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PRELIMINARY AGE FRIENDLY COMMUNITY SUMMIT REPORT

GATHERING #2 – TRANSPORTATION

July 17, 2015 – Brantford Civic Centre

(As of August 7, 2015)

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PRELIMINARY AGE FRIENDLY COMMUNITY SUMMIT REPORT
GATHERING #2 – TRANSPORTATION
July 17, 2015 - Brantford Civic Centre

19 Organizations

25 Participants representing:

- Beckett Adult Leisure Centre
- Brant County Health Unit
- Brant United Way
- Brantford Police Service
- Brantwood Community Services
- City of Brantford
 - Engineering
 - Planning
 - Transit
- Community Living Brant
- County of Brant Library
- Driving Miss Daisy
- Ensuring Brant
- Grand River Community Health Centre
- John Noble Home Alzheimer Day & Stay Program
- Operation Lift
- Participation House
- Red Cross Community Services
- Revera Brierwood Gardens
- Six Nations Long Term Care
- Welcome In (Homeless Shelter)
- Your Neighbourhood Credit Union

PARTICIPANTS

Retirees

52 Participants indicated they were retired

Where do participants live?

- | | |
|--------------------|--|
| City of Brantford: | North End
East Ward-Echo Place
West Brantford
South – Eagle Place |
| County of Brant: | Paris
St. George
Scotland |
| Six Nations | |
| Other: | Cambridge
Dundas
Hamilton
Woodstock |

The participants were advised that this Gathering would provide an opportunity for them to contribute positive input.....either because something is working well.....or suggestions for enhancing services. The Table Facilitators then gathered the demographic information and asked each participant to identify the reason for

It is important to note that this Gathering was a “brain storming” session designed to capture ideas “outside the box”. There has been no attempt to identify impact or cost implications.

Issue/Opportunity

Benefits

CITY OF BRANTFORD

Public Transit System

- Excellent Accessible buses
- Provide wheelchair security
- Empty big buses – consider smaller buses
- Review current stops-some are inconvenient
- Provide free to 12 and under
- Provide free to 65+
- Review ticket/pass system at bus terminal
- Improve Bus terminal (is intimidating, has stigma)
- Display detailed route maps in bus terminal
- Install detailed route map on each bus
- Improve the audio system or discontinue
- Provide covered shelters with seats at all stops
- Review routes
- Use a percentage of carbon tax dollars to apply to fares
- Review late night and Sunday availability
- Provide “live person” information service
- Improve web site information – to easy to use
- Conduct a satisfaction survey with some of these issues
- Provide Brantford Lift driver training to all drivers
- Consider partnering with County of Brant for service to Paris, Burford and St. George

- To provide service to those not requiring door to door
- To prevent accidents
- Perhaps more economic
- Brantwood example...stop is at bottom of hill
- To encourage use of public transit as they age
- To encourage use instead of driving
- Only one machine available – has to be a better system
- Build confidence in users
- To assist passengers and provide knowledge of system
- Passengers can see where the stops are and prepare
- Removes frustration of not being able to hear
- To provide comfort while waiting for a bus
- To optimize time for system and riders
- Affordability for fixed incomes (OW, ODSP, pensions)
- Encourage regular riders to increase usage
- For riders without computer expertise
- Encourage more riders –detailed routes, stops and times
- Obtain meaningful feedback
- Professional standardized customer service
- Provides access to Brantford shopping and services

Brantford Lift – For people with disabilities

- Promote the eligibility criteria, excellent service, affordability
- Consider a Sunday service
- Consider an “emergency” service
- Develop a web site for special transit and identify others
- Conduct a satisfaction survey

- To encourage use instead of driving
- To gain more riders
- For specific unplanned events (i.e. urgent care visit)
- Reduce confusion
- Obtain meaningful feedback

Other Transit Services

- “Equipped” taxi providers should promote their services
- Customer Service Sensitivity Training for all drivers

- Will increase the customer base
- Shows respect and ensures confidence in use of service

- Operation Lift needs to promote criteria for use
- Red Cross needs to promote criteria for use

- Provides disability service where nothing else is available
- Provides for medical services outside of city

Gathering #2 Preliminary Report

Transportation

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Issue/Opportunity

CITY OF BRANTFORD

Benefits

Parking

- Review Handicap Parking specifications
- Enforce Handicap Parking By-Laws
- Place "gaps" in curbs in business/shopping areas
- Provide device parking & battery charging in public buildings

- To facilitate loading and unloading
- To curb abuse
- To facilitate access to sidewalks
- To facilitate attendance at community events

City Infrastructure

- Separate "trails" from roads
- Review specifications for ramps and curbs
 - wheelchairs like smooth
 - visually impaired need "bumps"
- Standardize Traffic Signal times
- Paint wider crosswalks
- Widen Sidewalks
- City Planning should encourage "hubs"
- City Departments to use "age-friendly" filter in planning
- Add a "bike lane" to roads
- Promote Driveway snow removal for disabled and seniors
- Encourage Neighbourhood Hubs "snow buddies" program
- Develop a Grant program to encourage business to retrofit
- Include "voice of seniors" in planning
- Develop a City "Information" web site for all services

- Safety for drivers and trail users alike
- Pilot being conducted at Brant Ave. and St. Paul
 - Outcome will be reviewed and plan developed to pave all ramps and curbs
- Safety for walkers and drivers
- Easier for drivers to see
- To accommodate mobile wheelchairs
- Provides residence close to shopping, recreation, etc
- Ensures safe and comfortable environments
- Safety for drivers and bicycle riders
- To ensure healthy aging and clear driveways
- To assist disabled and seniors maintain property by-laws
- Standardized access and use of buildings
- Early identification of any issues to be considered
- Local voice for a 211 type of service

Issue/Opportunity

Benefits

COUNTY OF BRANT

Transit for people with disabilities and medical request from doctor

- Review booking procedures for subsidized taxis
- Replace "luggage" tags for users
- Encourage Red Cross to promote service
- Encourage Operation Lift to promote service

- Improve service delivery
- Removes stigma of being considered as "cargo"
- Access medical services out of area
- For services not covered by subsidized taxis

Transit Suggestions to get residents to Brantford

- Develop a transportation plan for County residents
- Implement a Volunteer Driver Service (\$.40/k)
- Develop a "dial-a-car" process
- Include a special transit section on the web site
- Partner with selected grocery stores for shuttle shop trips
- Develop a County Route service to Brantford Bus Terminal
- Consider a partnership with City of Brantford transit for Service to Burford, Paris and St. George
- Implement or contract transit scheduling services

It was noted that County seniors tend to continue to drive in order to maintain their independence and not be forced to move. The suggestions offered benefit all County residents.

County Infrastructure

- Implement timed traffic stoplights with auditory signals
- Review snow plowing and removal procedures
- Promote "snow buddies" for clearing driveways/sidewalks
- Include "voice of seniors" in planning
- Review Handicap Parking Specification

- Safety for walkers and drivers
- Safety
- To assist disabled and seniors maintain property
- Early identification of any age-friendly issues
- To facilitate loading and unloading

SIX NATIONS OF THE GRAND RIVER FIRST NATION AND MISSISSAUGAS OF THE NEW CREDIT FIRST NATION

- There are no formal services to assist residents to get around the Territories or to get to Brantford.
- There are some non-regulated private volunteer drivers who will take people to medical appointments.
- There is an informal van service to Brantford periodically during the month.

-It was noted that sensitivity training for mobility and aging issues is non-existent.

Issue/Opportunity

Benefits

PROVINCE OF ONTARIO

Driver's Licenses

- Consider Driver's Tests every five years
- Introduce graduated licenses similar to new drivers
- Implement stronger testing for Dementia
- Special Grade of License for Volunteer Drivers

- Early identification of medical or competency changes
- Safety
- Remove drivers that do not pass
- Known expectations and safety

NOTE: It was mentioned that a change in thinking needs to occur.....i.e. that driving is a privilege for competent driversand that public transportation, which is environmentally better, should be a right!

Infrastructure

- Standardize specifications for traffic signals
- Include transportation costs in all quality of life programs
- Implement "slow driving" lanes on secondary roads
- Review rules for handicap parking
- Encourage use of "age-friendly" filter in all planning
- Provide a funding stream for rural municipalities for transit
- Enact legislation related to "ride-share"
- Provide affordable Go Transit services to Brantford

- Same for highways and all communities – safety
- Ensures a method for patients to access programs
- Safety
- To facilitate loading and unloading
- Early identification of issues that may impact outcome
- To provide equality for all residents of Ontario
- Eliminate confusion
- To mass move people to and from the GTA

Scooters and Personal Mobility Devices

- Enact legislation re visibility (lights, reflectors, etc.)
- Implement Marketing Plan to provide the "rules of the road"

- Safety for users and drivers
- Safety for all concerned