

Loyalist Township Staff Report Accessible Transit Survey Results Regular Council Meeting

Report Number: SR- 1069



Meeting:	Regular Council - 08 Jul 2019
Type:	Regular Council
Department:	Infrastructure Services
Report Date:	June 26, 2019
Author:	Ed Adams
Attachments:	Yes
Number of Attachments:	1

Executive Summary:

Council instructed staff to undertake an accessible transit service survey to determine the demand for accessible transit in Amherstview. The survey was prepared by staff, and made available for public response for approximately four weeks in May and June. Results have been compiled and are attached to this report for Council's review.

Recommendation:

That the report from the Interim Public Works Supervisor, June 26, 2019, re: Accessible Transit Survey Results, be received for information.

Background:

At their regular session on February 8, 2019, Council passed the following resolution:

Resolution 2019.03.8

Moved by Deputy Mayor Hegadorn and Seconded by Councillor Porter that the report from the Interim Public Works Supervisor, January 10, 2019, re: Accessible Transit be received for information; and That the Public Works Division undertake a public consultation process including a public meeting for the purpose of determining the demand for accessible transportation in Amherstview.

Motion carried.

In accordance with Council's resolution, staff prepared a survey comprised of 19 questions and comment sections. The survey was available online and in paper format. The online version, on the SurveyMonkey platform, was open for responses from Monday, May 13 until Monday, June 10th. A paper copy of the survey was mailed to anyone who requested it, along with a stamped envelope to enable them to return it to the Township. Staff allowed until Thursday, June 20th for paper responses to be returned. Multiple copies of the paper surveys were also delivered to the three nursing and/or retirement homes in Amherstview.

Posters advertising the survey were distributed to various businesses and public service agency locations within Amherstview, and specific organizations providing services to individuals with disabilities. Staff advertised the survey in Kingston This Week on May 9 and May 23, and posters were placed in all of the bus shelters throughout Amherstview. A news story about the survey was posted in the Latest News section of the Township's website, and the Township's social media channels were also used to inform the public about the survey.

Status:

The SurveyMonkey survey platform allows users to create surveys, receive and organize responses, and output the results in various formats. The summary of survey results as presented in the appendix to this report has been prepared by SurveyMonkey and makes initial review of the data easily understandable.

There were 128 responses to the survey, including mailed hand delivered paper responses. Of these, 67 responses were from individuals who identified themselves as having a disability or completing the survey on behalf of someone with a disability. Those with disabilities indicated a wide range of disabilities and the need for various types of mobility aids. Respondents indicated whether or not they had used the Route 10 bus in the past, accessible taxis, or a specialized accessible service similar to the Kingston Access Bus. They were also asked their estimated frequency of use of a specialized service, should it be available and whether it would improve their lifestyle. Respondents could identify themselves to allow for follow up with Township staff as might be required.

An additional section was provided at the end of the survey to offer any additional thoughts or comments regarding accessible transit in Amherstview. Respondents used this opportunity to comment on aspects of the current Route 10 service and possible improvements from their perspective.

Analysis:

At the time of the writing of this report, the results have only been examined to redact any identifying personal information. No other analysis has yet been undertaken.

Options:

Following the July 8 Council meeting the results of the survey, as attached herewith, will be released to the public on the Township's website. An information page intended to anticipate additional queries, will be included.

Staff intend to move forward to conduct a detailed analysis of the survey responses and consult with industry contacts in the weeks ahead, with the intention that a report to Council with options and recommendations would be tabled later this fall.

Consultation:

The Public Works Manager was consulted in the preparation of this report. With respect to the survey preparation, the Public Works Manager, the Corporate Communications and New Initiatives Coordinator, and Infrastructure Services Administrative Assistant were consulted, as well as the Human Resources Manager, who submitted the draft survey to the Joint Accessibility Advisory Committee.

Link to Strategic Plan:

Enhance Communication between the Township and its Stakeholders, Promote Healthy Lifestyles, Culture, Heritage and Sports, Provide a Well-Managed and Effective Municipal Government

Attachments:

[Accessible Transit Survey Responses Redacted](#)

Approved By:

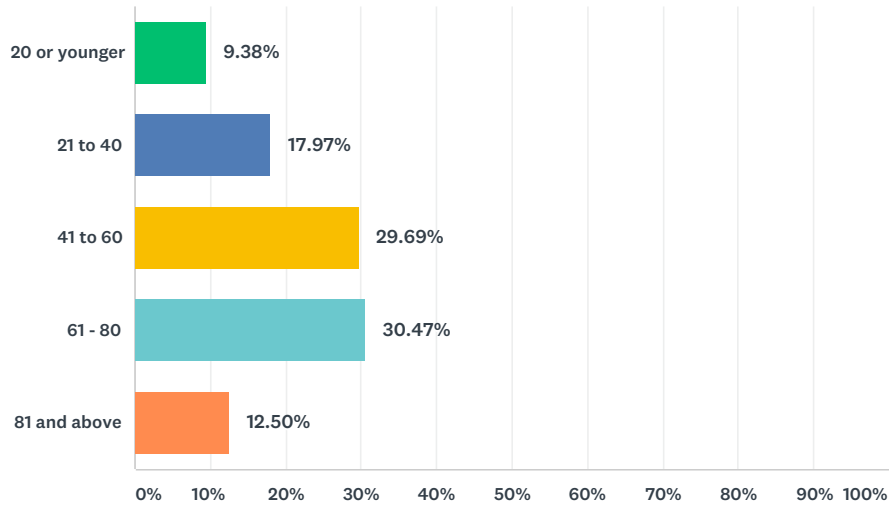
Alex Scott, Public Works Manager
Dave Thompson, Director of Infrastructure Services
Kerry Rousselle, Executive Assistant
Debbie Chapman, Township Clerk
Steven Silver, Chief Administrative Officer

Status:

Approved - 27 Jun 2019
Approved - 01 Jul 2019
Approved - 02 Jul 2019
Approved - 02 Jul 2019
Approved - 02 Jul 2019

Q1 How old are you?

Answered: 128 Skipped: 0



ANSWER CHOICES	RESPONSES	
20 or younger	9.38%	12
21 to 40	17.97%	23
41 to 60	29.69%	38
61 - 80	30.47%	39
81 and above	12.50%	16
TOTAL		128

Q2 How many people, including yourself, reside in your household?

Answered: 128 Skipped: 0

#	RESPONSES	DATE
1	1	6/17/2019 1:57 PM
2	5	6/11/2019 3:24 PM
3	2	6/10/2019 3:57 PM
4	2	6/10/2019 3:53 PM
5	1	6/10/2019 3:27 PM
6	2	6/10/2019 3:22 PM
7	institutional	6/10/2019 3:19 PM
8	institutional	6/10/2019 3:17 PM
9	institutional	6/10/2019 3:15 PM
10	institutional	6/10/2019 3:12 PM
11	institutional	6/10/2019 3:11 PM
12	institutional	6/10/2019 3:09 PM
13	institutional	6/10/2019 3:07 PM
14	no response given	6/10/2019 3:03 PM
15	2	6/10/2019 1:42 PM
16	3	6/10/2019 1:34 PM
17	one	6/10/2019 1:25 PM
18	3	6/10/2019 1:02 PM
19	1	6/10/2019 9:38 AM
20	1	6/10/2019 9:33 AM
21	nursing home	6/9/2019 7:24 AM
22	2	6/7/2019 2:50 PM
23	4	6/7/2019 2:49 PM
24	2	6/6/2019 6:12 PM
25	2	6/6/2019 9:46 AM
26	4	6/6/2019 6:50 AM
27	3	6/4/2019 10:22 PM
28	Two	6/4/2019 4:31 PM
29	3	6/4/2019 12:38 PM
30	reside at Helen Henderson	6/3/2019 4:00 PM
31	2	6/1/2019 11:41 AM
32	2	6/1/2019 11:07 AM
33	1	5/29/2019 11:54 AM
34	2	5/29/2019 9:17 AM
35	4	5/29/2019 7:59 AM

Accessible Transit Service Survey

SurveyMonkey

36	1	5/28/2019 10:23 PM
37	2	5/27/2019 5:51 PM
38	3	5/27/2019 1:33 PM
39	3	5/27/2019 11:28 AM
40	Two	5/26/2019 2:11 PM
41	4	5/24/2019 1:35 PM
42	2	5/24/2019 11:24 AM
43	6	5/23/2019 10:53 PM
44	100	5/23/2019 2:44 PM
45	2	5/23/2019 10:02 AM
46	2	5/23/2019 9:45 AM
47	4	5/23/2019 9:37 AM
48	4	5/22/2019 6:44 PM
49	4	5/22/2019 6:20 PM
50	4	5/22/2019 6:08 PM
51	4	5/22/2019 11:01 AM
52	2	5/22/2019 10:56 AM
53	2	5/22/2019 9:32 AM
54	1	5/21/2019 9:52 PM
55	3	5/21/2019 3:52 PM
56	no answer	5/21/2019 3:49 PM
57	not answered	5/21/2019 3:43 PM
58	one	5/21/2019 2:17 PM
59	1	5/21/2019 10:50 AM
60	4	5/21/2019 10:12 AM
61	5	5/21/2019 9:31 AM
62	3	5/21/2019 8:39 AM
63	5	5/20/2019 1:56 PM
64	1	5/20/2019 9:58 AM
65	1	5/19/2019 9:55 AM
66	2	5/18/2019 9:21 AM
67	2	5/18/2019 8:15 AM
68	1	5/17/2019 4:09 PM
69	1	5/17/2019 8:33 AM
70	4	5/16/2019 7:36 PM
71	3	5/16/2019 7:32 PM
72	1	5/16/2019 3:51 PM
73	3	5/16/2019 3:46 PM
74	1	5/16/2019 1:12 PM
75	5	5/16/2019 11:24 AM
76	1	5/16/2019 8:53 AM

Accessible Transit Service Survey

SurveyMonkey

77	1	5/15/2019 4:33 PM
78	1	5/15/2019 4:25 PM
79	3	5/15/2019 12:33 PM
80	4	5/15/2019 8:20 AM
81	2	5/14/2019 10:04 PM
82	4	5/14/2019 9:12 PM
83	2	5/14/2019 2:32 PM
84	2	5/14/2019 12:49 PM
85	3	5/13/2019 9:32 PM
86	3	5/13/2019 8:53 PM
87	2	5/13/2019 7:44 PM
88	4	5/13/2019 5:54 PM
89	2	5/13/2019 5:25 PM
90	5	5/13/2019 4:01 PM
91	3	5/13/2019 3:53 PM
92	2	5/13/2019 3:45 PM
93	2	5/13/2019 3:17 PM
94	4	5/13/2019 2:16 PM
95	3	5/13/2019 2:06 PM
96	4	5/13/2019 1:26 PM
97	1	5/13/2019 12:46 PM
98	2	5/13/2019 12:18 PM
99	4	5/13/2019 10:57 AM
100	2	5/13/2019 10:40 AM
101	2	5/13/2019 10:19 AM
102	2	5/13/2019 10:11 AM
103	Two	5/13/2019 9:40 AM
104	3	5/13/2019 9:31 AM
105	2	5/13/2019 9:31 AM
106	2	5/13/2019 9:30 AM
107	1	5/13/2019 8:04 AM
108	3	5/13/2019 7:49 AM
109	2	5/12/2019 11:25 AM
110	3	5/12/2019 10:13 AM
111	3	5/12/2019 9:02 AM
112	4	5/12/2019 8:33 AM
113	1	5/11/2019 11:13 AM
114	3	5/11/2019 9:09 AM
115	4	5/10/2019 4:11 PM
116	2	5/10/2019 10:53 AM
117	2	5/10/2019 10:12 AM

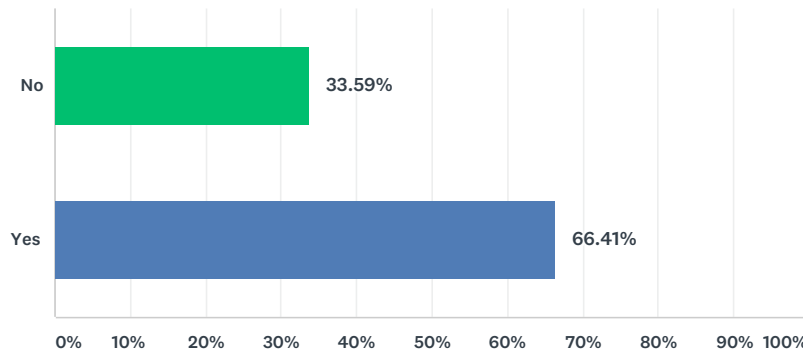
Accessible Transit Service Survey

SurveyMonkey

118	1	5/9/2019 8:03 PM
119	2	5/9/2019 6:45 PM
120	2	5/9/2019 6:28 PM
121	2	5/9/2019 5:33 PM
122	1	5/9/2019 4:22 PM
123	2	5/9/2019 12:57 PM
124	3	5/9/2019 9:19 AM
125	4	5/5/2019 9:35 PM
126	1	4/25/2019 9:23 AM
127	2	4/18/2019 2:17 PM
128	5	4/18/2019 11:55 AM

Q3 Do you have a valid driver's licence?

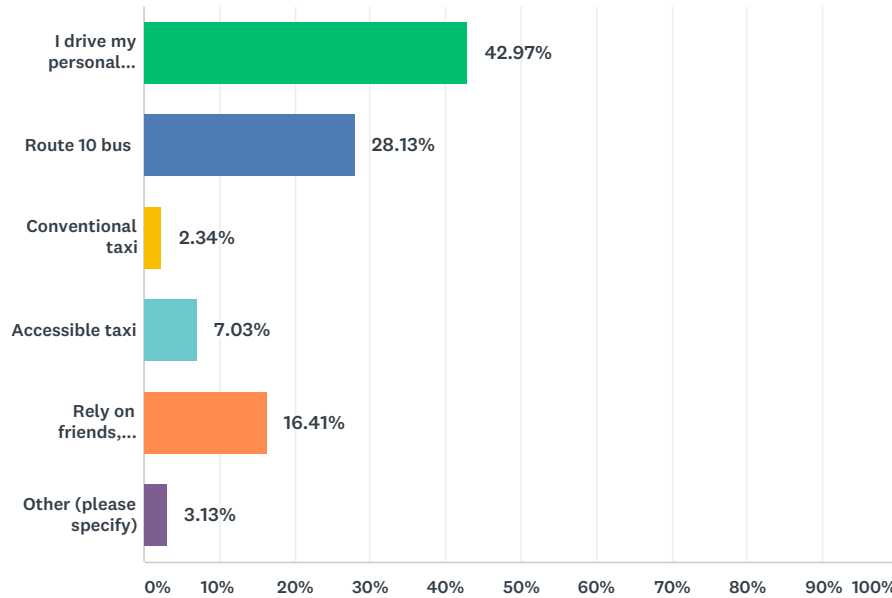
Answered: 128 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	33.59%	43
Yes	66.41%	85
TOTAL		128

Q4 Currently, what is your primary source of transportation? Please select one:

Answered: 128 Skipped: 0

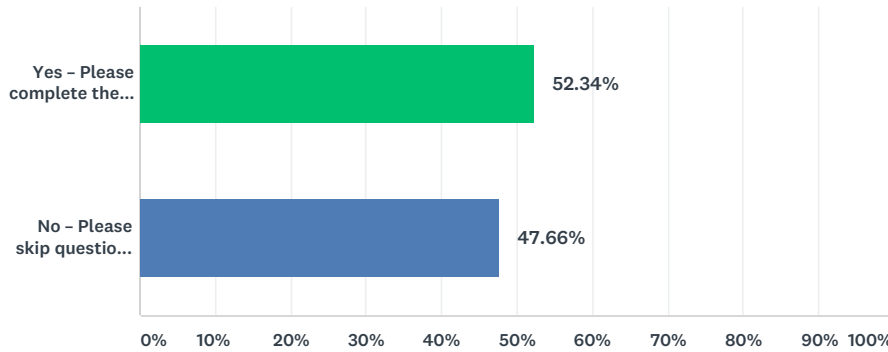


ANSWER CHOICES	RESPONSES
I drive my personal vehicle	42.97% 55
Route 10 bus	28.13% 36
Conventional taxi	2.34% 3
Accessible taxi	7.03% 9
Rely on friends, family, or support workers for transportation	16.41% 21
Other (please specify)	3.13% 4
TOTAL	128

#	OTHER (PLEASE SPECIFY)	DATE
1	Route 10 bus, conventional taxi, rely on friends, family or support workers for transportation	6/10/2019 3:27 PM
2	Conventional taxi, rely on friends, family or support workers for transportation	6/10/2019 3:22 PM
3	Driver my own car. Filling out the survey, because my mom is in a wheelchair and lives at Helen Henderson LTC.	5/22/2019 9:32 AM
4	Quality transfer	5/17/2019 4:09 PM

Q5 Are you a person with a medically diagnosed disability; or, are you completing this survey on behalf of an individual with a medically diagnosed disability?

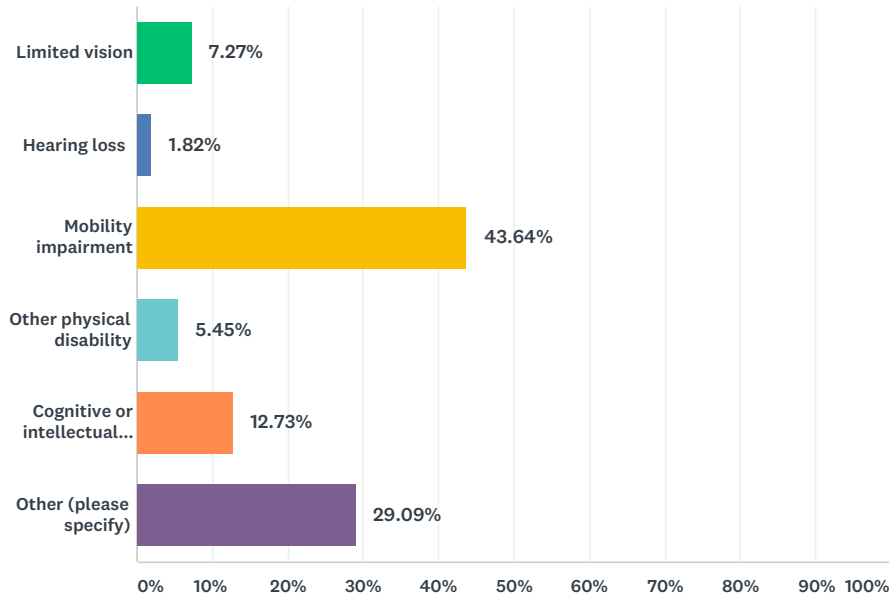
Answered: 128 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes – Please complete the rest of the questions.	52.34% 67
No – Please skip questions 6 through 16, and provide any additional information in the comment section at the end of the survey.	47.66% 61
TOTAL	128

Q6 What is the nature of your disability? Please check all that apply.

Answered: 55 Skipped: 73



ANSWER CHOICES	RESPONSES
Limited vision	7.27% 4
Hearing loss	1.82% 1
Mobility impairment	43.64% 24
Other physical disability	5.45% 3
Cognitive or intellectual disability	12.73% 7
Other (please specify)	29.09% 16
TOTAL	55

#	OTHER (PLEASE SPECIFY)	DATE
1	Mobility impairment, cognitive or intellectual disability, schizophrenia	6/10/2019 3:29 PM
2	Limited vision, hearing loss, mobility impairment	6/10/2019 3:21 PM
3	Limited vision, mobility impairment, other physical disability, COPD	6/10/2019 3:18 PM
4	Mobility impairment, other physical disability, cognitive or intellectual disability	6/10/2019 3:14 PM
5	Limited vision, mobility impairment	6/10/2019 3:10 PM
6	Mobility impairment, cognitive or intellectual disability	6/10/2019 3:05 PM
7	my mum has both a mobility impairment and a cognitive or intellectual disability.	6/10/2019 1:46 PM
8	Visually and hearing impaired as well	6/10/2019 1:38 PM
9	Mobility impairment, cognitive or intellectual disability	6/10/2019 9:40 AM

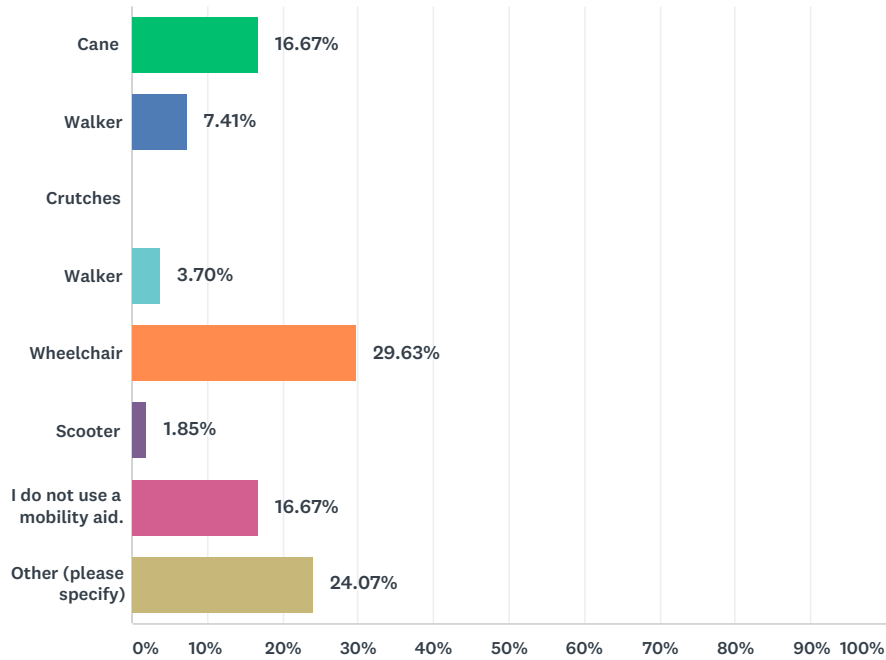
Accessible Transit Service Survey

SurveyMonkey

10	Limited vision, cognitive or intellectual disability, other physical disability; "I have osteoarthritis & degenerative joint disease. My knees & legs are very weak. I fall a lot"	6/10/2019 9:37 AM
11	mobility and cognitive disability	6/3/2019 4:03 PM
12	uses a walker but falls all the time	5/29/2019 9:24 AM
13	Limited vision, hearing loss, mobility impairment	5/21/2019 3:51 PM
14	Compression Fracture/Slip Disk and arthrist in many areas including knees and shoulders.	5/16/2019 9:00 AM
15	Neurological- narcolepsy, chronic vertigo, basilar migraine	5/13/2019 10:23 AM
16	breathing disorder	5/9/2019 8:06 PM

Q7 Do you use a mobility aid?

Answered: 54 Skipped: 74



ANSWER CHOICES	RESPONSES	
Cane	16.67%	9
Walker	7.41%	4
Crutches	0.00%	0
Walker	3.70%	2
Wheelchair	29.63%	16
Scooter	1.85%	1
I do not use a mobility aid.	16.67%	9
Other (please specify)	24.07%	13
TOTAL		54

#	OTHER (PLEASE SPECIFY)	DATE
1	Walker, wheelchair	6/10/2019 3:59 PM
2	Walker, wheelchair	6/10/2019 3:56 PM
3	Cane, walker, scooter	6/10/2019 3:29 PM
4	Walker, scooter	6/10/2019 3:24 PM
5	Walker, wheelchair	6/10/2019 3:16 PM
6	walker, wheelchair	6/10/2019 3:10 PM

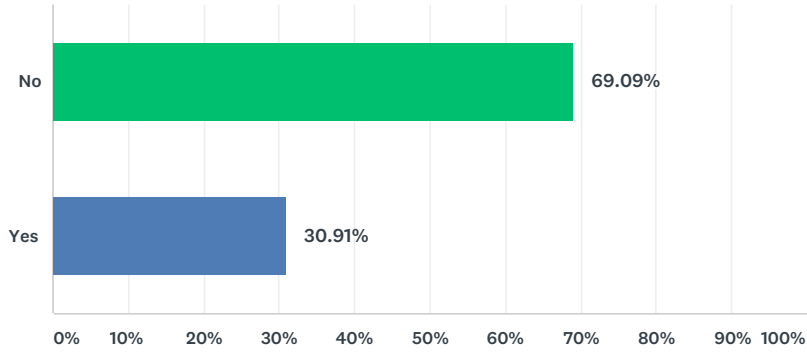
Accessible Transit Service Survey

SurveyMonkey

7	Walker, wheelchair	6/10/2019 3:08 PM
8	Walker, wheelchair	6/10/2019 3:05 PM
9	Nt	6/6/2019 6:19 PM
10	Walker, wheelchair	6/6/2019 9:47 AM
11	Cane, walker	5/21/2019 3:54 PM
12	Cane, walker, wheelchair	5/21/2019 3:51 PM
13	not at present but that can change	5/9/2019 8:06 PM

Q8 Have you ever used the Route 10 bus with its accessible features as described in the Background Information for this survey?

Answered: 55 Skipped: 73

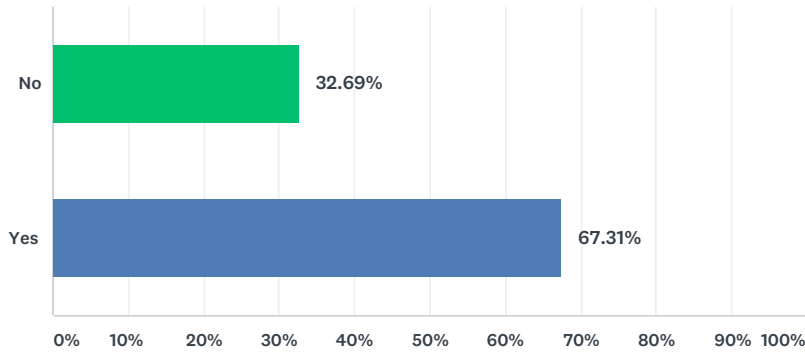


ANSWER CHOICES	RESPONSES	
No	69.09%	38
Yes	30.91%	17
TOTAL		55

#	IF YES, APPROXIMATELY HOW LONG AGO DID YOU LAST USE THE ROUTE 10 BUS?	DATE
1	2 yrs	6/10/2019 3:59 PM
2	Used before medical condition, now need person to help me. 2 years.	6/10/2019 3:56 PM
3	6 months	6/10/2019 3:29 PM
4	8 months ago	6/10/2019 3:24 PM
5	everyday	5/28/2019 10:35 PM
6	One week ago	5/27/2019 11:29 AM
7	This month	5/21/2019 3:54 PM
8	2 years ago, but the walking to the bus is difficult	5/16/2019 9:00 AM
9	1 day	5/15/2019 4:35 PM
10	Every day	5/14/2019 10:07 PM
11	6 years	5/13/2019 5:30 PM
12	May 10,2019	5/13/2019 12:52 PM
13	more than one year ago	5/13/2019 9:41 AM
14	Yesterday	5/13/2019 9:34 AM
15	1 year ago	5/12/2019 10:15 AM
16	3 months	5/11/2019 11:17 AM
17	last week	4/18/2019 2:22 PM

Q9 Does your disability prevent you from using the conventional Route 10 bus?

Answered: 52 Skipped: 76



ANSWER CHOICES	RESPONSES	
No	32.69%	17
Yes	67.31%	35
TOTAL		52

#	IF YES, PLEASE EXPLAIN.	DATE
1	Need help, can't get to bus stops because of medical needs	6/10/2019 3:59 PM
2	Need help can't get to bus stops because of medical needs.	6/10/2019 3:56 PM
3	People scare me	6/10/2019 3:29 PM
4	I find it hard to manipulate scooter or walker on bus.	6/10/2019 3:24 PM
5	Would need help getting on and off.	6/10/2019 3:21 PM
6	Blind	6/10/2019 3:18 PM
7	Physically can't.	6/10/2019 3:10 PM
8	Need help	6/10/2019 3:08 PM
9	Unable to get on by himself	6/10/2019 3:05 PM
10	confusion, dementia, memory issues	6/10/2019 1:46 PM
11	Difficulty with stairs and balance	6/10/2019 1:45 PM
12	No wheelchair access	6/10/2019 1:05 PM
13	Dementia - cognitive impairment, memory issues, confusion, etc.	6/10/2019 9:40 AM
14	"My knees & legs are weak. I fall a lot & get dizzy spells. My neck & shoulders & spine & wrists have degenerative joint disease. I can't walk very far. I can't stand still very long."	6/10/2019 9:37 AM
15	Alzheimers	6/6/2019 6:19 PM
16	Wheelchair dependent	6/6/2019 9:47 AM
17	dementia	6/3/2019 4:03 PM
18	unable to go anywhere because of falls	5/29/2019 9:24 AM
19	severe arthritis, cannot handle long bus rides, and to many transfers to get where i need to go.	5/28/2019 10:35 PM

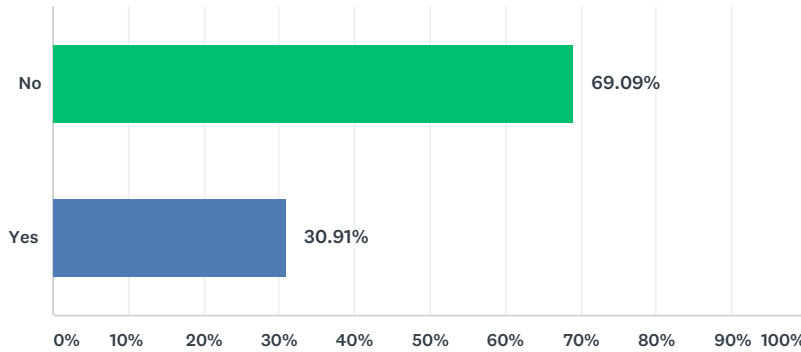
Accessible Transit Service Survey

SurveyMonkey

20	She is in a wheelchair and has some memory loss	5/22/2019 9:38 AM
21	Too far to walk.	5/21/2019 3:51 PM
22	Unable to get onto a bus or use stairs. Vision is also very compromised.	5/21/2019 2:23 PM
23	Bus stop too far in winter	5/21/2019 10:53 AM
24	She is not able to use her wheelchair without assistance	5/19/2019 10:00 AM
25	Getting to the bus is equally difficult.	5/16/2019 9:00 AM
26	I cannot afford the bus and rely on friends and support workers to drive me places	5/14/2019 9:14 PM
27	I wear a cervical collar and must be seat belted in.	5/13/2019 5:30 PM
28	Balance issues prevent sitting in handicapped seats, I fall over when the bus starts and stops.	5/13/2019 9:41 AM
29	too far to walk	5/12/2019 10:15 AM
30	hard to get on and off with walker	5/12/2019 9:05 AM
31	Too young	5/12/2019 8:35 AM
32	we are having a bit of difficulty getting in and out, short about 4 inches where the driver sits.	5/11/2019 11:17 AM
33	I have vascular dementia and often get confused	5/10/2019 10:58 AM
34	My scooter is too wide to move past the bus driver area	4/18/2019 2:22 PM

Q10 Have you ever used an accessible taxi?

Answered: 55 Skipped: 73

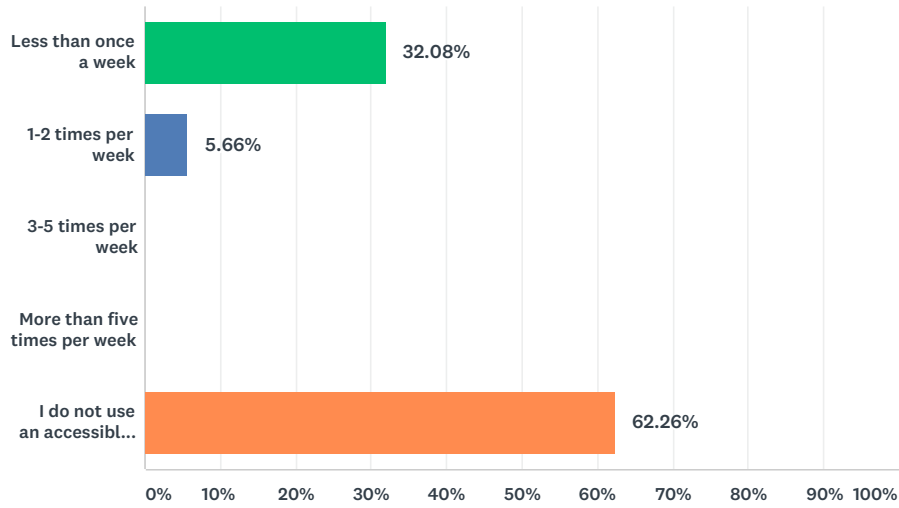


ANSWER CHOICES	RESPONSES	
No	69.09%	38
Yes	30.91%	17
TOTAL		55

#	IF YES, DID IT MEET YOUR TRANSPORTATION NEED AT THAT TIME?	DATE
1	Yes but expensive	6/10/2019 3:21 PM
2	Yes, but expensive	6/10/2019 3:08 PM
3	yes but with many challenges such as booking or not being able to book, running late or not showing up at all or as scheduled even with frequent confirmations, etc.	6/10/2019 1:46 PM
4	No	6/10/2019 1:38 PM
5	No not available for appointment times had to change appt multiple times to book taxi	6/10/2019 1:05 PM
6	Yes, but challenging to try & book, confirm several times, booking well in advance & still doesn't show up when it should/booked for, even with confirming booking several times, days/weeks ahead of time, etc.	6/10/2019 9:40 AM
7	yes	6/9/2019 7:28 AM
8	Expensive. \$75.00 but yes.	6/6/2019 6:19 PM
9	Yes	6/6/2019 9:47 AM
10	Yes	5/27/2019 1:35 PM
11	yes	5/22/2019 9:38 AM
12	Yes	5/21/2019 2:23 PM
13	YES	5/14/2019 9:14 PM
14	Yes it did because It makes it easier because it will drop you right at the door and picks you up at the door	5/13/2019 12:52 PM
15	it was too expensive. To go all the way downtown and back cost me \$85. Who can afford that?	4/18/2019 2:22 PM

Q11 How many times per week do you use an accessible taxi?

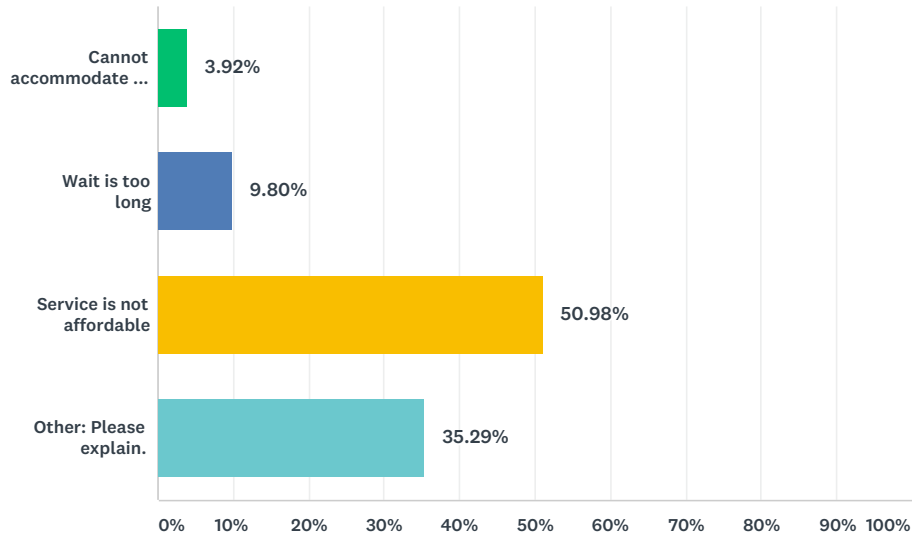
Answered: 53 Skipped: 75



ANSWER CHOICES	RESPONSES	
Less than once a week	32.08%	17
1-2 times per week	5.66%	3
3-5 times per week	0.00%	0
More than five times per week	0.00%	0
I do not use an accessible taxi.	62.26%	33
TOTAL		53

Q12 If you do not use an accessible taxi, what is the reason?

Answered: 51 Skipped: 77



ANSWER CHOICES	RESPONSES
Cannot accommodate my mobility aid	3.92% 2
Wait is too long	9.80% 5
Service is not affordable	50.98% 26
Other: Please explain.	35.29% 18
TOTAL	51

#	OTHER: PLEASE EXPLAIN.	DATE
1	Need help to get out of house	6/10/2019 3:59 PM
2	Wait is too long, service is not affordable	6/10/2019 3:56 PM
3	Never heard of it before	6/10/2019 3:24 PM
4	Son is my taxi	6/10/2019 3:16 PM
5	Too difficult	6/10/2019 3:05 PM
6	Not available for appointment times when needed	6/10/2019 1:38 PM
7	Waiting for taxi info from LHIN office.	6/10/2019 9:37 AM
8	Alzheimers	6/6/2019 6:19 PM
9	rely on friends and relatives to help out	6/3/2019 4:03 PM
10	Someone else takes me	5/21/2019 3:54 PM
11	Still driving.	5/21/2019 10:53 AM
12	She cannot use her mobility aid by herself	5/19/2019 10:00 AM
13	Individual in question has been able, up to now, to get in and out of the family car	5/18/2019 8:19 AM

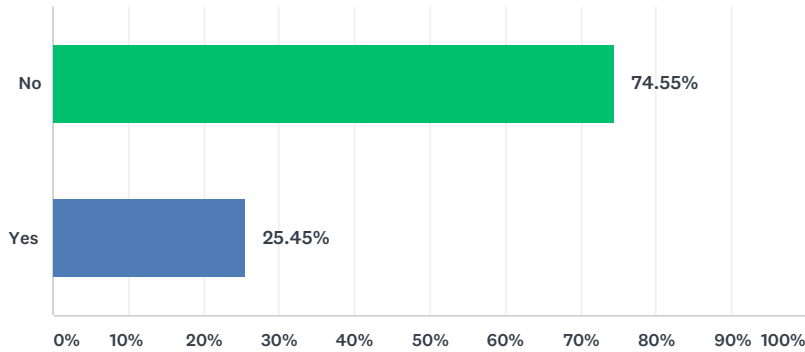
Accessible Transit Service Survey

SurveyMonkey

14	Do not require accessible taxi	5/15/2019 4:35 PM
15	I do not use mobility aids on a regular basis. When I have, they have been for emergencies and I have been with a family member, I.e. not used a taxi. Taxi drivers have helped me walk in the winter time over ice when my vertigo was extremely bad. I have not needed an accessible taxi.	5/13/2019 10:23 AM
16	I didn't know the service was available for persons with dementia	5/10/2019 10:58 AM
17	don't need at present	5/9/2019 8:06 PM
18	Don't require it	5/9/2019 5:40 PM

Q13 Have you ever used a specialized transit service similar to the Kingston Access Bus?

Answered: 55 Skipped: 73



ANSWER CHOICES	RESPONSES	
No	74.55%	41
Yes	25.45%	14
TOTAL		55

#	IF NO, PLEASE EXPLAIN WHY NOT. IF YES, DID IT MEET YOUR TRANSPORTATION NEED AT THAT TIME?	DATE
1	Yes all the time I used in Kingston before coming to Amherstview, now it won't cross over Coronation Boulevard.	6/10/2019 3:56 PM
2	Yes	6/10/2019 3:29 PM
3	No service out here.	6/10/2019 3:24 PM
4	Yes but expensive	6/10/2019 3:18 PM
5	Very happy with it.	6/10/2019 3:14 PM
6	Too expensive	6/10/2019 3:10 PM
7	Yes	6/10/2019 3:08 PM
8	It has not been available yet in this area!	6/10/2019 1:46 PM
9	Not available in Amherstview	6/10/2019 1:05 PM
10	Have lived in the same house since 1966 & specialized transit still not available.	6/10/2019 9:40 AM
11	"When I lived in Bayside (Trenton area) used Trenton Access Bus 2x a month. The bus was late most times. One time they never told me pickup time & they left without me."	6/10/2019 9:37 AM
12	Alzheimers	6/6/2019 6:19 PM
13	Not available	6/6/2019 9:47 AM
14	friends and family help out	6/3/2019 4:03 PM
15	there is none available for people with my type of disability.	5/28/2019 10:35 PM
16	cost	5/22/2019 9:38 AM
17	Someone always takes me	5/21/2019 3:54 PM
18	I did not know that anything else was available from Amherstview.	5/21/2019 2:23 PM

Accessible Transit Service Survey

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19	I can still manage to drive. I am concerned for the future	5/21/2019 10:53 AM
20	ldk	5/21/2019 10:14 AM
21	Yes	5/16/2019 3:52 PM
22	Not available in my area. When caring for my aunt in the late 80's I accompanied her on the Kingston Access Bus service and it was a very good service.	5/16/2019 9:00 AM
23	Do not require specialized transit.	5/15/2019 4:35 PM
24	Bus is easier.	5/14/2019 10:07 PM
25	Must be booked too far in advance.	5/13/2019 5:30 PM
26	Have not needed. I do not use public transit if I am too sick that day to walk to the bus stop.	5/13/2019 10:23 AM
27	Presently my partner is able to assist in my transportation	5/13/2019 8:01 AM
28	Accessible schools bus and Kingston access bus	5/12/2019 8:35 AM
29	they will not pick up in amherstview.	5/11/2019 11:17 AM
30	as per above	5/10/2019 10:58 AM
31	Don't require yet	5/9/2019 5:40 PM
32	because you have to book it in advance and it is booked on a first come first served basis	4/18/2019 2:22 PM

Q14 How many times per week would you use a specialized transit service if one were available to Amherstview residents?

Answered: 52 Skipped: 76

#	RESPONSES	DATE
1	medical appointments	6/10/2019 3:56 PM
2	All the time	6/10/2019 3:29 PM
3	1-3 times	6/10/2019 3:24 PM
4	Unknown	6/10/2019 3:21 PM
5	Unknown	6/10/2019 3:18 PM
6	unknown	6/10/2019 3:16 PM
7	Once/month	6/10/2019 3:14 PM
8	Unknown	6/10/2019 3:10 PM
9	Once	6/10/2019 3:08 PM
10	Unknown	6/10/2019 3:05 PM
11	two or three	6/10/2019 1:46 PM
12	1	6/10/2019 1:45 PM
13	1	6/10/2019 1:38 PM
14	1	6/10/2019 1:05 PM
15	At least once per week	6/10/2019 9:40 AM
16	2 days per week	6/10/2019 9:37 AM
17	it would vary, depending on medical appointments	6/9/2019 7:28 AM
18	1	6/6/2019 6:19 PM
19	1 to 2	6/6/2019 9:47 AM
20	n/a	6/3/2019 4:03 PM
21	once a week possibly more	5/28/2019 10:35 PM
22	2-3	5/27/2019 1:35 PM
23	0	5/27/2019 11:29 AM
24	1	5/22/2019 11:04 AM
25	1	5/22/2019 9:38 AM
26	Depends on my schedule at the time	5/21/2019 3:54 PM
27	Twice per week	5/21/2019 3:51 PM
28	Infrequent use to get to and from hospital appointments. Perhaps used a few times per year.	5/21/2019 2:23 PM
29	2 if I could not drive	5/21/2019 10:53 AM
30	1	5/21/2019 10:14 AM
31	5 or more	5/16/2019 3:52 PM
32	1 or 2	5/16/2019 9:00 AM
33	0	5/15/2019 4:35 PM

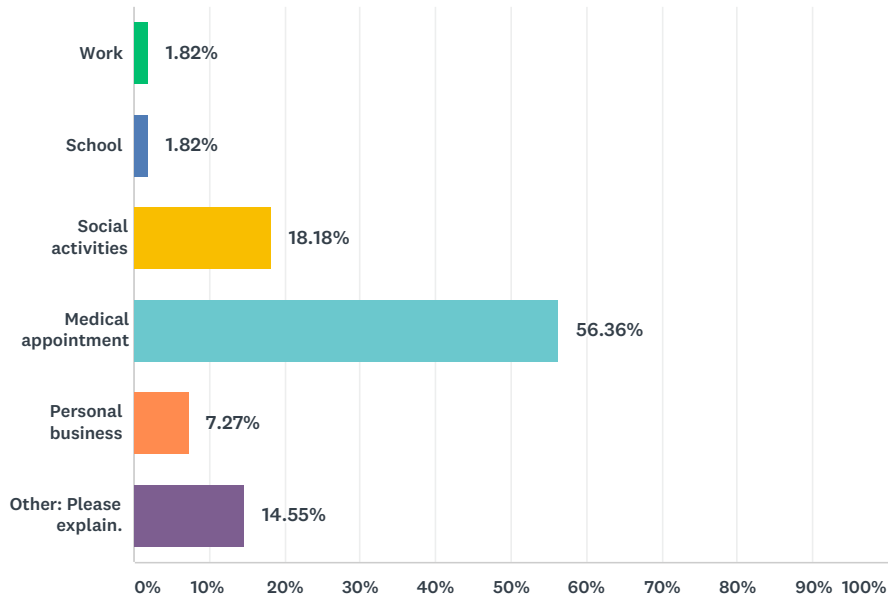
Accessible Transit Service Survey

SurveyMonkey

34	1	5/15/2019 8:22 AM
35	None	5/14/2019 10:07 PM
36	daily	5/14/2019 9:14 PM
37	1 or 2	5/13/2019 5:30 PM
38	3	5/13/2019 12:52 PM
39	Specialized or regular? I don't understand? Once per month? Maybe more.	5/13/2019 10:23 AM
40	several times per week	5/13/2019 9:41 AM
41	Two	5/13/2019 9:34 AM
42	2	5/13/2019 8:01 AM
43	3	5/12/2019 10:15 AM
44	most everyday	5/12/2019 9:05 AM
45	1	5/12/2019 8:35 AM
46	1 or 2	5/11/2019 11:17 AM
47	1	5/10/2019 10:58 AM
48	this would directly depend on my medical status	5/9/2019 8:06 PM
49	If continue to lose more vision, which will happen would need this service regularly.	5/9/2019 5:40 PM
50	10	5/9/2019 12:58 PM
51	5	4/25/2019 9:27 AM
52	10-15	4/18/2019 2:22 PM

Q15 What would be your primary reason for using an accessible transit service, whether access bus-type service or accessible taxi? Please select one:

Answered: 55 Skipped: 73



ANSWER CHOICES	RESPONSES
Work	1.82% 1
School	1.82% 1
Social activities	18.18% 10
Medical appointment	56.36% 31
Personal business	7.27% 4
Other: Please explain.	14.55% 8
TOTAL	55

#	OTHER: PLEASE EXPLAIN.	DATE
1	Social activities, medical appointments	6/10/2019 3:29 PM
2	PCC, Therapy pool	6/6/2019 9:47 AM
3	Social activities, personal business	5/21/2019 3:54 PM
4	Social activities, medical appointment, personal business	5/21/2019 3:51 PM
5	Besides medical appointments it would help me attend social events and take care of personal business.	5/16/2019 9:00 AM
6	Day program at H'art Studios	5/14/2019 10:07 PM
7	Visit my mother in a nursing home.	5/13/2019 5:30 PM

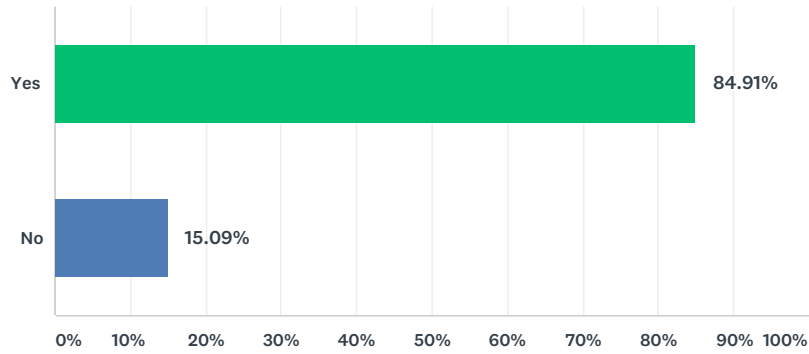
8

, other activities ie social,shopping, medical appointments, whatever my out of house needs are

5/9/2019 8:06 PM

Q16 As a person with a disability, would a specialized transit service result in a significantly improved lifestyle for you?

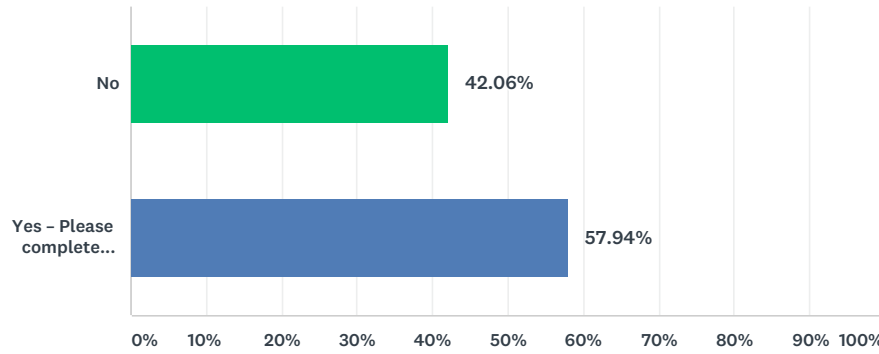
Answered: 53 Skipped: 75



ANSWER CHOICES	RESPONSES	
Yes	84.91%	45
No	15.09%	8
TOTAL		53

Q17 Can Loyalist Township staff follow up with you on your responses, if required for clarification?

Answered: 107 Skipped: 21



ANSWER CHOICES	RESPONSES	
No	42.06%	45
Yes – Please complete contact information below.	57.94%	62
TOTAL		107

Pages 28 to 33, inclusive, of the survey results have been redacted in their entirety.

These pages consist of the names, addresses, phone numbers and/or email addresses as provided by survey respondents.

Q19 Please provide any additional comments, thoughts, or ideas you would like to share with us regarding accessible transit in Amherstview.

Answered: 66 Skipped: 62

#	RESPONSES	DATE
1	I have an illness which does not limit me at this point in time. At times, I have had to get a taxi to Kingston General Hospital. i get reimbursed for some of the cost. I think it would be good for some in the area to have accessible transit.	6/17/2019 1:58 PM
2	Please add another 10	6/11/2019 3:25 PM
3	My wife has physical limitations as well. I would need help to get out my front door!	6/10/2019 3:59 PM
4	Not only are there a lot of residents with physical disabilities, but there are people with mental disabilities that would benefit with accessible transportation.	6/10/2019 3:52 PM
5	Would love to be more independent. i twas told a fewmonths ago that if I walked over to coronation I *may* be able to catch the bus there. That is so hrd to get ovre there especially in winter. Absolutely cruel to expect a person with a disability to get all the way over there and then stand on side of road and hope osmeone will pick you up.	6/10/2019 3:25 PM
6	Would be more convenient and appreciated to have accessible transit in Amherstview that was more affordable.	6/10/2019 3:19 PM
7	Great to have affordable accessible trains	6/10/2019 3:10 PM
8	This community has a lot of seniors as well as young families. You are building Senior Housing and there is a need for this service. This community houses to Retirement facilities as well as a large long term care facility within Henderson. Seniors certainly can not afford to be taking accessible taxis for groceries and appointments; most can not afford taxis period. As a community a body as a whole should have adequate services, young people have playgrounds and soccer fields, this service is a must.	6/10/2019 1:48 PM
9	It is a sorely needed service in Amherstview	6/10/2019 1:47 PM
10	This would be a much needed & much appreciated service. For mum, it would provide an opportunity to go out for something other than medical appointments. She could visit friends, go shopping, for lunch, theatre, etc., any social event (with my assistance) which would help so much with her well-being/health issues. For others, it would give them the freedom they long for to be able to lead more productive/fulfilling lives! Thank you and please go forward with this project ASAP! It will be appreciated!	6/10/2019 9:42 AM
11	A second bus would be great, having a bus come every half hour instead of every hour would really making getting into town for work much less of a hassle	6/7/2019 2:51 PM
12	There are many seniors who cannot or should not drive to town. Parking difficult.	6/6/2019 6:21 PM
13	The floor on the bus is too slippery for service dogs. My wife has a service dog and when she took the #10 bus route she said her dog slid all over the place. I am not sure how to fix this but I thought you should know.	6/4/2019 10:25 PM
14	since Amherstview is a bedroom community with many seniors and more moving here accessible transient is a definite need - may not need it now but highly likely in future and our plan is to stay in the community until the end	6/4/2019 12:44 PM
15	I am aware that Amherstview needs accessible transit but in Odessa we pay the same taxes and have no transit. I see so many taxis going to geared to income housing . We need to look into some plan for Odessa as well.	6/1/2019 11:45 AM
16	Seniors and people without a licence in Odessa need assistance/ bus to Amherstview and cat center for for further transport in town	6/1/2019 11:10 AM
17	please improve the level of service as sometimes the bus is late on the schedule service and increase the bus service on peak hours.	5/29/2019 8:04 AM

Accessible Transit Service Survey

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18	My parents once resided in Amherstview but because my father was in a wheelchair and couldn't use the bus they were forced to move so I think it is a very important service to provide. Also wish transit service would extend out to Bath	5/23/2019 10:55 PM
19	Live at Helen Henderson and feel it is hard to get from Loyalist Township to Kingston as I am aging and need supports to be in place.	5/23/2019 2:46 PM
20	There needs to be a second Amherstview bus. This is my main source of transportation and it's always late (has been up to 20 minutes) and it's every hour which does not work around the other buses in Kingston that I need to take with that. If I miss the 10 or if it's late, that affects the buses that come after that I need to take to get to where I need to go.	5/23/2019 9:39 AM
21	Hello to whom may be reading this my name is [REDACTED] and I am 21 years old and have been living in Amherstview for 12 years now. I along with many other residents in Amherstview rely on the bus solely as a means of transportation to and from both work and school. One bus that comes every hour, is always incredibly late and neve matches up with any other transfer bus, does not cut it. This is not something you should consider with adding another bus to the 10 route but something that needs to be fixed.	5/22/2019 6:48 PM
22	More transit routes to shorten the bus ride would be nice. One bus going from Amherstview to the Metro on gardiner/bath transit site would be good too. I go to the casino for leisure activity. The pick up is at the metro, therefore, I have to take a bus to the Cataraqi mall then transfer to the metro on gardiner/bath	5/22/2019 11:09 AM
23	there my name is [REDACTED] I'm going to let you know my opinion of the Amherstview Bus of the Kingston Transit route. I've been riding the bus now daily for the past 4/5 years. I recently moved myself to Amherstview. I do find it difficult for to get into town via transit into Kingston from Amherstview. I have missed the bus into town at important times and instead of being late into town I am not able to get there at all as I have to cancel any appointment for being an entire hour late. What I recommend is an investment in another bus to run two every thirty minutes en route through Amherstview to Kingston via Kingston Transit. I'm also interested in taking my [REDACTED] ([REDACTED] which is a very small dog in a concealed carry case into Kingston and take her on a trip downtown as I do not have access to a car. My dog is silent does not shed and doesn't share allergies against people as she has a different hair type. Taking her in a small bag or crate would carry low risk. I'm aware that it is allowed in another nearby province. What concerns me the most is missing buses and not getting into town for a job / appointment or meeting. I aim to always be early but sometimes it doesn't work out that way and it is difficult for me to make a timeline. I do not drive or have a driver license and my family and friends are not nearby and I am unable to get into town quickly. I have spoke to many of the people that ride the bus in Amherstview and they also say that we need more buses. I have to wait an entire hour sometimes at the cataraqi mall to transfer myself back home from Kingston. I hope that the buses become more time efficient. The bus drivers are all very nice, polite good people. The buses are always clean. And not always overcrowded. The people are polite and I haven't had any issues with drivers or others riding the bus. Or have I seen anything I would consider offensive. All in all everything is good but I would definitely love to have more buses in our schedule. Thanks for reading. From: [REDACTED]	5/22/2019 10:58 AM
24	I believe it would be a huge benefit for the area	5/22/2019 9:43 AM
25	within the past few weeks transit has been running at an average of 20 min late	5/21/2019 9:54 PM
26	Get out more. The Windsor has 70 residents. Reliable transportation would be ag reat step. We have three senior homes with mobility issues predominant.	5/21/2019 3:52 PM
27	The last bill for a patient transfer service, KGH to Helen Henderson was \$169.00.	5/21/2019 2:25 PM
28	I would just like to say the the number 10 bus is the least reliable bus in Kingston. It is NEVER on time and it makes it hard for me to be to work on time because of that. 9 times out of 10 it's 15 minutes late. Could you guys possibly consider doing every 30 minute service? Because this bus is so in reliable if it came remotely every 30 minutes there's a better chance of people not being late to work events etc. Not to mention how I struggle to transfer busses at the mall transfer point because the bus gets there after the busses have left or there are all just leaving at that exact moment. And I can't ask the bus driver EVERY time to ask one of the busses to wait for me.	5/21/2019 10:19 AM
29	Needs to be more than one bus	5/21/2019 9:32 AM

30	The bus stop in front of my house (literally) needs to move. It once was at the stop sign at the end of [redacted]. The bus stops, blocking my driveway, and then has to proceed 30 feet to stop at the stop sign. I have grave concerns for riders as there is no sidewalk on my side. Riders have to walk on the slushy icy roads in the winter to reach the stop. They either wait on the road or in my driveway. I do not wish to be responsible for riders safety by using my driveway. Currently (Spring) riders choose to exit the backdoor into my driveway to avoid the grass. 95% of riders cross [redacted] to use the Bus. I would like the stop moved either back to the stop sign or even onto [redacted] by the post boxeésépark where the Bus will not block anyone, and there is accessible crosswalks. Currently the stop in front of my house is not accessible to anyone requireing special consideration for wheelchairs or mobility walkers. It is extremely unsafe in i`ts current location.	5/21/2019 8:45 AM
31	I think Amherstview should have 2 busses running so it's more convenient and easier for me to get to work on time without having to be an hour early.	5/20/2019 1:57 PM
32	My husband is in Helen Henderson. It would greatly help if there'd was transit for him for appointments in Kingston.	5/20/2019 9:59 AM
33	We need half-hour service in Amherstview. Once an hour is not enough as the population in Amherstview is growing. First bus on Sundays is very late. Why can't small pets be taken on the bus in a carrier?	5/18/2019 9:29 AM
34	It's my belief that everyone should have the means to get out and if family's can't provide accessibility then an access bus is required and should be an option	5/18/2019 8:21 AM
35	With cost effect transit we could bring my dad back home for part of a day or take him shopping for s while	5/17/2019 4:14 PM
36	The bus needs to go later, the bus needs to go until some time around 12 AM, because some people don't finish work until late at night.	5/16/2019 7:35 PM
37	I hope you would consider going beyond the Amherstview limits for accessible transportation otherwise I may be forced to move to Kingston as I currently do not live in the Amherstview area. (I live in Bath ON)	5/16/2019 3:58 PM
38	Many members of the public would like to see a true access bus come from Kingston to Amherstview to better serve the needs of the community.	5/16/2019 3:52 PM
39	Need transit to Westbrooke, Amherstview is fine	5/16/2019 11:27 AM
40	This service would give seniors and other the feeling of being indepentant.	5/16/2019 9:02 AM
41	The 10 route needs to be brought in line with the Kingston Transit hours, and route needs to be adjusted. Straight down amherst drive, do the west end loop, right on Kildare, Manitou to Sherwood and bath road. Also needs to go back to Gardiners Town center, for easier access to no frills grocery and quicker transfer to Saint Lawrence college.	5/15/2019 4:40 PM
42	The problem is getting to a bus stop - and taxis are costly from Amherstview to anywhere in Kingston./	5/15/2019 4:27 PM
43	I am completing this for the many Amherstview residents, who are on ODSP due to a developmental disability. They do not have a physical disability requiring accessible transit BUT need a transit system that is more affordable. To have to pay twice as much as Kingston residents is ridiculous!! These people who are impoverished due to their meagre incomes are basically stuck in Amherstview, rarely leaving to participate in other activities outside of the community because they cannot afford a monthly bus pass. Accessible transit would be a good thing for those Loyalist residents who are physically handicapped but the priority, in my opinion, would be to provide affordable busing in Amherstview. This would increase ridership!	5/14/2019 10:14 PM
44	The City of Kingston provides people with disabilities a monthly discounted bus pass. Loyalist Township should provide this as well (as the purpose of the #10 bus is to transport Amherstview residents to and from Kingston.	5/14/2019 9:16 PM
45	Needs to start earlier on sundays . Not all jobs are retail hours.	5/13/2019 5:54 PM
46	WHAT ABOUT BATH???? SAME TOWNSHIP	5/13/2019 3:46 PM
47	longer buss hours	5/13/2019 2:16 PM
48	it would be nice to have a direct bus to Queen's and down town Kingston.	5/13/2019 2:07 PM
49	I would like to suggest the buses go out later because, teens and young adults go down town at night and sometimes at night they dont have a ride home due to the bus hours.	5/13/2019 1:27 PM

Accessible Transit Service Survey

SurveyMonkey

50	Accessible transit is a great idea because i would not have to leave two hours early in order to make my appointment and in the winter time it is almost impossible to get to appointments because of the streets and the weather	5/13/2019 12:56 PM
51	I live in Bath. ????? We have no taxi or bus service. Explain how I get around?	5/13/2019 12:21 PM
52	Fix the system you have first. Hourly service is inadequate! The current route has handicap accessible buses!	5/13/2019 10:42 AM
53	I know a lot of people that live in Amherstview, and more transit from amherstview to Kingston just seems inevitable, honestly.	5/13/2019 10:25 AM
54	More transit at regular intervals will help the community to expand and prosper.	5/13/2019 9:41 AM
55	Some people using wheel chairs, especially, require assistance getting out of their houses and to transportation.	5/13/2019 8:12 AM
56	The bus must return to 30 minute intervals to be truly accessible. Most people live in Amherstview and work in Kingston. This is an issue for young students as well as those who cannot afford a vehicle of their own. Environmentally there is an obligation as well, since accessible transit reduces the cars on the road and spares gas emissions. The community should be supported with reliable public transport.	5/12/2019 11:26 AM
57	need half hour service in peak times	5/12/2019 10:16 AM
58	The person affected is too young now but in a few years will require the service for independence	5/12/2019 8:36 AM
59	I wish we could have 1/2 hour buses because if you have an appointment then you have to leave 1 to early to get the the connecting bus when your appt. is downtown Kingston. Also the 1 hour buses are always full, so meaning that if we have a problem getting in with the scooter it delays those going to work.	5/11/2019 11:23 AM
60	Bus shelter at corner of Sherwood/Briscoe. A few elderly take the bus from this stop, and numerous times have been left standing in rain, it left waiting for a late bus in a snow storm with no shelter.	5/11/2019 9:10 AM
61	1 hour service is not right. Cat woods gets 15 minute serve. It is unfair.	5/10/2019 4:12 PM
62	would allow me to shop and socialize without fear of getting lost	5/10/2019 11:01 AM
63	service must be affordable	5/9/2019 8:08 PM
64	We need another bus during the rush hour a.s they took it away	5/9/2019 6:48 PM
65	(staff testing entry)	4/18/2019 2:24 PM
66	(staff testing entry)	4/18/2019 11:58 AM