



## REPORT

**TO:** Community Services Executive Committee  
**FROM:** Jason Kabel, Manager of Community Services  
**DATE:** December 1, 2016  
**RE:** **Dial-a-ride Agreement**

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### 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

<p><b>Council approval of this report will sanction</b> 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.</p>
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**Community Services Division**  
740 Scott Street, P9A 1H8  
Phone: 807-274-4561

**Administration & Finance Division**  
Civic Centre

**Operations & Facilities Division**  
Fifth Street & Wright Avenue  
Phone: 807-274-9893



**Planning & Development Division**  
Civic Centre

**Civic Centre**  
320 Portage Avenue  
Fort Frances, ON  
Phone: 807-274-5323  
Fax 807-274-8479  
www.fort-frances.com

December 13, 2016

## LETTER OF AGREEMENT

Between:

**539989 ON LTD - Kevin and Elisa Pocock** (doing business as NORTH AIR SERVICES)  
(Herein referred to as the Operator)

And

**The Corporation of the Town of Fort Frances**  
(Herein referred to as the Town)

WHEREAS the Town desires to renew an agreement to provide a specialized transportation service to accommodate qualified residents, and those that are seniors and/or physically or developmentally challenged;

AND WHEREAS the Operator desires to continue to provide the specialized transportation service to the Town for certain considerations.

NOW THEREFORE, in consideration of the mutual benefits to be realized by the Parties under the covenants of this agreement, the Parties hereto agree 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 operator will modify services as recommended by the Town based on feedback from users.

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.

Agreement:

- The term of this agreement shall be three (3) years and shall be renewed for further terms of three (3) years unless terminated with 60 days notice by the Town or the Operator.
- This Agreement may be reviewed by both Parties at any time and any term of the Agreement may be amended.

This agreement shall come into effect January 1, 2017.

**For the Operator**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness

Date:

**For the Town of Fort Frances**

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
Clerk

Date:

**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
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