

STAFF REPORT

THE CORPORATION OF THE TOWN OF COBOURG



Report to:	Mayor and Council Members	Priority:	<input checked="" type="checkbox"/> High <input type="checkbox"/> Low
Submitted by:	Renee Champagne, Engineering and Public Transit Administrator rchampagne@cobourg.ca Laurie Wills, Director Public Works lwills@cobourg.ca	Meeting Type:	Open Session <input checked="" type="checkbox"/> Closed Session <input type="checkbox"/>
Meeting Date:	September 26, 2022		
Report No.:	Public Works-134-22		
Submit comments to Council			

Subject/Title: Community Care MOU – Backup WHEELS Transportation

RECOMMENDATION:

THAT Council authorize the Mayor and Clerk to execute a memorandum of understanding with Community Care Northumberland to provide a backup WHEELS transportation service in the event of a driver shortage in the Town of Cobourg.

1. STRATEGIC PLAN

Invest in programs, services and infrastructure to make Cobourg more accessible.

2. PUBLIC ENGAGEMENT

N/A

3. PURPOSE

To ensure the reliability of the Town's WHEELS transportation service.

4. ORIGIN AND LEGISLATION

Transit driver shortage.

5. BACKGROUND

The Town contracts out public transit operation services to Century Transportation. Century Transportation has been experiencing a shortage of drivers which has been impacting the reliability of the Town's transit service and there have been instances when a Wheels member has been abandoned at a destination without a method of transportation to return to their residence.

The Town intends to establish a backup plan with Community Care Northumberland for when Century Transportation cannot accommodate pre-scheduled trips for Cobourg Wheels members. Trips that cannot be accommodated is generally attributed to an operational issue such as: a driver arrived too early/late too for their pickup; there is a capacity issue onboard; the driver exceeded travel times; the driver is unavailable (sick); driver shift cancelled too late in the scheduling software; traffic; or vehicle unavailability due to a mechanical issue.

6. ANALYSIS

Community Care has agreed to provide a Backup Transportation Service for Cobourg Wheels members during the Town's transit operating hours upon being contacted by the Town or Century Transportation to provide service for Unserved/Abandoned trips.

The service is only to be utilized for pre-scheduled trips that can no longer be fulfilled due to reasons beyond the contractor's control.

The service is not to be utilized as a service over and above the Town's transit service ie. If a rider is booking a trip and a trip is not available to book, the Backup Transportation Service cannot be utilized to fulfill that trip. In this instance when a trip is not available to book, riders are welcome to utilize the services of Community Care at their own expense.

7. FINANCIAL IMPLICATIONS/BUDGET IMPACTS

The Town will reimburse Community Care at an hourly rate of \$30.00 per hour plus \$0.50 per kilometer driven. There will be a three (3) hour minimum payment required which will include a 45-minute allotment to conduct a 15-minute circle check at the beginning of each day when their service is required, as well as refueling and return to office drive time. This additional 45 minutes will only apply if the total trip time exceeds 3 hours.

The costs associated with this backup transportation service will be charged to the Wheels Transit operations budget (account 3800753). The Town will not be charged an hourly rate by Century Transportation during the time when drivers are unavailable, and the backup transportation service is having to be utilized.

8. CONCLUSION

THAT Council authorize the Mayor and Clerk to execute a memorandum of understanding with Community Care Northumberland to provide a backup WHEELS transportation service in the event of a driver shortage in the Town of Cobourg.

Report Approval Details

Document Title:	MOU Community Care - Emergency Transportation Service - Public Works-134-22.docx
Attachments:	
Final Approval Date:	Sep 15, 2022

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

No Signature found

Renee Champagne - Sep 14, 2022 - 4:13 PM

Tracey Vaughan, Chief Administrative Officer - Sep 15, 2022 - 8:52 AM