

The Board at its March 26, 2014 meeting adopted the recommendation in the staff report, as follows:

It is recommended that the Board not approve any routing changes or new service additions to the TTC's Community Bus Services (CBS), pending completion of TTC staff's current work on a plan to more effectively and comprehensively integrate Wheel-Trans and conventional TTC services -- scheduled for early 2015 -- noting that:

- Community Bus Services were introduced in the early 1990s before the TTC had any accessible conventional bus services while today all bus routes are operated by accessible buses
- the purpose of CBS was to improve local transit accessibility for people who had mobility limitations that made it difficult for them to access or use conventional transit service, but whose limitations were not severe enough to allow them to qualify for specialized transit service (Wheel-Trans);
- CBS was also intended to attract away and reduce demand from more expensive Wheel-Trans door-to-door services by providing an alternative, more spontaneous travel option;
- ridership on CBS routes has fallen to half their original levels following the introduction of accessible buses on all TTC conventional bus routes;
- CBS routes currently carry 30 to 60 passengers each per day, or a total of 230 passengers per day on all five routes;
- nine per cent of CBS customers are estimated to be eligible for Wheel-Trans; the service has not been successful in attracting demand away from Wheel-Trans door-to-door service;
- all of the locations served by CBS routes have alternate conventional services nearby, and eligible customers can also use Wheel-Trans service;
- none of the TTC's current five Community Bus Services meet the TTC's minimum productivity standards for conventional bus services;
- there is a legitimate demand for CBS-type service from people who have mobility challenges but who don't qualify for Wheel-Trans; most CBS customers use unique stops which are, on average, 275 meters from the closest conventional bus stop;
- AODA accessibility regulations require all specialized transit service providers to review and update their eligibility categories;
- staff will report back in early 2015 on a plan to comprehensively integrate Wheel-Trans and conventional TTC services, and CBS services will be reconsidered in the context of that work; and
- in the interim, staff will implement operational changes, where possible, to improve the reliability of the five existing community bus services at no additional cost.

The Board also approved that staff be requested to consider the deputations provided at the March 26, 2014 meeting when developing the report on the integration of the Wheel-Trans and conventional services scheduled for early 2015.

