	<b>Report Title</b>	Tillsonburg Transit Advisory Committee – T:GO Draft Routes and Schedule
	<b>Report No.</b>	OPS 19-12
	<b>Author</b>	Staff on behalf of Cindy Allen, TTAC Vice-Chair
	<b>Meeting Type</b>	Council Meeting
	<b>Council Date</b>	May 13, 2019
	<b>Attachments</b>	<ul style="list-style-type: none"> <li>• T:GO Draft Routes and Schedule</li> <li>• Updated T:GO Webpage</li> </ul>

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## **RECOMMENDATION**

**THAT Council receive Report OPS 19-12, Tillsonburg Transit Advisory Committee – T:GO Draft Routes and Schedule as information;**

## **SUMMARY**

At the March Tillsonburg Transit Advisory Committee (TTAC) meeting a request was tabled that staff report back with proposed routes based on the current T:GO schedule. Staff in consultation with the current service provider provided an overview of the attached draft routes and schedule at the April TTAC meeting including the following route highlights:

- Transit Hub located downtown at the Town Centre Mall
- Stops at or within close walking distance to all schools
- Stops located within high density residential areas
- Stops located near all major grocery stores
- Stops located within the Simcoe Street and North Broadway Service Commercial Zones
- Route services both the Van Norman Innovation Park and the Forest Hill Industrial Park
- Stops servicing senior communities such as
  - Hickory Hills
  - Baldwin Place
  - Harvest Crossing Retirement
  - Tillsonburg Retirement
  - Maple Manor
  - Woodingford Lodge
- Recreational stops such as:
  - Community Centre
  - Station Arts
  - Annandale Museum
  - Lake Lisgar Water Park
  - Skateboard Park
  - Basketball Court/Outdoor Skating Rink
- Stop located near Service Ontario and Tillsonburg Public Library
- Stops located within walking distance of all areas of the downtown core

The committee discussed the draft routes and schedule and suggested that they be shared online in advance of being brought forward to Council to notify the public and invite feedback. The committee then passed the following resolution:

*“THAT the committee endorses the proposed TGO draft route and schedule, AND THAT the draft route and schedule be shared publicly in advance of being brought forward to Council.”*

Since the April TTAC meeting staff have developed a brochure and completely overhauled the T:GO webpage relaunching the site on May 1<sup>st</sup> 2019 including a link to provide feedback. At the time of authoring this report no comment has been received.

Contemplated next steps include finalizing passenger use guidelines, installation of bus stop signage, securing a new local phone number and developing a communication package to relaunch the T:GO program in concert with the upcoming inter-community program.

### **FINANCIAL IMPACT/FUNDING SOURCE**

There is a strong consensus among members of the TTAC that providing a consistent service will help build ridership and increase revenue from fares.

### **COMMUNITY STRATEGIC PLAN (CSP) IMPACT**

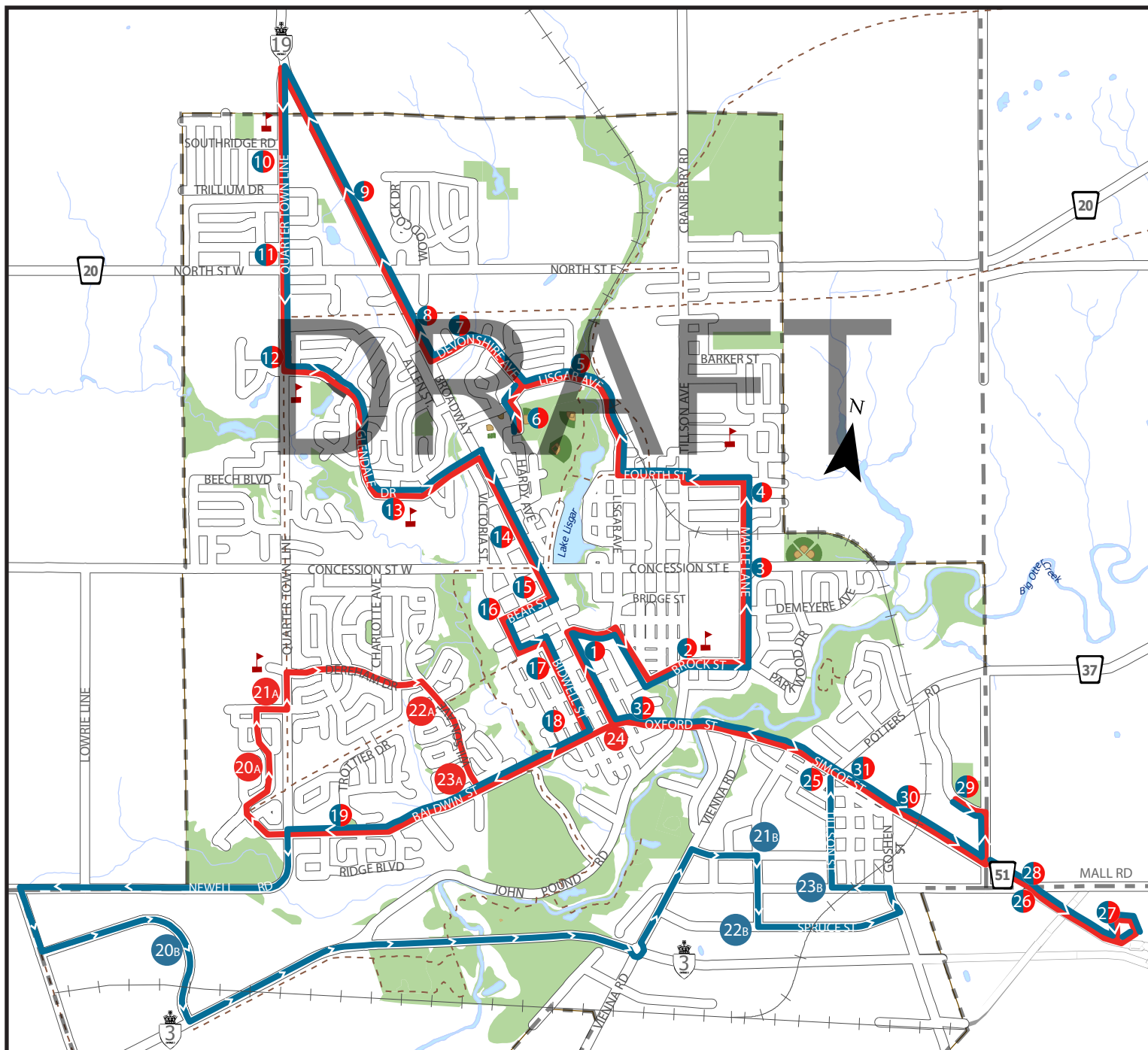
1. Excellence in Local Government
  - ☒ Demonstrate strong leadership in Town initiatives
  - ☐ Streamline communication and effectively collaborate within local government
  - ☐ Demonstrate accountability
2. Economic Sustainability
  - ☐ Support new and existing businesses and provide a variety of employment opportunities
  - ☐ Provide diverse retail services in the downtown core
  - ☐ Provide appropriate education and training opportunities in line with Tillsonburg's economy
3. Demographic Balance
  - ☐ Make Tillsonburg an attractive place to live for youth and young professionals
  - ☐ Provide opportunities for families to thrive
  - ☒ Support the aging population and an active senior citizenship
4. Culture and Community
  - ☐ Promote Tillsonburg as a unique and welcoming community
  - ☐ Provide a variety of leisure and cultural opportunities to suit all interests
  - ☒ Improve mobility and promote environmentally sustainable living



## DRAFT SCHEDULE AND ROUTES

The T:Go Transit System operates from Monday to Friday from 6:00 AM to 6:00 PM. Each route takes approximately one hour to complete. The Blue Route runs during the hours of 6:00 AM to 8:00 AM and from 2:00 PM to 4:00 PM. The Red Route runs during the hours of 8:00 AM to 2:00 PM and from 4:00 PM to 6:00 PM.

For more information, please visit [www.tillsonburg.ca/tgo](http://www.tillsonburg.ca/tgo)





## RED LINE

Hours of Operation: 8:00 AM to 2:00 PM  
4:00 PM to 6:00 PM

Stop	Location	Time
1	Town Centre Mall	:00
2	Annandale National Historic Site	:02
3	Maple Lane & Concession St. E.	:03
4	Maple Lane & Joseph St.	:04
5	Lisgar Ave. & Van Norman Dr.	:08
6	Tillsonburg Community Centre	:09
7	Lamers Court	:11
8	Broadway Cinemas	:12
9	Tillsonburg Sobey's	:14
10	South Ridge Public School	:15
11	Quarter Town Line & North St. W.	:17
12	Glendale Dr. & Quarter Town Line	:18
13	Glendale High School	:19
14	Broadway & Niagara St.	:21
15	Broadway & Wolf St.	:23
16	Tillsonburg Hospital	:24
17	Station Arts Centre	:26
18	43 Bidwell St.	:27
19	Trottier Park	:29
20A	Baldwin Place Community Centre	:33
21A	Westfield Public School	:35
22A	Hickory Hills Community Centre	:37
23A	Wilson Ave & Seres Dr.	:38
24	Broadway & Baldwin St.	:40
25	Simcoe St. & Tillson St.	:43
26	Tim Hortons on Simcoe St.	:45
27	Norfolk Mall	:47
28	346 Simcoe St.	:49
29	Harvest Crossing Retirement Centre	:50
30	Taco Bell/ KFC Simcoe St.	:52
31	Simcoe St. & Potters Rd.	:53
32	Broadway & Cat Alley	:55

## BLUE LINE

Hours of Operation: 6:00 AM to 8:00 AM  
2:00 PM to 4:00 PM

Stop	Location	Time
1	Town Centre Mall	:00
2	Annandale National Historic Site	:02
3	Maple Lane & Concession St. E.	:03
4	Maple Lane & Joseph St.	:04
5	Lisgar Ave. & Van Norman Dr.	:08
6	Tillsonburg Community Centre	:09
7	Lamers Court	:11
8	Broadway Cinemas	:12
9	Tillsonburg Sobey's	:14
10	South Ridge Public School	:15
11	Quarter Town Line & North St. W.	:17
12	Glendale Dr. & Quarter Town Line	:18
13	Glendale High School	:19
14	Broadway & Niagara St.	:21
15	Broadway & Wolf St.	:23
16	Tillsonburg Hospital	:24
17	Station Arts Centre	:26
18	43 Bidwell St.	:27
19	Trottier Park	:29
20B	Clearview Drive	:33
21B	Lincoln St. & Cedar St.	:39
22B	Spruce St. & Cedar St.	:40
23B	Town Line & Tillson St.	:42
25	Simcoe St. & Tillson St.	:43
26	Tim Hortons on Simcoe St.	:45
27	Norfolk Mall	:47
28	346 Simcoe St.	:49
29	Harvest Crossing Retirement Centre	:50
30	Taco Bell/ KFC Simcoe St.	:52
31	Simcoe St. & Potters Rd.	:53
32	Broadway & Cat Alley	:55



## TGO Transit



**T:GO Transit** is a community transportation service providing an alternative, low cost means of transportation within Tillsonburg and surrounding areas. The provision of Transit Services is provided on a contractual basis, in partnership with the Town of Tillsonburg. To arrange your ride, **please call 226-641-6821.**

T:GO offers 1 fully accessible, service animal friendly, air conditioned & heated, 9 passenger seated bus with a capacity of 12.

### In Town Service

#### Hours of Service

T:GO operates Monday to Friday from 6:00am to 6:00pm. (Excluding Holidays)

Each draft route takes approximately one hour to complete.

#### Draft Schedule & Routes

The Tillsonburg Transit Advisory Committee has endorsed the draft schedule and routes.

## Draft Schedule and Routes

To provide your feedback, please contact [transit@tillsonburg.ca](mailto:transit@tillsonburg.ca)

### Out of Town Service

The Town has received notification from the Ontario Ministry of Transportation that the Town is eligible to offer out of town transit services to the following destinations anticipated to begin January 2020 until the end of the funding program in March 2023.

- Courtland
- Langton
- Delhi
- Straffordville
- Port Burwell
- Brownsville
- Mount Elgin
- Ingersoll
- Springford
- Otterville
- Norwich
- Woodstock
- London

Stay tuned for more information.

### Fares

Cash Fare (One Way) \$2.00

One Way Ticket - \$2.00

5 Ride Pass - \$10.00

Exact cash fare is required. Bus drivers do not carry change.

Tickets can be purchased at the following locations;

- Tillsonburg Customer Service Centre - 10 Lisgar Ave., Tillsonburg

### Accessiblity Information

T:GO is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

T:GO recognizes the diverse needs of all our riders and will respond by striving to provide services that are accessible to all.

### Accessibility Ramp

The T:GO bus is equipped with an accessible ramp at the rear of the bus to assist passengers. The ramp can be used by passengers with limited mobility or who require a mobility aid which prevents them from boarding at the front of the bus. The ramp can be deployed by the bus operator upon request, however, you must be able to maneuver your mobility aid into the designated area on the bus.

The final decision concerning if mobility aid can be safely loaded onto the bus will be at the discretion of operator.

### Priority Seating

Priority seating is located at the rear of the bus. These seats are reserved for people of all ages with disabilities and mobility challenges. Ontario Regulation 191/11 requires that passengers, other than persons with

disabilities must vacate these seats if its use is required by a person with a disability.

## Service Animals

We welcome people with disabilities and their service animals. People with disabilities are permitted to be accompanied by their service animal and keep that animal with them when accessing services provided by T:GO, unless the animal is otherwise excluded by law.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all time and clear of all aisles and exits.

## Support Persons

A person with a disability who is accompanied by a support person will be permitted to have that person accompany them while using T:GO. There shall be no charge to support persons accompanying a person with a disability while using T:GO Transit.

T:GO may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or others using the service. This will only occur after a consultation with the person with a disability and when it is the only means to allow the person with a disability to access the service.

## Storage of Assited Devices and Mobility Aids

Where room is available and safe storage is possible the operator will ensure that mobility aids are safely secured within the bus. Assistive devices, mobility aids etc. should never obstruct the aisle or block entrance/exit areas of the bus. All storage of mobility aids is done at no additional cost to the passenger.

## Transit Stops

In cases where a transit stop is temporarily inaccessible, people with disabilities will be able to board or exit the bus at the closest available safe location. In determining where a safe location is located, the operator will consider the preference of the person with a disability. However the final



determination of the safe location will be determined by the operator.

### Inclement Weather

Due to safety concerns, T:GO Transit service will not operate if the weather and/or road conditions are deemed unsafe for vehicles to operate.

T:GO services will be cancelled when Town of Tillsonburg declare a significant weather event.

If possible, the decision to cancel the daily service due to weather conditions will be made prior to the start of daily service (6:00am).

Once the decision is made, the cancellation will be posted at [www.tillsonburg.ca](http://www.tillsonburg.ca) and on the T:GO Facebook page.

### Frequently Asked Questions

Do drivers carry money to make change?

No. Exact fare is required. Place cash in the fare box when you get on the bus.

Where can I get tickets, passes and schedules?

Tickets, passes and schedules can be picked up at the Tillsonburg Customer Service Centre at 10 Lisgar Avenue.

Does T:GO operate on holidays and weekends?

No. T:GO operates Monday to Friday from 6:00am – 6:00pm. There is no service on weekends, statutory holidays or civic holidays.

Are Seniors eligible for a transit tax credit?

The Seniors' Public Transit Tax Credit is a refundable tax credit to help seniors with public transit costs. Eligible transit expenses incurred on or after July 1, 2017 can be claimed for the credit. For more information on this new tax credit, visit the [Government of Ontario website](http://www.ontario.ca).

Are pets allowed on T:GO Transit?

No. Only service animals are permitted.

## Contact Us

For more information, please email [transit@tillsonburg.ca](mailto:transit@tillsonburg.ca)

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## Contact(s)

Town of Tillsonburg  
10 Lisgar Ave,  
Tillsonburg, Ontario  
N4G 5A5

Phone: 519-688-3009

Fax: 519-688-0759

[Email](#)

[Report a problem online](#)