



Subject: Contract Award for RFP 2019-012 Transit Operations

Report Number: OPS 19-54

Author: Kevin De Leebeeck, P.Eng., Director of Operations

Meeting Type: Council Meeting

Meeting Date: Monday, December 9, 2019

RECOMMENDATION

THAT Council receive Report OPS 19-54 Contract Award for RFP 2019-012 Transit Operations;

AND THAT Council Award RFP 2019-012 to 947465 Ontario Ltd., o/a Voyago at the revised pricing as outlined in this report.

BACKGROUND

On October 28, 2019 Council directed staff to negotiate with highest scoring proponent to reduce operating costs on both the Inter-Community Transit Project and the In-Town T:GO service and to negotiate with the Ministry of Transportation to amend the scope of the Inter-Community Transportation Project.

DISCUSSION

Staff held a series of meetings with the contractor to find efficiencies to reduce the operating costs for both the Inter-Community Transit Project and the In-Town T:GO service.

Inter-Community Transit Project:

The following are the amendments to the Inter-Community Transportation Project:

- Service commencement changes from January 1, 2020 to April 1, 2020. This start date aligns with the County of Middlesex Inter-Community Transit Project start date.
- The number of trips on Route 1 (Tillsonburg to Woodstock and Ingersoll loop) changes from six trips per day to five trips per day and remains at five trips per day for the duration of the contract. The original funding agreement with the Province had a service frequency increase on Route 1 as ridership increased over the term of the Project.

- Use an alternative bus. The RFP requested the same style of bus be used for the Inter-Community Transit Project and the In-Town T:GO service to provide consistency in service and rider expectations. Voyago provided an alternative bus that is being used in other Inter-Community Transit Project contracts. The alternative bus meets the AODA regulations and will be well suited for the Inter-Community Transit Project.

Staff have discussed these changes with the Ministry of Transportation and the Ministry has approved the revisions and is recommending a formal amendment to the Transfer Payment Agreement be brought forward for the Town and Minister of Transportation signature in the coming weeks.

In-Town T:GO:

There are no changes to the In-Town T:GO service specifications outlined in the Request for Proposals.

FINANCIAL IMPACT/FUNDING SOURCE

Inter-Community Transit Project:

The costs savings achieved in these negotiations are as follows:

Inter-Community Pricing Summary (incl. net HST)			
Duration	Original Price	Revised Price	Difference
January 1 to December 31, 2020 (Revised Start date to April 1, 2020)	\$400,900.82	\$260,951.72	\$139,949.10
January 1 to December 31, 2021	\$427,793.20	\$354,465.28	\$73,327.92
January 1 to December 31, 2022	\$506,163.32	\$363,338.91	\$142,824.41
January 1 to March 31, 2023	\$132,365.34	\$91,392.82	\$40,972.52
Total	\$1,467,222.67	\$1,070,148.74	\$397,073.95

The Inter-Community Transit Project is now within the budget of the funding agreement with the Province and meets the terms and conditions of the Provincial program.

In-Town T:GO:

The In-Town T:GO transit service is funded through the annual Municipal budget process utilizing Provincial Gas Tax funding, revenue from passenger fares and taxation. The following table outlines the revised funding requirements over the next

five (5) years to operate the In-Town T:GO transit service through a third party service provider:

In-Town T:GO Pricing Summary (incl. net HST)			
Time Period	Original Pricing	Revised Pricing	Difference
July 1 to December 31, 2020	\$119,903.97	\$106,164.17	\$13,739.80
January 1 to December 31, 2021	\$244,833.09	\$216,788.24	\$28,044.85
January 1 to December 31, 2022	\$250,963.12	\$222,182.66	\$28,780.46
January 1 to December 31, 2023	\$257,215.74	\$227,760.98	\$29,454.76
January 1 to December 31, 2024	\$263,652.26	\$233,431.25	\$30,221.01
January 1 to March 31, 2025	\$68,906.34	\$61,013.02	\$7,893.32
Total	\$1,205,474.52	\$1,067,340.32	\$138,134.20

This revised pricing is an 11% reduction reflecting the economies of scale in providing the service for both the Inter-Community Transit Project and the In-Town T:GO service. The proposed vehicle for the In-Town T:GO took into consideration the increased on/off frequency of passengers with mobile issues or assistive devices (walkers and canes), the short trip durations and the changing population demographic utilizing the service within Tillsonburg. The bus will be equipped for side loading of wheelchairs, not exposing the passengers or the drivers to traffic and utilizing the existing barrier curbs at the bus stops throughout the Town meeting the requirements and specifications for public transit vehicles as set out in O.Reg. 191/11 Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act (AODA).

In entering into a contract with the Town of Tillsonburg, Voyago will be contributing to the local economy by establishing a depot yard in our industrial area, employing local residents to operate the buses and utilizing local service companies to fuel, clean and maintain the buses. The proposal requested pricing to assist in the promotion of the transit services at community events and Voyago submitted a price of zero to provide this service. This price is a reflection of the company's commitment to promote transit services in the communities they operate in.

Inter-Community Transit Project Funding Options

The County of Oxford submitted a report to County Council requesting "\$175,000 as a base financial means to allow for the strategic participation in any opportunities that

might leverage provincial and adjacent municipal Community Transportation¹.” It is staff’s understanding that this funding request will be subject to approval of the County budget. Staff have had some preliminary discussions about the potential funding in support of the Inter-Community Transit Project with the County, however the revised pricing allows the program to operate within the current Provincial Funding. Any enhancements to the service could be funded by the County of Oxford and staff will continue to explore these options.

As part of the scope of work and funding agreement for the Inter-Community Transit Project, the consultant in consultation with staff will be preparing a Sustainability Plan for submission to the Province. Staff is anticipating that funding from Municipal Partners within the service area will be required to make this program sustainable along with continued funding from the Province. At this time, only brief discussions have taken place with potential Municipal partners in this program with no firm commitments as this is still a pilot project.

NEXT STEPS

Inter-Community Transit Project:

The Inter-Community Transit Project has reached a critical point in obtaining a service provider. The following are the next steps in making this project a success:

- Work with the service provider to ensure the requirements of this service contract are in place for the April 1, 2020 launch date.
- Work with the Province to finalize the amended service agreement and bring forward the agreement to Council for authorization and signing.
- With our partner Municipalities, begin to promote the service in the New Year for the April 1st launch date by implementing a communications and marketing plan.
- Finalize a fare structure and work with partner Municipalities to update the fees and charges bylaws throughout the service area.
- Determine retail locations and obtain vendor agreements to sell bus passes throughout the service area.
- Order and install bus stop signs.
- With our consultant, develop performance measures and a monitoring plan for the service and create a sustainability plan for this service, including finding sustainable funding opportunities with partnering Municipalities.

In-Town T:GO:

¹ County of Oxford CAO Report 2020 Budget-New Initiative 04

With the change in the service provider for the In-Town T:GO service, staff will be working with the current service provider and the new service provider to ensure a smooth transition of this service for the July 1, 2020 start date. Staff will continue to work with the Transit Advisory Committee to market and promote the In-Town T:GO service in efforts to continue to increase the ridership.

COMMUNITY STRATEGIC PLAN (CSP) LINKAGE

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
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
 - ☒ Improve mobility and promote environmentally sustainable living

The map displays the Greater London area with four proposed bus routes. A legend in the bottom-left corner identifies the routes by color: Route 1 (red), Route 2 (orange), Route 3 (blue), and Route 4 (green). The routes are plotted over a network of roads, with major roads labeled with numbers in white boxes (e.g., 16, 27, 401, 403, 53, 6, 2, 73, 74, 402, 401, 52, 74, 36, 35, 45, 24, 42, 23, 59, 1, 4). Towns and villages labeled include London, Thorndale, Kintore, Beaconsfield, Swearington, Ingham, Foldens, Norwich, Teet, Harrietsville, Crossley Hunter, Talbotville, St Thomas, New Sarum, Aylmer, Candyville, Calton, Port Bruce, Port Burwell, Staffordville, Glen Meyer, Wye, Lymington, and Creditville. The River Thames is shown flowing through the area.

Inter-Community Transit Schedules

The schedules shown here are intended to be used upon service launch in April 2020.

Route 1 - Monday to Friday

Timepoint	Travel Time	Block 1	Block 1	Block 2	Block 2	Block 2
		Trip 1 ↓	Trip 2 ↑	Trip 3 ↓	Trip 4 ↓	Trip 5 ↑
Tillsonburg Town Centre		6:30	11:25	11:30	14:30	19:25
Tillsonburg Hospital	0:03	6:33	11:22	11:33	14:33	19:22
Norwich DT	0:30	7:03	10:52	12:03	15:03	18:52
Woodstock Hospital	0:29	7:32	10:23	12:32	15:32	18:23
Woodstock VIA	0:08	7:40	10:15	12:40	15:40	18:15
Woodstock Transit Terminal	0:04	7:44	10:11	12:44	15:44	18:11
Ingersoll Hospital	0:23	8:07	9:48	13:07	16:07	17:48
Mount Elgin	0:15	8:22	9:33	13:22	16:22	17:33
Tillsonburg Hospital	0:30	8:52	9:03	13:52	16:52	17:03
Tillsonburg Town Centre	0:03	8:55	9:00	13:55	16:55	17:00

Notes:

Yellow indicates a connection to another service, blue indicates a connection from another service.
 Trips are scheduled to arrive at the Woodstock Transit terminal with a 10 minute buffer from Woodstock Transit's timed transfers.
 This schedule connects to the 8:07 Toronto-bound VIA train, and from the 18:12 VIA train arriving from Toronto.
 If the 18:12 VIA train is delayed, the bus would have to hold at Woodstock VIA to make the connection. This would not delay any other trips, and how long to hold is an operational decision.

Route 2 & 3 - Tuesday and Friday

Timepoint	Travel Time	Block 3	Block 3	Block 3
		Trip 1 ↓	Trip 2 ↓	Trip 3 ↓
Tillsonburg Town Centre		9:00	11:30	14:30
Langton	0:25	9:25	11:55	14:55
Delhi DT	0:30	9:55	12:25	15:25
Tillsonburg Town Centre	0:20	10:15	12:45	15:45
Port Burwell	0:35	10:50	13:20	16:20
Tillsonburg Town Centre	0:35	11:25	13:55	16:55

Notes:

Yellow indicates a connection to another service, blue indicates a connection from another service.
 Tuesday and Friday are days with no Ride Norfolk service in Delhi. This schedule provides Delhi with connections to larger towns 5 days a week.

Route 4 - Monday and Wednesday

Stop	Travel Time	Block 2	Block 1
		Trip 1 ↓	Trip 2 ↓
Tillsonburg Town Centre		8:00	15:45
Ingersoll Hospital	0:25	8:25	16:10
Dorchester	0:20	8:45	16:30
London Hospital	0:20	9:05	16:50
Dorchester	0:20	9:25	17:10
Ingersoll Hospital	0:20	9:45	17:30
Tillsonburg Town Centre	0:25	10:10	17:55

Notes:

Yellow indicates a connection to another service, blue indicates a connection from another service.
 A connection is provided in Ingersoll Hospital with Route 1.

Report Approval Details

Document Title:	OPS 19-54 Contract Award RFP 2019-012 Transit Operations.docx
Attachments:	
Final Approval Date:	Dec 3, 2019

This report and all of its attachments were approved and signed as outlined below:

Dave Rushton - Dec 2, 2019 - 4:39 PM

A handwritten signature in black ink, appearing to be 'DR', with a horizontal line extending to the right.

Ron Shaw - Dec 2, 2019 - 4:59 PM

Donna Wilson - Dec 3, 2019 - 8:08 AM