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| Dufferin.Biz  Community Transportation Demand Assessment  Dufferin County |
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Table of Contents

[*1.0* Introduction 1](#_Toc423681397)

[*2.0* Transportation Providers 2](#_Toc423681398)

[*2.1* Ontario Early Years Centre 2](#_Toc423681399)

[*2.2* Community Living Dufferin 4](#_Toc423681405)

[*2.3* Dufferin County Community Support Services 7](#_Toc423681411)

[*3.0* Referral Agencies 11](#_Toc423681417)

[*3.1* Hospice Dufferin 11](#_Toc423681418)

[*3.2* Alzheimer Society of Dufferin 11](#_Toc423681421)

[*3.3* Family Transition Place 12](#_Toc423681424)

[*4.0* Conclusion 12](#_Toc423681427)

Diversifying Niagara:  
A Strategy for   
Niagara’s Non-Gateway Employment Lands

Tables

[Table 1: Ontario Early Years Centre Summary of Requested Pick-UP TImes 3](#_Toc423416049)

[Table 2: Ontario Early Years Centre Summary of Travel Patterns 3](#_Toc423416050)

[Table 3: Ontario Early Years Centre Vehicle Log Summary 3](#_Toc423416051)

[Table 4: Community Living Summary of Type of Trip Requested 5](#_Toc423416052)

[Table 5: Community Living Dufferin Summary of Requests by Day 5](#_Toc423416053)

[Table 6: Community Living Dufferin Summary of Requested Pick-UP TImes 5](#_Toc423416054)

[Table 7: Community Living Dufferin Summary of Travel Patterns 6](#_Toc423416055)

Appendices

[A Agency Survey Templates](#_Toc423681453)

# Introduction

Dillon Consulting Limited (Dillon) was retained by Dufferin.Biz to conduct an assessment of demand and vehicle utilization of community transportation providers in Dufferin County. The purpose of the study was to get a better understanding of the need for additional transportation services, the existing ridership patterns and the availability of vehicles to provide additional services.

Two data collection templates were developed and provided to both transportation service providers and agencies that refer clients to transportation services (referral agencies) in Dufferin County. Each were asked to collect data on trip requests and delivery over a two week period.

The transportation service provider data template was designed to collect data on:

1. Date and time of requested
2. Whether the trip request was accommodated
3. Occupancy of the vehicle
4. Type of vehicle used
5. Purpose of trip
6. Origin and destination (by municipality)

Existing service providers also recorded information on trip requests and kept a vehicle log. This vehicle log was used to determine the time periods in which vehicles were occupied or sitting idle.

The data collection template for referral agencies was designed to collect data on:

1. Date and time of requested
2. Traveler demographic
3. Purpose of trip
4. Whether an accessible vehicle was required

**Appendix A** includes the questionnaires that were used. The following provides a summary of the transportation service providers and referral agencies that participated in the survey:

# Transportation Providers

The following section provides a summary of the data collected from the existing service providers. Three transportation providers were surveyed in Dufferin County:

1. Ontario Early years Centre
2. Community Living Dufferin
3. Dufferin County Community Support Services

## Ontario Early Years Centre

### Description

The Ontario Early Years Centre operates demand responsive transportation services within Dufferin County for children up to the age of six and their caregivers. Their fleet consists of one regular van, which is driven by staff and certified volunteers.

The van is used primarily on Mondays to Thursdays, between 8:30am and 4:30pm to transport children and their caregivers between their homes and the centres, located in Orangeville, Shelburne, and Grand Valley. Passengers do not pay any fee for the service, but must book in advance.

Funding sources include the Ontario Ministry of Education as well as Dufferin County.

The travel log was completed for the two week period of February 16, 2015 until March 1, 2015.

### Trip Requests and Accommodation

A total of 28 trips were requested over the two week period. All of the trips were accommodated. Five of the requests were for one-way travel, while the remaining 23 trips required a return trip. Each trip averaged 2.2 persons. Eighteen of the trips were for children; however, all children must be accompanied by an adult. All of the trips were made using the non-accessible vehicle.

### Day and Time of Travel

On average, there were four trip requests each day. Eleven requests were made on Tuesdays, while eight were made on Wednesdays. **Table 1** provides a summary of the requested pick-up times for all trips.

Table : Ontario Early Years Centre Summary of Requested Pick-UP TImes

|  |  |
| --- | --- |
| Requested Pick-Up Time | Percentage (%) |
| 8:30am – 10:30am | 39% |
| 10:30am –12:00pm | 25% |
| 12:00pm –2:00pm | 29% |
| 2:00pm – 4:30pm | 7% |

*\*return trip times were not provided*

### Travel Patterns

**Table 2** provides a summary of the origins and destinations of the trip requests. As expected, the most frequent request was within the Town of Orangeville.

Table : Ontario Early Years Centre Summary of Travel Patterns

|  |  |  |
| --- | --- | --- |
| Trip Origin | Trip Destination | Percentage (%) |
| Amaranth | Orangeville | 7.5% |
| Caledon | Orangeville | 3.6% |
| East Garafraxa | Orangeville | 3.6% |
| Orangeville | Orangeville | 71.0% |
| Orangeville | Shelburne | 10.7% |
| Shelburne | Orangeville | 3.6% |

### Vehicle Log

**Table 3** provides a summary of how often the vehicle was in use transporting, assisting or waiting for a client/passenger over the course of the survey.

As can be seen from the table below, the vehicle is occupied for the majority of the time it is in service. The vehicle is in use on average 72 percent of the time it is in operation. There is some available capacity in the morning (before 10:00am) and after 4:00pm. Otherwise, coordination opportunities with this vehicle are minimal between 10:00am and 4:00pm based on existing use.

Table : Ontario Early Years Centre Vehicle Log Summary

|  |  |  |
| --- | --- | --- |
| From | To | Percentage of Time Vehicle is Occupied |
| 8:30 | 9:00 | 29% |
| 9:00 | 9:30 | 43% |
| 9:30 | 10:00 | 57% |
| 10:00 | 10:30 | 86% |
| 10:30 | 11:00 | 71% |
| 11:00 | 11:30 | 86% |
| 11:30 | 12:00 | 100% |
| 12:00 | 12:30 | 86% |
| 12:30 | 13:00 | 86% |
| 13:00 | 13:30 | 71% |
| 13:30 | 14:00 | 71% |
| 14:00 | 14:30 | 43% |
| 14:30 | 15:00 | 71% |
| 15:00 | 15:30 | 100% |
| 15:30 | 16:00 | 100% |
| 16:00 | 16:30 | 57% |

## Community Living Dufferin

### Description

Community Living Dufferin (CLD) provides residential, employment, and recreational/leisure support to adults with developmental disabilities. CLD also operates several group homes and transitional living facilities, in addition to providing supported independent living. The organization has a fleet of vans (15 vehicles in total), with one stationed at each residence. It provides direct transportation services to its residents, as well as to others accessing its services throughout Dufferin County, directly from their homes to the CLD main building for day programming. CLD’s clients have indicated a need to facilitate access to employment and leisure opportunities in Orangeville.

The travel log was completed for the two week period of May 14, 2015 until June 1, 2015.

### Trip Requests and Accommodation

Over the course of the survey, a total of 241 trips were requested and all trips were accommodated. Fifty-six (56) percent of trips were accommodated by a non-accessible vehicle, while, forty-four (44) percent were made with an accessible vehicle. Each trip averaged 2.5 passengers. **Table 4** provides a summary of the type of trip requested.

Table : Community Living Summary of Type of Trip Requested

|  |  |
| --- | --- |
| Trip Type | Percentage of Trip Requests |
| Social | 28% |
| Medical | 10% |
| Work | 6% |
| Other | 54% |
| School | 2% |

A large portion of the “other” and “social” trips involved trips to day programming, grocery stores and restaurants.

### Day and Time of Travel

**Table 5** provides a summary of the requests by day of the week, while **Table 6** summarizes the frequency of trip requests by time of day.

Table : Community Living Dufferin Summary of Requests by Day

|  |  |
| --- | --- |
| Day | Percentage of Trip Requests |
| Sunday | 10% |
| Monday | 12% |
| Tuesday | 15% |
| Wednesday | 18% |
| Thursday | 17% |
| Friday | 18% |
| Saturday | 10% |

Trip requests are evenly spread out over the course of the week. The busiest days are Wednesday, Thursday and Friday.

The majority of trip requests occur in the morning from 8:00am to 11:00am (31%). It should be noted that return trip times were not provided.

Table : Community Living Dufferin Summary of Requested Pick-UP TImes

|  |  |  |
| --- | --- | --- |
| Requested Pick-Up Time | | Percentage (%) |
| 8:00 | 9:00 | 5% |
| 9:00 | 10:00 | 10% |
| 10:00 | 11:00 | 16% |
| 11:00 | 12:00 | 7% |
| 12:00 | 13:00 | 7% |
| 13:00 | 14:00 | 12% |
| 14:00 | 15:00 | 9% |
| 15:00 | 16:00 | 8% |
| 16:00 | 17:00 | 5% |
| 17:00 | 18:00 | 4% |
| 18:00 | 19:00 | 8% |
| 19:00 | 20:00 | 6% |
| 20:00 | 21:00 | 2% |

*\*return trip times were not provided*

### Travel Patterns

**Table 7** provides a summary of the travel patterns for all trip requests. Over three-quarters of the trips requested originated and were destined to Orangeville.

Table : Community Living Dufferin Summary of Travel Patterns

|  |  |  |  |
| --- | --- | --- | --- |
| Trip Origin | Trip Destination | Frequency | Percentage |
| East Garafraxa | Caledon | 1 | 0% |
| Guelph | 2 | 1% |
| Orangeville | 18 | 7% |
| Other | 4 | 2% |
| Orangeville | Brampton | 2 | 1% |
| East Garafraxa | 8 | 3% |
| Guelph | 8 | 3% |
| Mississauga | 1 | 0% |
| Orangeville | 186 | 77% |
| Shelburne | 4 | 2% |
| Wellington County | 2 | 1% |
| Other | 2 | 1% |
| Shelburne | Orangeville | 3 | 1% |

### Vehicle Log

**Table 8** provides a summary of how often the vehicle was in use transporting, assisting or waiting for a client/passenger over the course of the survey. It should be noted that information was provided for 13 of the 15 vehicles.

|  |  |  |  |
| --- | --- | --- | --- |
| Vehicle | % of Time Vehicle is Transporting a Passenger | % of Time Driver is Sitting at Off-Site Parking Lot | % of Time Vehicle is Available for Use |
| Non-Accessible Van (QPAC) | 44% | 0% | 56% |
| Accessible Van (OPTIONS) | 31% | 11% | 58% |
| Non-Accessible Van (Dawson) | 17% | 9% | 74% |
| Car (Dawson) | 13% | 11% | 76% |
| Van (Amelia) | 13% | 17% | 71% |
| Van (William) | 14% | 6% | 81% |
| Hansen | 33% | 5% | 62% |
| Van (Aspen) | 24% | 2% | 74% |
| Van (Shirley) | 16% | 1% | 82% |
| Van (Elmwood) | 32% | 0% | 68% |
| Car (Shirley) | 30% | 5% | 65% |
| Van (Hillview) | 25% | 0% | 75% |
| Van (Alder) | 28% | 13% | 58% |

Based on the survey results, all of the vehicles are currently underutilized. Each vehicle is available for use over half of the time it is in service.

## Dufferin County Community Support Services

### Description

Dufferin County Community Support Services (DCCSS) operates demand responsive transportation services for seniors and adults with disabilities within Dufferin County. Their fleet includes three accessible vans and two regular vans, which are driven by staff. Certified volunteers also provide transportation service using their own vehicles.

Approximately 10,000 trips are made annually with primary services occurring Monday to Friday, between 8:30am and 4:30pm. Medical calls are prioritized, but eligible residents can also use the service to access social events, recreation, and shopping. Trips can be taken both within Dufferin County and to key inter-regional destinations such as Toronto, Brampton or Barrie. Passengers pay a standard fee for in-town trips ($7.00 return) and a per km rate for out-of-town trips (41 cents/km).

The agency employs five paid part-time drivers that use one of five agency owned vehicles. There are also 12 volunteer drivers that use their own vehicles to help provide mobility to eligible clients.

Funding sources include the Ontario Ministry of Health & Long-Term Care, Dufferin County and passenger fares.

The log was completed from February 23, 2015 to March 8, 2015.

### Trip Requests and Accommodation

Over the course of the survey 244 trips were requested, of those requests, 161 of them were for travel during the two week survey period. The remaining trip requests were for travel after March 8, 2015. The analysis focuses on the trips taken during the two-week survey period. All of the trip requests were accommodated with the exception of one trip. This was a same day trip request for travel at 2:45pm in which no vehicle/driver was available. Eighty-five (85) percent of trips were requested by seniors.

Only three trips were requested on the same day of booking. The remaining trips were booked at least a day in advance. Twelve (12) percent of trips were accommodated by an agency owned accessible vehicle, twelve (12) percent by an agency owned non-accessible vehicle and seventy-six (76) percent by a volunteer owned vehicle. Each trip averaged 1.05 persons. **Table 8** provides a summary of the type of trip requested. The majority of trips are for medical reasons.

Table : DCCSS Summary of Type of Trip Requested

|  |  |
| --- | --- |
| Trip Type | Percentage of Trip Requests |
| Social | 1% |
| Medical | 84% |
| Work | 0% |
| Other | 12% |
| School | 2% |

### Day and Time of Travel

**Table 9** provides a summary of the requests by day of the week, while **Table 10** summarizes the frequency of trip requests by time of day.

Table : DCCSS Summary of Requests by Day

|  |  |
| --- | --- |
| Day | Percentage of Trip Requests |
| Monday | 9% |
| Tuesday | 22% |
| Wednesday | 21% |
| Thursday | 21% |
| Friday | 27% |

Trip requests are evenly spread out over the course of the week with the exception of Monday.

Table : DCCSS Summary of Requested Pick-UP TImes

|  |  |  |
| --- | --- | --- |
| Requested Pick-Up Time | | Percentage (%) |
| 7:00 | 8:00 | 1% |
| 8:00 | 9:00 | 66% |
| 9:00 | 10:00 | 9% |
| 10:00 | 11:00 | 7% |
| 11:00 | 12:00 | 2% |
| 12:00 | 13:00 | 4% |
| 13:00 | 14:00 | 2% |
| 14:00 | 15:00 | 5% |
| 15:00 | 16:00 | 2% |
| 16:00 | 17:00 | 1% |

*\*return trip times were not provided*

Approximately two-thirds of the trip requests occur in the morning from 8:00am to 9:00am (66%).

### Travel Patterns

**Table 11** provides a summary of the travel patterns for all trip requests. There is a broad array of trips made between the various municipalities in Dufferin County and to adjacent communities. The highest concentration of trips are made between Orangeville to Shelburne (20%) and from Shelburne to Shelburne (27%).

Table : DCCSS Summary of Travel Patterns

|  |  |  |
| --- | --- | --- |
| Trip Origin | Trip Destination | Percentage (%) |
| Amaranth | Orangeville | 2% |
| Shelburne | 3% |
| Other | 1% |
| East Garafraxa | Orangeville | 1% |
| Shelburne | 1% |
| Grand Valley | Orangeville | 1% |
| Shelburne | 10% |
| Melancthon | Orangeville | 1% |
| Shelburne | 4% |
| Mulmur | Shelburne | 3% |
| Orangeville | Amaranth | 1% |
| Brampton | 1% |
| Caledon | 2% |
| Melancthon | 1% |
| Orangeville | 6% |
| Shelburne | 20% |
| Other | 2% |
| Toronto | 1% |
| Mono | Orangeville | 2% |
| Shelburne | 7% |
| Shelburne | Mississauga | 1% |
| Shelburne | 27% |
| Other | 2% |

### Vehicle Log

A vehicle log was completed for all of the agency owned vehicles. The vehicles were occupied transporting passengers for 100% of the time they were in service. While there were no trip requests that were unaccomodated, it suggests that the agency is operating at full capacity, relying primarily on its volunteer base to deliver passengers to its destinations. This is also evident by the percentage of trips completed by volunteer drivers (76%).

# Referral Agencies

The following section provides a summary of the data collected from the existing referral agencies. Three referral agencies were surveyed:

1. Hospice Dufferin
2. Alzheimer’s Dufferin
3. Family Transition Place

## Hospice Dufferin

### Description

Hospice Dufferin is a community based hospice that provides psychosocial programs such as bereavement support, breast cancer support group and "Circles" sessions to clients and their families in Dufferin County.  Offices are located in the Edelbrock Centre in Orangeville as well as an office in Shelburne for individual counselling.  Volunteers and staff also meet with clients in their residence whether that is in their home, hospital room or long term care facility. The agency has 449 registered clients.

### Trip Requests

The trip request log was completed from March 9, 2015 until March 22, 2015. During the two week period there was a total of five trip requests from adults. All of the trips originated in Orangeville and were destined within Orangeville. Four of the five trips were requested for “other” reasons, while one was requested for a social trip. Three of the trips were accommodated by taxi, while the other two were accommodated by a volunteer driver. All of the trip requests were made between 9:30am and 10:30am.

## Alzheimer Society of Dufferin

### Description

The Alzheimer Society of Dufferin County provides support to people with Alzheimer's disease and other dementias by:

1. Providing care, support, information and education for people living with dementia;
2. Educating decision-makers about the need for improved health care services and qualified health care workers to support people with dementia; and
3. Increasing awareness of dementia and its impact on the whole family.

### Trip Requests

The trip request log was completed from February 27, 2015 until March 6, 2015. During the two week period, there was a total of five trip requests from seniors. Four of the five requests were for social trips, while the other request was for a support group. Three requests originated in Orangeville, while two originated in Alton. All of the trips were destined to Orangeville. Three of the trips were referred to CCS, while the other two were referred to family members.

## Family Transition Place

### Description

Family Transition Place (FTP) is an organization that provides emergency shelter, counseling, housing, and legal services to women and their children who have experienced abuse and/or homelessness. The centre is located in Orangeville but provides services to residents across Dufferin County. Although it does not directly provide transportation services, FTP refers clients to public transit, taxis, the Ontario Early Years Centre van, the Dufferin County Community Support Services van, and the Shelburne Transporter. Depending on the circumstance, the centre also covers the cost of transportation for its clients.

### Trip Requests

The trip request log was completed from February 23, 2015 until March 6, 2015. During the two week period there was a total of 13 trips requests were made from adults. Seven of the trips were for medical purposes, four were for “other” and two were for social reasons. All of the requests originated in Orangeville and were destined to Orangeville. The trips were referred to a taxi provider. All of the trip requests occurred in the afternoon. Nine trip requests were made after 3:00pm. There were two requests for early morning (1:00am and 3:00am).

# Conclusion

The transportation demand assessment completed for existing transportation service providers and referral agencies in Dufferin County resulted in a number of conclusions regarding current demand for transportation throughout the County. The following provides a summary:

* There are 21 agency owned vehicles between the three existing providers.
* A total of 453 trips were requested for all agencies involved in the survey.
* 429 trips were accommodated by the existing providers.
* Only 1 trip was not accommodated.
* 29% of all trips were accommodated using an accessible vehicle.
* DCCSS provides mostly medical trips, while Ontario Early Years Centre and Community Living Dufferin provide mostly social and “other” type trips.
* The majority of trips begin and end within Orangeville and between Orangeville and Shelburne.
* DCCSS relies heavily on volunteer drivers to accommodate the majority of their trip requests. Their agency owned vehicles are at capacity.
* Community Living Dufferin vehicles are under-utilized and have the capacity to accommodate additional trips should demand increase.
* Demand for trips requested to referral agencies is minimal.

Based on the results of the survey, the majority of trip requests are being accommodated throughout the County. It should be noted that this does not mean that all transportation needs are being met. In many cases, trip reservationists work with clients to accommodate their trip, even if it is not at the time requested. There may also be a unknown demand for trips that is not being met due to ineligibility to one of the three service providers. This was not reviewed as part of the scope of this study.

Should demand continue to increase, it may become difficult for DCCSS to continue to rely on volunteer drivers to deliver service. Attracting new volunteers is becoming a greater challenge, and this decline in volunteerism is expected to continue. One challenge that volunteer drivers are facing is increasing cost of fuel and maintenance along with a liability concern about having the appropriate levels of car insurance. There are several opportunities to improve existing capacity and better meet trip requests:

1. **Increase vehicle occupancy:** The average vehicle occupancy for DCCSS trips is 1.05 passengers per trip. This is relatively low and suggests that there is room to accommodate additional trips.
2. **Share vehicles between agencies:** Given that Community Living Dufferin owns a number of vehicles that are under-utilized, DCCSS may wish to explore partnership opportunities to maximize the use of these vehicles.
3. **Explore partnership opportunities with Orangeville Transit:** Given the local nature of a number of the trips, partnership opportunities should also be explored with Orangeville Transit. Currently, Orangeville Transit operates three wheelchair accessible routes Monday to Saturday. For seniors and adults that do not require assistance travelling, there may be an opportunity to partner with Orangeville Transit to provide travel training or to provide targeted service such as a Community Bus route or demand responsive specialized service.
4. Agency Survey Templates