

TransHelp Specialized Transit Master Plan

Project Internal Stakeholder Kick-Off

Region of Peel – TransHelp

May 6, 2026



Prepared by Left Turn Right Turn Ltd

Agenda



Team introductions



Project understanding and key objectives



Work plan and schedule overview



Objectives input activity



Next steps

Objectives for today

- Review the purpose of the Specialized Transit Master Plan
- Introduce the project team
- Get input into specific objectives for various elements of the STMP

Introductions

Project Team



**Matthew
Lattavo**
Project Director



Claire Basinski
Communications
Lead



**Graham
Hauptman**
Deputy Project Manager
and Planning Analyst



Aislin O'Hara
Policy Subject Matter
Expert



**Janany
Rangunathan**
Project Manager



Christina Sugiura
Engagement Lead and
Operations Analyst



Melody Molnor
Policy Analyst

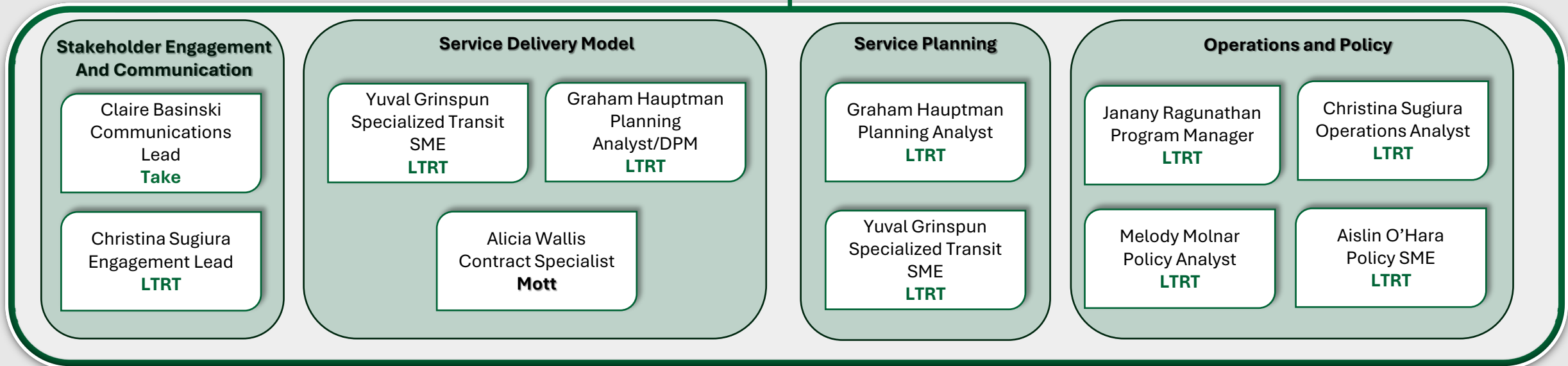


Alicia Wallis
Contract Specialist



Yuval Grinspun
Specialized Transit
Subject Matter Expert

Project Governance



Project Drivers and Background

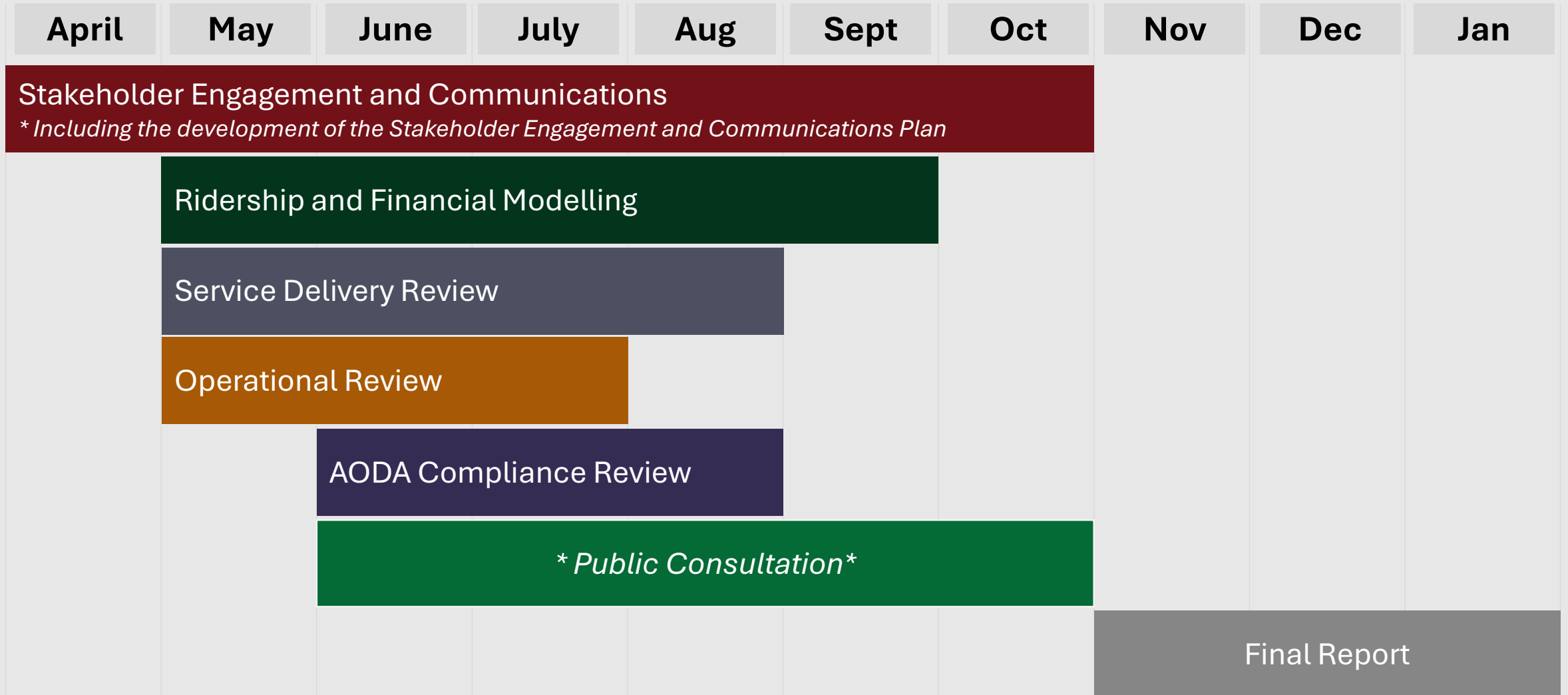
- What are the primary drivers behind updating the STMP at this time?
 - First Master Plan in over 10 years
 - TransHelp ridership and registered users have both increased by more than 20% in this time
 - Demographic, social, economic and technological changes have shifted, necessitating an update to meet the growing expectations of the service
 - Building off of the last Accessible TMP
 - Ensuring AODA compliance/alignment

Project Objectives

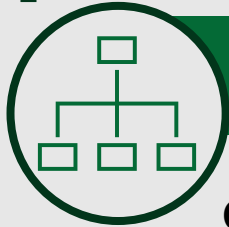
- Aligns the organization's vision and mission with the Region's
- Assess current conditions through robust analysis and stakeholder engagement
- Evaluate policies and services against AODA and IASR regulations
- Identify emerging trends in accessibility, disability research, and advocacy
- Recommend effective, actionable and sustainable strategies that respond to community needs and align with best practices

Project Schedule and Work Plan

Task 1: Project Management is ongoing throughout the duration of the project



Work Plan Overview



Task 1: Project Management (Ongoing)

Goal: Ensure we are aligned on each task, meeting (exceeding!) expectations and delivering on time!

Key Tasks and Activities:

- Data, documentation and discovery request

Key Meetings and Workshops

- Project Intro meeting
- Stakeholder kick-off meeting
- Ongoing status meetings, biweekly
- Regular steering committee meetings, as required during the duration of the project
- Knowledge transfer and conclusion meeting, expected at the end of the project by January 31, 2027

Work Plan Overview



Task 2: Ridership and Financial Modelling (May – Sept 2026)

Goal: Enhance our comprehension of the current state and assess future demand for specialized transit services. Conduct a detailed analysis of the capital and operating cost drivers to forecast future budget needs.

Key Tasks and Activities:

- Data and documentation review
- Forecast ridership and service hours
- Establish fleet and staff requirements
- Operating and capital budgeting

Key Meetings and Workshops

- Meetings with staff to obtain further insights to support the development of ridership and financial models.

Deliverable: Ridership and Financial Modelling Summary

Work Plan Overview



Task 3: Service Delivery Review (May- Aug 2026)

Goal: Assess the current service delivery model to define a scalable approach for growing specialized transportation demand across Peel Region.

Key Tasks and Activities:

- Data and documentation review
- Vendor contract review
- Current service delivery model review for the Town of Caledon
- Review use of vendor versus agency vehicles

Key Meetings and Workshops

- Discovery meetings and service shadowing
- Recommendations Development and Workshop: Service Delivery

Deliverable: Service Delivery Review Findings Summary

Work Plan Overview



Task 4: Operational Review (May-Jul 2026)

Goal: Assess TransHelp's current operational practices, processes, and develop actionable, recommendations informed by data, staff input, and industry best practices.

Key Tasks and Activities:

- Data and documentation review
- Operational process review
- Booking and customer service process review
- Technology review
- Fleet vehicles and maintenance review
- Family of Services options review
- Industry best practice review

Deliverable: Operational Review Findings Summary

Key Meetings and Workshops

- Discovery meetings and operations shadowing
- Recommendations Development and Workshops: Operations

Work Plan Overview



Task 5: AODA Compliance Review (Jun-Aug 2026)

Goal: Conduct an AODA compliance review to ensure TransHelp service meets AODA requirements.

Key Tasks and Activities:

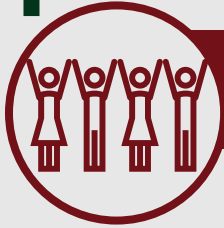
- Review AODA Requirements and Compliance

Key Meetings and Workshops

- Recommendations Development and Workshops: AODA Compliance (As required)

Deliverable: AODA Compliance Review Findings Summary

Work Plan Overview



Task 6: Public and Stakeholder Engagement and Communications (Apr-Oct 2026)

Goal: Effectively and meaningfully consult with the local municipalities, municipal and Regional Accessibility Advisory Committees (AACs), the TransHelp Advisory Committee (TAC), critical community groups, third-parties and the public as it relates to the development of the STMP.

Key Tasks and Activities:

- Development of stakeholder strategy and workplan
- In-person engagement and consultation meetings with key stakeholders (two rounds)
- Public and community consultation (two rounds)

Key Meetings and Workshops

- Meetings with TransHelp staff to inform plan

Deliverables: Engagement and Communications Plan and the Engagement Findings Summary

Work Plan Overview



Task 7: Final Report and Presentation

(Nov 2026– Jan 2027)

Goal: Coherently consolidate all parts of the project work into the final deliverables to satisfy the needs of the Region outlined in the RFP.

Key Tasks and Activities:

- Draft Final Report and Presentation
- Final Report and Presentation

Deliverables: Draft and Final Report and Presentation

Next Steps

- Submit data and documentation + discovery request
- Schedule virtual and on-site discovery meetings
- Develop Public and Stakeholder Engagement and Communications Plan



Thank you