

7 | Mobility Plus





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7.1 | Family of Services Program

Mobility Plus implemented the Family of Services program utilizing a combination of Mobility Plus door-to-door service, Community Bus, YRT conventional and Viva to ensure appropriate service is used to transport Mobility Plus passengers.

The Family of Services program addresses growing specialized transit ridership, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Integrated Accessibility Regulation, budget pressures and higher contractor costs. To date, more than 3,200 registered clients have entered the program.

The implementation of this program included:

- > Identifying eligible clients
- > Identifying client travel patterns
- > Identifying key transfer points
- > Upgrading trip planning software
- > Developing a communications plan
- > Providing to eligible clients travel training
- > Identifying cost efficiencies

The integration of conventional and specialized transit services helps to manage the demand for Mobility Plus vehicles required for people who have no other transit options. This promotes independence, inclusion, integration and improves cost efficiencies.

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 system.

Mobility Plus will review customer needs to ensure the optimum fleet mix to deliver specialized service. The analysis will include:

- > Transferring approved 2013 service hours from the more costly bus contract to the less costly sedan, mini-van and Sprinters contract
- > Transferring vehicles between contractors to minimize deadheading time and cost
- > Identifying a new vehicle types to maintain number of passengers per hour with cost effectiveness

7.2 | 2014 Initiatives

In 2014, Mobility Plus service will be affected by:

- > Aging population
- > AODA requirements
- > Day program enrolment
- > Medical service appointments (e.g. dialysis)

The 2014 Annual Service Plan identifies improvements in customer service, managing ridership demand, and maximizing vehicle usage. The focus in 2014 will be on increasing the use of conventional transit through the Family of Services program, and replacing existing scheduling software to improve trip planning capabilities.

The 2014 initiatives include:

- > Expansion of the Family of Services transfer locations
- > Cross-boundary initiatives specialized transit service review (Metrolinx)
- > Review and implementation of new eligibility and appeal process
- > Forecasting demand (CUTA)
- > Code of practice for service standards (CUTA)

7.3 | 2013 Mobility Plus Fleet

The 2013 Mobility Plus fleet is comprised of multiple vehicle types.

Eldorado Community Bus



Community Bus routes are designed for seniors and people with disabilities who can utilize accessible conventional transit rather than Mobility Plus. 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 LF Bus



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
- > Automatic Vehicle Location (AVL) system
- > Security cameras for both driver and customer safety

Accessible Mini Van

A passenger van converted for Mobility Plus use 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
- > Accommodation for 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 full-size passenger sedan vehicle used for ambulatory customers that are not required to be secured in a mobility device. Features of a Mobility Plus sedan include:

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

Sprinter Mini Bus

Six new Mercedes-Benz Sprinter Vans have been contracted out to replace existing door-to-door bus routes operated by conventional bus operators. Features of the Sprinter Mini bus include:

- > Ramp lift equipped
- > Yellow stanchions and grab bars
- > Slip resistant floor
- > Air conditioned
- > Mobility Plus decals
- > Fire suppression system
- > Security cameras for both driver and customer safety
- > Automatic Vehicle Location (AVL)
- > Three folding dual bench seats (accommodates additional wheelchair positions)
- > Accommodates up to nine ambulatories and one wheelchair/scooter or combinations of up to three wheelchairs and three ambulatories

Table 17 Illustrates the number of vehicle types used to deliver the Mobility Plus service during rush hour and maximum passenger capacity available.

Mobility Plus vehicle performance is presented **Table 18** and includes:

- > Accessible Mini Vans are currently operating at a rate of 1.80 passengers per hour and at a net cost per passenger of \$25.01.
- > Arboc buses are currently operating at a rate of 2.91 passengers per hour and at a net cost per passenger of \$32.44.
- > Sprinter Mini Buses currently operating at a rate of 2.46 passengers per hour and at a net cost per passenger of \$25.13. This has allowed reduction in the number of buses used by Mobility and as a result reduced the overall net cost per passenger from \$36.04 to \$32.44.
- > Community Bus Passenger ridership has increased resulting in the net cost per passenger decreasing from \$17.47 to \$12.07. The ridership on the Richmond Hill Community Bus increased 58.6 per cent from 2012 after routing changes were implemented to better match service with demand.
- > Smaller Arboc buses are now being used on some Community bus routes.

Table 17: 2013 Mobility Plus Fleet

Fleet	Number of Peak Vehicles	Capacity (per vehicle) Ambulatory	Capacity (per vehicle) Wheelchair/ Scooter
Eldorado Community Bus	6	21	2
Arboc LF Bus	6	4-11	1-5
Accessible Mini Van	27	3	1-2
Sedan	39	4	0
Sprinter Mini Bus	6	3-9	2-3
Total	84		

Table 18: Vehicle Performance (January to June 2013) Contractor Costs

Performance Indicator	Value
Average Ridership (weekday daily)	1,248
Sedan Average Passenger per hour (all day)	1.81
Accessible Mini Van Passenger per hour (all day)	1.80
Sprinter Passenger per hour (all day)	2.46
Arboc Passenger per hour (all day)	2.91
Community Bus Passenger per hour	6.53
Net Cost per passenger – Sedan	\$21.74
Net Cost per passenger – Accessible Mini Van	\$25.01
Net Cost per passenger – Sprinter	\$25.13
Net Cost per passenger – Mobility Bus	\$32.44
Net cost per passenger – Community Bus	\$12.07
Equivalent Hourly Rate – Sedan	\$38.57
Equivalent Hourly Rate – Accessible Mini-Van	\$43.93
Equivalent Hourly Rate – Sprinter	\$61.47
Equivalent Hourly Rate – Mobility Bus	\$93.94
Equivalent Hourly Rate – Community Bus	\$84.76

7.4 | Regional Cross-Boundary Specialized Transit Service

Mobility Plus staff have partnered with Metrolinx and other transit systems to identify better ways to provide accessible transit across the GTA with focus on the customer experience. Discussions regarding Regional and cross-boundary services including topics such as eligibility, reciprocity and transfer locations are currently underway.

7.5 | Review and Implementation of New Eligibility and Appeal Process

Mobility Plus will be reviewing the option to contract out all/or part the Eligibility and Appeal Process. Eligibility to Mobility Plus is based on a person's ability to use conventional transit for some or all their trips. The appeal process allows applicants to appeal the decision of not being eligible for Mobility Plus service. It is vital the process be objective, and unbiased by individuals with disabilities and the agencies representing them. The purpose of the review is to:

- > Identify the effectiveness of the current eligibility and appeal process
- > Feasibility of using a third-party contractor to hear the appeals
- > Confirm if the current appeal process is fair and reasonable



