

Resources for Providers of Accessible Transportation Services

A Toolkit

Prepared by:
Alberta Infrastructure and Transportation
With assistance from:
the Alberta Advisory Committee on Barrier Free Transportation

October, 2005

Introduction

This toolkit was developed as a resource for providers of accessible transportation, with input from the Advisory Committee on Barrier Free Transportation. It contains information on Non-Financial Resources, such as strategic planning and regional coordination guides, Funding Sources at the federal, provincial, and municipal level, Facilitative Resources, and Related Legislation and Policy Information. Information is available from Albertan, Canadian, United States, and international sources.

Alberta Infrastructure and Transportation (INFTRA) cannot accept any responsibility for the failure of agencies to provide the services mentioned in this document, or for errors or omissions in this document. Although every attempt has been made to ensure the accuracy of the information contained in this toolkit, users are advised to check with the program agencies to determine the accuracy and currency of the information.

This document will be updated as additional information becomes available. Please check INFTRA's Web site for the latest version. If you are aware of any additional sources of information that would be of use in this document, or any errors, please forward them to JD Kliewer at e-mail: jd.kliewer@gov.ab.ca, phone: (780) 422-3801, or fax: (780) 422-1070.

TABLE OF CONTENTS

1. NON-FINANCIAL RESOURCES	Page 2
a) Strategic Planning, Guides, Marketing Tools	Page 2
b) Regional Co-ordination Plans	Page 5
c) Community Best Practices	Page 5
d) Other Resources	Page 8
e) Canadian Transportation Links	Page 9
f) US Transportation Links	Page 10
g) International Transportation Links	Page 11
2. FUNDING SOURCES	Page 12
a) Federal Government	Page 12
b) Government of Alberta	Page 13
c) Municipal Government	Page 16
3. FACILITATIVE RESOURCES	Page 17
4. RELATED LEGISLATION AND POLICY INFORMATION	Page 17
APPENDIX – FUNDING SOURCES	Page 19

1. NON-FINANCIAL RESOURCES

The following are websites that identify tools municipalities and service providers can use when developing, maintaining and enhancing accessible transportation services.

a) Strategic Planning, Guides, Marketing Tools

Encouraging Adequate Public Transportation (Alberta Infrastructure and Transportation)

The following documents provide a policy statement and checklist that will be of assistance to organizations when setting up and managing accessible transportation services.

www.trans.gov.ab.ca/Content/doctype55/production/pol180.htm

www.trans.gov.ab.ca/Content/doctype55/production/LITCChecklists.pdf

How to Develop a Specialized Transportation Enhancement Program (National Easter Seal Society)

This document is an overall guide for developing an accessible transportation service and provides information regarding the importance of data recording and marketing, including sample transportation user surveys.

ntl.bts.gov/DOCS/95-0112-7.html

Let's Plan On It – A Guide for Providing Transportation Services in Rural Areas for Seniors and Persons with Disabilities (Alberta Infrastructure and Transportation)

This document was developed to help municipalities, service providers, consumer groups and other interested parties develop a local public transportation system for use by seniors and persons with disabilities.

www.trans.gov.ab.ca/Content/doctype55/production/pol294.html

Making Transportation Accessible: A Canadian Planning Guide (Transport Canada)

This comprehensive document provides practical information and guidelines for achieving accessibility in every transportation mode.

www.tc.gc.ca/tdc/publication/tp13114e.htm

Municipal Excellence Program (Alberta Municipal Affairs)

The Municipal Excellence Network is an online resource tool developed that features a searchable collection of municipal practices from around the province. It provides web-based access to information on business/operational practices in the areas of municipal governance, administration, human resources, financial management, infrastructure services, development services, safety services and community services.

Other features include a practice request board that allows users to post requests for information, an online newsletter, upcoming events listing, and access to various resources, including reference materials, articles, web links, and education/training information. Further information can be found at www.menet.ab.ca under Municipal Practices/Category Map/Transit.

Optimized Disabled Transportation in the City of Grande Prairie (City of Grande Prairie)

The study was undertaken to develop a plan that would enable existing partner agencies to work together in the provision of an optimal level of transportation service to persons with disabilities in Grande Prairie while maintaining and improving the overall efficiency of service delivery. To view the report, please visit:

www.cityofgp.com/citygov/dept/transit/spotlight/DisabledTransitRep2004.htm

Red Deer Transit/Special Transportation Study (City of Red Deer)

The study was initiated to help identify the most effective and efficient way of delivering regular and specialized transportation services to Red Deer's rapidly growing population. To view the report, please visit:

www.city.red-deer.ab.ca/Connecting+with+Your+City/City+Services+and+Departments/Transit/Transit+and+Special+Transportation+Study.htm

Transportation Planning Capacity Building – “Public Involvement Techniques” (US Department of Transportation)

This resource guide is a reference work that makes a wide variety of gathering public input available to transportation agencies. It includes the 14 techniques originally published in Innovations in Public Involvement for Transportation Planning. There are four chapters with subsections that group techniques thematically by function. Each chapter ends with a final subsection called "Taking Initial Steps." To assist practitioners in coordinating a full public involvement program, each technique is cross-referenced to other related techniques. The organizing principle for each technique is a series of questions, such as "Why is it useful?" or "What are the drawbacks?"

This planning guide and additional resource documents, such as Planning for Small and Rural Communities, can be found at the US Department of Transportation's planning web site located at:
www.planning.dot.gov/PublicInvolvement/pi_documents/toc-foreword.asp

Transportation Research Record: Journal of the Transportation Research Board No. 1884 (Transportation Research Board)

This journal contains the following articles for accessible transportation service providers:

- Fleet Size and Mix Optimization for Paratransit Services
- Computer-Assisted Scheduling and Dispatching Systems for Paratransit Brokerage and Coordination
- Demand Forecasting and the Americans with Disabilities Act
- Recruitment, Selection, and Retention of Personnel at North Carolina Community Transportation Systems

This journal can be ordered from the Transportation Research Board's Web site located at:

trb.org/news/blurb_detail.asp?id=4704

b) Regional Co-Ordination Plans

Accessible Transportation for All in the Capital Regional District - Capital Regional District on Vancouver Island (BC Transit)

This document provides information related to how accessible transportation services are being provided by the Capital District on Vancouver Island. The document deals with many modes of transportation.

www.coag.uvic.ca/publications/research/pdfs/ACTReport.pdf

Tri-Municipal Demand Study (Alberta Infrastructure and Transportation)

Developed by Strathcona County, the City of Edmonton and the City of St. Albert, in partnership with Alberta Infrastructure and Transportation, this study examined how the three municipalities could provide a level of inter-municipal accessible transportation service which satisfies community requirements. The project resulted in the development of a demand forecast model to determine potential requirements for service between the municipalities. To order copies of the Final Report please call (780) 427-7944.

c) Community Best Practices

Beaver County/Tofield

The van is available to residents of Beaver County. The user of the bus must provide their own driver, who has been approved by the Handi-van Board. For more information, please contact the Tofield Handi-van Society at (780) 662-3269.

Calgary, Red Deer

Associated Cabs provides accessible taxi service, while also maintaining an agreement with Access Calgary/Red Deer Citizens Action Bus. For more information, please contact Associated Cab at (403) 299-1111 (Calgary), and (403) 343-3300 (Red Deer), or visit:

www.members.shaw.ca/accessibletaxi

Camrose

Rose City Handivan Society offers service to local and regional persons with disabilities and seniors. For more information, please contact the Rose City Handi-van Society at (780) 672-8777.

Drumheller

The Valley Bus Society provides service to seniors over 50 and to PWD, and local schools for special needs. They also contract service to the continuing care facility and the hospital. For more information, please contact the Valley Bus Society at (403) 823-1319.

Edson

The Senior Citizen Bus provides service to individuals over the age of 45 and PWD within town limits. For more information, please contact (780) 723-1122)

Grande Prairie

The 2004 Optimized Transportation Plan proposes a coordination of services within the local community and 5km outside. The city will look after administration and provision of vehicle maintenance and the local service provider will offer public services. For a copy of the report, please visit:

www.cityofgp.com/citygov/dept/transit/spotlight/DisabledTransitRep2004.htm

MD of Rocky View

The Rocky View Regional Handibus Society has contracts with the local school board to provide accessible transportation services, helping to use vehicles more efficiently. For more information, please contact Rocky View Regional Handibus Society at (403) 948-2887, or visit:

www.rockyviewbus.ca

MD of Smoky River/Falher/Donnelly/Girouxville

The town owns the vehicle, while Smoky River FCSS administers the service, which provides transportation to seniors, persons with disabilities, and low-income families for all three municipalities. For more information, please contact Smoky River FCSS at (780) 837-2220.

Morinville/Cardiff/St. Albert

For more information, please contact Morinville FCSS at (780) 939-2565.)

Olds

Sunshine Bus is owned by the Town of Olds but is operated by senior volunteers out of the Town Office. For more information, please contact the Sunshine Bus at (403) 556-6381.

Red Deer

The Transit/Special Transportation Study proposes the City coordinate all accessible transportation service providers. For a copy of the study, please visit:

www.city.red-deer.ab.ca/Connecting+with+Your+City/City+Services+and+Departments/Transit/Transit+and+Special+Transportation+Study.htm

Spruce Grove

Specialized Transportation Society provides service to Spruce Grove, Parkland County, and Stony Plain on an situational basis. The county provides funding based on ridership. For more information, please contact the Specialized Transportation Society at (780) 962-2456, or visit:

www.sprucegrove.org/userfiles/HTML/nts_1_829_1.html

Vegreville

Vegreville offers fare subsidies to local and regional clients for use on handivan and taxi service, in cooperation with the County, and recently completed a study on accessible transportation. For more information, please contact the Vegreville Transportation Services Society at (780) 632-3566.

d) Other Resources

Guide for the Planning, Design, and Operation of Pedestrian Facilities (American Association of State Highway and Transportation Officials)

This guide focuses on methods of planning public rights-of-way to accommodate pedestrians, including persons with disabilities, most effectively. For more information, as well as other reports, call 1 (800) 231-3475, or visit AASHTO's publications website at:

www.transportation.org/publications/bookstore.nsf/Home?OpenForm

Toolkit for Rural Community Coordinated Transportation Services (Transportation Research Board)

This resource examines strategies and practices used to coordinate rural transportation services and identify model processes used for local coordination efforts in rural communities. The executive summary is located at:

www.trb.org/publications/tcrp/tcrp_rpt_101_execsum.pdf

The entire document can be viewed at:

www.trb.org/publications/tcrp/tcrp_rpt_101.pdf

United Kingdom Community Transport Association

The Community Transport Association provides a wide variety of resources for transportation providers, such as training, advice, studies and reports, and a forum to network with other transportation providers. Additional information can be found at:

www.communitytransport.com/

Advice leaflets and best practice documents are available in PDF format at:

www.communitytransport.com/advice/leaflets

United We Ride – Coordinating Human Service Transportation

The US Department of Transportation, with its partners at the Departments of Health and Human Services, Labour and Education, launched ***United We Ride - A Framework For Action***, that provides tools for communities and states to plan strategies around improved

mobility. The strategy coordinates human service agencies that support transportation with public and private transit providers.

www.fta.dot.gov/CCAM/www/index.html

e) Canadian Transportation Links

Canadian Council of Motor Transport Administrators (TAC-CCMTA)

www.ccmta.ca/english/index.html

Canadian Urban Transit Association

www.cutaactu.ca

Council of Canadians With Disabilities

www.ccdonline.ca

EnableLink

www.enablelink.org/

PWD-Online Canada

www.pwd-online.ca

The Canadian Subsidy Directory

www.mgpublishing.net

CANADIAN BUSINESS PUBLICATIONS

4865 Hwy 138, RR1

Saint-Andrews West, ON K0C 2A0

(866) 322-3376

Transport Canada

www.tc.gc.ca

Transportation Action Now

www.icomm.ca/tan/

Transportation Association Canada (TAC)

www.tac-atc.ca/

f) US Transportation Links

American Association of State Highway Transportation Officials (AASHTO)
www.aashto.org/

Center for Urban Transportation Research (CUTR) at the University of South Florida
www.nctr.usf.edu/

Community Transportation Association of American
www.ctaa.org

Easter Seals ProjectACTION
www.projectaction.org

National Transit Institute
www.ntionline.com

Transit Cooperative Research Program
www.tcrponline.org

Transportation Research Board
www.nas.edu/trb.org

U.S. Bureau of Transportation Statistics – Transportation Availability and Use Survey
www.bts.gov/programs/omnibus_surveys/targeted_survey/2002_national_transportation_availability_and_use_survey/

U.S. Access Board
www.access-board.gov/

U.S. United We Ride – Coordinating Human Service Transportation
www.unitedweride.gov/

g) International Links

Access Exchange International
www.globalride-sf.org/

Community Transport Association UK
www.communitytransport.com/

International Centre for Transportation (ICAT)
www.icat-ciat.org/

2. FUNDING SOURCES

The following is a list of funding sources municipalities can access for accessible transportation. This list is not inclusive and other funding sources may be available.

a) FEDERAL GOVERNMENT

HUMAN RESOURCES and SKILLS DEVELOPMENT CANADA

Job Creation Partnerships

Funding may be provided to sponsors / employers to cover such overhead costs as wages and employment related costs/expenses and capital costs. Assistance provided for capital costs must be on a cost shared basis. Further information can be found at:

www.hrsdc.gc.ca/asp/gateway.asp?hr=en/epb/sid/cia/grants/jcp/desc_jcp.shtml&hs=jzp

Local Labour Market Partnership

Funding may be provided to cover eligible costs such overhead, wages, employment related costs/expenses and capital costs. Further information can be found at:

www.hrsdc.gc.ca/asp/gateway.asp?hr=en/epb/sid/cia/grants/llmp/desc_llmp.shtml&hs=pzp

PUBLIC HEALTH AGENCY OF CANADA

Population Health Fund

The program is designed to respond to, and be sensitive to the unique needs of caregivers in respect to income, availability, schedules, time, lack of respite care, transportation, as well as facilitating social networks to minimize social isolation. The program in detail can be viewed at:

www.phac-aspc.gc.ca/seniors-aines/pubs/population_health_fund/phf_e.htm

TRANSPORT CANADA

Moving On Sustainable Transportation (MOST) Program

MOST Programs support projects that provide practical information and tools for transportation issues; encourage innovative promotion of transportation, and achieve quantifiable environmental and developmental benefits.

MOST Program information, project categories and funding applications can be accessed at:

www.tc.gc.ca/programs/environment/most/menu.htm .

b) GOVERNMENT of ALBERTA

ALBERTA COMMUNITY DEVELOPMENT

Wild Rose Foundation

Funding from this grant can be applied to program costs for non-profit registered organizations. The purchase of vehicles for accessible transportation services is not eligible under this grant. Further information about this grant can be obtained from:

www.cd.gov.ab.ca/wrf

ALBERTA GAMING

Community Initiatives Program

Funds can be used by non-profit organizations to support project based initiatives in areas such as community services, including seniors' services.

albertalotteryfund.ca/grants/community_initiatives.asp

Community Facility Enhancement Program

This program will fund capital projects such as buildings (e.g. garage to store vehicles) and office renovations. A specific business plan must be

submitted as part of the application, especially for funds related to staffing. Additional information can be found at:
albertalotteryfund.ca/grants/cfep.asp

ALBERTA INFRASTRUCTURE AND TRANSPORTATION

Alberta Municipal Infrastructure Program (AMIP)

The AMIP supports the development, enhancement and rehabilitation of core capital infrastructure projects, such as municipal roads, bridges, public transit vehicles and facilities, water and wastewater systems and facilities, storm drainage systems and facilities, emergency service vehicles and facilities and infrastructure management system software. The program may include barrier-free transportation initiatives, such as the purchase of accessible vehicles, to improve accessibility for seniors and persons with disabilities. Further information can be found at:
www.trans.gov.ab.ca/Content/doctype606/production/amip.htm

Basic Capital Grant Program

The Basic Capital Grant Program provides cost-shared financial assistance to cities (excluding Calgary and Edmonton) in developing and implementing capital projects including public transit system requirements and barrier-free initiatives, such as the purchase of accessible vehicles to improve accessibility for seniors and persons with disabilities. Further information can be found at:
www.trans.gov.ab.ca/Content/doctype360/production/bcg-descript.htm

Cities Special Transportation Grant (CSTG)

The CSTG applies to Cities (Excluding Calgary and Edmonton) and the Urban Service Areas of Sherwood Park and Wood Buffalo and provides financial assistance for high priority transportation capital projects, including the purchase of accessible transportation vehicles, within cities where the project costs would be beyond the city's funding ability under other transportation grant programs. Further information can be found at:
www.trans.gov.ab.ca/Content/doctype361/production/sstg.htm

New Deal for Cities and Communities

This program provides financial assistance to municipalities in support of sustainable capital municipal infrastructure to maintain or enhance

economic, social and cultural opportunity and well being, while protecting and improving the quality of the environment upon which people and economies of Alberta depend. Projects can include support for the development of a wide range of projects including public transit systems as well as barrier-free transportation initiatives, such as the purchase of accessible vehicles, to improve accessibility for seniors and persons with disabilities. Further information can be found at:
www.trans.gov.ab.ca/Content/doctype607/production/ndcc.htm

Rural Transportation Grant

Funding to assist rural municipalities, including Metis Settlements and special areas, in developing a network of roads to a uniform standard commensurate with demand and need, to increase the safety of the traveling public, and to ensure required engineering is undertaken for approved projects. This program can also be used by local authorities for the purchase of accessible transportation vehicles. Further information can be found at:
www.trans.gov.ab.ca/Content/doctype364/production/rtg.htm

Streets Improvement Program

The Streets Improvement Program provides funding for capital street improvements as well as barrier free transportation initiatives to improve accessibility for seniors and persons with disabilities. Further information can be found at:
www.trans.gov.ab.ca/Content/doctype363/production/sip02-03descript.htm

ALBERTA MUNICIPAL AFFAIRS

Municipal Sponsorship Program

The program provides funds to municipalities or Métis Settlements with a population of 20,000 or less for projects that improve municipal governance or administration, enhance municipal services or service delivery, and/or increase intermunicipal cooperation. Further information can be found at:
www.municipalaffairs.gov.ab.ca under Grants/**Municipal Grants**/Grants and Other Services.

Regional Partnerships Initiative

The initiative encourages three or more municipalities to jointly explore and implement regional identities, activities and priorities that work for them. Guidelines and application forms can be found at:

www.municipalaffairs.gov.ab.ca under Grants/**Regional Partnership**.

c) MUNICIPAL GOVERNMENT

FEDERATION OF CANADIAN MUNICIPALITIES (FCM)

Green Fund

The FCM provides funding to municipalities to undertake assessment projects and pilot testing of technologies, including accessible transportation. More information can be found at:

kn.fcm.ca/ev.php?URL_ID=2825&URL_DO=DO_TOPIC&URL_SECTION=201&reload=1115932010

3. FACILITATIVE RESOURCES

Alberta Community Development

Alberta Community Development provides facilitators for communities interested in holding meetings. This could be a valuable resource for a rural community interested, for example, in holding a regional coordination workshop, but unable to hire a consultant to conduct the facilitation service needed to ensure an effective meeting. Further information can be found at:

www.cd.gov.ab.ca/building_communities/volunteer_community/index.asp

4. RELATED LEGISLATION AND POLICY INFORMATION

Alberta Disability Strategy

The goal of the Alberta Disability Strategy (ADS) is to create an environment where full citizenship is possible through improvements in the areas of personal supports, financial supports, learning supports and employment. More information can be found at:

www.cd.gov.ab.ca/helping_albertans/premiers_council/ads/index.asp

Americans with Disabilities Act Home Page

This Web site provides information and technical assistance on the Americans with Disabilities Act.

www.usdoj.gov/crt/ada/adahom1.htm

Ontarians with Disabilities Act, 2001

Legislation the Government of Ontario uses to improve the identification, removal and prevention of barriers faced by persons with disabilities and to make related amendments to other Acts:

www.gov.on.ca/citizenship/accessibility/english/act2001.htm

Ontario Ministry of Transportation 2003-2004 - Accessibility Plan

This document is the first annual accessibility plan for the Ontario Ministry of Transportation. The plan describes improvements to accessibility that the ministry has made to date and its commitments for the balance of the 2003-2004 fiscal year. You can find the report at:

www.mto.gov.on.ca/english/pubs/pdf/access.pdf

APPENDIX - FUNDING SOURCES

Source	Department	Grant	Capital	Operating
Federal Government	Industry Canada	Infrastructure Canada - Alberta Program	X	
	Human Resources and Skills Development Canada	Local Labour Market Partnership		X
		Job Creation Partnerships		X
Provincial Government	Alberta Community Development	Wild Rose Foundation	X	
	Alberta Gaming	Community facility Enhancement Program	X	X
		Community Initiatives Program	X	X
	Alberta Municipal Affairs	Municipal Sponsorship Program *	X	X
		Regional Partnerships Initiatives *	Limited funding available to explore regional shared service solutions.	
	Alberta Infrastructure and Transportation	Alberta Municipal Infrastructure Program	X	
		Basic Capital Grant Program	X	
		City Transportation Fund	X	
		New Deal for Cities and Communities	X	
		Rural Transportation Grant	X	
	Streets Improvement Program	X		
Municipal Government	Federation of Canadian Municipalities	Green Fund	X	

* Municipal Sponsorship Program and the Regional Partnerships Initiatives - funding determined on a case-by-case basis in accordance with program criteria.