TO: Chair and Members
Public Works Committee

WARD(S) AFFECTED: CITY WIDE

COMMITTEE DATE: April 4, 2011

SUBJECT/REPORT NO:
Bus Travel Training Pilot (PW11025) - (City Wide)

SUBMITTED BY:
Gerry Davis, CMA
General Manager
Public Works Department

PREPARED BY:
Don Hull
Director of Transit
905-546-2424, Extension 1860

Paul Thompson
Manager of ATS
905-546-2424, Extension 1862

RECOMMENDATION

(a) That the General Manager of Public Works be authorized and directed to enter into an Agreement, in a form satisfactory to the City Solicitor, with The Salvation Army Lawson Ministries Hamilton, as the lead agency for participating Developmental Services providers within Hamilton, to develop and conduct a two (2) year pilot project providing bus travel training for persons with developmental disabilities;

(b) That the General Manager of Public Works be authorized to approve and provide funding under the Agreement to The Salvation Army Lawson Ministries Hamilton to an upset limit of the anticipated $400,000 expenditure requirement of the pilot, subject to any reduction in requirement that may result from offsetting Provincial funding that The Salvation Army Lawson Ministries Hamilton may obtain under an application to the EnAbling Change Partnership Program, presently offered by the Ministry of Community and Social Services;

(c) That such expenditure as may be approved by the General Manager of Public Works be funded from Transit Operating Account 53330-540005;

(d) That the General Manager of Public Works be authorized to provide HSR bus passes to successful trainees under the pilot at no charge for a period of one (1) year after completion of their training.
EXECUTIVE SUMMARY

As a result of Transit staff discussions with the Developmental Services Transportation Committee, representing Developmental Services transfer payment agencies within Hamilton, that Committee has presented an unsolicited bus travel training proposal to the City which might serve as a proactive and substantial initial step in meeting the needs of persons with cognitive disabilities.

The proposed bus travel training pilot project will:

- provide a direct training service to capable individuals with cognitive disabilities, giving them the necessary skills and support to use HSR;
- generate potential future mitigation of specialized transportation program costs by maximizing the use of HSR by these individuals; and
- create a sustainable transit training model that can be employed beyond the pilot project in meeting obligations of the City under Accessibility for Ontarians with Disabilities Act (AODA) legislation.

The project will be carried out over a two (2) year period beginning in or around May 2011, with a target of delivering training to 200 individuals. The development and implementation of the project will be delivered entirely by the 10 participating agencies of the Developmental Services sector, with The Salvation Army Lawson Ministries Hamilton acting as the lead agency for purposes of coordination and funding distribution. The agencies will bring their considerable expertise to the project, along with resources including existing infrastructure for identifying and selecting project participants, and provision of flexible staffing and facilities to meet the goals of the pilot. Responsibility for the training and oversight of the participants will rest entirely with the agencies.

The proposed pilot requires substantial financial and human resources that are not currently within the service structure of the participating agencies. The funding requirement of the project, as set out by the Developmental Services Transportation Committee in its preliminary project proposal to the City, is an anticipated $400,000 over the two (2) years. This Report proposes that funding be provided to the participating agencies, the maximum amount being subject to potential offsetting funding that may become available to the agencies; in this respect, application has been made by the participants to the EnAbling Change Partnership Program, presently offered by the Ministry of Community and Social Services. As per Recommendation c) to this Report, and as detailed in the Financial Implications section of this Report, sufficient funds are available within Transit Operating Account 53330-540005 to meet the requirements of the project.

The Recommendations in this Report reflect the opinion of Transit staff that the unsolicited proposal of the Developmental Services partner agencies presents a unique opportunity which the City should pursue to the advantage of the specialized transit program, as the partner agencies are all those within the City who provide services specifically geared to the needs of those with developmental disabilities; and the non-
profit designation of the partner agencies allows them to seek other mitigating funding that is not available to municipalities.

Alternatives for Consideration - Not Applicable

### FINANCIAL / STAFFING / LEGAL IMPLICATIONS

#### Financial:
Approval of the Recommendations in this Report commit the City to fund an amount up to 100% of the proposed $400,000 cost of the pilot, with opportunity for mitigation through Provincial grant, of up to 75% of some or all of the project cost, that may be obtained by The Salvation Army Lawson Ministries Hamilton. The probability of that Provincial funding being secured was not known at the time of project proposal, and as the success of the application and the degree to which the Province may commit funds to the project is uncertain, it is necessary that the City commit to the full cost of the project for it to move forward.

Funding of the proposed pilot is available within existing approved budget of Transit, specifically within Account 53330-540005, as part of the funding approved by Council for changes to ATS Eligibility which have not yet been implemented; this account currently has an available unexpended balance of approximately of $350,000 in 2011, and is expected to have sufficient available balance in 2012 and 2013 to meet the requirements of the proposal.

Expected cash flow requirements of the project will span the period 2011 to 2013, and subject to detailed analysis prior to City funding finalization, are expected to be as follows:

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$120,000</td>
<td>$200,000</td>
<td>$80,000</td>
<td>$400,000</td>
</tr>
</tbody>
</table>

Over and above the funding to cover project expenditures, the project proposal also requests that the City provide for trips on HSR at no charge for travel trainers and trainees during training sessions, and that HSR bus passes be provided at no charge to successful trainees for a period of twelve (12) months after completion of their training. This aspect of the proposal does not require funding to offset expenditures, but there will be no revenue recovery from these “new” passengers during the year that they receive the bus pass at no charge.

#### Staffing:
There are no staffing implications for the City, as the project work is to be done entirely with resources provided by the participating agencies, with the City acting in an arms length consultative role, ensuring that the City funding is utilized as agreed to.

#### Legal:
There are no legal implications for the City.
HISTORICAL BACKGROUND

As directed by Council under Report PW03128c, Transit staff has conducted targeted stakeholder consultation with Developmental Services providers within Hamilton to determine opportunities for development of services which will ultimately assist in the implementation of a reformed eligibility policy and process for Accessible Transportation Services. It is expected that that a substantial number of those persons with disabilities who will qualify for specialized transportation services under a revised eligibility policy will be those with developmental disabilities; consultation with agencies working with those individuals was a natural starting point for discussion. As a result of those discussions, the Developmental Services Transportation Committee of the providers generated an unsolicited proposal to the City which it feels is a proactive and substantial initial step in meeting the needs of those with cognitive disabilities.

For people with developmental disabilities, the key to having access to opportunities i.e. work, recreation and volunteering is access to public transportation. People with developmental disabilities require specific training and support in order to learn and retain the skills necessary to safely take public transportation. Through the proposed initiative, presentations will be made to local high schools, developmental service agencies and City of Hamilton information centres, to highlight this opportunity to participate in travel training as part of the two year pilot project. As evidenced in the number of partners who are involved, there is strong community support for the development of opportunities to enhance the lives of people with developmental disabilities.

The partners and participants in the project (with key contacts referenced) will include:

Contact Hamilton: Martha Harvie, Team Leader Developmental Services. Role: Agency delegate to the Developmental Services Transportation Committee and community partner for this proposal.

Choices: Steve Corman, Acting Director of Support Services. Role: Agency delegate to the Developmental Services Transportation Committee and community partner for this proposal.

Catholic Family Services: Lina Winship, Adult Protection Service Worker. Role: Agency delegate to the Developmental Services Transportation Committee and community partner for this proposal.

Community Living Hamilton: Janet Monahan, Director Adult Supports and Alison Binns, Supervisor for Adult Supports and community partner for this proposal.

L'Arche Hamilton: Jeff Gilbreath, Executive Director. Role: Agency delegate to the Developmental Services Transportation Committee and community partner for this proposal.

YWCA Hamilton: Tracy Helwig, Director of Support Services. Role: Agency delegate to the Developmental Services Transportation Committee and community partner for this proposal.
**McMaster Children’s Hospital:** Mike Lysecki, Director of Special Needs Services. Role: Agency delegate to the Developmental Services Transportation Committee and community partner for this proposal.

**Christian Horizons Hamilton Niagara:** Ingrid Dykstra, Area Manager. Role: Agency delegate to the Developmental Services Transportation Committee and community partner for this proposal.

**Rygiel Supports for Community Living:** Ron Trajano, Director of Support Services. Role: Development Service Agency delegate to the Developmental Services Transportation Committee and partner for this proposal.

**Hamilton Family Network:** Barbara Italiano, Parent and Advocate. Role: to share information on this project and to liaison with local network of people with developmental disabilities, their families and caregivers.

**Hamilton Chapter of Autism Ontario:** Trish, President and Parent. Role: to share information on this project and to liaison with local network of people with autism, their families and caregivers.

**Hamilton Wentworth District Catholic School Board:** Carrie Leo, Transition Coordinator. Role: to assist in information sharing with students, teachers and families as well as to assist in curriculum development.

### POLICY IMPLICATIONS

The Recommendations within this Report have positive implications on future policy regarding eligibility for specialized transportation services while creating greater current accessibility within the community, laying the groundwork for a sustainable travel training program which will assist the City in mitigating future cost, and are a positive response to requirements under the anticipated legislative requirements of the AODA.

The proposed AODA Transportation Standard will require changes to the City’s Eligibility Policy for specialized transportation services. Providing travel training for individuals who are able, with training, to utilize HSR services will mitigate costs for increased demand for specialized transportation services as the new eligibility rules are put in place.

### RELEVANT CONSULTATION

Staff has consulted with the Developmental Services Transportation Committee, representing Developmental Services transfer payment agencies within Hamilton, regarding its proposal. Internal consultation has included staff from Corporate Services Customer Service, Access & Equity, Financial Services, and Treasury Services Divisions; as well as necessary staff within the Public Works Department.
ANALYSIS / RATIONALE FOR RECOMMENDATION

This two-year bus training pilot project provides both in-class bus training that focuses on street safety, bus routes, bus transfers and role playing; coupled with experiential on-the-bus training. Key deliverables of the project include:

- Development and delivery of an 8-unit Bus Training Curriculum, including video training component, designed for adults with developmental disabilities. Trainees who successfully complete the 8-unit course will graduate and receive 12 monthly bus passes, thus providing project capability to monitor long-term sustainability of knowledge of bus use through post-training review with the project co-ordinator. A target of delivering bus training to 200 individuals will be set.

- A third party project evaluation will be completed at the end of the two years focusing on assessing the model of training which includes train the trainer, bus training curriculum, sustainability, impact on participants' independence and safety in using HSR, and community involvement.

The proposal of the Developmental Services partners will provide a proactive first step in addressing the needs of persons with cognitive disabilities within the community by providing skills and knowledge in the use of public transit to those who are capable, with training, of using HSR, and who might otherwise require the use of DARTS services at substantially greater cost to the City over an extended period of time.

ALTERNATIVES FOR CONSIDERATION

There are no suggested alternatives to the Recommendations.

CORPORATE STRATEGIC PLAN


Skilled, Innovative & Respectful Organization

- More innovation, greater teamwork, better client focus
- Focus on providing user skills that support greater use of fixed route public transit by persons with disabilities

Financial Sustainability

- Delivery of municipal services and management of capital assets/liabilities in a sustainable, innovative and cost effective manner
- Partnering with specialized community agencies in delivery of services to program registrants

Intergovernmental Relationships

- Maintain effective relationships with other public agencies

Vision: To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.

Values: Honest, Accountability, Innovation, Leadership, Respect, Excellence, Teamwork
Growing Our Economy

- An improved customer service

Social Development

- Residents in need have access to adequate support services

APPENDICES / SCHEDULES

None