

6 | **Mobility Plus**





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Mobility Plus will implement specific strategies to assist York Region in achieving a more balanced specialized transportation service.

Family of Services Program

In 2011, Mobility Plus implemented the Family of Services program. This program uses a combination of Mobility Plus door-to-door service, Community Bus, YRT conventional and Viva services to ensure there is no duplication of transit service across York Region. The program was implemented to address growing ridership, the AODA Integrated Accessibility Regulation, budget pressures and higher contractor costs. To date more than 2,200 registered clients have entered the program, with an additional two to three new clients being trained every week.

The implementation of the program included:

- Identifying eligible clients
- Identifying client travel patterns
- Identifying key transfer points
- Trip planning
- Developing a communications plan
- Providing eligible clients travel training

The integration of conventional and specialized transit services allows Mobility Plus vehicles to be available for people who have no other transit options. This improves cost efficiencies, promotes independence, inclusion, integration and self-sufficiency.

Mobility Plus will continue to identify and expand Family of Services transfer locations (i.e. Bernard Terminal, major shopping malls), allowing passengers to utilize more of the YRT/Viva conventional system.

Vehicle types will be reviewed to ensure there is an optimum mix of vehicle types to deliver specialized. Analysis will include:

- Transferring approved 2013 service hours from the more costly bus contract to the less costly sedan and mini-van contract.
- Transferring buses from a contractor in the south to a contractor in the north to alleviate deadheading time and cost.
- Substituting one type of mini-van for another larger vehicle to increase the number of passengers carried per hour.

Mobility Plus will continue to participate in the Metrolinx working group identifying critical issues in the provision of regional and cross-boundary solutions. Issues currently identified for resolution include:

- Eligibility reciprocity
- Service reciprocity
- Improved transfer points
- Integration with GO Transit

In 2013, Mobility Plus will continue to grow due to:

- Aging population resulting in ridership growth
- New Accessibility for Ontarians with Disabilities Act (AODA) requirements
- Increasing day program enrolment

The 2013 Annual Plan identifies initiatives that will be implemented to help manage service demands, maximize vehicle usage and improve customer service. The focus of the initiatives will be on the increased use of conventional transit through the Family of Services program, investigating alternative vehicle types to make service delivery more efficient, and updating existing scheduling software to improve trip planning capabilities.

2013 Initiatives

- Introduction of a new MiniBus
- Expansion of the Family of Services program
- Extended service hours to match conventional service hours (AODA integrated regulation)
- Upgrade scheduling software and trip planning technology



Mobility Plus Fleet

The 2012 Mobility Plus fleet was comprised of multiple vehicle types. **Table 11** outlines the breakdown of each type of vehicle and the total number of vehicles used during peak demand time. **Table 12** identifies the total number of vehicles to be used in 2013. The Mobility Plus fleet includes:

Community Buses

Community Bus routes are designed for seniors and people with disabilities who can use fully accessible conventional transit rather than Mobility Plus (door-to-door shared ride accessible public transit service). Community Bus routes provide better connections to facilities such as seniors' residences, medical facilities, community centres and shopping areas.

Community Bus service is provided by specially designed 30 foot Eldorado Buses. Features of the Eldorado bus include:

- Low-floor
- Equipped with two wheelchair/scooter entrance ramps
- Oversized entrance door
- Accommodation for up to three wheelchair/scooter passengers and 10 ambulatory passengers at the same time
- Air-conditioned
- Entrance and ramp lighting
- Kneeling features
- Passenger signal and stop request
- Grab bars, handrails and stanchions
- Anti-slip floor covering
- Rub rails
- Fluorescent lighting
- Fire suppression system
- Automatic Vehicle Location (AVL) system
- Security cameras for both driver and customer safety

Arboc buses

A low floor bus designed to operate in areas of high trip concentration and to accommodate up to five larger mobility aids such as extra large wheelchairs and scooters. Features of the Arboc bus include:

- Low-floor
- One wheelchair/scooter entrance ramp with two-inch wheel safety guards
- Oversized entrance door
- Accommodates up to five wheelchair/scooter passengers at the same time or 10 ambulatory passengers
- Air-conditioned
- Entrance and ramp lighting
- Kneeling features
- Passenger signal and stop request
- Grab bars, handrails and stanchions
- Anti-slip floor covering
- Rub rails
- Fluorescent lighting
- Fire suppression system
- Security cameras for both driver and customer safety
- Automatic Vehicle Location (AVL) system



Accessible van/side loader

Passenger van that has been converted for use on Mobility Plus and is designed to take passengers in regular size wheelchairs and walkers. Features of an accessible van include:

- Low-floor
- One slip resistant wheelchair/scooter ramp with two-inch wheel safety guards on the curb side
- Accommodates up to two wheelchairs/scooters at one time, or three non-wheelchair/scooter passengers
- Air-conditioned
- Mobility Plus decals
- Entrance ramp lighting
- Rub rails
- Fire suppression system
- Security cameras for both driver and customer safety
- Automatic Vehicle Location (AVL) system

Sedan

A larger-size passenger vehicle used for customers that are ambulatory and do not need to be secured in a mobility device. The features of a Mobility Plus sedan include:

- Accommodates up to four ambulatory customers at one time
- Truck space can accommodate up to three folding walkers
- Air-conditioned
- Mobility Plus decals
- Fire suppression system
- Security cameras for both driver and customer safety
- Automatic Vehicle Location (AVL) system

2013 Mobility Fleet

In 2013, Mobility Plus will introduce a Sprinter MiniBus. The new vehicle accommodates larger mobility aids, allowing for greater operational efficiencies. This new vehicle type will replace the side loader accessible vehicles, and will be operated by contractors.

Table 11 – 2012 Breakdown by type and total number of vehicles used

Vehicle Type	Number of Peak Vehicles	Capacity (per vehicle) Ambulatory	Capacity (per vehicle) Wheel chair/Schooter
Sedans	39	4	0
Accessible mini- vans	24	3	1-2
Side loader accessible vehicle	3	3	1-2
25 foot Mobility Bus	12	4-10	3-5
30 foot Community Bus	6	21	3
Total	84		

Table 12 – 2013 Breakdown by type and total number of vehicles used

Vehicle Type	Number of Peak Vehicles	Capacity (per vehicle) Ambulatory	Capacity (per vehicle) Wheel chair/Schooter
Sedans	39	4	0
Accessible mini-vans	24	3	1-2
New sprinter minibus	3	8-14	2-3
25 foot mobility bus	12	4-10	3-5
30 foot community bus	6	21	3
Total	84		



Analysis

Accessible Mini-Vans are currently operating at a rate of 1.83 passengers per hour and at a net cost per passenger of \$21.34

Mobility buses are currently operating at a rate of 2.75 passengers per hour and at a net cost per passenger of \$36.04.

Sprinter MiniBuses were tested in the Mobility Plus test environment and it revealed a consistent operating rate of 2.1 to 2.4 passengers per hour resulting in a net cost per passenger in the range of \$24.00 to \$26.00. This represents a potential 33% increase in operational efficiencies at relatively the same cost per passenger as the replaced side loader accessible vehicle.



Extended Service Hours

It has been mandated by the Provincial Government through the AODA, Transportation Standard 70 (2), that a service provider of both conventional and specialized transportation services must provide, at a minimum, the same service hours to its specialized transportation services as it does its conventional transportation services.

Effective January 1, 2013, service hours for Mobility Plus will be adjusted to match the YRT/Viva conventional service from 18 hours to 22 hours, Monday to Sunday including statutory holidays, to address the AODA Integrated Accessibility Regulation, Section 70.

Scheduling Software Upgrades and a New Trip Planning Technology

Mobility Plus utilizes Transview Scheduling Software to schedule more than 1,300 daily booked rides. The system provides ridership and billing information. It is interfaced with an on-bus CAD/AVL system so vehicles can be monitored for on-time performance by YRT/Viva.

Mobility Plus ridership and trip requests are expected to increase by 5 per cent in 2013. Enhancements to the scheduling software will improve scheduling efficiency and assist in maximizing vehicle utilization to address increased ridership.

The new trip planning software will allow for the integration of Mobility Plus door-to-door and conventional bus services. It will identify the best trip plans for customers utilizing both services, improve utilization of Mobility Plus vehicles, and reduce the cost to York Region.

