

TOWN OF INGERSOLL

CLERK REPORT

PARATRANSIT FINACIAL REVIEW

Report No. C-153/09
Approval Date: October 5, 2009

Mayor Holbrough and Members of Council:

Purpose:

To provide a report on the ParaTransit Service operated by the Town of Ingersoll highlighting the financial status, recommendations on the fee rate and expansion of service to the ridership.

Background:

Council provides a subsidized transportation service to Ingersoll residents who meet the approved criteria being:

- Persons who are physically unable to climb or descend steps used on conventional public transit facilities.
- Persons who are unable to walk a distance of 175 meters (575 feet) and/or
- Persons who are visually impaired. (Documentation is required.)

A completed application signed by the applicant/designate and Doctor/recognized medical professional is submitted for consideration.

Annually, a tender is let to request for quotes to provide the service daily during specified hours save and except Statutory Holidays within the Town of Ingersoll limits. I believe that the service was not offered on Statutory Holidays due to the fact that the service provider was closed on holidays.

Discussion:

a) Expansion of Service

Recently, the office has received requests from the Users to consider an expansion of the service to include Statutory Holidays. As our current service provider operates most Statutory Holidays (except limited hours at Christmas), contact was made with Old Time Taxi to confirm that the expansion of the service hours to encompass statutory holidays would be acceptable. Mr. Young confirmed service could be available on the statutory holidays that the firm operates.

Expansion of the level of service would have minimal impact on the budget and would provide an invaluable service to those who rely on the service to attend church services or visit friends on these

special occasions. The benefit of the expansion of the service would far outweigh the operational cost.

b) Financial Review

A review of the ridership since the last fare increase still shows a decline from 2007 but comparable to 2008 for the same period of time. In August 2007, fares were increased from \$2.50 to \$3.00 for a ride due to the increase in the service contract.

There was a rate increase in 2008 by the service provider but the 2009 tender was increased slightly. The 2009 tender required \$6.65 per ride for ambulatory users and \$14.25 per ride for non-ambulatory riders. It is anticipated that rates may be very similar in 2010 (tenders being let next week for the 2010 service).

Based on the total annual cost of the service, the cost per ride is approximately \$19.00. Comparing the average cost of the contract price per ride, the town is paying \$9.00 per ride or a subsidy of \$6.00. One of the contributory factors in the rise of the subsidy is the increase in the non-ambulatory ridership.

ParaTransit is a valuable asset and service to the residents of Ingersoll providing independence and an improved quality of life for approximately \$70,000 in taxation annually.

Based on the financial impact that a fare increase would impose upon those riders who are reliant on this service, it is recommended that the 2010 fare per ride remain at \$3.00 and that the issue be re-visited by Council in the fall of 2010 for 2011.

Recommendation:

That Council receive the Clerk's Report C-153/09 and approve the expansion of the ParaTransit level of service by adding Sunday hours of service for all statutory holidays;

And further that no fee increase be considered for 2010 for the ParaTransit service.

Respectfully submitted,

Elaine Clark
Clerk Deputy Administrator