

Clause No. 8 in Report No. 5 of the Transit Committee was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting on June 21, 2007.

## **8**

### **YORK REGION TRANSIT MOBILITY PLUS REQUEST FOR ADDITIONAL CROSS-BOUNDARY LOCATION**

**The Transit Committee recommends the adoption of the recommendations contained in the following report, June 1, 2007, from the General Manager, Transit:**

#### **1. RECOMMENDATIONS**

It is recommended that:

1. York Region Transit provide cross-boundary Mobility Plus service to the Geriatric Day Hospital, 2 Buchan Court, North York, for the reasons outlined in this report.
2. The Regional Clerk forward this report to the Region's Accessibility Advisory Committee for information.

#### **2. PURPOSE**

The purpose of this report is to respond to a request made by North York General Hospital (see *Attachment 1*) to add the Geriatric Day Hospital located at the Seniors Health Centre, 2 Buchan Court, North York, to the list of cross-boundary locations served within the City of Toronto by York Region Transit Mobility Plus.

#### **3. BACKGROUND**

A report to Transit Committee on April 12, 2007, recommended the continuation of cross-boundary service to selected destinations within the City of Toronto, thereby allowing persons with disabilities convenient access to important medical services that may not be available within the Region. One such location was Bloorview MacMillan Hospital located at 25 Buchan Court, Toronto. This facility has recently moved to 150 Kilgour Road (off Bayview Avenue, north of Eglinton Avenue).

The Geriatric Day Hospital, housed in a medical building at 2 Buchan Court, and which shared a driveway with Bloorview MacMillan Hospital, was also serviced, not as one of the approved locations but because of its close proximity to the Bloorview MacMillan facility. Recently, staff received a letter from North York General Hospital to ask for the permanent addition of this address to the approved list of locations (see *Attachment 2*). The hospital uses this facility for programs, including walking, exercise, balance classes, medication counselling, assessment of daily living activities, leisure education, counselling and management, along with linking to community resources. Clients attend the programs for two to three months, twice weekly.

#### **4. ANALYSIS AND OPTIONS**

The Geriatric Day Hospital location (see *Attachment 3*) was not originally selected as a destination for cross-boundary service, as the criteria for location selection was based on serving a limited number of destinations (medical, social and post secondary educational facilities) that exhibited trip demand generating a minimum trip volume of 300 trips annually or 20 trips per month. Trip demand to and from 2 Buchan Court by Mobility Plus clients for 2006 amounted to 32 and therefore did not appear on the original list. Now, based on the additional information received, this facility is being used as an extension of North York General Hospital's services and Mobility Plus staff are recommending the addition of this address.

It is important that the number of destinations served within the City of Toronto be limited, but with the removal of Bloorview MacMillan due to its relocation south of Highway 401, the number of approved locations does not increase.

Staff will ask North York General Hospital to inform York Region Transit if the need for this facility changes and will monitor it closely for trip requests.

##### **4.1 Relationship to Vision 2026**

Vision 2026 calls for the provision of an integrated and accessible transit network. To support this goal, Mobility Plus introduced Regional cross-boundary service to selected locations generating high customer trip demand within the City of Toronto (south to Highway 401). Staff will continue to assess the value of providing cross-boundary service to Mobility Plus clients while addressing the effective and efficient handling of growing trip demand within the Region.

#### **5. FINANCIAL IMPLICATIONS**

The average cost per Mobility Plus passenger in 2006 was \$29.84 and the total annual cost of cross-boundary trips into Toronto was approximately \$430,000. There is not expected to be any incremental increase in costs in 2007 as a result of adding the Geriatric Day Hospital location because of the removal of the Bloorview MacMillan Hospital as an approved destination.

## **6. LOCAL MUNICIPAL IMPACT**

The implementation of cross-boundary service into the City of Toronto to selected locations provides access to services for all Mobility Plus registrants in the various municipalities throughout the Region.

## **7. CONCLUSION**

The programs at this facility provide York Region residents with access to important medical programs that may not be available within the Region or within close proximity to the passenger.

Based on a review by Mobility Plus staff, the Geriatric Day Hospital at 2 Buchan Court, North York, is recommended as an additional cross-boundary location in the City of Toronto to be served by Mobility Plus.

For more information on this report, contact Sharon Doyle, Manager, Mobility Plus (ext. 5634), in the Transit Branch of the Transportation and Works Department.

The Senior Management Group has reviewed this report.

*(The attachments referred to in this clause are attached to this report.)*

Tuesday, May 08, 2007

Don Gordon  
General Manager of Operations  
C/O York Region Mobility Transit Services  
50 High Tech Rd.  
Richmond Hill, Ontario  
L4B 4N7

Dear Mr. Gordon,

As a follow-up to our conversation today and also your conversation with our Manager, Sheila Simmons, we would like to formally apply for York Mobility Services to serve our clients coming to the Senior's Health Centre location of #2 Buchan Court, North York.

The Geriatric Day Hospital, located at the Senior's Health Centre is an outpatient rehabilitation program for seniors. This specialized program aims to improve the well being of seniors living in the community. As part of **North York General Hospital, Ambulatory Geriatric Services (AGS)**, the Day Hospital serves a wide spectrum of clients who are quite frail

The Day Hospital program includes walking, exercise and balance classes, medication counseling, assessment of daily living activities, leisure education, nutrition counseling, social work counseling, home assessments as needed, health education, counseling and management along with linking to community resources. Clients attend the Day Hospital for 2-3 months, twice weekly and work towards mutually agreed upon goals.

The majority of these clients are unable to walk or balance safely and cannot negotiate the regular transportation system. As our program is offered in the North York area, clients living in York Region cannot attend without adequate and/or cost-effective transportation. The option of being lifted to a Steeles location and then picked up by Wheeltrans is not realistic due to our client's limited mobility, frailty and multiple medical problems.

Our clients require services like yours to enable them to receive the medical attention deemed necessary by their physicians. We realize there is a nearby drop-off at 1333 Sheppard Avenue already approved by York Transit, however this is too far a walking distance and on too high an incline, for our clients to navigate. In reality, this extra step that is so difficult for our seniors would involve an extra 30- 60 seconds for your drivers. Currently we have three clients coming from York Region; two are awaiting your decision before they can come to our program.

Our clients would very much appreciate York Transit the Seniors Health Centre to your list of drop off sites in North York. We try very hard to serve our clients with kindness

and respect and advocate on their behalf wherever possible. We do hope that you will take our seniors clients into consideration during this session of Council.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sheila Simmons".

Sheila Simmons-Interim Manager  
Ambulatory Care Services

MaryEllen McGeachie  
Recreation Therapist  
Ambulatory Care Services



