



REPORT

TO: Community Services Executive Committee

FROM: Jason Kabel, Manager of Community Services

DATE: December 1, 2016

RE: **Dial-a-ride Agreement**

Background

Currently Kevin & Lisa Pocock, owners of North-Air Services, are under contract with the Town to provide dial-a-ride services for specialized transportation to accommodate qualified residents being those that are seniors, physically or developmentally challenged, or low income. The existing agreement with North-Air Services expires on December 31, 2016. North-Air has agreed to continue the service with a renewed agreement without changes to the cost of the service. North-Air has just installed a new van into service to better serve the patrons who frequent the amenity.

Details of the existing agreement are as follows:

The Operator, shall

- Provide a door to door transportation service know 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 and except July and August.
- In **July and August** provide a door to door transportation service know as dial-a-ride (the services), Monday and Tuesday 12:00 pm to 5:00 pm, Wednesday 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 North Air Services operator (275-9741) prior to 15 minutes before the hour. 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 services.
- 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.

The Town of Fort Frances shall:

- Provide to the operator a subsidy as provided in Schedule 'A' as approved under this agreement. Where the passenger/user requires a wheelchair the Town shall provide to the Operator a subsidy according to Schedule "A" of this agreement.
- Pay the subsidies to the operator monthly upon receipt of the proper invoices and supporting statistical information.

- Consider recommendations from the operator with regards to accommodation of the needs of the users.

Fares:

- The fare to be collected from the passenger/user of the service shall be in accordance with Schedule "A". The implementation of such fares is subject to the discretion of the operator.
 - It is agreed that the operator will provide thirty days advance notice to the Town and the users, on the implementation of the increases in the fares.
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Schedule "A"
Dial A Ride Fares
(Effective January 1, 2014)

General Fare	
Town Subsidy per user per ride	\$3.00
User charge per ride	\$2.50

Wheelchair Rates

Taxi Meter Equivalent	Dial a Ride Customer	Town Subsidy
0-\$9.00	\$2.25	\$5.00
\$9.05-\$10.00	\$2.25	\$6.00
\$10.05-\$11.00	\$2.25	\$7.00
\$11.05-\$12.00	\$2.25	\$8.00
\$12.05-\$13.00	\$2.25	\$9.00
\$13.05 and higher	\$2.25	\$10.00

Respectfully Submitted,


Jason Kabel