



Peterborough Transit Liaison Committee AGENDA

Date: Thursday, February 27th, 2025

Time: 2:00 pm

Location: Training Room, Transit Offices, 130 Aylmer Street North

1. Call to Order

2. Land Acknowledgement

We respectfully acknowledge that we are on the treaty and traditional territory of the Mississauga Anishinaabeg. We offer our gratitude to the First Peoples for their care for, and teachings about, our earth and our relations. May we honour those teachings.

3. Confirmation of Minutes

a. January 30th, 2025

4. Presentations

a. PTLC25-002 Specialized Transit Ridership

5. Discussion

6. Other Business

7. Next Meeting

8. Adjournment

Peterborough Transit Liaison Committee Meeting Minutes

Date: January 30th, 2025

Present: Keith Riel (Councillor), John Morris (CPD), Julie Morris, Sandra Needham, Larry MacDonald, Tracy Milne (Trent), Natalie Stephenson (Green-Up), Phil Mechatuk, Cory MacLeod (Transit Operator & ATU Union Representative), Stephanie Bolton (Age-Friendly)

Virtual: Joel Willett (Fleming), Jessica Brotherstone (Executive Assistant, Municipal Operations)

Staff Present: Barry Wakeford, Director, Transit Services
Andrea Donnelly, Recording Secretary
Lindsay Stroud, Transportation Demand Management Planner
Ilmar Simanovskis, Commissioner of Municipal Operations

Regrets: Robert J Dunford (Manager-Transportation Planning)

1. Call to Order

The meeting of the Transit Liaison Committee was called to order by the Chair at 2:02 p.m.

2. Land Acknowledgement

3. Confirmation of Minutes

Moved by Larry MacDonald Second by Tracy Milne

That the minutes of the meeting held on November 21st, 2024, be approved.

Carried.

4. Presentations

- a) Report PTLC25-001 – Bus Pass Issues

Moved by Corey MacLeod Second by John Morris

That the Peterborough Transit Liaison Committee approves the presentation outlined in reports PTLC25-001, dated January 30th, 2025, as follows:

That the report be received for information.

Carried.

5. Other Business

- Report on Accessible Van registered rider count and number of trips data breakdown
- Committee elected Julie Morris Co-Chair

6. Next Meeting

The next meeting of this Committee will be Thursday, February 27th, 2025, at 2:00PM

7. Adjournment

Moved by Sandy Needham and seconded Steph Bolton

That this meeting adjourns at 3:12 pm.

Carried

Andrea Donnelly, Recording Secretary

Phil Mechatuk, Chair



City of
Peterborough

To: Peterborough Transit Liaison Committee
From: Barry Wakeford, Director Transit Services
Meeting Date: February 27, 2025
Report: Specialized Transit Ridership, Report Number PTLC25-002

Subject

A Report to inform the Peterborough Transit Liaison Committee of the Specialized Transit ridership.

Recommendation

That the Peterborough Transit Liaison Committee approve the recommendation outlined in Report PTLC25-002, dated February 27, 2025, of the Director, Transit Services as follows:

That the Report PTLC25-002 and the presentation be received for information.

Executive Summary

- At the January 30, 2025, meeting, a request was made for a report on Van ridership.

Background

Peterborough Transit began providing specialized service to passengers with physical and cognitive needs which prevented them from accessing regular transit buses. This service started in the 1980's with a passenger van, it was expanded to wheelchair accessible vehicles. Over the years, a variety of vehicles have been used, some with lifting devices others that could kneel and had a folding ramp.

Up until 2015, scheduling passenger service was manually entered into a ledger and was transferred each day into individual vehicle sheets which the drivers followed throughout the day.

In March of 2015, RouteMatch was purchased and implemented as the scheduling software employed for van services. This system was installed on a server and enabled on-the-fly updates to driver schedules, adding, removing and adjusting calls, relaying these changes to the tablet installed in the vehicle.

RouteMatch was replaced in April 2022 with a system called Via Mobility. This system is cloud based and offers a similar system to RouteMatch; however, it communicates with passengers via text messaging to notify them that the van will arrive in half an hour and then again at five minutes prior to the pick-up time. Via Mobility is the current program being used for scheduling the van service.

The Specialized Van Service consists of 11 vehicles, 7 of which are on the road during weekdays, 4 on Saturday and 4 on Sunday. The hours of operation are between 6:00 a.m. and 11:59 p.m. Monday to Friday, the service runs from 7:00 a.m. until 11:59 p.m. On Saturdays and Sundays, it runs from 8:00 a.m. until 8:00 p.m.

The 2024 statistics summary for Peterborough Transit Specialized Van Service shows that there are 428 active riders. There were 59,494 requested rides with 41,597 being completed. The completed rides rate is 69.9%.

The vans operated for 15,489.9 revenue hours and the productivity was 2.7 rides per hour. 2024 did show some improvement over 2023.

In 2023, the Via Mobility software was used for both an On-Demand service and the Specialized Van Service. Some of the On-Demand passengers were entered in the Specialized Transit ridership. To compare 2023 to 2024, there were 434 active riders, 57,738 rides requested with 39,108 completed rides. The completed ride rate was 67.7%.

In contrast to traditional transit, which achieves approximately 25 trips per hour in 2024, the vans are significantly less productive. Nevertheless, this service is an essential part of what transit offers.

The next full time driver position approved by council will be assigned to the Specialized Transit Van service.

Strategic Plan

Strategic Pillar: Governance & Fiscal Sustainability

Strategic Priority: Support a culture of continuous improvement, safety, and innovation to enhance cost effective delivery of City programs and services.

This report fits the Strategic Priority by recommending the continuation of a City service the residents depend on.

Budget and Financial Implications

There are no budget and financial implications associated with this report.

Conclusion

In summary, the van ridership consists of 428 active riders. In 2024, of the 59,494 requested rides there were 41,597 trips completed which is a 69.9% request to ride ratio. The trips per hour productivity of the van service is 2.7. Transit staff do strive to book every requested trip.

Submitted by,

Barry Wakeford
Director, Transit Services

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