

	<b>Report Title</b>	Inter-Community Transit Coordinator
	<b>Report No.</b>	OPS 19-16
	<b>Author</b>	Kevin De Leebeeck, P.Eng. Director of Operations
	<b>Meeting Type</b>	Council Meeting
	<b>Council Date</b>	May 13, 2019
	<b>Attachments</b>	<ul style="list-style-type: none"> <li>• MTO Inter-Community Transit Correspondence</li> <li>• Transit Coordinator Job Description</li> </ul>

## **RECOMMENDATION**

**THAT Council receive Report OPS 19-16 Inter-Community Transit Coordinator as information;**

## **BACKGROUND**

In February 2018 the Town of Tillsonburg applied to the Ministry of Transportation (MTO) Community Transportation Grant Program for an Inter-Community Transit project. In April 2018 the Town received correspondence from the MTO that the Town was eligible to implement the inter-community transit project with funding approved up to \$1,457,732 over 5 years (i.e. March 31, 2023). Due to the upcoming Provincial Election in June 2018 and subsequent change in political party leadership, public announcement of Community Transportation Grant recipients did not occur until January 2019. In late February 2019 MTO staff reached out and requested the inter-community transit project be implemented within one year of signing the Transfer Payment Agreement rather than the phased-in approach contained within the original project application, that the routes scheduling and overall scope of the inter-community transit service remain unchanged, and reiterated the program deadline of March 31, 2023. Town and MTO staff have since revised and finalized the inter-community project work plan. MTO staff are now preparing the Transfer Payment Agreement for Town staff review and subsequent Council approval.

## **SUMMARY**

The revised inter-community project work plan looks to implement four (4) inter-community bus routes utilizing a 10 seat accessible vehicle by January 2020 that will continue to operate at least until the ending of the funding program of March 2023.

- Route 1: Tillsonburg – Norwich – Woodstock – Ingersoll loop
  - Running 2 buses/day – 3 trips/day – 5 days/week
  - Increasing to 4 trips/day in January 2022
- Route 2: Norfolk Connection with Langton – Delhi – Courtland
  - Running 1 bus/day – 3 trips/day – 3 days/week
- Route 3: Bayham Connection with Straffordville – Vienna – Port Burwell
  - Running 1 bus/day – 3 trips/day – 3 days/week
- Route 4: Woodstock Hospital – Victoria Hospital, London
  - Running 1 bus/day – 3 trips/day – 3 days/week

In order to prepare for the launch of the inter-community transit project there is a significant amount of work that needs to be completed such as:

- Reviewing the inter-community project bus routes identifying areas of concern and opportunities for improvement.
- Consulting with the six (6) area municipalities influenced by the inter-community transit project, other local transit system operators (i.e. Ride Norfolk, Woodstock Transit, Ingersoll Paratransit, London Transit, VIA Rail, Greyhound, etc.), social service agencies (Community Living, Multi-Service Centre, etc.) and major employment centres (i.e. CAMI, Toyota, others) to establish effective transportation connection locations, schedules and fare structure.
- Optimize and finalize bus route(s) configuration including bus stop locations that satisfy AODA accessibility requirements.
- Develop a Request for Proposal for a service provider to operate the inter-community transit system, evaluate and award by Council
- Develop a comprehensive marketing strategy and communications plan that promotes the inter-community and existing transit service (i.e. PIC's, brochures, etc.)

Once the program is up and running there will also be several other ongoing activities and undertakings that will be required such as:

- Monitoring, tracking and reporting of ridership data, transit data trends, and other various performance measures as required under the grant program
- Completion of project status and project performance reports
- Develop and maintain public and private sector partnerships with respect to funding opportunities including all necessary arrangements and agreements as required
- Administer and monitor performance of contracted service provider including compliance with contract specifications and legislative requirements
- Continue promotional activities to increase awareness and engage the public to increase participation and utilization of the transit service
- Investigate and resolve complaints, receive public comments and conduct and analyze satisfaction surveys on transit program delivery.
- Develop a service sustainability plan and final reporting on the inter-community transit service.

In anticipation of the workload described above the inter-community grant application included the allocation of a staffing resource.

### **CONSULTATION/COMMUNICATION**

The Tillsonburg Transit Advisory Committee (TTAC) has revised their Mandate to advise and assist with the development of the inter-community transit project as subsequently approved by Council. It is anticipated as the inter-community transit project progress that the TTAC will provide the necessary guidance and framework to shape the delivery of the transit program beyond March 2023.

### **FUNDING IMPACT/ FUNDING SOURCE**

The labour costs associated with retaining the position of a full-time contracted inter-community Transit Coordinator until March 2023 is included as part of the inter-community grant funding, however the offer of employment will not occur until the Town has executed the Transfer Payment Agreement with the Province.

### **COMMUNITY STRATEGIC PLAN (CSP)**

This initiative supports Objective 3 – Demographic Balance by supporting the aging population and active senior citizenship and Objective 4 – Culture and Community of the Community Strategic Plan by improving mobility and promoting environmentally sustainable living.

## Report Approval Details

Document Title:	OPS 19-16 Inter-Community Transit Coordinator.docx
Attachments:	- OPS 19-16 Attachment 1 - MTO Inter-Community Transit Correspondence.pdf - OPS 19-16 Attachment 2 - Transit Coordinator Job Description.pdf
Final Approval Date:	May 6, 2019

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

**Dave Rushton - May 3, 2019 - 4:06 PM**



**David Calder - May 6, 2019 - 9:57 AM**

**Donna Wilson - May 6, 2019 - 10:08 AM**