



Multi-Year Accessible Transit Plan (2013-2017)



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Section 1 – Executive Summary

Mobility needs for the Municipality of Port Hope continue to evolve in parallel with customer expectations, corporate direction and Provincial legislative requirements. An accessibility presence remains a priority in the delivery of public transit services in Port Hope.

To build Port Hope Transit as a viable transportation option, all customers must have access. The commitment to procure and maintain a 100% accessible transit fleet over the past six (6) years is a significant step in this direction. However, overall system accessibility includes additional parameters beyond accessible transit buses, including but not limited to: increased service levels, facility access, improved pedestrian connections, bus stop surface pads – shelters – signage, access to transit information and effective operational programs and policies. For many, Port Hope Transit is the only means of travel to and from work, school, medical appointments, community events and social activities. As Port Hope Transit accessibility improves, everyone benefits, leading to improved connectivity and increased ridership.

The purpose of this accessibility plan is to identify barriers and establish strategies to address local accessibility issues and regulatory requirements in 2014, including discussion and tentative timelines associated with regulatory and non-regulatory requirements to 2017. Consistent with requirements under the Integrated Accessibility Standards Regulation (IASR) 191/11, annual public consultation will be conducted to discuss and assess progress toward full system accessibility.

Port Hope Transit is dedicated to:

- Continuous development and improvement of accessible public transportation services and facilities
- The inclusion of persons with disabilities in the development and review of its annual accessibility plan, in conjunction with the Municipalities' annual accessibility plan
- working toward ensuring all transit facilities and premises are barrier free

Section 2 - Legislative Requirements

The Ontarians with Disabilities Act sets out the following requirements for public transportation organizations:

Section 14 of the Act requires public transportation organizations to:

- *prepare an Accessibility Plan; and*
- *consult people with disabilities and others when it prepares its Plan.*

- Ontarians with Disabilities Act, 2001

In addition, the AODA Integrated Accessibility Standards Regulation (IASR) requires public transportation providers to:

- *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 the Regulation;*
- *post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and*
- *review and update the accessibility plan at least once every five years.*
- AODA Integrated Accessibility Standards Regulation (O.Reg.191/11)

The IASR requires the development of Accessibility Plans to be established, reviewed, and updated in consultation with persons with disabilities. An annual status report on the progress of measures taken to improve accessibility is to be produced and posted online and made available in accessible formats.

Section 3 – Service Profile

Port Hope Transit provides two (2) public transit services; namely specialized transit and conventional transit services. The respective profiles are as follows:

Specialized Service – 2014 Service Profile

Table 2: Summary of specialized Transit services, highlighting various criteria

Criteria	Description
Type of service	Shared ride, door to door, pre-booked service Registrants are required to book trips a minimum of 24 hours in advance. Trips, with the exception of subscription trips, are awarded on a first come first serve basis. There is not a guarantee of trip availability. Contracted operation provided by The BTS Network using accessible vans.
Service area	Urban area – Municipality of Port Hope
Hours of service	Monday to Friday 7:00 a.m. to 8:00 p.m. Saturday 9:00 a.m. to 4:00 p.m.
Registrants	328
Annual eligible passenger trips (projected)	5,000
Fleet requirements	Fleet requirements are provided by contracted service provider.

Conventional Service – 2014 Service Profile

Table 1: Summary of conventional Transit service, highlighting various criteria

Criteria	Description
Type of service	Fixed route, Contracted operation provided by The BTS Network with Municipal- owned fleet.
Service area	Urban area – Municipality of Port Hope
Hours of service	Monday to Friday 7:00 a.m. to 8:00 p.m. Saturday 9:00 a.m. to 4:00 p.m.
Annual passenger boarding's (projected)	60,000
Annual revenue service hours (projected)	7,228
Annual revenue kilometers (projected)	210,000 km
Number of routes	2 regular fixed routes
Fleet composition	3 accessible conventional buses

Section 4 – Prior Years Accessibility Initiatives

Port Hope Transit has provided proactive implementation of accessibility initiatives over the last several years with development and enhancement of subsequent policies and procedures. As a result, many of the requirements set out in the ISAR 191/11 have been implemented ahead of regulatory compliance dates. Port Hope Transit continues to update policies, procedures and services to improve accessibility and enhance the customer experience.

The following improvements have been completed to identify and remove accessibility barriers:

- Continued dedication toward fully accessible bus purchases. All conventional transit buses have been 100% fully accessible since 2008. These buses include:

Accessibility enhancements such as high contrast grab / hand rails and stanchions, illuminated electronic destination signage, stop request buttons / pull cords and the clear identification of priority and courtesy seating areas. Installation of bus stops, shelters, landing pads and customer timetable information at a variety of locations across the conventional transit serviceable area

- Audible announcement of next stop information by contracted operators
- Removal of the fare requirement for an attendant/support person upon using conventional and/or specialized services
- Implementation of fare and service parity in parallel with accessible conventional services
- Development of criteria, policies and procedures for service use by visitors and registrants from other municipalities for specialized transit services

Section 5 – AODA Compliance

Port Hope Transit will ensure that it complies with all regulations in IASR 191/11 by the stated compliance dates. The following tables provide a summary of the compliance requirement and status for both the specialized and conventional transit service:

Specialized Transit

<u>Title</u>	<u>Required Date</u>	<u>Description</u>	<u>Compliant</u>
Fare Parity	January 1, 2013	Fare parity between conventional and specialized transit	Yes
Visitors	January 1, 2013	Visitors are eligible if registered for service in their home jurisdiction	Yes
Co-Ordinated Service	January 1, 2013	Connections with specialized transportation services in adjacent Municipalities	N/A
Hours of Service	January 1, 2013	Same hours and days of service as conventional transit	Yes
Accessibility Plan	January 1, 2013	Process for estimating demand and reducing wait times for service, and procedures for dealing with accessibility equipment failures on vehicles	Yes
Service Delays	January 1, 2013	Notification to passengers if service is delayed greater than 30 minutes beyond scheduled pick-up time	Yes
Fares, Support Persons	January 1, 2014	No fare charged for a support person	Yes
Booking	January 1, 2014	Same day service must be provided to the extent available, accessible methods for reservations	Yes
Trip Restrictions	January 1, 2014	No restrictions on the number of trips a person with a disability is able to request	Yes
Categories of Eligibility	January 1, 2017	Three categories of eligibility: <ul style="list-style-type: none"> • Unconditional • Temporary • Conditional 	Applications to be amended in 2015

Conventional Transit

<u>Title</u>	<u>Required Date</u>	<u>Description</u>	<u>Compliant</u>
Fares	July 1, 2011	Fare for person with disability must be same or less than fare for person without disability No fare charged for a support person	Yes
Pre-Boarding Announcements	July 1, 2011	Upon request, announcement of route, direction, destination or next major stop	Yes
Emergency Preparedness & Response	January 1, 2012	Establishment of emergency preparedness and response policies	Yes
General Responsibilities	January 1, 2012	Upon request, deploy lifting devices/ramps, Adequate time to safely board/deboard vehicles, and allow a person to travel with a medical aid	Yes
Transit Stops	January 1, 2012	Alternate safe stop available if official stop not accessible	Yes
Courtesy Seating	January 1, 2012	Clearly marked courtesy seating on vehicles	Yes
Accessibility Plan	January 1, 2013	Process for managing, evaluating and taking action on customer feedback, Annually hold at least one public meeting involving persons with disabilities, Procedures for dealing with accessibility equipment failures on vehicles	Yes
Allocated Mobility Aid Spaces	January 1, 2013	Minimum two spaces per vehicle for mobility aids (i.e. wheelchairs)	Yes
Bus Stop and Shelter Design	January 1, 2013	Consultation with Advisory Committee for Persons with Disabilities regarding accessible bus stop design criteria and identified action plan for accessible bus stops and shelters	Bus stop design developed as part of Northumberland Barrier Free Guideline
On-Board Announcements	January 1, 2017	Automated verbal announcements and electronic visual of all destination points or stops while vehicle is on route	Pending future budget approval

Section 6 - Priority Seating

Priority Seating is mandated under Ontario Regulation 191/11 (*Accessibility for Ontarians with Disabilities Act, 2005*). Passengers must vacate the designated seating if it is required by a passenger with a disability. Priority Seating is located in the first row of seating behind the bus driver. Look for the following image to identify where **Priority Seating** is:



Section 7 - Support Persons

Support Persons accompanying passengers with disabilities, regardless of the nature of their disabilities, are permitted to travel at no charge. Disabilities include visible and invisible disabilities such as physical, intellectual/developmental, learning or cognitive, mental health, speech/language and visual disabilities. One personal care attendant per customer with a disability will travel at no charge.

If able, the customer with a disability will inform the Transit Operator upon boarding that they have a disability and request that their accompanying support person ride at no charge. A support person can be a paid professional, a family member, a friend, or a volunteer. A support person can assist with communication, mobility (such as getting on and off the bus), personal care (such as eating), medical needs or other travel assistance such as following directions.

Section 8 - Unanticipated Service Disruptions

Port Hope is continually making improvements to its process of notifying passengers of unanticipated service disruptions (detours, bus stop relocations, etc.). An *Unanticipated Disruption* is any disruption that is known less than 2 business days before its occurrence. In the event of a service disruption to scheduled service (changes to routing, stop locations, and service frequency), the public will be notified via an announcement on the municipal web page and/or a notice posted at the out-of-service stops.

Section 9 - Accessible Equipment Failure

In the event that accessibility equipment (i.e. ramp) on-board a vehicle fails, all Port Hope operators are instructed to notify their supervisor as soon as possible. Upon notification, reasonable measures will be taken to repair or replace the vehicle as soon as practicable so that complete accessible service is reinstated.

Section 10 - Customer Feedback

Customer Service staff are available at the Development Team office located at 5 Mill Street South to answer any general inquiries customers may have about our services, or they may be reached by calling 905-885-2431, or by email at publicworks@porthope.ca. Inquiries about specific requests or complaints are logged and forwarded to the appropriate staff member for comment and follow up.

Section 11 - Plan Approval and Communication Strategy

The Multi-year Accessible Transit Plan was presented at the January 7th, 2014 Committee of the Whole meeting in conjunction with the Corporate Multi-Year Plan. The required communication of the plan will include the following:

- Release of the approved report to the Municipalities Accessibility Advisory Committee.
- Inclusion of the approved report in the Municipality of Port's Accessibility Plan, to be posted on the municipal web page.

PORT HOPE TRANSIT ROUTE MAP

LEGEND

- :00 BUS STOP WITH APPROX. STOP TIME (MINS. PAST THE HOUR)
- DIRECTION OF TRAVEL
- ROUTE A
- ROUTE B

BUS FARES (EXACT CASH FARE SYSTEM)

ADULTS (18-64 YRS)	\$2.00
CHILDREN (4-17 YRS)	\$1.50
SENIOR CITIZENS (65+)	\$1.50
PRESCHOOLERS	FREE

30 DAY PASS

ADULTS	\$50.00
SENIOR/STUDENT	\$30.00
SPECIAL STUDENT PASS	\$15.00

VALID 7am-9am AND 2:45pm-9pm MON-FRI AND ALL DAY SAT

HOURS OF OPERATION

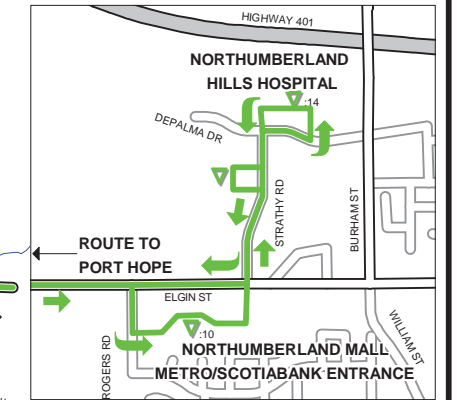
MONDAY - FRIDAY	7am - 8pm
SATURDAY	9am - 4pm
NO SERVICE ON SUNDAYS AND HOLIDAYS	

FOR INQUIRIES CALL
PORT HOPE WORKS AND
ENGINEERING (905) 885-2431

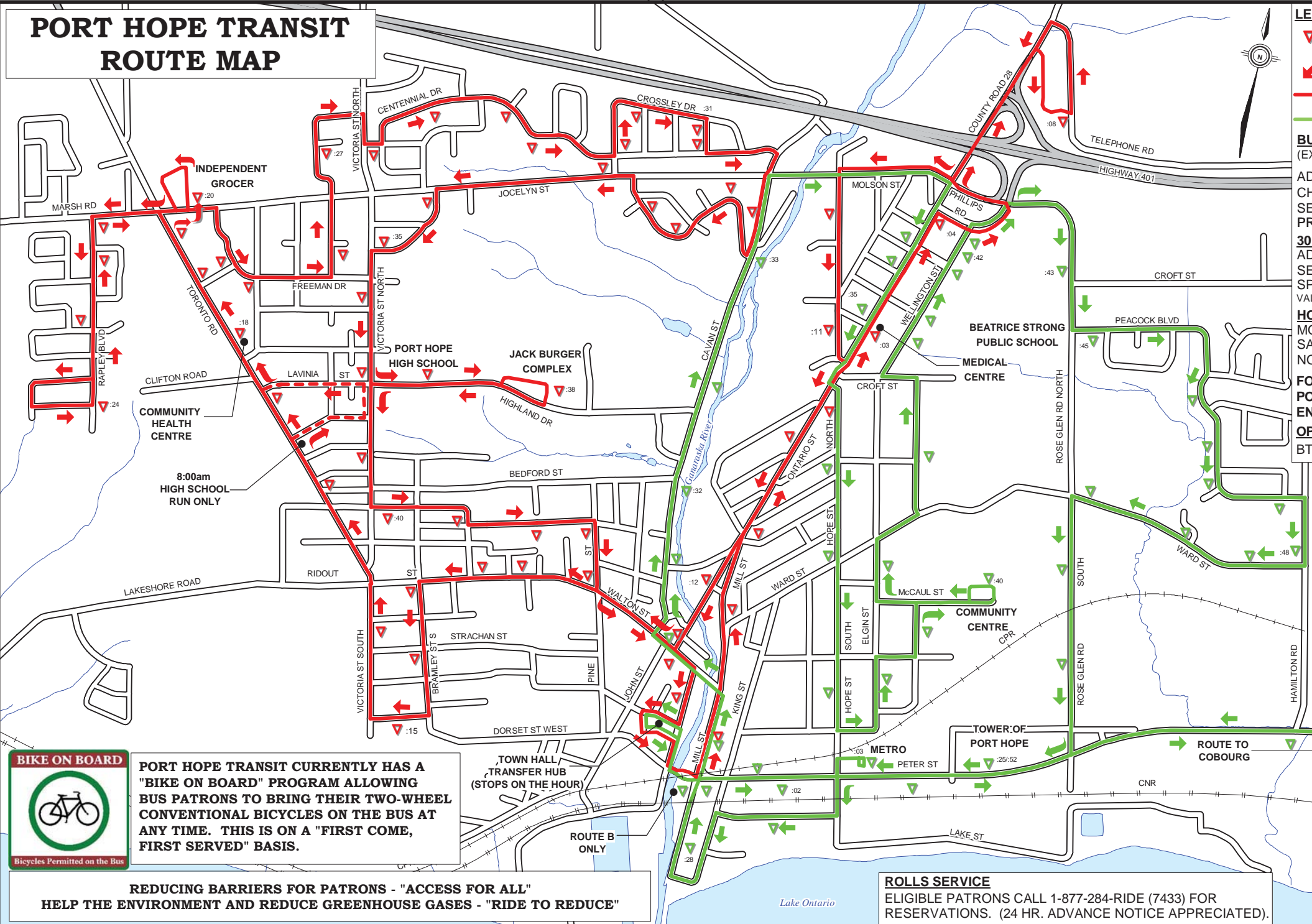
OPERATED BY
BTS NETWORK 1-877-284-7433

REMINDER
PURCHASE YOUR BUS PASSES
AND SAVE ON TAXES.

ROUTE DETAIL (COBOURG)



SERVICE TO COBOURG
ADD \$1.00 TO CONVENTIONAL TRIP OR
\$2.00 FOR TRIP ONLY TO COBOURG
DEPOSIT TICKET ON DEPARTURE



PORT HOPE TRANSIT CURRENTLY HAS A "BIKE ON BOARD" PROGRAM ALLOWING BUS PATRONS TO BRING THEIR TWO-WHEEL CONVENTIONAL BICYCLES ON THE BUS AT ANY TIME. THIS IS ON A "FIRST COME, FIRST SERVED" BASIS.

TOWN HALL
TRANSFER HUB
(STOPS ON THE HOUR)

ROUTE B ONLY

REDUCING BARRIERS FOR PATRONS - "ACCESS FOR ALL"
HELP THE ENVIRONMENT AND REDUCE GREENHOUSE GASES - "RIDE TO REDUCE"

ROLLS SERVICE
ELIGIBLE PATRONS CALL 1-877-284-RIDE (7433) FOR RESERVATIONS. (24 HR. ADVANCE NOTICE APPRECIATED).



Port Hope's Special Transit Service

Who is eligible to use the service?

Any resident of the Municipality of Port Hope, who because of a physical disability, is unable to board regular public transit.

Service is currently restricted to Ward 1.

How do I register?

If you have a physical disability and are interested in using the ROLLS Service, please complete the application and forward to the Municipality of Port Hope.

How does the service work?

Burt Transportation has one radio dispatched mobility van, equipped with an automatic ramp for wheelchairs. By phoning Burt Transportation, you can book a ride to any destination in the Municipality of Port Hope, Ward 1.

The service is accessible door to accessible door with driver assistance to board and de-board the van.

ROLLS Service does not service areas of Cobourg other than the Northumberland Hills Hospital (regular bus fare).

What is the fare?

The fare is \$2.00 for adults and \$1.50 for students/seniors per one way trip, regardless of distance traveled. There is no charge for the person assisting the disabled rider. Please note that our drivers do not carry change. Please have the exact fare with you.

Service available to qualified residents for travel to and from:

- | | |
|--------------|---------------|
| Work | Visiting |
| School | Entertainment |
| Appointments | Recreation |
| Shopping | Other |

How to make reservations:

To make a reservation call 1-877-284-7433 and advise the dispatcher as follows:

1. Your name
2. Date and time of trip
3. Pick up address
4. Destination and time you wish to arrive
5. Purpose of trip
6. Pick up time for return trip
7. Is anyone accompanying you
8. Are you confined to a wheelchair

If you have to cancel your trip, please advise the dispatch office as soon as possible.

When the van arrives:

1. Be ready to board. Please don't keep other passengers waiting.
2. Show the driver your Membership Card and pay your fare.
3. The driver will assist you in boarding and de-boarding the van.
4. The driver is only required to wait five (5) minutes.

Please note:

1. You may have to share your ride with others. As a result, allow more time for your trip than you would if riding in a car or taxi.
2. Smoking is prohibited.

OPERATED BY:

Burt Transportation Service
8811 Keele St.
Vaughan, ON L4K 2N1

**For Reservations Call
1-877-284-RIDE (7433)**

Your reservation should be made with at least 24 hours notice, except in emergencies.

Hours of Operation:

Monday through Friday
7 a.m. to 8 p.m.
Saturday
9:00 a.m. to 4:00 p.m.
(holidays excepted).

FOR INFORMATION call Works and Engineering: 905-885-2431



Port Hope's Special Transit Service



Provided by:

The Municipality of Port Hope

R  LLS
Application

(Applicants to fill out this form and have it signed by their attending professional)

NAME _____

ADDRESS _____

POSTAL CODE _____ TELEPHONE _____

EMAIL _____ DATE FORM COMPLETED _____

Return the original completed form to:
Works and Engineering
c/o Municipality of Port Hope
Town Hall, 56 Queen Street
Port Hope, ON, L1A 3Z9

Probable type of trip:	Location	Frequency
Hospital	_____	_____
Shopping	_____	_____
Educational	_____	_____
Employment	_____	_____
Medical	_____	_____
Recreational	_____	_____
Other	_____	_____

Eligibility Details:

Is your disability? Permanent Temporary If temporary, approximately how long? _____

Do you use a wheelchair? Yes No

If yes, is it? Standard Electric

If you do not use a wheelchair, do you walk with an assistive device? Yes No

If yes, please specify the type used: _____

Do you travel with a companion? Yes No

Name of person to contact in an emergency

Name: _____ Phone Number: _____

I hereby apply for ROLLS and certify that I am unable to use regular public transportation because of my physical disability.

Applicant's signature

Date

This section to be completed by attending professional (e.g. Physician, Registered Nurse, Physiotherapist, Chiropractor, etc).

Name and title of Professional (Please print)

Signature of Professional

Address

Telephone No.

Fax No.