

To:	Warden McQueen and Members of Grey County Council
Council Date:	September 10, 2020
Subject / Report No:	CAOR-CW-14-20
Title:	Community Transportation Service Update
Prepared by:	Stephanie Stewart, Manager, Community Transportation
Reviewed by:	Kim Wingrove, CAO
Lower Tier(s) Affected:	Grey County wide
Status:	Recommendation adopted by Committee as presented per Resolution CW158-20; Endorsed by County Council September 24, 2020 per Resolution CC75-20;

Recommendation

1. That report **CAOR-CW-14-20 Community Transportation Service Update** be received, and;
2. That staff monitor ridership and service demands and report back to Council in January 2021; and
3. That a Vehicle for Hire By-law be brought back to a future Council meeting.

Executive Summary

The purpose of this report is to provide Council with an update on the launch of the Community Transportation Service scheduled for September 14, 2020. Information regarding the costs and lead times to obtain additional ambulatory and accessible seating, and the development of a Vehicle for Hire by-law in Grey, Bruce and Dufferin County is provided.

Background and Discussion

The Grey Transit Route is set to launch on September 14, 2020. County staff have consulted property owners and municipalities and have agreements in place for 30 bus stops along the four routes. Information about the service can be found at www.grey.ca/gtr. A social media and marketing campaign have begun, and radio ads will begin September 7th. Public response has been phenomenal, and everyone is very excited to begin travelling. Riders are required to book their ride in advance to ensure all passengers have a seat and to allow for contact tracing if needed.

At this time, if an individual requests an accessible ride (requiring a lift for a wheelchair) when they connect to buy their ticket, Driverseat will connect the individual with the current specialized transit providers in Grey and Bruce County, for example SMART (Saugeen Mobility) or HCSS (Home and Community Support Services). Individuals who use assistive devices (i.e. a walker) and can take a step up into the vehicle, can be accommodated with the current fleet.

Customers can connect with Driverseat directly if they have questions or concerns about the service.

Start Date	Route	Days Per Week	Fare
Monday September 14, 2020	Highway 10 Owen Sound to Orangeville	Monday – Friday	Adult (18+): \$5.00 Adult (55+): \$4.50 Students (6-17): \$4.50 Children (5 & under): Free
Wednesday September 23, 2020	Highway 26 Owen Sound to Blue Mountains	Wednesday - Sunday	Adult (18+): \$5.00 Adult (55+): \$4.50 Students (6-17): \$4.50 Children (5 & under): Free
Tuesday September 29, 2020	Highway 6 Owen Sound to Warton	Tuesday, Wednesday & Thursday	Adult (18+): \$3.00 Adult (55+): \$2.50 Students (6-17): \$2.50 Children (5 & under): Free
Monday October 5, 2020	Highway 4 Flesherton to Walkerton	Monday & Friday	Adult (18+): \$5.00 Adult (55+): \$4.50 Students (6-17): \$4.50 Children (5 & under): Free

Planning for Future System Needs

While prelaunch public support for the project has been strong, staff intend to monitor ridership for the next several months before recommending that Council commit to additional investment above the grant funds. A report on the utilization of each of the routes as well as a summary of any unmet demand will be provided in January 2021. If a significant oversubscription situation arises earlier, Council will be advised.

As Council requested, the financial implications of increasing seating capacity and providing a fully accessible option were investigated.

Option 1 – Increase Seating Capacity: Increasing seating capacity from 10 ambulatory seats to 24 ambulatory seats on all four routes would cost approx. \$155,000 per year.

Option 2 – Smaller Increase in Capacity, Add Fully Accessible Seats: Increasing seating capacity from 10 to 18 ambulatory seats and adding two (2) wheelchair accessible seats would cost \$155,000 per year.

Option 3 – Accessible Minivan: Remain with the current 10 passenger vehicles but acquire an accessible minivan to respond to bookings made by individuals in need of an accessible ride.

Costs to Increase Service			
Route	24 passengers Mini Coach buses 24 – Ambulatory Seats 0 – Wheelchair Accessible Seats	20 passengers Mini Coach buses 18 – Ambulatory Seats 2 – Wheelchair Accessible Seats	Accessible Minivan 1-2 – Ambulatory Seats 1 - Wheelchair Accessible Seats
Highway 26 Owen Sound to Blue Mountains	\$50,000.00/yr. increase Lead Time for Delivery 4-6 Months	\$50,000.00/yr. increase Lead Time for Delivery 4-6 Months	An initial investment of roughly \$80,000.00 would be required. The total yearly cost would be variable dependent on kilometers traveled and time to service clients
Highway 10 Owen Sound to Orangeville	\$50,000.00/yr. increase Lead Time for Delivery 4-6 Months	\$50,000.00/yr. increase Lead Time for Delivery 4-6 Months	
Highway 6 Owen Sound to Warton	\$30,000.00/yr. increase Lead Time for Delivery 4-6 Months	\$30,000.00/yr. increase Lead Time for Delivery 4-6 Months	
Grey Road 4 Flesherton to Walkerton	\$ 25,000.00/yr. increase Lead Time for Delivery 4-6 Months	\$ 25,000.00/yr. increase Lead Time for Delivery 4-6 Months	

Implementation of a Vehicle for Hire By-Law in Grey, Bruce and Dufferin County

On August 13th, Grey County staff met with colleagues from the Town of Orangeville, Dufferin County, and Bruce County to explore the potential of the three counties working together to implement a Vehicle for Hire By-Law. A Vehicle for Hire By-Law is required when allowing ridesharing companies into the market. This meeting was very positive, and all three counties are going to continue to work together to draft and implement a by-law that supports the needs of all three counties.

Next Steps

Based on County Council's direction staff will work with the contractor to seek vehicles with additional seating capacities.

Legal and Legislated Requirements

In consultation with Grey County's Legal Services department, staff will work together to draft a Vehicle for Hire By-law.

In consultation with Grey County's Accessibility Advisory Committee, staff will continue to improve the GTR service to meet the needs of all riders.

Financial and Resource Implications

An increase in ambulatory and wheelchair accessible seating will require an additional financial investment to be considered in the 2021 and 2022 annual budget process.

Relevant Consultation

Town of Orangeville

Dufferin County

Bruce County

Appendices and Attachments

www.grey.ca/gtr