



TransHelp turns **40** Celebrating
peelregion.ca/transhelp/40 *our journey together*

Accessibility Advisory
Committee presentation
November 18, 2021



5.3-1

40th Anniversary

- Virtual celebration with staff
- 2 wrapped TransHelp buses with “Thank you”
- 40th anniversary web page featuring photos, historical milestones, and heartfelt testimonials



5.3-2



2

TransHelp's Evolution: The Early Days

- Limited to passengers with physical disabilities
- Total of 13 staff serving 190 passengers
- Fleet of 6 modified vehicles
- Trip scheduling done with paper and pencil
- Weekday service only: Limited Saturdays and no Sundays
- Trip bookings and cancellations required days in advance
- Months to apply

TransHelp's Evolution: Service Today

- Expanded eligibility includes physical, cognitive, visual, and sensory disabilities
- 100+ employees serving 10,000+ passengers
- Fleet of 70+ buses
- Digital trip planning and scheduling technology
- Service 365 days a year, 7 days a week, from 6 a.m. to 1 a.m.
- Passengers can book and cancel same day
- Passengers can book online and see the bus in real-time
- Applications processed within 2 weeks

TransHelp's Evolution

- Over the past 2 decades:
 - Trip demand ↑499%
 - Number of passengers ↑567%
 - Applications ↑250%
 - km travelled ↑216%
- By 2019 70% of trips delivered using 3rd party vendor
- More regular and convenient service thanks to AODA and Accessible Transportation Master Plan (ATMP)



Covid-19 Response

- 19 staff redeployed to assist Public Health, Long-Term Care, Peel's Mass Vaccination Program
- 2,000+ vaccination trips for residents with transportation barriers
- 1700+ trips for residents suspected or confirmed as having COVID-19



COVID-19 Current State

- Trips ↓ approximately 60%
- Health and safety measures
 - Screening at booking and before boarding
 - Mandatory masks
 - Physical distancing on vehicles
 - Hospital grade disinfection of vehicles
 - Online assessments

Looking Forward

- Recovery and rebuilding post pandemic
- Review and update Accessible Transportation Master Plan (ATMP)
 - Opportunities for integration with conventional transit
 - Increasing and enhancing online presence
 - Improving the passenger experience
- Electric Bus Pilot



Thank you

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