

Delegation #1 – Paratransit Comparison to Similarly Sized Municipalities and Regions

City/Region (and size)	Service #s	Scheduling Details	Other Information
<b>Region of Peel (Brampton, Caledon and Mississauga)</b>	<ul style="list-style-type: none"> <li>• 779,000 trips in 2019</li> <li>• 10000 registered users in 2019</li> </ul>	<ul style="list-style-type: none"> <li>• Same day 'flexible' trip booking.</li> <li>• Next day booking</li> <li>• Can book subscription trips (for work, childcare, regular trips)</li> <li>• Online booking with calling as backup</li> <li>• Online cancellation &amp; live tracking information</li> <li>• On bus payments</li> </ul>	<p>Family of service model (uses taxis, and other participating social service agencies to collaboratively deliver services with collective scheduling software)</p> <p>TransHelp - Region of Peel (<a href="http://peelregion.ca">peelregion.ca</a>)</p>
<b>Ottawa – OC Transpo</b>	<ul style="list-style-type: none"> <li>• 374,269 Trips in 2021 (impacted by COVID)</li> </ul>	<ul style="list-style-type: none"> <li>• Next day booking, up to 7 days in advance for holiday booking.</li> <li>• Online booking with option to call if needed.</li> <li>• Service tracking via app (you can see the bus coming in real time)</li> <li>• Online cancellation of rides</li> <li>• On bus payments (card, ticket etc.) Parapay allows residents to prepay their account online as well.</li> </ul>	My Para Transpo   OC Transpo
<b>DARTS (Hamilton Paratransit)</b>	<ul style="list-style-type: none"> <li>• 17000 registered clients</li> <li>• 846,116 trips in 2020</li> </ul>	<ul style="list-style-type: none"> <li>• DARTS mobile app provides information about ride in real time</li> <li>• 24/7 booking available</li> <li>• Online booking</li> <li>• Subscription rides available</li> </ul>	<p>Darts Transit – Hamilton</p> <p>Family of services model includes options for travel training, taxi scrip, etc.. for increased options for residents who use paratransit services.</p>
<b>York Transit (Mobility on Request Paratransit)</b>	<ul style="list-style-type: none"> <li>• 427389 rides (2019)</li> </ul>	<ul style="list-style-type: none"> <li>• Mobile App for booking online – phone booking</li> <li>• Next day booking</li> <li>• Same day requests allowed (first come first serve – not guaranteed)</li> <li>• Mobility on demand rides</li> </ul>	<p>Accessibility and Accommodation - York Region Transit (<a href="http://yrt.ca">yrt.ca</a>)</p> <p>Family of services model – several programs working to share transportation options. Taxi Scrip, paratransit, etc</p>
<b>Halton Hills – ActiVan</b>	<ul style="list-style-type: none"> <li>• 51,000 trips</li> </ul>	<ul style="list-style-type: none"> <li>• Online booking, same day requests (no guarantees but an option to request)</li> <li>• Next day booking</li> <li>• Subscription booking</li> <li>• Accessible door to door services</li> <li>• Monthly passes available</li> </ul>	<p>Specialized Transit Plan - Final Directions Report - Executive Summary.pdf (<a href="http://haltonhills.ca">haltonhills.ca</a>)</p> <p>Taxi Scrip also available for on demand lower fare rides</p>
<b>Oakville Care-A-Van</b>	<ul style="list-style-type: none"> <li>• 4094 Residents registered (Oakville)</li> <li>• 146,072 Trips in 2019</li> </ul>	<ul style="list-style-type: none"> <li>• Online booking (since 2017) through online link.</li> <li>• Next day booking</li> <li>• Subscription booking</li> <li>• Accessible door to door services</li> <li>• Onboard payment including passes</li> <li>• Monthly passes available</li> </ul>	<p>care-A-van (<a href="http://oakvilletransit.ca">oakvilletransit.ca</a>)</p> <p>Subsidized transit passes available for those who have lower income</p>
<b>Milton Access+</b>	<ul style="list-style-type: none"> <li>• 984 Registered Users (2019)</li> <li>• 21000 rides</li> </ul>	<ul style="list-style-type: none"> <li>• Next day booking</li> <li>• Subscription booking</li> <li>• Accessible door to door services</li> <li>• Monthly passes available</li> <li>• Mobile App and phone for booking/cancelling rides</li> </ul>	Milton access+ - Town of Milton
<b>City of London – Specialized Transit Services</b>	<ul style="list-style-type: none"> <li>• 10691 Users</li> <li>• Total Trips per registrant: 31.2</li> <li>• Average # of rides: 333,400</li> </ul>	<ul style="list-style-type: none"> <li>• Phone booking – no mobile app/online booking</li> <li>• 3 days pre-booking requirement</li> <li>• Subscription booking</li> <li>• Accessible door to door services</li> <li>• First-come first serve. Personal appointments encouraged to be made between 10:00 am and 2:30 pm.</li> </ul>	Booking Specialized Transit Services – London Transit Commission