

To:	Warden Halliday and Members of Grey County Council
Committee Date:	June 14, 2018
Subject / Report No:	SSR-CW-09-18
Title:	Coordinated Rural Transportation Pilot Final Report
Prepared by:	Barb Fedy, Director of Social Services
Reviewed by:	Kim Wingrove
Lower Tier(s) Affected:	County wide initiative
Status:	Recommendation adopted by Committee of the Whole as presented as per Resolution CW149-18; Endorsed by County Council on June 28, 2018.

Recommendation

1. That **SSR-CW-09-18 regarding an overview of the transportation pilot project from April 1, 2016 – March 31, 2018 be received and;**
2. That the current twice weekly route on Highway 10 between Owen Sound and Shelburne continue pending negotiation of a transfer payment agreement with Ministry of Transportation for the Community Transportation Program grant and;
3. That the necessary funds, not to exceed \$20,000 to support the continuation of the service for an additional 3 months, be provided from the Social Services Caseload Reserve.

Executive Summary

Grey County, with support from the provincial Coordinated Rural Transportation Pilot Program, has been partnered with Home and Community Support Services to provide transportation options for vulnerable residents since 2016. Most recently, through Report SSR-CW-07-18 Council approved an extension to the pilot program operating between Owen Sound and Shelburne, pending a decision regarding the February 2018 submission to the Ministry of Transportation's Community Transportation Grant Program – Municipal Stream.

In late April, Grey County was advised by Ministry of Transportation of a grant of \$1,850,000 over 5 years to support four transportation services. The work of the pilot highlighted the needs in Grey County and was used to inform the grant application. A transfer payment agreement for the new funding is expected to be negotiated over the coming months. Until that agreement is

complete, staff recommend that the pilot program continue to operate, at a cost of \$5000 per month, funded from the Social Services Caseload Reserve.

Pilot Overview

Beginning in 2014, staff sought to identify challenges and barriers of existing limited transportation options. Providers were brought together to examine mandates and collaboratively review the challenges of serving the large geographical area. This work led to the successful application for funding under the original Community Transportation Pilot Grant Program. An allocation of \$99,790.00 was provided to Grey County under this pilot program for the period of April 1/16 – March 31/17. Following up on the initial work of the pilot, Grey County received an extension and a further funding allocation of \$50,000.00 for the period of April 1/17- March 31/18.

Through the development of the phased projects it was important to acknowledge the need for all of the partners to be at the table as they are all key to the delivery of service. A shared scheduling tool was initially identified as a means for efficiencies for all providers and improved access and customer service for residents in need of this service. Home and Community Support Services Grey-Bruce (HCSS / Movin'GB) was selected as the lead organization as they already had the technology (TRIPSPARK) and they were servicing most of Grey and Bruce Counties for accessible transportation needs. Their support services have been providing community with non-emergency medical appointments, shopping, banking, and various social activities and programs for many years. Movin'GB is also used for long distance medical appointments to out of county medical centres. With support from Lough Barnes, plans were developed and a communication/engagement plan was rolled out for other partners to access the scheduling technology through a license purchased via this pilot program. However given the fact it was a pilot without commitment for longer term support, this shared booking system was not a successful initiative.

Successful Outcomes

There were many positive outcomes that reflected the goals of the program, to improve the lives of county residents who did not have access to adequate and reliable transportation options. Beaver Valley Outreach has provided transportation services to their community for many years through their volunteer program and rather than improve services with their volunteers through access to a license for the scheduling technology, they developed an agreement with HCSS for all of their transportation needs to be directly referred to Movin'GB. This change in service has been positive as residents are receiving services in an improved and efficient manner.

There are now TRIPSPARK licenses in operation with the Ontario Works van service as well, linking them to HCSS and Movin'GB for optimal coverage. If there is room on the Ontario Works (OW) van already scheduled for a specific area, a booking will be scheduled to save the HCSS vehicle from non-required travel. This is working only in cases where the resident is ambulatory and not in need of accessible transit but it is creating efficiencies in the system. This is also working vice versa, if an Ontario Works client is in need of transit and there is an HCSS vehicle already scheduled in the area, the trip will be booked through them. The administration and payment is managed monthly back to the original ride to avoid the confusion on the rider's end.

A trial relationship with Salvation Army in Warton to serve a vulnerable population that needed access into Owen Sound for services took place during the pilot. This phase of the project ended when Bruce Peninsula Transit Company established and to avoid duplicity, the Movin'GB program shifted to serve a vulnerable population along the Highway 10 corridor south from Owen Sound and the Highway 26 corridor east of Owen Sound. Discussions were held with the key partners along both of these routes to determine feasibility, however due to time restrictions and logistics the pilot only permitted implementation of the Highway 10 corridor route from Owen Sound to Shelburne.

Background and Discussion

The Highway 10 point to point route has been in operation since early February 2018 as a result of discussions with health providers in centre Grey County confirming concerns for vulnerable residents. These concerns were that seniors, persons living in low income and others were not accessing medical care and other services due to a lack of transportation options and there were serious impacts to quality of life and health care needs.

A twice daily route on Mondays and Thursdays was developed to take riders to appointments and to meet other service needs including social and shopping trips. The route starts in Owen Sound and travels to Shelburne, with scheduled stops at various points in between. The route concludes in Shelburne as riders who may live in the Dundalk area have service providers in Shelburne and as well they access shopping and social opportunities in that area. Having the ability to travel north or south with two routes per day is very effective for planning activities and appointments. This is also meeting the needs for appointments in Owen Sound for residents living in the southern part of the county. Given the target group includes persons living with low income, seniors as well as persons with disabilities, the ridership fees have been waived during the pilot phase. To date the ridership has steadily increased as awareness of the program has improved. A brief radio campaign took place but staff have been cautious about building expectation pending the outcome of the newest grant opportunity. At this point there are 5-7 riders averaging on each trip and the heaviest demand is for the morning routes. There have been riders turned away unfortunately as well, indicating the strong need in this area of the county for this type of service. Home and Community Support Services (HCSS) staff report general inquiries to the Movin'GB phone line continue to increase and adjustments are made to the schedule as the ridership develops. The scheduled stops and times have been widely circulated via social media as well as through community partners. To support additional riders, collapsible seating has been added to the vehicle to allow for it to be removed if a rider in need of accessible transit is scheduled onto the vehicle. When this space is not required, the driver can re-install the seating for 3 additional riders, making the vehicle more functional.

Although the Highway 10 route was developed during the pilot phase to test the usage and establish the need in advance of the new grant opportunity, it has already reflected the demand for the need in that community. Ridership data in the short period of operation demonstrates the need for the service and the positive impacts for this project. Below is a synopsis of who is using the service and for what purpose. Social and medical are the reasons provided by the riders but a more robust survey is underway to determine more detail. The riders are a mix of both male and female and although social has been declared the purpose, drivers are reporting that includes shopping, visits to friends and family, banking, bill payments, and even trips for laundry services.

Staff continue to meet with Home and Community Support Services regularly regarding oversight of the pilot route so as to provide stability for the vulnerable residents who are making use of this service. HCSS report that the rapid growth of this route far exceeds their expectations based on previous transportation programs, evidence of the deep need and barriers people face. Recognizing the social determinants of health and the commitment for access to services and inclusion for all residents of Grey County, staff are recommending the continuation of the pilot Highway 10 route. This twice weekly route offers opportunity to plan for those that can access it. There remain a number of limitations and it certainly isn't a fulsome option to solve transportation barriers but currently this route does meet some of the vast need for a vulnerable population. As the scope of the new grant funding is developed and operationalized, having this route continue to build will ensure there is a connection to the additional route that the Municipality of Southgate has planned with grant funding secured through the same Ministry of Transportation (MTO) five year program.

Highway 10 Ridership

2018 Date	Total Riders	Purpose
Feb 5	3 in am, 0 in pm	3 Social, 1 Medical
Feb 8	1 in am, 0 in pm	1 Social
Feb 12	3 in am, 1 in pm	2 Social, 1 Medical
Feb 15	1 in am, 0 in pm	1 Social
Feb 22	2 in am, 1 in pm	2 Social
Mar 1	9 in am, 5 in pm	9 Social
Mar 5	2 in am, 1 in pm	2 Social, 1 Medical
Mar 8	5 in am, 3 in pm	5 Social
Mar 12	6 in am, 3 in pm	4 Social, 2 Medical
Mar 15	3 in am, 0 in pm	3 Social
Mar 19	3 in am, 0 in pm	3 Social
Mar 22	2 in am, 1 in pm	2 Social
Mar 26	2 in am, 0 in pm	2 Social
Mar 29	6 in am, 5 in pm	6 Social
Apr 2	1 in am, 0 in pm	1 Social
Apr 5	8 in am, 7 in pm	8 Social
Apr 9	5 in am, 1 in pm	5 Social
Apr 12	6 in am, 3 in pm	6 Social
Apr 16	3 in am, 1 in pm	3 Social
Apr 19	6 in am, 4 in pm	6 Social
Apr 23	6 in am, 3 in pm	6 Social
Apr 26	10 in am, 9 in pm	10 Social
Apr 30	5 in am, 2 in pm	5 Social, 1 Medical
May 3	8 in am, 3 in pm	8 Social
May 7	4 in am, 1 in pm	4 Social

Legal and Legislated Requirements

If approved, the service contract and funding contract with Home and Community Support Services Grey Bruce will be amended to reflect the additional duration and funding support.

Financial and Resource Implications

Actual operating costs for the extension for April and May are reflective of the estimates provided previously. They continue to be under \$5,000 per month, although fuel has been a variable this spring.

Daily Operating Costs for two runs per day:

\$1.53 per km including fuel, administration costs, driver wages, insurance and repairs.
Given the twice daily point to point route from Owen Sound to Shelburne and return is 360 kms, the daily operating costs are calculated as \$553.13.

Monthly Operation Cost for twice weekly service:

$\$553.13 \times 2 \text{ days/week} \times 4.33 \text{ weeks/month} = \$4790.11.$

Annual Tripspark transportation software fees of \$4,520 have been incurred and this annual fee has been included in the costs for continuing this service. Staff are working with Ministry of Transportation to determine if the costs for this service could be eligible under the Ministry of Transportation's Community Transportation Grant Program – Municipal Stream and if so will be claimed and therefore would reduce the amount of County reserve funding required.

Staff are requesting that Council approve the continuation of the twice weekly Highway 10 Route, and that the additional \$20,000 in funding required, to fund this service to the end of August, be funded from the Social Services Caseload Reserve.

Relevant Consultation

Internal

Finance Department Staff

External

Home and Community Support Services Grey Bruce

Ministry of Transportation

Appendices and Attachments

Movin'GB Highway 10 Schedule

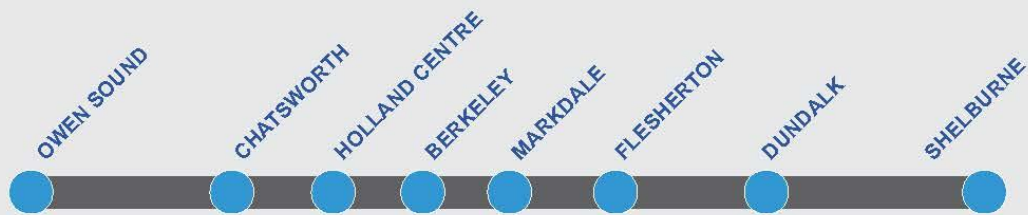
Respectfully submitted by,

Barb Fedy,
Director of Social Services



NEED A RIDE?

Movin' GB continues with the pilot transit route on highway 10 between Owen Sound and Shelburne. This pilot has been extended until the results of a funding grant are known. The Highway 10 route is a free service running twice daily on Mondays and Thursdays and uses a wheelchair-accessible vehicle. Travelers must be 18 years old or older and independent with all aspects of mobility, personal care and communication. Riders must be at the pickup locations at the arrival and departure times.



Questions? Contact Movin'GB at 519-370-0558 or 1-888-660-6048.



SCHEDULE



MORNING SCHEDULE OWEN SOUND TO SHELBURNE	
LOCATIONS	ARRIVAL (A) & DEPARTURE (D)
OWEN SOUND Owen Sound Transit Terminal, (North Side) Stone Tree Apartments	D 8:00 a.m. A 8:10 a.m. D 8:12 a.m.
CHATSWORTH Pleasant View Apartments, 50 McNab St.	A 8:20 a.m. D 8:25 a.m.
HOLLAND CENTRE Community Centre	A 8:35 a.m. D 8:37 a.m.
BERKELEY - Post Office	A 8:50 a.m. D 8:52 a.m.
MARKDALE Community Health Centre, 55 Victoria St. Markdale Hospital, 55 Isla St. Community Health Center	A 9:05 a.m. D 9:07 a.m. A 9:10 a.m. D 9:12 a.m. A 9:14 a.m. D 9:30 a.m.
FLESHERTON RE/MAX Building, 1 Toronto Rd.	A 9:40 a.m. D 9:42 a.m.
DUNDALK Community Health Centre Dundalk Library	A 9:55 a.m. D 9:57 a.m. A 10:00 a.m. D 10:02 a.m.
SHELBURNE Foodland – Giant Tiger Dufferin Area Family Health Team - 167 Centre St. No Frills	A 10:22 a.m. D 10:24 a.m. A 10:26 a.m. D 10:28 a.m. A 10:35 a.m.
RETURN FROM SHELBURNE TO OWEN SOUND	
SHELBURNE No Frills Dufferin Area Family Health Team - 167 Centre St. Foodland – Giant Tiger	D 11:15 a.m. A 11:20 a.m. D 11:22 a.m. A 11:25 a.m. D 11:27 a.m.
DUNDALK Community Health Centre Dundalk Library	A 11:50 a.m. D 11:52 a.m. A 11:55 a.m. D 11:57 a.m.
FLESHERTON RE/MAX Building, 1 Toronto Rd.	A 12:10 p.m. D 12:02 p.m.
MARKDALE Community Health Centre, 55 Victoria St. Markdale Hospital, 55 Isla St.	A 12:15 p.m. D 12:17 p.m. A 12:19 p.m. D 12:21 p.m.
BERKELEY Post Office	A 12:31 p.m. D 12:33 p.m.
HOLLAND CENTRE Community Centre	A 12:43 p.m. D 12:45 p.m.
CHATSWORTH Pleasant View Apartments, 50 McNab St.	A 12:55 p.m. D 1:00 p.m.
OWEN SOUND Stone Tree Apartments Owen Sound Transit Terminal, (North Side)	A 1:15 p.m. D 1:17 p.m. A 1:27 p.m.

AFTERNOON SCHEDULE OWEN SOUND TO SHELBURNE	
LOCATIONS	ARRIVAL (A) & DEPARTURE (D)
OWEN SOUND Owen Sound Transit Terminal, (North Side) Stone Tree Apartments	D 3:30 p.m. A 3:40 p.m. D 3:42 p.m.
CHATSWORTH Pleasant View Apartments, 50 McNab St.	A 3:55 p.m. D 4:00 p.m.
HOLLAND CENTRE Community Centre	A 4:10 p.m. D 4:12 p.m.
BERKELEY - Post Office	A 4:22 p.m. D 4:24 p.m.
MARKDALE Community Health Centre, 55 Victoria St. Markdale Hospital, 55 Isla St.	A 4:35 p.m. D 4:37 p.m. A 4:40 p.m. D 4:42 p.m.
FLESHERTON RE/MAX Building, 1 Toronto Rd.	A 4:55 p.m. D 4:57 p.m.
DUNDALK Community Health Centre Dundalk Library	A 5:15 p.m. D 5:17 p.m. A 5:19 p.m. D 5:21 p.m.
SHELBURNE Foodland – Giant Tiger Dufferin Area Family Health Team - 167 Centre St. No Frills	A 5:40 p.m. D 5:42 p.m. No pick up. Office is closed. A 5:45 p.m.
RETURN FROM SHELBURNE TO OWEN SOUND	
SHELBURNE No Frills Dufferin Area Family Health Team - 167 Centre St. Foodland/Giant Tiger	D 6:15 p.m. No pick up. Office is closed. A 6:18 p.m. D 6:20 p.m.
DUNDALK Community Health Centre Dundalk Library	No pick up. Office is closed. A 6:40 p.m. D 6:42 p.m.
FLESHERTON RE/MAX Building, 1 Toronto Rd.	A 7:00 p.m. D 7:02 p.m.
MARKDALE Community Health Centre, 55 Victoria St. Markdale Hospital, 55 Isla St.	No pick up. Office is closed. A 7:12 p.m. D 7:15 p.m.
BERKELEY Post Office	A 7:25 p.m. D 7:27 p.m.
HOLLAND CENTRE Community Centre	A 7:35 p.m. D 7:37 p.m.
CHATSWORTH Pleasant View Apartments, 50 McNab St.	A 7:47 p.m. D 7:50 p.m.
OWEN SOUND Stone Tree Apartments Owen Sound Transit Terminal, (North Side)	A 8:00 p.m. D 8:02 p.m. A 8:15 p.m.

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