

Presented To:	Operations Committee
Presented:	Monday, Jun 16, 2014
Report Date	Tuesday, Jun 03, 2014
Type:	Managers' Reports

Request for Decision

Proposal to Extend Handi Transit Boundaries

Recommendation

That the City of Greater Sudbury maintain the current Handi Transit boundaries and policies at this time.

Finance Implications

If approved, there are no financial implications.

Approval of extending the boundary from 1km-5km on the City's Handi-Transit system could require a minimum of \$500,000 or up to \$990,000 of additional expenditures per year to Transit's operating budget.

Background

A petition was submitted requesting an extension to the existing Handi Transit boundaries. Council subsequently requested a report be provided to the operations committee for consideration. Although not specified in the petition document, this report addresses service and cost implications for a boundary extension of no less than 1 kilometer and no more than 5 kilometers.

Currently the Handi Transit system operates during the same service hours as the conventional system and provides a higher level of coverage. The service area for the conventional system is considered to be within 400 meters of a bus route. The Handi Transit system provides service up to three kilometers beyond a bus route and within the entire City limits based on availability.

Since amalgamation in 2001, Council approved Greater Sudbury Handi-Transit service boundaries to extend 2 to 3 km in all directions beyond the conventional transit system routes. Customers requiring consideration beyond these parameters are required to pay \$1.00 per kilometer. Also, this service is only available when impact is minimal, making a vehicle available to transport the passenger.

Below is the Service Area excerpt from "**The Transportation for People with Physical Disabilities**" policy paper dated April 20th, 2009;

Service Area

Signed By

Report Prepared By

Robert Gauthier
Manager of Transit Operations
Digitally Signed Jun 3, 14

Division Review

Roger Sauvé
Director of Transit & Fleet Services
Digitally Signed Jun 3, 14

Recommended by the Department

Tony Cecutti
General Manager of Infrastructure
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Digitally Signed Jun 3, 14

Recommended by the C.A.O.

Doug Nadorozny
Chief Administrative Officer
Digitally Signed Jun 4, 14

The service area is illustrated by the map attached to this policy paper as Appendix C. The area has been determined using the following general rules:

- a) The service area is defined using the conventional transit system routes as a baseline*
- b) The Handi-Transit routing extends off the conventional transit routes approximately 2 to 3 km in all directions to attain a minimum 95% population catchment area.*

Service shall be provided to patrons in areas outside the designated service area conditional upon the following:

- a) Service is provided using premium rate structure as defined below under the fare structure category*
- b) The location of the pick-up must be accessible by the Handi-Transit vehicles*
- c) Scheduling will be subject to vehicle availability and satisfying all of the eligibility criteria defined in this policy document*

Currently, Handi-Transit service is operating at capacity. Travelling outside the currently defined service area during peak hours is not possible without the addition of more vehicles. Requests for out of service area trips can often be accommodated provided they are for weekends or off-peak service hours, when impact to customers within the service boundaries is minimal.

Increasing the service area would require more vehicles to be placed in service during peak hours and likely during off peak hours depending on the usage and location of the pick-ups. Without the added vehicles, some trip requests within a newly established service area would not be met and ride times for passengers would exceed the AODA requirement standards. A minimum addition of one (1) extra vehicle would be required to each of the six extremities of the service area, as indicated on the map below and depending on the locations needing to be serviced six (6) additional buses may be required bringing the total to twelve (12) additional buses.

The financial impact to the operating budget could be in a range of between \$500,000.00 and \$990,000.00 per year.

Therefore it is recommended that the current Handi Transit service area remain at 3 km beyond the conventional transit system service area.

