

Building Stronger Transportation Services in our Community



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We want to build a relationship, to better serve your residents' accessible needs

January – October 2020	Town of Cobourg		Western Route		Northumberland County	
	Jan-Mar	Apr-Sept	Jan-Mar	Apr-Sept	Jan-Mar	Apr-Sept
# of Riders Served	206	150	58	63	300	272
# of Trips	1096	1684	404	433	3476	2556
KM Driven	21,385	26,423	6,593	7,269	78990	107381

- Connecting for work, medical and shopping
- Clients able to use for life saving service:
 - Dialysis
 - Radiation
 - Chemotherapy
 - Methadone clinic

We currently have 7 accessible vehicles and 1 non accessible vehicle. Our accessible vehicle use lift to allow ground level to ground level.

“I don’t drive due to a medical condition, but I can go on the van and get there and back safely and know that they will be on time” Resident does not drive and lives alone



CONNECTING NORTHUMBERLAND

TRANSPORTATION



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DOOR-TO-DOOR



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RURAL-TO-URBAN



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SPECIALIZED OPTIONS

January – October 2020	Cramahe Township		Central Route		Alnwick/Haldimand	
	Jan-Mar	Apr-Sept	Jan-Mar	Apr-Sept	Jan-Mar	Apr-Sept
# of Riders Served	31	14	65	23	18	22
# of Trips	260	268	853	748	102	154
KM Driven	8,483	9,136	16866	8897	2,015	2,436

- During Pandemic offered Essential Services
- Clients that used Volunteer able to use service
- Running 5 days per week Monday to Friday
- Able to keep service cost at \$5 one way
- Vehicles cleaned and disinfected regularly
- Able to offer safe, reliable Transportation

COVID-19 Procedures & Practices

March 15, 2020 – Volunteer service suspended

March 20, 2020 – Added all clients to Rural and Specialized service

- Essential and life sustaining services only
- Provide residents medical Transportation out of Town and local

July 27, 2020 – Started Central and Western Route

- All clients booked 48 hrs in advance for contact tracing

Things we ensure:

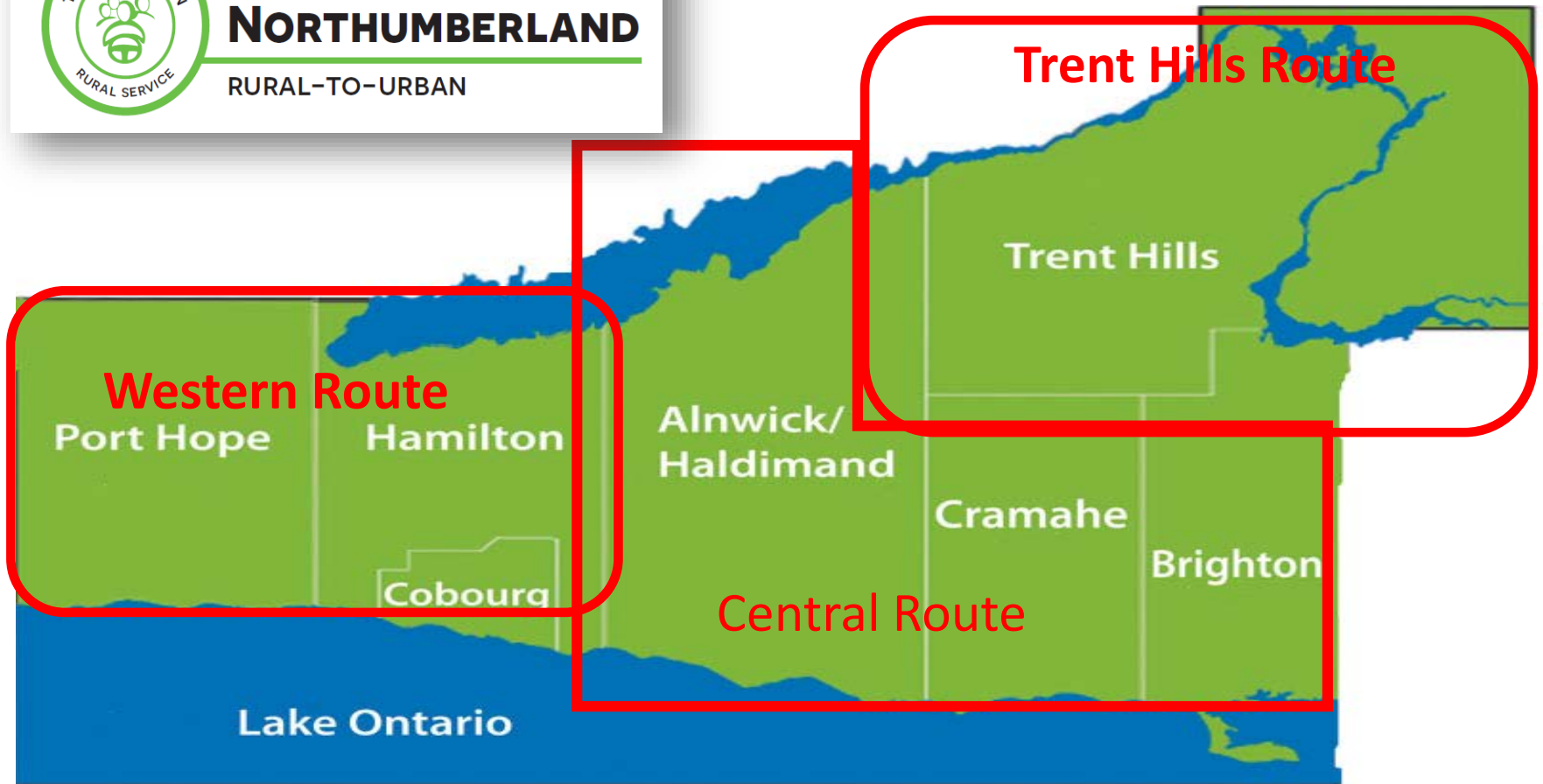
- Register clients on Rural and Specialized vehicles to be able to provide essential services while practicing social distancing
- Client to sit in rear seats, to maintain 2m distancing when possible
- Vehicles regularly cleaned and disinfected
- High touch points cleaned before and after each client
- Clients and drivers required to wear masks for complete trip
- COVID-19 Questionnaire completed 24 hrs prior to booked trip
- No transportation for suspected or COVID-19 services
- All hospital transportations require a COVID-19 negative test
- Provide all drivers with PPE, as well as for any clients without PPE items

The Rural Service Routes



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RURAL-TO-URBAN

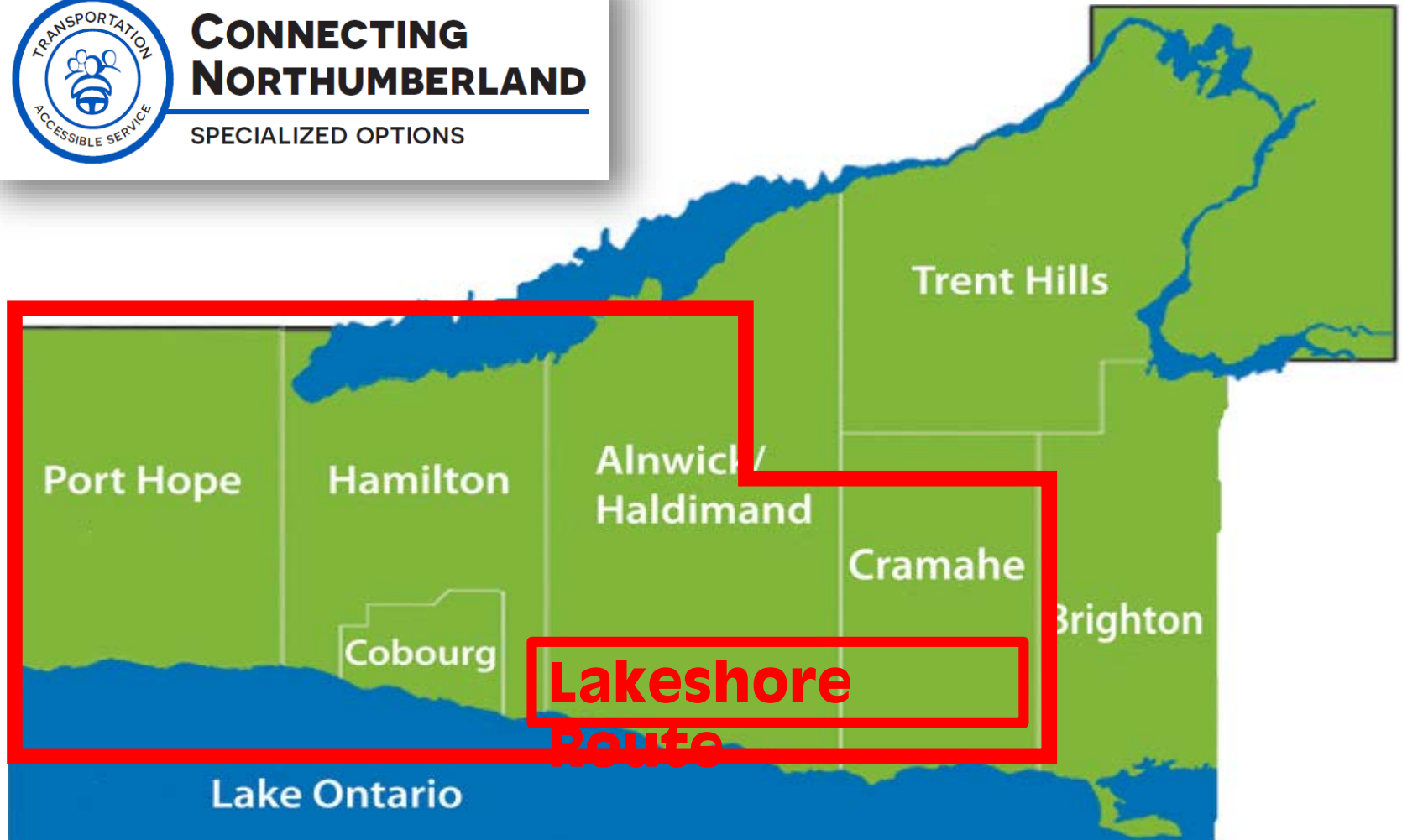


Lakeshore Route – Specialized Services



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SPECIALIZED OPTIONS





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DOOR-TO-DOOR

Community Care Volunteer Mileage Rate

DESTINATION	MILEAGE RETURN KMS	RATE \$0.41 / km
Belleville	104	\$43.00
Bowmanville	140	\$57.00
Campbellford	87	\$36.00
Cobourg	53	\$22.00
Kingston	254	\$104.00
Oshawa	174	\$70.00
Peterborough	153	\$63.00
Toronto	285	\$117.00



Volunteer drivers pick you up at your home and take you where you need to go at a rate of \$0.41/km

Can be billed directly to 3rd party (ODSP, Cancer Society, pension, insurance etc.)

Common places people travel:

- Local for errands & shopping \$8 in town, \$1 per added stop
- Medical appointments to Belleville, Peterborough, Oshawa and Kingston, etc.





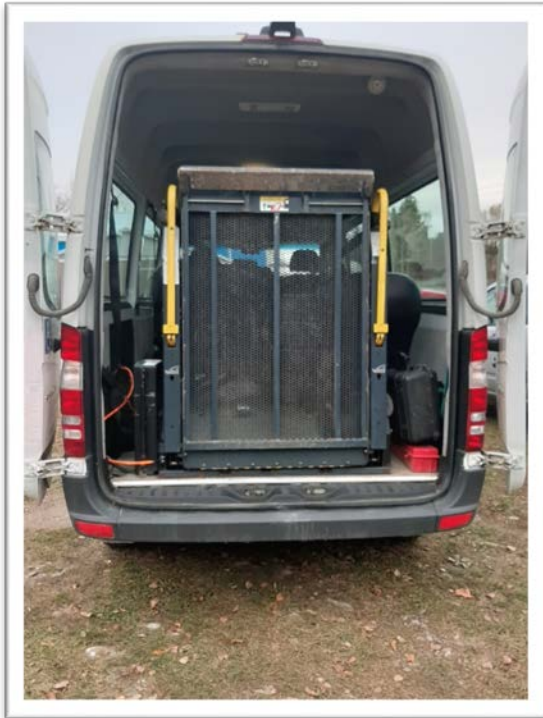
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SPECIALIZED OPTIONS

This service provides accessible transportation for anyone who has mobility challenges or special needs. Remaining at same costs not to discriminate client due to disability

Providing Accessible
Transportation
Service

Safe
Reliable
Dependable



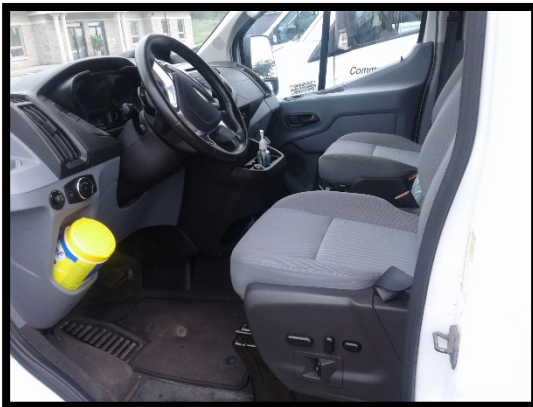


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RURAL-TO-URBAN

Operating like a rural bus system. ANYONE can get a drive into town and back on the bus for \$5 per trip.

Keeps service economical for clients, with the ability for cost to be billed to third party or to directly pay at each trip



The Accessible Service Area

Monday - Friday
8am – 530pm

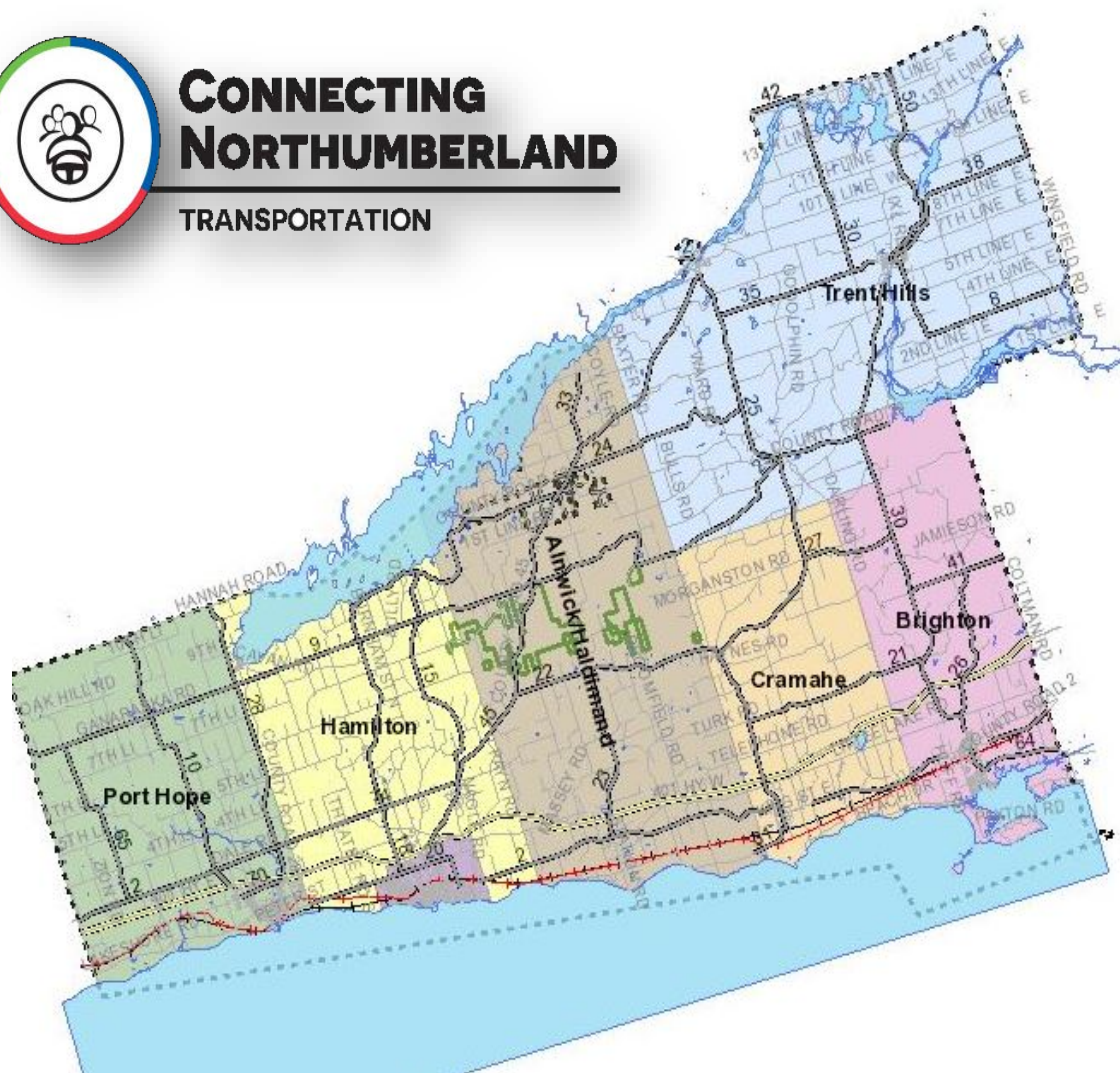
Special requests available on
Saturdays and Sundays

Area drop offs include but not
limited to:

- Peterborough
- Oshawa
- Whitby
- Kingston
- Belleville
- Toronto



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TRANSPORTATION



The Benefits You Provide Your Residents

Transportation Provides:

- Connections to Urban Transportation Systems;
 - Cobourg Transit & Cobourg Wheels
 - Port Hope Rolls
 - Via Rail Train
- Cost effective, dependable service to schedule programs and services around
- Appointments for access to health care and/or social services
- Educational upgrading
 - Centre for Independent Studies - CIS
 - Fleming College & Workshops
 - Gates College at Northumberland Mall
- Work, shopping, banking and errands
- Social/Community Participation
 - Weddings
 - Graduations
 - Social events, etc.)



For more information, contact the Scheduling Office:

PHONE: **1.866.768.7778**

EMAIL: ride@commcare.ca

URL: www.commcare.ca



“This service allows us to travel to Cobourg for much needed medical treatments. And we are able to attend programs at the Fleming Building we can not do locally”

Local Resident accesses services 2-3 times per week