people with disabilities**

- ▲ Attendants or custodial care for people who cannot travel unescorted.

- ▲ TransHelp eligibility should recognize non-physical disabilities, as well as conditions such as Multiple Sclerosis that cause physical disabilities to advance and recede from time to time.
- ▲ Affordability of TransHelp and transit fares and the need for a GTA-wide or inter-regional transit pass.
- ▲ The need for spontaneous travel - without having to make a reservation in advance.
- ▲ The problem of inaccessible buses and bus stops on accessible bus routes, which is a hindrance to greater use of transit by people with disabilities.
- ▲ The need for marketing initiatives, familiarization campaigns, and travel training to raise public awareness of the accessible transportation options available.
- ▲ The existence of a gap in service between what is offered by TransHelp and by the conventional transit systems. More people with disabilities would use regular transit if transit operators provided more passenger assistance.
- ▲ Interest in new service types, such as community bus, that address the gap between transit and TransHelp service.
- ▲ The need for uniformity among Peel municipalities in standards for bus stops, shelters and transportation infrastructure, sidewalks with curb cuts, timely snow removal on the approaches to transit stops, etc.
- ▲ The need for interim solutions while transit progresses toward fully accessibility.
- ▲ The need for better training for drivers, attendants and clients.

### **3. Accommodation of future growth in demand**

- ▲ Peel Region is experiencing strong population growth, which is expected to continue over the next 10 to 20 years. Over the next 20 years, the number of people with disabilities is expected to increase by about 80% while the overall population growth will be about 50%.
- ▲ Trends in health care, including a 12 per cent annual increase in hemodialysis patients, deinstitutionalization of all types of patient care, and the concentration of specialized treatments in a small number of facilities, are driving an increase in demand for TransHelp service.

### **4. Improved efficiency of service delivery**

- ▲ The high cost of specialized transit service is a concern in most communities. TransHelp is an efficient operation, but even so, the total costs of the service about \$23 per trip at present. This is about 10 times the costs per trip of conventional transit service in the Region.
- ▲ Although TransHelp is efficient relative to peer services in other municipalities, there are limits to what can be achieved within the operating conditions of specialized transit. There is a need for strategies to develop service types that can respond to the needs of some TransHelp clients and yet have a lower cost structure.

### 3.0 RECOMMENDED SERVICE STRATEGY

#### 3.1 *Key Requirements of Plan*

The recommended service strategy for Peel has been developed to respond to the following key requirements.

- ▲ **Address Mobility Needs.** The strategy must address the mobility needs of people with disabilities in Peel - both actual and foreseeable needs.
- ▲ **Conformity with the Ontarians with Disabilities Act (ODA) and Regional Accessibility Plan.** The strategy is consistent with the Regional Municipality of Peel Accessibility Plan, and addresses the key actions called for in the area of transportation, to: "Review accessible transportation modes based on community demand"<sup>1</sup>. This task is the primary focus of this study and would become an ongoing responsibility of the Mobility Management Office proposed in the Plan.
- ▲ **Compatibility with Regional and Municipal transit service delivery structure.** The Paratransit Service Policy Alternatives report produced earlier in this study recognizes the established two-tier structure, under which the Region has responsibility for specialized transit, while the municipalities are responsible for conventional transit.
- ▲ **Implementation should be on an incremental basis.** The strategy proposes a series of well-designed actions that can be implemented in phases. A gradual approach to implementing these changes will allow for refinement and adjustment in the light of experience and new factors, permit 'mid-course corrections' as required, minimize disruption to existing services to preserve efficiency, and be manageable.

#### 3.2 *Strengthen the Service Delivery Framework*

Since the recommended strategy involves broadening the range of services as well as a much greater reliance on a cooperative effort of a number of agencies working in partnership with the Region of Peel, a key element of the plan is the strengthening of the service delivery framework. The key components are outlined below.

##### 1. *Creation of a Regional Mobility Management Office*

One of the challenges in Peel is the current division of responsibilities for transportation between upper and lower tier municipalities - the two-tiered approach mentioned above. To maximize the opportunities for shared vision, compatible policies and collaborative efforts, the strategy proposes measures to strengthen management and coordination at the Regional level by creating a Regional Mobility Management Office (RMMO).

The RMMO would bring together the policy and service coordination functions that have hitherto been performed by the Manager of Strategic Projects and Policy of the Department of Social Services and the Manager of TransHelp. The lower tier municipalities should be invited to share in

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<sup>1</sup> Regional Municipality of Peel Accessibility Plan, page 60.

the cost of this office, to encourage them to take ownership and support the process, and to give the office greater standing with municipal agencies such as the transit systems.

The RMMO would:

- ▲ Liaise with GTA and Provincial agencies to facilitate progress on cross-boundary travel and other issues affecting ease of travel for people with disabilities.
- ▲ Promote seamless intra-regional travel between municipalities and different transportation modes and services. Consult with municipalities and transportation providers to foster a coordinated approach to service and infrastructure planning, the development of compatible service standards, uniform mobility aid accommodation and securement practices and passenger assistance policies.
- ▲ Work with agencies that fund and/or provide transportation, to promote strategies for service integration, joint use, and cooperation in areas such as purchasing, maintenance and training, where the benefits of cooperative action are clear and readily achievable.
- ▲ Assist transit systems to improve their route designs using registrant and trip data available from TransHelp<sup>2</sup>.
- ▲ Act as a catalyst, assembling coalitions to design, fund and manage projects that are regional in scope, such as a travel-training course to teach people with cognitive disabilities to use transit<sup>3</sup>, and demonstrations of service innovations such as community bus.
- ▲ Centralize and provide one-window access to information on accessible transportation in Peel.
- ▲ Further develop the brokerage approach to service delivery pioneered by TransHelp and Caledon Community Services. The management of multiple providers is well established at TransHelp, as is the coordination between multiple client and funding agencies at CCS.
- ▲ Continue to develop transportation partnerships with agencies that have a mandate to serve a particular client group, and which are eligible to receive provincial funding.

In summary, the service function of the RMMO would be an extension of TransHelp's well-established role as coordinator of contracted services, advisor to conventional transit systems and supporter of the use of accessible taxis by commercial taxi services.

## **2. Cooperative Service Delivery with Agencies**

Projections of future demand for transportation for persons with disabilities in Appendix B underline the need to ensure that agencies remain involved in transportation in Peel, and deepen that involvement if possible. Agencies typically can provide transportation at a lower cost than TransHelp. This is due in part to the strong volunteer component in agency services, and a generally

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<sup>2</sup> It has been discovered in other jurisdictions, by comparing transit routes with specialized transit registrant address and trip data, that minor adjustments to certain routes which serve areas with high concentrations of seniors and people with disabilities can significantly increase the usability of transit by reducing walking distances to transit stops and avoiding the need to traverse obstacles like expressways.

<sup>3</sup> Preliminary discussions on this subject at a regional forum organized by Peel Long Term Care in June 2003 for health care agencies and transportation providers indicated interest and support for a project to develop a travel-training program, drawing on funding from Provincial programs.

lower cost structure. Some agencies have access to Provincial funding sources that are not available to the Region.

At the same time, agencies are facing difficult challenges with their transportation programs: difficulty recruiting and retaining volunteers, dramatic increases in insurance costs, and funding constraints. Encouragement and targeted assistance from the Region would help to ensure that they remain involved in transportation.

TransHelp has pioneered innovative partnerships with health and social services agencies, including the dialysis transportation pilot project with the Canadian Red Cross, and client sharing and co-scheduling with Caledon Social Services. It is essential to meeting current and future demand for transportation in Peel that TransHelp maintain and even deepen existing relationships with agencies.

In addition to this, the Region should take a proactive role by bringing health and social services agencies together to learn more about their needs and challenges, and explore avenues for addressing them. This would be an appropriate activity for the proposed Regional Mobility Management Office.

The key strategic objectives in this area are:

- ▲ Consolidation and development of existing partnerships
- ▲ Ongoing general consultation with health and social service agencies
- ▲ Application of the brokerage model as a solution to transportation problems
- ▲ Targeted subsidization to agencies that can provide transportation cost-effectively.

The consolidation of existing partnerships between TransHelp and health and social service agencies aims to systematize and extend promising pilot projects, and develop new ways of working within existing relationships.

Maintaining ongoing dialogue with health and social service agencies through a series of periodic consultations, will help ensure that Region stays informed of their challenges and problems, and can identify promising areas for collaborative projects, such as the development and deployment of a travel training program.

The brokerage model, under which TransHelp maintains contracts with a variety of transportation providers, and provides centralized access to these resources for a variety of clients, already exists in its essential form in activities such as shopping buses operated by TransHelp for shopping centres. The Region should explore opportunities for applying this model to address other problems or opportunities, such as non-emergency medical transportation, special needs school transportation and provision of service to agencies that want to out-source transportation for their clients.

Targeted subsidies to agencies may be an effective strategy to help agencies develop a relatively new category of volunteer driver that has become known during the study - the 'full-time volunteer'. Drivers in this category are typically young retirees who are looking for an outlet for their energies, as well as a source of additional income, and who view their volunteer driving as a full-time job. Because their compensation is limited to mileage reimbursement, they provide transportation at low cost (from \$5 to \$16 per passenger, depending on variables such as trip length, scheduling efficiency and ride sharing). The key to retaining the full-time volunteer is offering mileage reimbursement at a level that is attractive. Agencies typically offer from \$0.25 to \$.29 per kilometer. A suitably attractive level may vary between municipalities, and needs to be established and revised through experience,

but at the present time is likely to be in the \$0.32 to \$0.35 range. The Region should explore providing 'top-up' funding by \$0.07 to \$0.10 per kilometer so that agencies can offer mileage reimbursements that are attractive enough to recruit and retain volunteers who are available and willing to drive on a quasi full-time basis.

### **3. Service Marketing**

The objective of a service marketing strategy is to ensure that people who need accessible transportation are fully informed of the options available to them, and how to use the various services. In view of capacity constraints, and the need to publicize alternative services, the marketing campaign should inform about TransHelp, without stimulating ridership, and should highlight and stimulate interest in alternatives such as taxi scrip and accessible transit.

To be effective, the service marketing strategy should combine a variety of approaches, each of which reinforces the other:

- ▲ All transit information schedules and timetables should refer to accessible services, provide basic information on eligibility and costs, and contact information. These messages should be reinforced on the Region's website.
- ▲ Targeted advertisements on cable television, in seniors-oriented publications and in-house newsletter and bulleting boards of health and long term care facilities.
- ▲ Familiarization sessions at residences where there are high concentrations of seniors and people with disabilities, in which a marketing representative explains the range of services available, and how to access and use various services.
- ▲ A key aspect of the service marketing campaign should be regular and effective surveying of the seniors and people with disabilities to obtain information that can be used to improve service design, identify and resolve problems, and test the effective of the service marketing campaign itself.

#### **3.2 Service Improvements**

The recommended program has a number of service improvements to be implemented over the medium and long term to accommodate the mobility needs of disabled persons in Peel Region.

##### **1. Taxi Scrip**

As discussed in earlier reports, a taxi scrip program is a user subsidy for the direct purchase of commercial taxi service. Forms of this program exist in Vancouver, Hamilton, Richmond Hill, and very recently in Waterloo Region. The general approach is to sell books of coupons that may be used to pay for commercial taxi service. Typically, the booklets have \$40 worth of coupons, and are sold to registered clients at 50% of the face value. Usually clients are limited to two books within a one-month period. The coupons can only be used by registered clients. The taxi companies are required to submit trip records along with coupons remitted to receive reimbursement for trip charges.

For customers, the advantage of the taxi scrip program is that it provides flexibility for spontaneous same day trips that cannot readily be accommodated on TransHelp due to the need for advance

booking and trip scheduling. Given the significant number of wheelchair accessible taxi vehicles in the Region, this program should improve the ability of clients in mobility devices to travel on short notice. It is also an indirect strategy to support the availability of accessible commercial taxis. From the Region's perspective, this form of service is likely to be significantly less costly than some other options. The experience in Hamilton indicated that the average taxi meter fare per trip was about \$5.50. If the Region subsidizes the coupons at 50% this means a net cost per trip of \$2.75 for this program.

While taxi scrip is probably too expensive for many people with disabilities to use for every day travel, it does provide specialized transit customers with considerable flexibility for unplanned trips. In fact, there is often a significant time gap between the sale and the redemption of taxi scrip coupons. This creates a "cash float" similar to the one available from prepaid TransHelp fares, that can be used to advantage in managing the cash flow of specialized services.

## **2. A Community Bus Demonstration In Partnership With Mississauga Transit And Brampton Transit**

Community bus services have been used in several Ontario communities (e.g., Toronto, Ottawa, Oakville) to provide transit services to seniors and some persons with disabilities in areas with a relatively high concentration of this particular market. Typically, the services utilize smaller buses, flexible routing and schedules to accommodate the unique travel needs of this group.

The specific opportunities for this service within Peel Region require further analysis to determine the feasibility of a community bus service. It is expected that areas with a number of senior's residences and medical facilities could be identified through analysis of current TransHelp trip data and other community information. The initiation of a community bus service on a demonstration basis could provide an opportunity for a joint project for the Region and the municipal transit services. Community bus routes are sometimes used to replace marginally performing regular transit routes at all hours or during off-peak hours when commuter demand is low and seniors and people with disabilities are active. When suitably configured, the Orion II vehicles used by Mississauga Transit have proved themselves in Toronto and elsewhere, to be an excellent platform for community bus service.

## **3. Investigate Carpool Demonstration**

Where persons with disabilities travel to attend regular group programs or workshops, transportation is often provided by family members on an individual basis - a situation that may be amenable to forming cooperative carpooling. Kyoto Accord-related programs aimed at reducing vehicle miles traveled are likely to appear within the next two to five years, and could provide incentives for organizing this type of service. Software support tools for this type of service are now readily available from major vendors such as Trapeze Software. However, a simple pilot project could be undertaken with little or no capital cost.

In Peel, a carpooling demonstration project to transport cognitively disabled persons appears to be feasible, if the necessary partnerships are created between the agencies, the riders and their families. It is likely that a financial contribution from the Region would be required to support the program. However, this type of project addresses an acute and growing transportation need that is exacerbated by the aging of the families of many day program participants. Since this type of project could significantly reduce demand for regular weekday peak period trips on TransHelp, there would be a return on investment to offset the cost.



#### **4. Linked Trips with Conventional Transit**

As Mississauga and Brampton transit and GO Transit continue to improve their accessibility, scheduling linked trips between them and TransHelp is becoming increasingly feasible and attractive. TransHelp already has fare integration agreements in place with both GO Transit and Mississauga Transit.

Making linked trips requires coordination between service providers and accurate customer information. TransHelp schedulers need to have data readily available on the conventional accessible services to check on availability and accessibility. TransHelp's scheduling software database, which includes Caledon Community Services, could be upgraded to display transit information to support planning linked trips. The potential for cost savings lies in avoiding long trips on TransHelp. At the same time, linked trips improve the mobility of people with disabilities. Knowing that they have access to cities from Hamilton to Pickering, Guelph and Barrie would be an exciting incentive to use transit.

#### **5. Expand Transhelp Services**

The TransHelp service will continue to provide the core of the specialized transit services for persons with disabilities. It will function as the primary service for peak period trips, when high capacity vehicles can be operated at high productivity. TransHelp's focus should continue to be providing subscription and casual trips that readily scheduled in advance, to clients who require a high level of specialized care.

Consistent with this, TransHelp should seek to expand its service by experimenting with strategies that have proven themselves effective elsewhere at boosting the productivity of high-capacity vehicles, such as:

- ▲ The Zone Bus concept in use at Wheel-Trans, which assigns a bus to a geographic sector that is defined so as to have sufficient travel activity to keep that bus at a high level of productivity.
- ▲ Flexible routing, in which high demand corridors are served by regular runs, with sufficient slack for deviation to provide pickups and drop-offs near the corridor.

#### **3.4 Eligibility Policy Review**

TransHelp should conduct a review of its eligibility policies and assessment processes. TransHelp eligibility policy should reflect as closely as possible its statement of mission, "Working together to enhance the lives of those unable to use conventional transit." With the passing of time, there has been a broadening of society's definition of disability, as well as significant improvement to the accessibility of conventional transit. These changes require TransHelp eligibility to be updated to incorporate the following elements:

- ▲ Review of the eligibility criteria to ensure that they conform to the letter and the spirit of the Ontarians with Disabilities Act and the Ontario Human Rights Code, particularly with respect to broadening the definition of disability to embrace non-physical disabilities.
- ▲ Review of the eligibility assessment process to ensure that it is capable of capturing disabilities that render people unable to use conventional transit. TransHelp's functional assessment model,

some aspects of which it has pioneered, should be extended to include the capability of assessing both cognitively impaired and visually impaired people.

- ▲ The recognition that, as conventional transit becomes more readily usable by people with disabilities, eligibility for those who can use transit under certain conditions should not be absolute, but relative to environmental factors such as the season of the year, and the availability of accessible transit equipment on the itinerary they propose to take. This is known as conditional eligibility.

### ***3.5 Improve Conventional Transit Accessibility***

The mission of specialized transit is to transport who cannot use conventional public transit services. One strategy to accommodate the needs of disabled persons and to improve the efficiency of service delivery is to take steps to make the conventional transit service as accessible as is reasonably possible. Specific measures to improve the accessibility of the conventional transit services are discussed below.

#### **1. Increased Accessibility of Low Floor Buses**

While the Region does not have direct responsibility for the accessibility of conventional transit, through policy and service development initiatives, the proposed RMMO can influence improvements in areas such as bus configuration, securement equipment, barrier-free route design, and bus stop accessibility improvements. TransHelp's Advisory Board advises Mississauga Transit, but a more formal relationship between the Region and the transit systems would accelerate the pace of change. A key element in working with the transit systems is to develop effective measures for tracking ridership by persons with disabilities.

#### **2. Development and Deployment of Travel Training Program**

As stated elsewhere in this report, the RMMO should act as a catalyst, helping to coordinate agencies that are interested in developing a training program to help seniors and people with disabilities use transit.

#### **3. Fare incentives**

The public consultations conducted for this study confirm that the cost of transportation is a significant issue for most people with disabilities. Cities such as Hamilton and Waterloo Region have adopted fare incentives to encourage people with disabilities to use accessible transit, instead of their specialized services. We therefore recommend a demonstration project to test the implications of offering TransHelp registrants free travel on the Brampton and Mississauga transit systems.

As conventional transit becomes more accessible, a fare incentive can:

- ▲ Be an effective inducement, especially when reinforced by an effective marketing and travel training program, to attract TransHelp patrons and other people with disabilities to conventional transit
- ▲ Help establish a comfort level with transit, and encourage new travel patterns among people with disabilities.
- ▲ Reduce demand for the TransHelp service.

The division of responsibilities under which TransHelp is a Regional service, whereas conventional transit belongs to the cities, has provided little incentive to the cities to offer free or deeply discounted transit fares. The perception seems to be that the benefits would accrue to TransHelp, which is funded by the Region, whereas the foregone revenue would be a loss to the cities.

The Region should collaborate with the cities in a demonstration of the concept. TransHelp registrants could travel free on transit upon presentation of a TransHelp ID card, and the Region would reimburse the transit systems for the foregone fares in a similar fashion to the way in which GO Transit reimburses them under fare integration. Such a demonstration would:

- ▲ Increase the mobility options for people with disabilities
- ▲ Address concerns about transportation affordability
- ▲ Evaluate the impacts of fare incentives
- ▲ Reduce reliance on TransHelp for those who can use transit at least some of the time.

Another aspect of fare incentives for TransHelp clients is that they provide better data on transit usage by people with disabilities. Many disabilities are invisible, and it is therefore impossible to track transit usage by people with disabilities with any degree of accuracy. However, it is easy to tally the number of people who present their TransHelp ID card as proof of payment.

TransHelp should maintain its fare integration with GO Transit, and ensure that its clients are aware of the arrangement, under which they pay only \$0.50 to ride TransHelp to and from a GO service.

#### **4. Attendant services**

TransHelp has been experimenting with at least two measures to address the problem of passengers who require an attendant while traveling, either because of issues that may arise during transportation, or because they cannot be left unattended at their destination. The

Passport program, soon to be piloted, will provide a travel document to accompany passengers who may have communication disabilities. This document can be consulted by TransHelp staff or other authorized persons in case there is need for travel information that the passenger cannot provide directly.

A separate program, operated in partnership with an adult day care centre, embarks a day care centre staff person prior to embarking the day care participants, so that there is an attendant on board during transportation.

TransHelp should continue these commendable experiments, with a view to making them permanent if it is warranted. There may be value as well in piloting other concepts, such as the recruitment of volunteer attendants. In the same way, there may be value in trying these approaches on conventional transit - where a group would travel on transit under the custodial care of a designated person.

## **5. Guaranteed Ride Home Program**

As a confidence-building measure, transit systems, in cooperation with TransHelp and accessible taxi providers should offer a guaranteed ride home for TransHelp registrants who make a trip on conventional transit. This would overcome hesitation to use transit that is due to misgivings about the availability of accessible service for the return portion of a trip.

## **4.0 IMPLEMENTATION PLAN**

It was noted earlier that the strategy should be capable of being implemented incrementally over a period of time. There are a number of reasons for this. Gradual implementation of a program makes it easier to manage effectively, especially when a variety of changes is involved. An incremental approach provides opportunities to evaluate specific initiatives and to refine them before proceeding. Since there is a great deal of uncertainty associated with longer-term forecast, an incremental approach allows managers to make changes and to update forecasts on a regular basis.

### **4.1 Time Frames**

The proposed implementation strategy recognizes three periods, namely:

- ▲ Short Term (one to three years)
- ▲ Medium Term (up to 5 years in future)
- ▲ Long Term (up to ten years in future)

### **1. Short Term Actions and Expected Improvements**

The short-term actions should include:

#### **Strengthening the Service Delivery Framework**

- ▲ Creation of a Regional Mobility Management Office will provide a centre for coordinating and harmonizing policies throughout the Region, disseminating information and developing demonstrations and collaborative ventures.
- ▲ Cooperative Service Delivery with Agencies will provide agencies the opportunity to expand services that are complementary to TransHelp but less costly, and to devolve onto TransHelp responsibility for providing service that it can furnish more efficiently.
- ▲ Service Marketing will promote ridership by the public of services that are less costly to deliver than TransHelp, and which offer greater spontaneity and enhanced social integration to people with disabilities.

### **2. Medium Term Actions and Expected Improvements**

The medium term actions should include:

#### **Improving Service**

- ▲ Taxi Scrip will increase opportunities for spontaneous travel, provide low cost access to a transportation mode used by all people, and encourage private sector investment in

accessible taxis, which are assets that enhance the accessibility of the transportation infrastructure of Peel Region.

- ▲ A Community Bus Demonstration in Partnership with Mississauga Transit and/or Brampton Transit will provide seniors and people with disabilities with a user-friendly alternative service to use during off-peak hours, reduce demand for TransHelp, and may enable transit systems to replace some routes with poor financial performance at off-peak hours.
- ▲ Investigating a Carpool Demonstration will enable the Region to assess the contribution that carpooling policies and technology can make to the efficiency of travel in general, and to travel for people with disabilities in particular. Such demonstrations should begin by organizing ride sharing among adult-day program participants, where there is an increasing problem with the ability of aging family members to provide transportation.
- ▲ Encouraging Linked Trips with Conventional Transit will provide the opportunity to draw TransHelp riders away from TransHelp and onto line-haul transit services for the longest portion of long trips. This should free additional capacity on TransHelp for more local transportation, and promote the integration of people with disabilities in regular transit.
- ▲ Expanding TransHelp Services by focusing on the types of trips for which TransHelp's high capacity vehicles are most efficient - high demand corridors at peak demand periods, will enable the service to
- ▲ Conducting a TransHelp Eligibility Policy Review will enable the service to respond to the needs of more people with disabilities who are unable to use conventional transit, and will lay the foundation for a system under which eligibility for most users is not absolute, but relative to their abilities in relation to the environmental barriers encountered during transportation. Conventional transit will be defined as the default public transportation service that all should use unless a barrier makes this impossible, in which case specialized transit is available as an alternative.

### **3. Long Term Actions and Expected Improvements**

The long-term actions should include:

#### **Improving Conventional Transit Accessibility**

- ▲ Increased Accessibility of Low Floor Buses, enabling complete coverage of more conventional transit routes, will encourage more use of transit by people with disabilities. This measure will be reinforced if offered in conjunction with a marketing program to promote transit, and with the measures outlined below.
- ▲ Development and Deployment of Travel Training Program will familiarize seniors and people with disabilities with the use of conventional transit, and promote the use of transit as an alternative to TransHelp.
- ▲ Fare incentives will add an incentive to use conventional transit, by making it more affordable to use than TransHelp and other special needs services such as taxi scrip.

- ▲ An Attendant Services program will help to overcome barriers to transit use for people who can use regular transit when accompanied by an attendant.
- ▲ A Guaranteed Ride Home Program, by eliminating the fear of being stranded, will encourage TransHelp registrants to make travel plans that include the use of conventional transit where this is a feasible alternative.

#### ***4.2 Specialized Transit Ridership Targets***

In a previous technical report (entitled Assessment of Transportation Needs), it was noted that the Region of Peel has some significant features related to specialized transit services, as follows:

- ▲ Peel Region has experienced a relatively high rate of growth in terms of both population and employment over the past 10 to 15 years. This is expected to continue in future but it will gradually slow down as the Region's urban areas become fully developed.
- ▲ The Region's population is relatively young in comparison to other similar sized urban areas. However, as growth slows the population age structure will increase, particularly in the longer term. The aging population will contribute to an increase in the number of disabled persons in the Region, as the incidence of disability is significantly higher among older age groups.
- ▲ A comparison of Peel Region travel activity by persons with disabilities indicates that Peel Region has a much lower number of registrants per capita but a much higher number of trips per registrant compared to other large urban areas. Overall, the level of ridership for the population base is very low. While the previous factors contribute towards this low ridership level, Peel Region has a relatively restrictive eligibility policy that also contributes to the low ridership. Feedback from stakeholder groups has reinforced the observation that there are significant travel needs in the community not presently served.
- ▲ There are a number of other agencies in Peel region providing transportation services for persons with disabilities. These agencies offer customized service to their specific groups of clients but the total level of travel service provided is significant and has helped the Peel Region service manage cost increases for an expanded TransHelp service.

Overall the previous analysis indicate that there is significant need for expanded services at the present time and that these needs can be expected to increase very significantly over the next 5 to 10 years.

The current level of transportation service being provided in Peel Region is approximately 410,000 annual trips. This generally consists of about 230,000 annual trips on the Peel Transhelp service and about 180,000 annual trips provided by the various agencies combined. Based on the forecast growth in Peel Region and demographic changes in the population, several forecast of travel demand by disabled persons have been prepared. Three demand scenarios are shown in Table 4.1 below, as follows:

- ▲ Continuing the existing service level relative to the estimated growth in the number of disabled persons in the Region. This includes continued expansion of agency transportation services in proportion to the growth in the number of disabled persons. This scenario results in a total trip demand of about 585,000 trips in ten years.

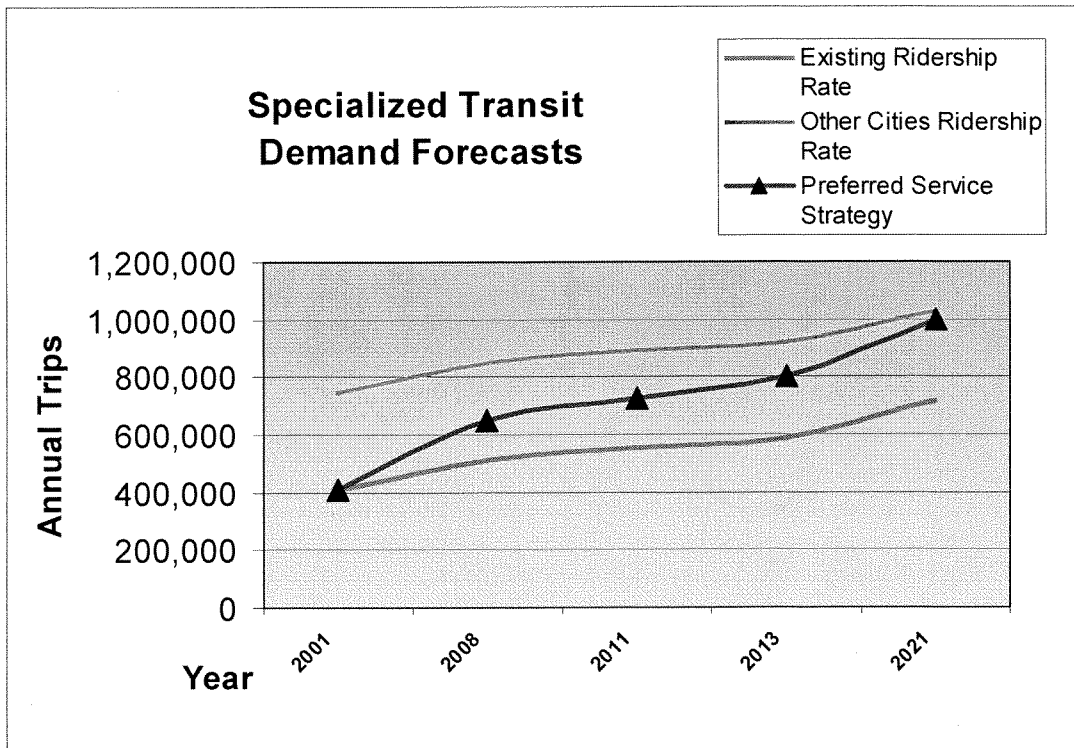
- ▲ Providing an equivalent level of services as the average service rates in a selected number of comparison cities (noted in previous technical report). This rate of service provision would provide 750,000 annual trips at present (compared to 410,000 annual trips) and would result in a travel demand of 925,000 annual trips in ten years.
- ▲ A preferred service strategy phased over the ten year period that would expand service from the current level to about 800,000 annual trips by the end of the ten year period.

Details of the estimates are provided in Appendix B of the report.

	2001	Five Year Forecast (2008)	Ten Year Forecast (2013)
Existing Ridership Rate	410,000	510,000	585,000
Other Cities Riderhsip Rate	750,000	850,000	925,000
<b>Preferred Service Strategy</b>	<b>410,000</b>	<b>650,000</b>	<b>800,000</b>

**TABLE 4.1: SPECIALIZED TRANSIT DEMAND FORECASTS**

These three specialized travel demand scenarios are further illustrated in Figure 4.1 below. The preferred service strategy would respond to the both the current areas of concern as well as to provide an orderly growth plan that could eventually bring the service levels in Peel Region up to levels generally equivalent to those in other large urban areas across Canada.



**FIGURE 4.1: SPECIALIZED TRANSIT DEMAND SCENARIOS**

An approach to providing this level of ridership, based on the service plan outlined earlier, is further discussed in the report.

#### ***4.3 Policies for Regional Official Plan Strategic Update***

The Region should ensure that some of the basic policies of the proposed strategy are incorporated within the Official Plan of the Region.

The following policies are proposed for the Regional Official Plan Strategic Update (ROPSU) section on Human Services.

- 1. Encourage and assist area municipalities and GO Transit to introduce a greater number of wheelchair accessible low floor buses, develop conventional transit routes, stations and related services that are highly accessible to people of all ages and various degrees of disabilities in Peel and to be supportive of the nodes and corridors policies of this plan. (6.2.2.6)**

The Region has an interest in encouraging the accessibility of transit infrastructure in the Region. Accessible transit, especially when properly marketed and reinforced with ancillary measures such as travel training, attendant services, a guaranteed ride home program and fare incentives, can do much to direct some of the increasing demand for accessible transportation away from TransHelp, and to improve consumer transportation choices and thereby the quality of life for people with disabilities in Peel.

- 2. Develop, operate, monitor and refine a regional mobility management program in co-ordination with TransHelp, area municipalities, community-based agencies and taxi companies to provide a collaborative transportation service for persons with disabilities.**

A Regional mobility management program will bring the element of systematic coordination to the development of transportation options for people with disabilities, and compensate for the fragmentation that is inherent in the division of transportation responsibilities between the Region and the cities. Resources and investments in accessible transportation will produce greater benefits. There will be less dissipation of effort and assets when coordination reduces duplication of efforts and incompatible policies. Gaps in service are more effectively addressed when all the stakeholders involved in accessible transportation participate in a forum that provides information on all services and initiatives. They can cooperate with each other's initiatives, and influence the development of policies to harmonize and integrate the supply of accessible service.

- 3. Ensure that TransHelp eligibility criteria are designed to accommodate persons with the full range of disabilities identified in the Ontarians with Disabilities Act (ODA) who are unable to use conventional transit services for their travel needs due to disability.**

In view of the trend to broaden the definition of disability beyond physical disabilities, and the transformation of conventional transit to become more accessible, TransHelp's eligibility policy requires revision to ensure that it is sufficiently inclusive of all disabilities that have transportation implications, and that it is not based on assumptions about the usability of conventional transit that are becoming outmoded. The social goal of integrating people with disabilities into all aspects of society, including transportation, requires periodic review of the policies that determine the basis on which people with disabilities have access to specialized services.



## 5.0 IMPLICATIONS OF RECOMMENDED PLAN

The thrust of the proposed service strategy is to improve and expand transit services for persons with disabilities to address current concerns and to respond to the anticipated growth in demand in the community. The current level of service provided by Peel TransHelp as well as the various other agencies in the community amounts to about 400,000 trips, which is about 50% to 60% of the likely travel demand (based on average ridership rates in other large urban areas). The recommended plan will expand services to about 650,000 annual trips in about 5 years (about 70% to 80% of the estimated travel demand) and to about 800,000 annual trips in about 10 years (about 90% of the estimated travel demand).

In addition to expanding services to better respond to the travel demand in Peel Region, the diversity of services will provide individuals with greater flexibility in their choice of travel. Table 5.1 below provides an estimate of the provision of service through different modes.

<b>Future Specialized Transit Demand</b>	<b>2001</b>	<b>Five Year Forecast (2008)</b>	<b>Ten Year Forecast (2013)</b>
Estimated Specialized Transit Customers	3,456	8,000	11,000
Estimated Specialized Transit Trip Demand	411,760	650,000	800,000
<b>Peel Service Strategy Concept</b>			
Other Agency Trips	180,000	190,000	200,000
Transhelp Service, incl Linked Trips	231,760	310,000	340,000
Taxi Scrip Program	0	135,000	185,000
Low Floor Bus Conv Transit Service	600	15,000	35,000
Community Bus Service	0	0	30,000
Other service demonstration projects	0	0	10,000
<b>Total Trips Provided</b>	<b>412,360</b>	<b>650,000</b>	<b>800,000</b>

**TABLE 5.1: TRIPS PROVIDED BY DIFFERENT MODES**

The basis for the estimated provision of trips is as follows:

- ▲ It is estimated that the trips provided by other agencies, such as Canadian Red Cross, Alzheimer Society, accessible taxi operators and so forth will remain relatively constant with only minor growth. In fact, to maintain this high level of involvement by the various other agencies will require an ongoing coordination effort by the Mobility Management Office.
- ▲ The taxi scrip program experience in other cities indicates annual ridership of 150,000 to 200,000 trips should be realized over the planning period at a customer payment level of 50% of taxi costs.
- ▲ Experience in other cities indicates that typical ridership levels of 300 trips per year per accessible bus by persons in mobility devices are typical. As Mississauga Transit and Brampton Transit increase the number of low floor buses in services and the various accessibility improvement measures are implemented, annual ridership of 35,000 trips should be realized.
- ▲ A community bus service of at least two or three routes should realize an annual ridership of 30,000 trips, based on utilization levels of 4 to 5 trips per vehicle hour.
- ▲ The TransHelp service will continue to be the core service for persons making trips that can be booked in advance and that need customized door-to-door service. The proposed expansion of

the TransHelp service is based on expanding the service at about the same rate as the disabled population over the ten-year period.

Overall, the recommended service plan provides an increase in the number of trips provided of 58% over the five-year period and of 94% over the ten-year period, compared to 2001 service levels.

The increased service will require increased expenditures over the planning period. However, with the utilization of less-costly travel modes, the increased level of expenditure can be managed. The estimated annual net costs (i.e., costs to taxpayers) of the service in current dollars are summarized in Table 5.2 below. Further details of the cost estimates are provided in Appendix B of the report.

	2001	Five Year Cost Estimate (2008)	Ten Year Cost Estimate (2013)
<b>Annual Net Costs (Current Dollars)</b>	<b>\$5,100,000</b>	<b>\$7,350,000</b>	<b>\$8,641,000</b>

**TABLE 5.2: ANNUAL NET COSTS OF RECOMMENDED SERVICE PROGRAM**

As indicated by the cost estimates, the net costs to taxpayers for the recommended service plan would increase by about 45% in five years and about 70% in ten years (in current dollars).

For a “status quo” situation under which the Peel TransHelp service is expanded in direct proportion to the estimated number of disabled persons in the Region, the estimated net annual costs would be about \$6.36 in five years (increased about 25%) and about \$7.3 million in ten years (increased about 45%). In other words, much of the increased costs of the recommended plan are likely to be experienced simply to maintain current service levels.

The costs of providing the expanded service program through the Transhelp service only would be much greater. The net annual costs of a “TransHelp only” scenario would be about \$10 million in five years and about \$13 million in ten years.

# *Appendix A*

## *SYNOPSIS OF FOCUS GROUP MEETING*

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# Synopsis of Meeting of September 8, 2003

## Peel Region Study of Transportation for Persons with Disabilities

September 12, 2003

### OVERVIEW OF MEETING

As an important component of the Study on Transportation for Persons with Disabilities, the study team organized and steered a meeting of representatives of agencies and organizations in Peel who have a stake in transportation for their clients with disabilities.

A total of 27 organization representatives participated. Here are the organizations that they represented (in some cases, an organization was represented by more than one person).

- ▲ Accessibility Advisory Committee, Mississauga
- ▲ Brampton/Caledon Community Living
- ▲ Caledon Community Services
- ▲ Caledon Community Services Board
- ▲ Coalition for Persons with Disabilities, Peel/Halton/Dufferin
- ▲ City of Brampton
- ▲ City of Mississauga
- ▲ Canadian National Institute for the Blind
- ▲ Community Transportation
- ▲ Community Living Mississauga
- ▲ Dixie-Bloor Neighbourhood Centre
- ▲ Erinoak
- ▲ Halton/Peel District Health Council
- ▲ India Rainbow Community Services of Peel
- ▲ Mississauga Transit
- ▲ MS Society
- ▲ PAR South (Peel Activities & Rehab for Mental Health)
- ▲ Peel Association for Handicapped Adults
- ▲ Peel Transhelp
- ▲ Red Cross
- ▲ Region of Peel

- ▲ 'Sauga Stroke Breakers
- ▲ Seniors Life Enrichment Centre
- ▲ Tetra Society Peel

At 9:35 am, Béatrice Schmied opened the meeting by welcoming all, giving an overview of what the participants could expect for the morning and asking the Consultant Team members and the Regional Staff to introduce themselves.

Bill O'Brien followed, giving an overview of the Study, its background and its purpose.

Béatrice then asked participants to share their concerns and ideas regarding their clients' transportation issues. (These are listed below, by topic.)

Judy Pryde and Bill Penny of Community Living, Mississauga, shared the results of a community transportation survey (of approx. 100 respondents) they had conducted. The results of that survey are attached, as an appendix.

Participant Doug Martin added that similar surveys had been conducted in 1997 and again in 2001.

After approximately 30 minutes of feedback time from the participants, Charles Fitzsimmons shared possible options for regional transportation solutions. He gave a description of each of the following options:

- ▲ Regional Mobility Management Approach to Service Coordination
- ▲ Cooperative Arrangement among Community Agencies
- ▲ Enhanced Low Floor Bus Utilization
- ▲ Review of Eligibility Policy
- ▲ Travel Training Program
- ▲ Taxi Scrip Service
- ▲ Community Bus Service Routes
- ▲ Carpool Demonstration Project
- ▲ Linked Trips (Transhelp – MT/BT/GO)

There was obvious interest from the participants in the topics that Charles had discussed. Another feedback session followed, and the results are again included in the synopsis below.

At the end of the Meeting, Bill and Charles each gave their closing statements. Included in Charles' comments was the idea that there are many things that can be done within a reasonable amount of time and that do not necessarily require major funding. One tactic may to focus on these things first.

Wayne Chan added that the Region would be posting information about the Transportation Plan on its Web Site.

Béatrice thanked participants and added that if they had any other thoughts to add to the topic, they could contact her until Friday, September 12<sup>th</sup> with their comments.

## **SYNOPSIS OF THE FEEDBACK FROM THE PARTICIPANTS**

### ATTENDANTS FOR RIDERS

- ▲ There is a need for a model attendant program (for Transhelp, Brampton Transit and Mississauga Transit)
- ▲ There are people who can walk, who still require an attendant
- ▲ The door to door policy of Transhelp does not address the need of some people with disabilities to have someone provide assistance entering the house or building at the destination.
- ▲ The issue of attendants for passengers with cognitive disabilities arises at the drop off point of the return trip, if there is no one there to receive an unescorted passenger who should not be left alone. [Which raises the issue of the start and end times of day programs, which may create such situations by having participants return home during the working day when family members are absent.]
- ▲ There is a shortage of available attendants
- ▲ Can't depend upon volunteers – need to hire attendants
- ▲ Instead of employing an attendant for each client, which is expensive and fills up too many bus seats, employ attendants by routes (on specialized services and on fully accessible routes, on the conventional services)

### FARES, PASSES & SUBSIDIES

- ▲ A regional bus pass would make life easier for riders (one accepted by Brampton Transit, Mississauga Transit, Transhelp and possibly GO Transit and the TTC)
- ▲ Affordability is a huge issue for people on fixed incomes
- ▲ There should be a subsidy program for people on limited incomes, such as ODSP
- ▲ Free fares should be considered on the conventional system for people with disabilities, to encourage them to use the conventional service (over the more expensive specialized service)
- ▲ Fares should be “normalized” – based upon who can pay and who cannot. Many people with disabilities have full time jobs and can easily afford a regular fare
- ▲ The topic of fares and fare discounts is a sensitive and unresolved human rights issue
- ▲ Some people actually prefer to pay
- ▲ Fare cost is less of an issue than actual access to services
- ▲ Free fares for CNIB and not others is unfair

### MARKETING & TRAINING

- ▲ There are many who are housebound, because they do not have family or friends who can drive them. They would not be housebound if they knew that they had alternatives and were made familiar with them.
- ▲ Transportation marketing is needed. 70% of Erinnoak clients do not use accessible transit simply because they are not aware of it.
- ▲ Low floor buses, if possible, should have removable signage that indicates that the route is fully accessible
- ▲ Marketing is needed for riders, for the general public, for transit staff, and for politicians
- ▲ Training is important, and should be woven into the marketing efforts
- ▲ Attitudinal issues affect service – marketing and training will help
- ▲ Transportation work shops would help clients to understand how to use transit

## REGIONAL ACCESSIBLE MOBILITY MANAGEMENT

- ▲ Like the idea of a mobility management position – one stop shopping would be ideal (one phone call to one central number for transportation options)
- ▲ The region has already asked for an accessibility coordinator

## TAXI SCRIP

- ▲ Accessible taxis should be encouraged
- ▲ For taxi scrip – a distinction must be made between sedans and lift equipped vehicles

## CARPPOOLING & VOLUNTEER DRIVERS

- ▲ Caledon Community Services often receives requests from Mississauga and Brampton for volunteer drivers
- ▲ A carpool demo may be an insurance nightmare
- ▲ Fear of liability insurance for volunteers

## ELIGIBILITY & GAPS IN SERVICE

- ▲ It is a problem for riders with disabilities when only a portion of the service is accessible
- ▲ There is a gap in service between what is offered by Transhelp and by the conventional transit systems
- ▲ While transit is becoming more accessible, interim solutions are needed.
- ▲ Advance booking time needed on Transhelp is inconvenient
- ▲ Eligibility for Transhelp is an issue – some clients are very physically adept on certain days, but not on others. People with MS are an example of clients with daily changing conditions

## ACCESSIBLE TRANSPORTATION POLICIES

- ▲ The Province must be lobbied for accessibility policies when it comes to transportation
- ▲ The Region and the Municipalities should adopt uniform standards for bus stops, shelters and transportation infrastructure
- ▲ An integrated public transportation system is needed. This includes looking after sidewalks, curb cuts, snow removal, etc.

## **CONCLUSION**

Participants of the September 8<sup>th</sup> meeting supported the idea of a Regional Accessibility Planner. Participants agreed that all of the ideas listed by Charles were good, with the possible exception of the Carpool Project, and only because of insurance issues.

To the list offered by Paradigm (via Charles' presentation), the following items were added and supported by all participants who spoke up:

- ▲ An Attendant Program is required

- ▲ A Marketing Program is needed
- ▲ Training is needed not only for clients (as noted by Paradigm), but also for Drivers and Attendants



# *Appendix B*

## *DEMAND AND COST ANALYSIS*

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*Population Forecasts*

<b>Total Population</b>				
	<b>2001</b>	<b>2011</b>	<b>2021</b>	<b>% Change</b>
Mississauga	616,742	674,293	711,477	15%
Brampton	322,959	443,876	564,585	75%
Caledon	49,299	66,831	83,939	70%
<b>Peel Region</b>	<b>989,000</b>	<b>1,185,000</b>	<b>1,360,000</b>	<b>38%</b>

<b>Population with Disabilities</b>				
	<b>2001</b>	<b>2011</b>	<b>2021</b>	<b>% Change</b>
Mississauga	66,289	84,943	104,450	58%
Brampton	32,293	47,952	66,841	107%
Caledon	4,929	7,214	9,935	102%
<b>Peel Region</b>	<b>103,512</b>	<b>140,110</b>	<b>181,226</b>	<b>75%</b>

*Other Cities Specialized Transit Travel Levels*

<b>City</b>	<b>Population</b>	<b>Specialized Service Registrants</b>	<b>Specialized Service Trips</b>	<b>Registrants per Capita</b>	<b>Annual Trips per Registrant</b>	<b>Annual Trips per Capita</b>
Toronto	2,500,000	24,115	1,534,779	<b>0.010</b>	<b>64</b>	<b>0.61</b>
Vancouver	2,026,000	25,000	1,243,423	<b>0.012</b>	<b>50</b>	<b>0.61</b>
Edmonton	666,104	12,440	843,557	<b>0.019</b>	<b>68</b>	<b>1.27</b>
Hamilton	460,000	9,023	658,386	<b>0.020</b>	<b>73</b>	<b>1.43</b>
Ottawa	709,400	12,038	598,912	<b>0.017</b>	<b>50</b>	<b>0.84</b>
Calgary	842,388	9,286	595,350	<b>0.011</b>	<b>64</b>	<b>0.71</b>
Winnipeg	621,900	13,460	449,434	<b>0.022</b>	<b>33</b>	<b>0.72</b>
<b>Average of Above</b>				<b>0.013</b>	<b>56</b>	<b>0.76</b>
<b>Peel Region</b>	1,000,000	1,956	231,762	<b>0.002</b>	<b>118</b>	<b>0.23</b>

*Specialized Transit Demand Estimates*

	2001	Five Year Forecast (2008)	2011	Ten Year Forecast (2013)	2021
<b>Forecasts based on current service activity and Regional growth forecast</b>					
Transhelp customers	1,956	2,440	2,648	2,803	3,425
Transhelp trip demand	231,760	289,122	313,705	332,117	405,765
Other specialized transit service customers	1,500	1,850	2,000	2,120	2,600
Other specialized transit service trip demand	180,000	222,000	240,000	255,000	315,000
Total specialized transit customers	3,456	4,290	4,648	4,923	6,025
Total specialized transit trip demand	411,760	511,122	553,705	587,117	720,765
<b>Forecasts based on average activity level in comparison cities</b>					
Specialized transit customers	13,300	15,155	15,950	16,420	18,300
Specialized transit trip demand	748,000	852,300	897,000	923,400	1,029,000
<b>"Most likely" travel activity estimate for Peel Region</b>					
Specialized transit customers	3,456	8,000	10,000	11,000	16,000
Specialized transit trip demand	411,760	650,000	725,000	800,000	1,000,000

*Service Plan*

	2001	Five Year Forecast (2008)	Ten Year Forecast (2013)
<b>Future Specialized Transit Demand</b>			
Estimated Specialized Transit Customers	3,456	8,000	11,000
Estimated Specialized Transit Trip Demand	411,760	650,000	800,000
<b>Peel Service Strategy Concept</b>			
Other Agency Trips	180,000	190,000	200,000
Transhelp Service, incl Linked Trips	231,760	310,000	340,000
Taxi Scrip Program	0	135,000	185,000
Low Floor Bus Conv Transit Service	600	15,000	35,000
Community Bus Service	0	0	30,000
Other service demonstration projects	0	0	10,000
<b>Total Trips Provided</b>	<b>412,360</b>	<b>650,000</b>	<b>800,000</b>

**Key Cost Assumptions (Current dollars)**

<b>COST ASSUMPTIONS:</b>				
	Total Cost to Region for Service	Passenger Revenue	Net Cost to Regional Taxpayers	Key Assumptions
Other Agency Trips	\$0.00	\$0.00	\$0.00	These services will continue to be provided by other agencies
Transhelp Service, incl Linked Trips	\$23.75	\$1.75	\$22.00	Based on 2001 costs, incl capital
Taxi Scrip Program	\$7.50	\$3.75	\$3.75	Based on other city experience plus contingency
Low Floor / Conv Transit Service	\$1.50	\$0.00	\$1.50	Based on Region paying average fare of \$1.50 per trip to municipalities, free to user as incentive
Community Bus Service	\$12.00	\$1.50	\$10.50	Based on \$60 per bus hour and 5 trips per bus hour
Other service demo projects	\$12.00	\$2.00	\$10.00	General guideline for demo projects

**Cost Estimates (Current dollars)**

<b>Proposed Service Strategy Costs</b>	<b>2,001</b>	<b>Five Year Forecast (2008)</b>	<b>Ten Year Forecast (2013)</b>
Other Agency Trips	\$0	\$0	\$0
Transhelp Service, incl Linked Trips	\$5,098,720	\$6,820,000	\$7,480,000
Taxi Scrip Program	\$0	\$506,250	\$693,750
Low Floor Bus Conv Transit Service	\$900	\$22,500	\$52,500
Community Bus Service	\$0	\$0	\$315,000
Other service demonstration projects	\$0	\$0	\$100,000
<b>Annual Cost to Region</b>	<b>\$5,099,620</b>	<b>\$7,348,750</b>	<b>\$8,641,250</b>
<b>Average Net Cost per Trip</b>	<b>\$12.37</b>	<b>\$11.31</b>	<b>\$10.80</b>
<b>Cost of Service by Transhelp (excl Agency Trips) for Total Future Demand</b>	<b>2,001</b>	<b>Five Year Forecast (2008)</b>	<b>Ten Year Forecast (2013)</b>
Annual Trips (excl agency trips)	232,360	460,000	600,000
<b>Annual Net Cost</b>	<b>\$5,100,000</b>	<b>\$10,120,000</b>	<b>\$13,200,000</b>
<b>Cost of Service by Transhelp for Current Ridership Activity Level</b>	<b>2,001</b>	<b>Five Year Forecast (2008)</b>	<b>Ten Year Forecast (2013)</b>
Annual Trips (excl agency trips)	231,200	289,100	332,100
<b>Annual Net Cost</b>	<b>\$5,086,400</b>	<b>\$6,360,200</b>	<b>\$7,306,200</b>