



REPORT

TO: Community Services Executive Committee

FROM: Jason Kabel, Manager of Community Services

DATE: December 30, 2016

RE: **Dial-A-Ride**

At the regular meeting of Town Council on December 12, 2016 there was a recommendation before Council from the Community Services Executive Committee as follows:

‘Council approval of this report will sanction the revised agreement renewal with 539989 ON LTD (North-Air Services) to provide Dial-a-ride services with zero percent (0%) increase to the existing fee structure as provided and endorse forthcoming bylaw.’

There was concern expressed that the Dial-a-ride agreement should not be renewed without tendering the contract as it had been several years. It was decided that it was best to send the item back to the Community Services Executive Committee for further discussion and direction.

Recommendation

The Community Services Division recommends to move forward with a competitive tendering process for the provision of door to door bus-type transportation services in the town of Fort Frances known as Dial-a-ride. Basic items included in the tender posting and evaluation criteria will be:

- Provide a door to door bus-type transportation service (regular hourly schedule for pickup throughout the community) known as dial-a-ride (the services), Monday to Friday 8:00 am to 5:00 pm and Saturday and Sunday 9:00 am to 1:00 pm except statutory holidays.
- Provide the service only within the geographic boundaries of the Town of Fort Frances.
- Make the service available on the basis of reservations only. Reservations to be made by phoning The Operator at least 15 minutes before the hour for the subsequent hour pickup. Return trip reservations are to be arranged directly with the driver or by phone to The Operator.
- The driver shall collect the approved fare in effect from the passenger/user of the service.
- The operator shall provide to the Town monthly statistical reports on the number of passengers/users itemized into categories of Seniors, Low income, Mobility Impaired and Other. This is a requirement of Canadian Urban Transit Association reporting for Gas Tax Funding that subsidizes the services. Evidence of similar past record keeping is desirable.
- Evidence of providing a similar service is considered desirable.
- The operator will modify services as recommended by the Town based on feedback from users.
- The contract will be for a term of 3 years with an option for renewals for further 3-year terms.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "J Kabel".

Jason Kabel