



REPORT

TO: Mayor Bonnette and Members of Council

FROM: Deanna Locey, Transit Supervisor

DATE: December 23, 2021

REPORT NO.: TPW-2022-0002

SUBJECT: ActiVan Transfer Locations Memorandum of Understanding - Town of Milton

RECOMMENDATION:

THAT Report No. TPW-2022-0002, dated December 23, 2021, regarding the ActiVan Transfer Locations Memorandum of Understanding - Town of Milton, be received;

AND FURTHER THAT Council approve staff authorization to enter into a Memorandum of Understanding (MoU) with the Town of Milton to establish a specialized transit transfer location at FirstOntario Arts Centre, 1010 Main Street East, Milton, Ontario;

AND FURTHER THAT the Mayor and Town Clerk be authorized to enter into a Memorandum of Understanding (MoU) with the Town of Milton to establish a specialized transit transfer location at FirstOntario Arts Centre, 1010 Main Street East, Milton, Ontario;

AND FURTHER THAT Council approve staff authorization to execute any updates to a subsequent MoU with Milton Transit should the transfer location for specialized transit cross boundary travel change or further locations of transfer be added within Halton Hills and/or Milton.

KEY POINTS:

The following are key points for consideration with respect to this report:

- The Specialized Transit Plan Mid-Term Direction Report and Confidential Report No. TPW-2020-0028 indicated the need for cross boundary travel and implementation of appropriate transfer connections.
- Council approval for staff authorization to enter a Memorandum of Understanding (MoU) (Attachment 1) with the Town of Milton to establish a specialized transit

transfer location at FirstOntario Arts Centre, 1010 Main Street East, Milton, Ontario.

- The proposed transfer location will support registered ActiVan clients by providing improved cross-boundary travel.
- Improving ActiVan transfer connections supports recommendations contained within the Town's 2021-2031 Specialized Transit Plan and Report No. TPW-2021-0011.

BACKGROUND AND DISCUSSION:

The Town's 2021-2031 Specialized Transit Plan was driven by the need to evaluate service delivery models and conversely built on recommendations made in Report No. TPW-2019-0026 and the Town's 2019-2031 Transit Service Strategy. The Specialized Transit Plan provided recommendations in two (2) separate phases. Phase One was endorsed by Council on September 28, 2020, and included the Specialized Transit Plan Mid-Term Direction Report and Confidential Report No. TPW-2020-0028 which evaluated the operations of the ActiVan service and ensured that service delivery requirements are met as per the Accessibility of Ontarians with Disabilities Act (AODA). Phase Two included the Specialized Transit Plan Final Direction Report and Report No. TPW-2021-0011, which evaluated service standards, ridership demand, fleet requirements and provided long-term recommendations to support the growth of the ActiVan service.

The Specialized Transit Plan current state assessment revealed challenges with transfer connections including those to conventional services that provide access to medical facilities in Milton, Mississauga, and Oakville. Routes to and from the facilities in these municipalities were often lengthy and customers were not aware of connecting services. Survey results conducted through the Town's public engagement platform, Let's Talk Halton Hills for the Town's Specialized Transit Plan, revealed that customers would like more information and opportunity for cross-boundary travel. To address these concerns, recommendations were made in Phase One to update the ActiVan website with cross-boundary travel information and introduce new transfer connections.

Recently through Report No. TPW-2021-0038, Council endorsed a thirty-three (33) week pilot program to provide a shuttle service from Halton Hills directly to the Oakville Trafalgar Memorial Hospital (OTMH). The OTMH shuttle service pilot program supports recommendations contained within the Specialized Transit Plan to improve cross-boundary travel and introduce new transfer connections.

In addition to the recently approved OTMH shuttle pilot program, ActiVan currently serves two (2) transfer locations outside of Halton Hills; the Mount Pleasant GO Station in Brampton and the Tim Hortons/Petro Gas Station located at Regional Road 25 and James Snow Parkway North in Milton. The current Milton transfer location at Regional Road 25 and James Snow Parkway North does not provide a connection to other transit nodes such as Milton's conventional transit and/or GO transit services and is only accessible for transfer with the Milton's specialized transit program, Milton Access+.

Due to the inability to connect to multiple transit nodes at this location, the users travel options, availability of service and convenience are significantly reduced.

To further support improving cross boundary travel and enhanced transfer connections, staff are proposing entering in a MoU (Attachment 1) with the Town of Milton to provide a transfer connection located at the FirstOntario Arts Centre located at 1010 Main Street East in Milton. This location will allow registered ActiVan users the ability to connect with Milton Access+, Milton's conventional transit service and the GO Transit Milton line.

Additionally, the proposed transfer location will also align with the Accessibility for Ontarians with Disabilities Act (AODA); in which as of January 1, 2017, requires all specialized transportation service providers in Ontario broaden their eligibility and ensure equal access to services for all persons with disabilities. This requires specialized transportation service providers to facilitate connections between their respective services.

STRATEGIC PLAN ALIGNMENT:

This report aligns to the Town's Strategic plan recognizing the value to foster a healthy community that provides a clean environment and range of economic and social opportunities to ensure a superior quality of life in our community.

This report also identifies transportation as one of the Town's Strategic priorities.

RELATIONSHIP TO CLIMATE CHANGE:

This report is administrative in nature and does not directly impact or address climate change and the Town's Net Zero target.

PUBLIC ENGAGEMENT:

Public Engagement will be required; consultation with Communications staff to follow.

As identified through the Specialized Transit Plan and Confidential Report No. TPW-2020-0028, an update to the Town's website will be required to include content on inter-regional transfer information for cross-boundary travel and trip planning information from Brampton Transit, GO Transit, Milton Transit, Oakville Transit, Burlington Transit and MiWay. This will provide ActiVan clients a clear understanding of adjacent conventional and specialized transit services available to them for regional and cross-boundary travel options.

Once completed, staff will utilize all available communication outlets to promote the cross-boundary travel information available on the Town's website.

INTERNAL CONSULTATION:

The following staff were consulted through the development of this report, Commissioner of Transportation and Public Works, the Director of Transportation, the Director of Communications and the Town Clerk and Director of Legislative Services.

FINANCIAL IMPLICATIONS:

This report is administrative in nature and does not have any financial implications.

Reviewed and approved by,

Maureen Van Ravens, Director of Transportation

Valerie Petryniak, Town Clerk & Director of Legislative Services

Bill Andrews, Commissioner of Transportation and Public Works

Chris Mills, Chief Administrative Officer