

Service Business Plan



Service Name Specialized Transit Service

Service Lead Name Charles Stolte

Service Lead Title Manager, Transit Operations

Service Description

A public service that provides specialized transportation services to a person(s) with a disability that prevents them from using conventional transportation services.

Strategic Alignment with Vision to Focus Plan

Improving integrated city mobility

Delivering customer centric services with a focus on efficiency and technology transformation

Service Goals

Provide a reservation based, door to door specialized service for person(s) with disabilities.

Removing barriers to transportation and enabling access to public transit services.

Current State

Customers & Their Expectations

This service is delivered to:

Eligible users who have a disability that prevents them from using conventional transportation services. This service is available to registered users who expect:

- Reliable and safe transportation
- Convenient and customer friendly options to obtain transit information
- Value for fares
- Courteous service for all passengers

Eligibility is based on the following three categories and is determined in the application process.

- Unconditional – A person with a disability that prevents them from using conventional transit service 100% of the time
- Conditional – A person with a disability where environmental/physical barriers limit their ability to consistently use conventional transit
- Temporary – A person with a temporary disability that prevents them from using conventional transit. Temporary

	eligibility has a fixed end date
Existing Service Delivery	<p>Burlington Transit provides door-to-door service, with a specialized transit vehicle, that goes to any location within the City of Burlington, including shopping centres, medical offices, grocery stores, community centres etc. Transfers are available for Oakville Transits Care-A-Van service and Hamilton's DART services at designated locations.</p> <p>Hours of service are: Monday to Friday: 5am to 1am Saturday: 7am to 1am Sunday: 7am to 9pm</p> <p>Burlington Transit operates 13 specialized vehicles daily.</p> <p>A registered user may reserve their trip up to 2 weeks in advance by:</p> <ul style="list-style-type: none"> • Calling the specialized transit call centre at 905-639-5158 and pressing 0 • Using the automated booking system over the phone at 905-639-5158; or • Visiting hvbooking.burlington.ca and using the online application to book, track and cancel trips. <p>The call centre is staffed Monday to Friday 8am to 5pm. The online booking and automated phone booking are available 24 hours a day.</p>
Existing Customer Engagement Tools / Methods	<ul style="list-style-type: none"> • Burlington Transit's website and twitter • Automated trip reminders • On street by Burlington Transit Ambassadors • Specialized Transit brochure • Public and Council workshops and, • Educational videos
Is this Service Provincially Legislated?	Yes
For this Service are there Approved Service Standards?	No There are no formally approved service standards for specialized transit. All Burlington Transit Services must abide by the AODA Integrated Accessibility Standards Regulation (IASR), as well as the Highway Traffic Act and Public Vehicle Act, as enforced by the Ministry of Transportation of Ontario and the Province of Ontario.
Programs	
N/A	N/A

Recent Continuous Improvement Initiatives

Specialized transit (Handi-Van) has seen an increased uptake in usage over the past few years. This is due to local demographic trends and an increase in the aging population. In 2019, Burlington Transit initiated a review of the Specialized Transit processes and to ensure that this service is sustainable and convenient, have commenced the following continuous improvement initiatives including:

- 1 new specialized driver in 2019
- 1 new specialized vehicle in 2019
- New business processes to track no-shows
- Developing a new and more simplified online application form
- Further partnerships and collaboration with Oakville Transit by implementing a new specialized transit transfer point at the Oakville Trafalgar Hospital on Dundas Street in Oakville

In 2019, Burlington Transit completed the first Accessibility Plan that outlines:

- A newly defined plan update methodology that fits within the City's financial and budgetary cycle to ensure actions can be financed accordingly;
- Initiatives and objectives that the plan will achieve on a yearly basis
- Processes for customer feedback and estimating demand
- Ongoing commitments
- Communication Plan
- Yearly action plan and score card

Environmental Considerations

Emerging Opportunities and Anticipated Risks

Emerging Opportunities	<p>Burlington Transit completed and released its 2019/2020 Accessibility Plan in September 2019. This plan outlines actions to remove barriers and improve accessibility for people using transit. It provides the opportunity for transit to continue to improve vehicles, stops, shelters and provide real time information to passengers in multiple formats. The plan will be updated yearly and will be complete with specific actions that are to be achieved.</p> <p>On demand transit service has been identified, by Transit's 5 Year Business Plan as a strategy to expand transit in under-served areas and to support the use of transit in areas where conventional bus service is not as convenient. This will be an opportunity for specialized transit as the technology that is used for this can also be used to more efficiently dispatch the Specialized vehicles by using real time algorithms to ensure the most efficiency and convenience for riders.</p> <p>Burlington Transit continues to work with the Town of Oakville and the Town of Milton to enhance service and share costs for assessment services. Burlington Transit, in partnership with Oakville Transit, continues to collaborate on transfer locations to assist riders going between cities. This will provide the opportunity to further provide better service to customers who need to go between municipalities.</p> <p>In 2019, Burlington Transit launched a series of on-site travel training workshops. These workshops allow participants to meet Burlington Transit staff, obtain PRESTO cards, and explore a bus. Several specialized transit riders have commented that the accessibility features on conventional transit is appealing and makes transit much simpler. These outreach programs have the opportunity for residents to become familiar with conventional transit before considering specialized.</p>
Anticipated Risks	<p>Demand exceeding vehicle capacity continues to be a risk for Specialized Transit. As the population ages, the demand will continue to increase for this service.</p> <p>While the City considers an on-demand transit service delivery approach, ride sharing continues to contribute to alternative transit options. Ride sharing companies and applications often do not have accessible vehicles to transport persons with disabilities and/or vehicles may not be able to carry support equipment. Therefore, any solution that Burlington Transit selects for the On-Demand service, must meet accessibility requirements.</p> <p>The current technology solution used to dispatch specialized vehicles is outdated and requires updating. New technology is required that can generate real time schedules for drivers which would optimize the geographic location of riders.</p>

Enterprise Risk Considerations	Financial Sustainability - Sustainability, Budget Technology: IT Systems, Speed of Change Capacity and Volume of Work: CM and BLT Work plans, Projects, Process Changes
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Service Initiatives	Target Completion
Review and update Burlington Transit's accessibility policies	Sep 2020
Update and replace media screens with real time information at the Burlington GO and Downtown terminal	Mar 2020
Continue to conduct outreach events to educate riders about Burlington Transit services, including hands on familiarization on board a bus	Dec 2020
Participate in the development and implementation plan of a PRESTO solution for Specialized Transit	Dec 2020
Develop and implement detailed education material including information about Specialized Transit (to be developed for medical centres); and first trip packages for new customers to familiarize them with Specialized Transit.	Jun 2020
Review and continue to improve linkages with surrounding municipalities	Jun 2020

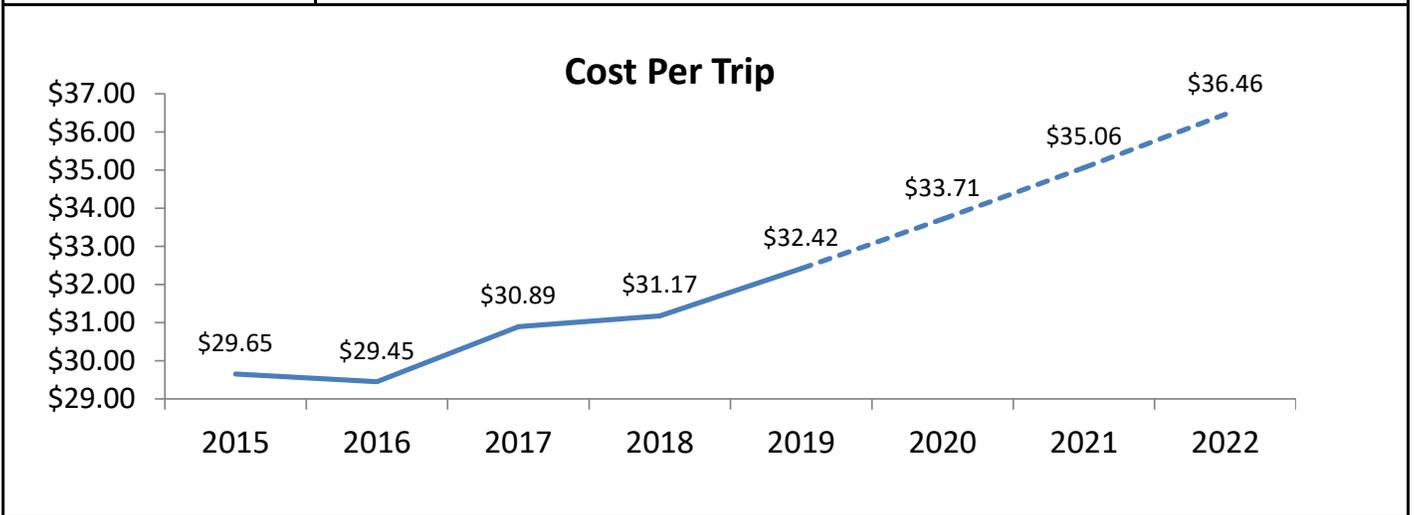
MEASURING SUCCESS

How much did we do?

Performance Measurement	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Forecast	2021 Forecast	2022 Forecast
Number of Passengers	46,643	52,022	52,518	54,995	55,545	56,100	56,661	57,228
Number of Trips	41,480	45,304	46,506	49,033	49,523	50,019	50,519	51,024

How well did we do it?

Performance Measurement	Cost Per Trip
Story behind the data	Cost per trip is measured by total direct operating expenses divided by total annual trips. A 4% annual increase to cost was used to determine the annual forecasts for 2019-2021.



Performance Measurement	Number of Registered Customers
Story behind the data	This data represents the number of registered customers for specialized transit with Burlington Transit. Registered customers are also eligible to utilize the Towns of Milton and Oakville specialized transit services.

