

# SPECIALIZED TRANSIT PLAN

FINAL DIRECTIONS REPORT - COUNCIL PRESENTATION

JULY 5, 2021



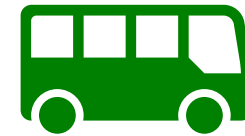
# AGENDA

- Overview of the Specialized Transit Plan
- Project approach
- Stakeholder engagement
- Key findings
- Overview of key medium-, long-term recommendations



# OVERVIEW- SPECIALIZED TRANSIT PLAN

The Town of Halton Hills is developing a Specialized Transit Plan to improve the ActiVan service within the Town of Halton Hills.



# PROJECT APPROACH

## PHASE 1

Short-term  
recommendations  
focusing on:

- Evaluated ActiVan's services in two key areas:
  - Service delivery model for ActiVan
  - Service improvements to ensure AODA compliance
- Recommendations approved by Council on Sept 28, 2020

## PHASE 2

Planning for the  
future:

- Assessed demand and developed service standards
- Conducted public consultations for input
- Develop recommendations for 2021-2031



# STAKEHOLDER ENGAGEMENT



# KEY FINDINGS



# SERVICE STANDARDS



## Eligibility

- Decision & appeals time frame
- Ratio of functional assessments to applicants



## Customer Service

- Call answer and inquiry times
- Complaints & compliments ratio



## Service Quality

- Trips per capita
- Trip length
- Unaccommodated rate
- On-time performance



## Service Efficiency

- Cost per trip
- Trips per hour
- No-show & cancellation rate

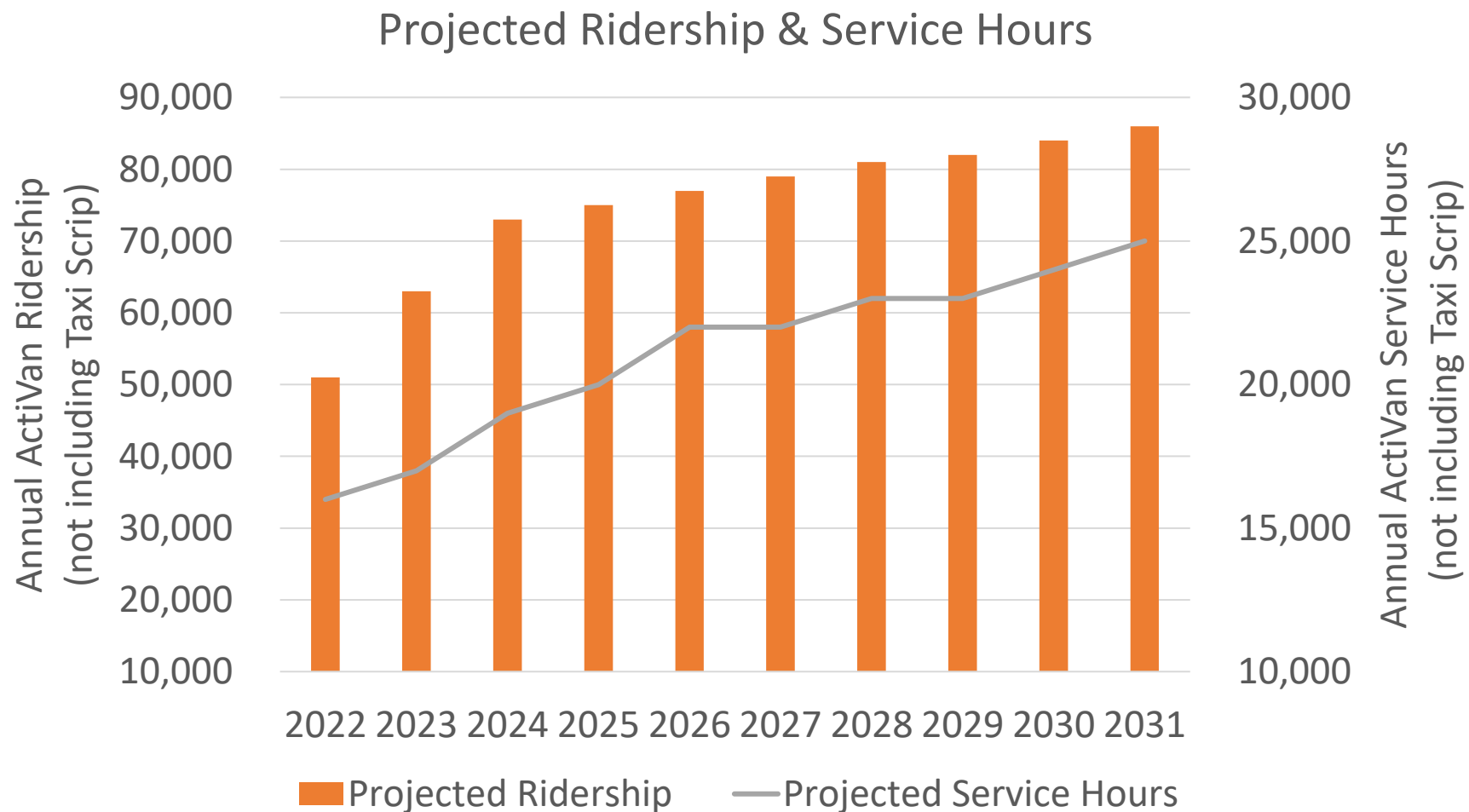


## Operations

- Ridership by non-dedicated service
- Spare vehicle ratio
- Accident rate

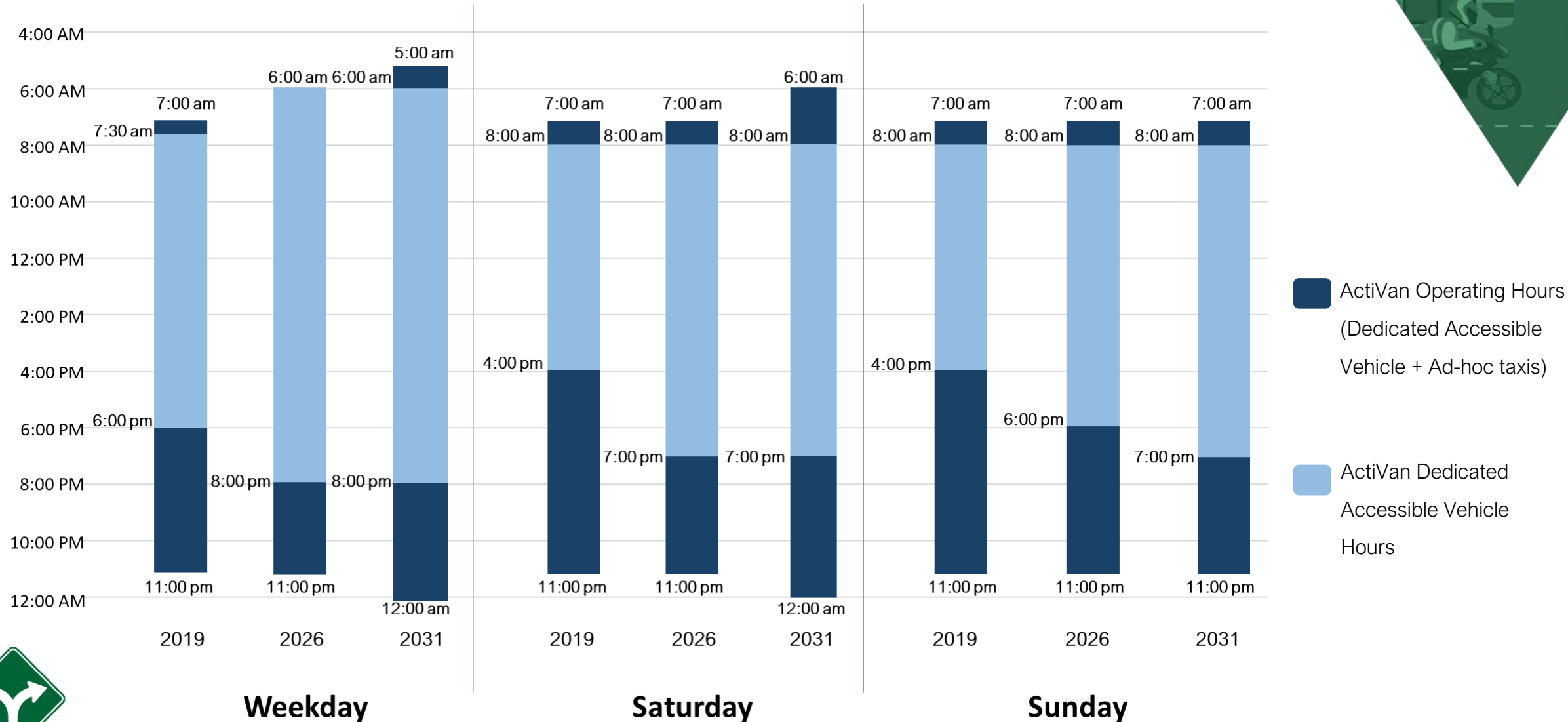


# RIDERSHIP AND SERVICE HOURS



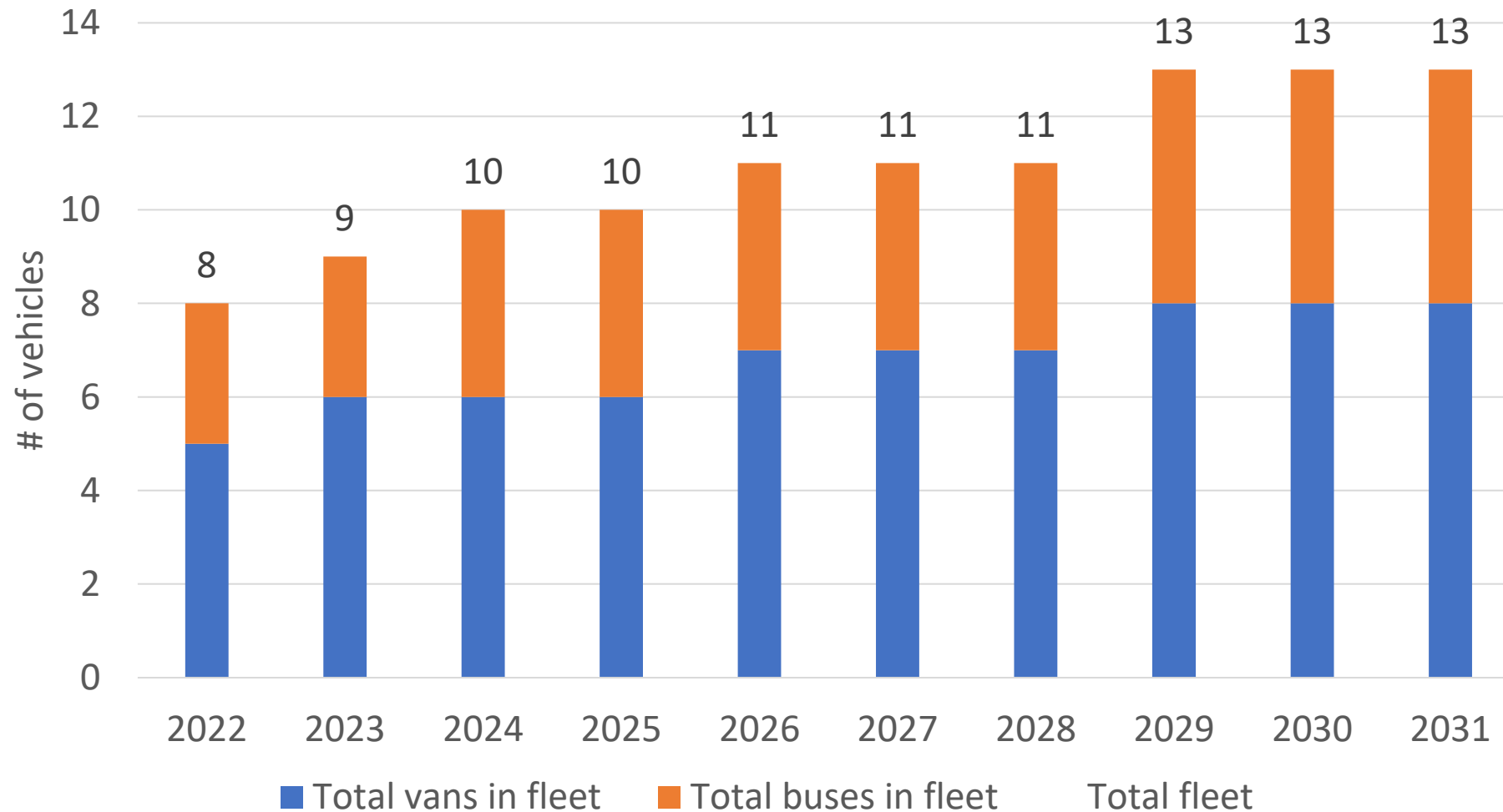


# PROPOSED SERVICE SPAN



# FLEET PLAN

ActiVan Fleet Plan



# KEY MEDIUM & LONG TERM RECOMMENDATIONS

# SCHEDULING AND SERVICE PLANNING RECOMMENDATIONS

2021



Review hourly  
ActiVan demand  
quarterly to guide  
the provision of  
dedicated service



Use taxis for  
trips over  
10km and with  
one non-urban  
origin or  
destination

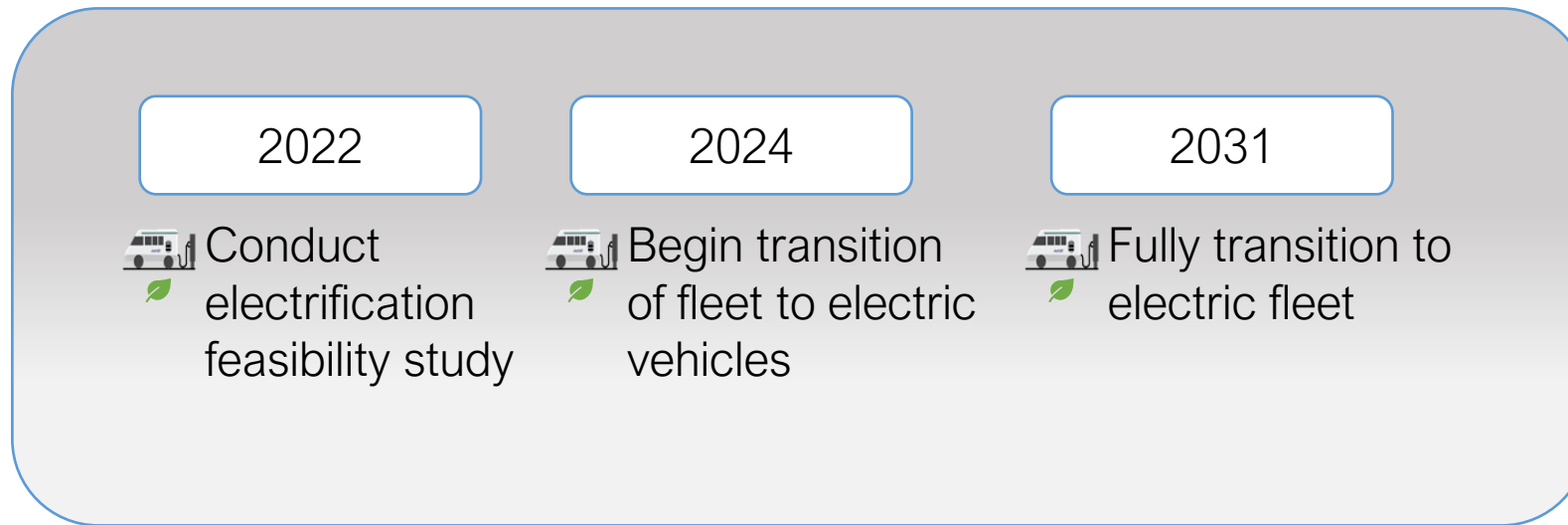
2022



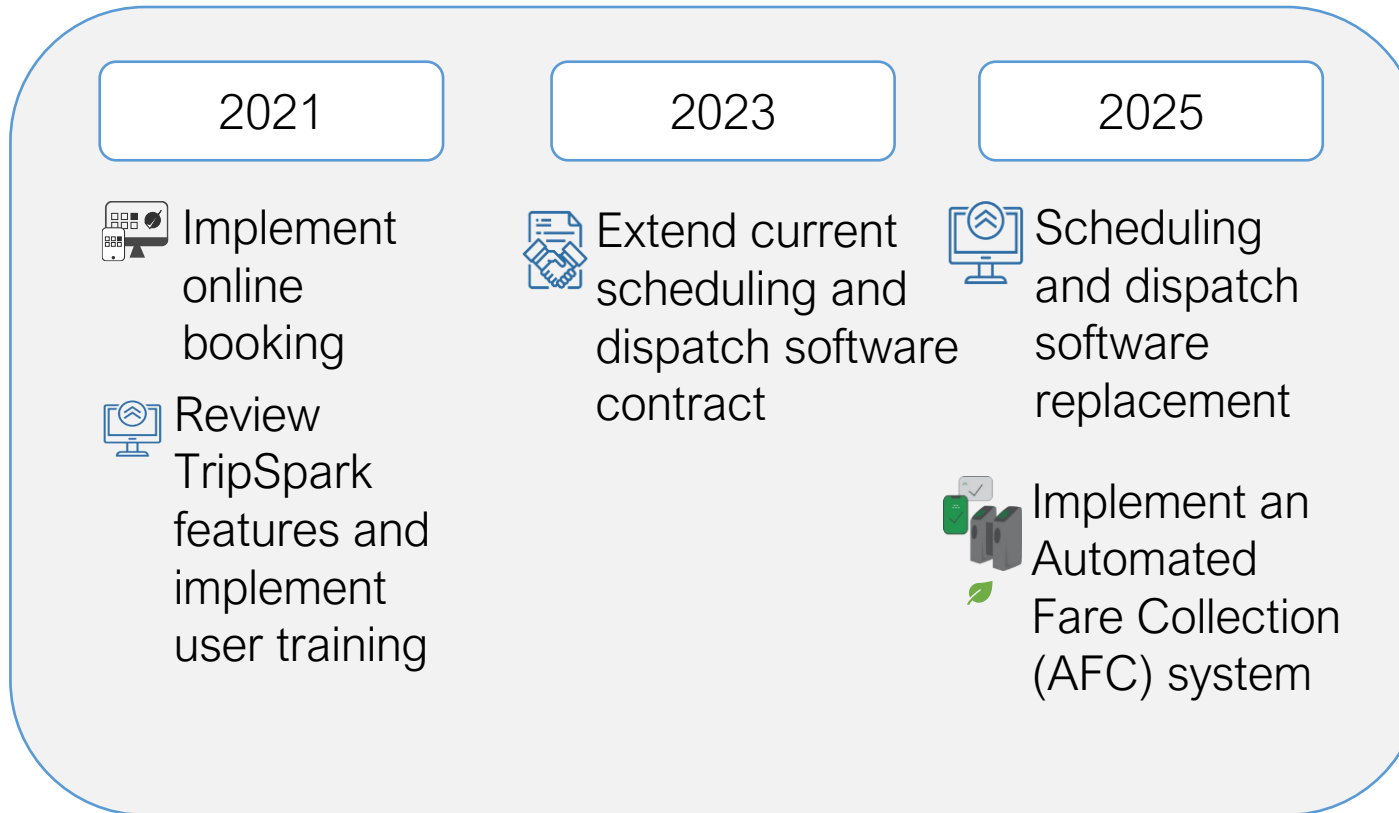
Optimize scheduling  
by updating speed  
and load time  
parameters in  
TripSpark



# FLEET, MAINTENANCE, OPERATIONS & TECHNOLOGY RECOMMENDATIONS



# TECHNOLOGY RECOMMENDATIONS



# ELIGIBILITY, REGISTRATION AND FARE POLICY RECOMMENDATIONS

2022



Update fare structure to a flat fare of \$4 for all time periods and introduce \$100 monthly passes

2024



Upon implementation of Universal Access Service, update eligibility policy and assessment processes to focus on customers with disabilities



# THANK YOU

Questions?