

Four Counties Transportation Services Committee Agenda

September 9, 2024, 8:30 a.m.

Council Chambers

160 Main Street

West Lorne

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Pages

1. **Call to Order**

2. **Adoption of Agenda**

Recommendation:

That the Four Counties Transportation Services Committee adopt the agenda of September 9, 2024, as presented.

3. **Disclosure of Pecuniary Interest**

4. **Minutes**

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Recommendation:

That Four Counties Transportation Services Committee hereby adopt the Minutes of July 22, 2024 as presented.

5. **Business Arising from Minutes**

6. **Financial Information**

4

Recommendation:

That the Four Counties Transit Committee hereby accept the Financials as of August 31, 2024.

7. **Reports**

7.1 Draft Four Counties Transit Procedures

Recommendation:

That the Four Counties Transit Committee hereby receives the report from M. Badura, CAO/Treasurer re: Draft Four Counties Transit Procedures for information and comments.

8. New Business

9. Adjournment

Next meeting scheduled for October 21, 2024.

Recommendation:

That the Four Counties Transportation Services Committee hereby adjourn at _____ a.m. to meet again at 8:30am, on _____, or at the call of the chair.

Four Counties Transportation Services Committee

Minutes

July 22, 2024, 8:30 a.m.
Council Chambers
160 Main Street
West Lorne

Present: John Wright, Chatham-Kent
Mark McGill, Southwest Middlesex
Don McCallum, Southwest Middlesex
Ryan Statham, West Elgin
Linda Dunn, Adult Day Program

Regrets: Michelle Navackas, West Elgin
Kristina Pringle, West Elgin Community Health Centre
Clyde Harris, Newbury

Staff Present: Magda Badura, CAO/Treasurer, West Elgin
Terri Towstiuc, Recording Secretary/Clerk, West Elgin

Staff Absent: Jan Metcalfe, Chatham-Kent
Cathy Case, Clerk/Treasurer, Newbury

1. Call to Order

Chair Mark McGill called the meeting to order at 8:37 a.m.

2. Adoption of Agenda

Resolution No. FCTC 2024- 12

Moved: Don McCallum, Southwest Middlesex

Seconded: Ryan Statham, West Elgin

That the Four Counties Transportation Services Committee adopt the agenda of July 22, 2024, as presented.

Carried

3. Disclosure of Pecuniary Interest

No disclosures

4. Minutes

Resolution No. FCTC 2024- 13

Moved: Don McCallum, Southwest Middlesex

Seconded: Ryan Statham, West Elgin

That Four Counties Transportation Services Committee hereby adopt the Minutes of April 15, 2024 as presented.

Carried

5. Business Arising from Minutes

CAO/Treasurer Badura advised the Committee that she has not received a response regarding the Gas Tax Program letter previously received from the Ministry of Transportation, which did not include the Municipality of Chatham-Kent. Ms. Badura assured the committee that Chatham-Kent is included when the financials are submitted at the end of the year.

CAO/Treasurer Badura advised the Committee that current hospital staff and bus drivers were not aware of any requirements to change to staggered start times for the adult programming, and the current riders for this programming are content with the current ride and wait times for the transit system. Linda Dunn, Adult Day Program, advised that she agreed with these statements, and has not been advised of a need for this type of service.

6. Financial Information, as of June 30, 2024

Resolution No. FCTC 2024- 14

Moved: Ryan Statham, West Elgin

Seconded: Don McCallum, Southwest Middlesex

That the Four Counties Transit Committee hereby accept the Financials as of June 30, 2024, as presented.

Carried

7. Verbal Reports and Open Discussion

CAO/Treasurer Badura advised the committee that a policy will be forthcoming, which will detail the amount of transit stops and length of time that one trip may be scheduled for. A recent shopping trip caused significant overtime required for

a bus driver, due to the trip being scheduled later in the day, and multiple stops required. Ms. Badura is coordinating with the drivers, to ensure the policy will create parameters to prevent this in the future.

8. Adjournment

Resolution No. FCTC 2024- 15

Moved: Don McCallum, Southwest Middlesex

Seconded: John Wright, Chatham-Kent

That the Four Counties Transportation Services Committee hereby adjourn at 9:13 a.m. to meet again at 8:30am, on Monday, September 9, 2024, or at the call of the chair.

Carried

Mark McGill, Vice-Chair

Terri Towstiuc, Recording Secretary

Four Counties Transit

Income Statement

As of August 31, 2024

	<u>2024 Actuals</u>	<u>2024 Budget</u>
Revenue		
01-7280-6202 GRANTS FROM OTHER MUNICIPALITIES	-	(34,736.80)
01-7280-6212 GRANT - PROVINCIAL GAS TAX	-	(35,867.00)
01-7280-6214 GRANT - SAFE RESTART	6,838.00	6,838.00
01-7280-6353 Gain/Loss on Assest Disposal	(2,704.25)	-
01-7280-6355 BUS TRIP FEES	(8,345.00)	(12,112.00)
01-7280-6356 SPECIAL TRIP & MILEAGE BUS FEES	(3,295.50)	(3,000.00)
Expenses		
01-7280-7400 WAGES	28,883.79	50,000.00
01-7280-7401 CPP EXPENSE	1,465.35	2,000.00
01-7280-7402 EI EXPENSE	671.24	1,000.00
01-7280-7403 EHT EXPENSE	563.24	1,000.00
01-7280-7404 WSIB	939.37	1,500.00
01-7280-7407 OMERS	1,333.83	4,500.00
01-7280-7415 Training	122.11	1,000.00
01-7280-7510 INSURANCE	6,750.04	5,000.00
01-7280-7601 PHONE & INTERNET	829.27	1,400.00
01-7280-7651 POSTAGE & COURIER	73.68	200.00
01-7280-7652 ADVERTISING	-	500.00
01-7280-7660 OTHER SUPPLIES	133.98	300.00
01-7280-7675 LEGAL	-	1,000.00
01-7280-7701 FUEL - GAS	12,369.42	15,000.00
01-7280-7705 REPAIRS & MAINTENANCE	1,474.28	5,000.00
01-7280-7777 BAD DEBT EXPENSE	35.08	-
01-7280-7900 TRANSFER TO RESERVES	-	5,000.00
	<u>\$ 48,137.93</u>	<u>\$ 15,522.20</u>

FOUR COUNTIES TRANSIT SUMMARY OF RIDERS - 2024

													2024	2023	2022
As of August 31, 2024	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL		
CHATHAM-KENT															
HIGHGATE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0					0.0		
BOTHWELL	0.0	1.0	0.0	0.0	3.5	2.0	0.0	1.0					7.5		
RIDGETOWN	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0					0.0		
MORPETH	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0					0.0		
THAMESVILLE	-	0.5	2	5.0	14	16.5	6.5	15.5					60.0		
DUART	-	-	4.0	4.0	4.0	4.0	4.0	2.0					22.0		
SUB-TOTAL	-	1.5	6.0	9.0	21.5	22.5	10.5	18.5					89.5	51.0	50.0
NEWBURY													-		
Villa Apts.	5.0	6.0	5.0	6.0	6.5	4.5	13.5	4.0					50.5		
SUB-TOTAL	5.0	6.0	5.0	6.0	6.5	4.5	13.5	4.0					50.5	62.5	45.0
S.W. MIDDLESEX															
GLENCOE	17.0	30.5	14.5	16.5	19.0	17.0	19.0	23.0					156.5		
APPIN	5.0	10.0	7.0	8.0	10.0	3.0	0.0	0.0					43.0		
WARDSVILLE	7.0	12.0	7.0	10.0	15.0	9.0	8.0	8.0					76.0		
MELBOURNE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0					0.0		
SUB-TOTAL	29.0	52.5	28.5	34.5	44.0	29.0	27.0	31.0					275.5	522.5	298.0
WEST ELGIN															
West Elgin	5.5	16.5	14.0	13.0	13.5	13.5	14.0	18.0					108.0		
SUB-TOTAL	5.5	16.5	14.0	13.0	13.5	13.5	14.0	18.0					108.0	152.5	120.0
GRAND TOTAL	39.5	76.5	53.5	62.5	85.5	69.5	65.0	71.5					523.5	788.5	513.0
SPECIAL TRIPS															
Mun of SWM		1.0											1.0		
Babcock				1.0		2.0	2.0	1.0					6.0		
Ridgetown-Village								1.0					1.0		
Total Trips	-	1.0	-	1.0	-	2.0	2.0	2.0					8.0		



Staff Report

Report To: Four Counties Transit Committee
From: Magda Badura, CAO/Treasurer
Date: 2024-09-09
Subject: Draft Four Counties Transit Procedures

Recommendation:

That the Four Counties Transit Committee hereby receives the report from M. Badura, CAO/Treasurer re: Draft Four Counties Transit Procedures for information and comments.

Purpose:

The purpose of this report is to review the proposed procedures for Four Counties Transit, attached in this report, and to seek the committee's feedback.

Background:

At the July 22nd Committee meeting, concerns were raised about the efficiency of Four Counties Transit, particularly regarding a trip booked for grocery shopping that required multiple stops, resulting in the bus being unavailable for several hours. This led to increased costs for the municipality due to additional overtime for the driver and limited the availability of the service to other residents who could benefit from group trips.

In response, cost efficiencies and new procedures were requested to improve the service's effectiveness. During the development of the attached procedures, discussions were held with the bus drivers. Based on their experience and records, there is no significant demand from riders for a dedicated day for grocery shopping. Most trips are combined with appointments, and only two clients occasionally book the bus for grocery shopping, which is scheduled around other appointments.

Although no major efficiencies were identified, the attached procedures will assist bus drivers in deciding when these types of trips should be scheduled and allow them to impose time limits to prevent excessive costs to the municipality.

Financial Implications:

Currently, no cost savings opportunities are available.

Respectfully submitted by,
Magda Badura, CAO/Treasurer

Report Approval Details

Document Title:	Four Counties Transit Procedures - 2024-35-Administration Finance.docx
Attachments:	- Four Counties Transit Procedures.pdf - FCCT Application Form.pdf
Final Approval Date:	Sep 6, 2024

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

Terri Towstiuć



Four Counties Transit Procedures

1.0 Overview

Four Counties specialized transit service is a shared ride, door-to-door service for residents with disabilities that prevent them from using conventional transit. The service operates Monday to Friday from 8:00 a.m. to 5:00 p.m.

Trips are pre-booked, not guaranteed, and subject to policy and procedure amendments.

2.0 Registration Requirements

Application Submission:

Available at Four Counties Health Services
1824 Concession Drive
RR#3 Newbury, ON. N0L 1Z0
Phone: 519-693-8604 or 1-800-724-3401
Fax: 519-693-7084

3.0 Trip Booking

3.1 Booking Procedure:

- Clients are required to book a trip up to 2 weeks in advance.
- Trips are scheduled on a "first come, first served" basis.

Personal trips should be scheduled during non-peak days – Mondays, Tuesdays and Fridays.

3.2 Service Limits:

- Each trip is limited to up to 2 destinations and not to exceed 2 hours of wait time. Return trips must be arranged for no later than 4 p.m.
- Any pick-ups scheduled after 5 p.m. will be considered special trips and will incur additional fees in accordance with fees and charges by-law.



3.0 Cancellations

3.3.1 Advance Cancellation

- Trips must be cancelled as far in advance as possible.
- Trips cancelled less than 3 hours before the scheduled pick-up will be recorded as a late cancellation.
- Trips cancelled less than one-half hour before the scheduled pick-up will be recorded as a no-show and fee will be charged.

3.3.2 Consequences of Late Cancellations/No-Shows:

- Excessive late cancellations or no-shows may result in suspension of registration.

4.0 Companions and Support Persons

4.1 Companions:

- Allowed if space is available.
- Must pay the same fare as the customer.
- Limit the number of companions to a reasonable number.

4.2 Support Person

- Travels for free with confirmed eligibility.
- Complete the application form and follow submission instructions.

5.0 Groceries and Parcels

- Allowed on the transit service.
- Drivers do not assist in carrying groceries or similar packages.
- Arrange for assistance if needed.

These procedures ensure that specialized transportation services are provided effectively and safely to residents in need.



FOUR COUNTIES TRANSPORTATION SERVICE

c/o Four Counties Health Services
1824 Concession Drive
RR#3 Newbury, ON. N0L 1Z0
Phone: 519-693-8604 or 1-800-724-3401 Fax: 519-693-7084

APPLICATION FOR ELIGIBILITY

TO APPLICANT: Please return to Four Counties Transportation Service or
Fax to 519-693-7084

<p>NAME: _____ PHONE # _____</p> <p>ADDRESS: _____</p> <p>ALTERNATE CONTACT: _____ PHONE # _____</p>

DO YOU USE ANY OF THE FOLLOWING? (Please circle)

Wheelchair - Power or Manual and Always or Occasionally

Walker - Yes No *Cane* – Yes No *Crutches* - Yes No

Date: _____ Signature: _____

To Qualified Health Professional: (Nurse, Doctor, Physiotherapist, Recreation Therapist)
Four Counties Community Transportation Service is a transportation service offered to eligible persons in the Four Counties Health Services (FCHS) service area. Ministry of Transportation guidelines for the use of the Transit Bus are as follows:

- Persons who are physically unable to climb or descend steps used on conventional public transit facilities, and/or
- Persons unable to walk a distance of 175 meters (575 ft)

If further information is needed regarding eligibility, please contact the dispatch at Four Counties Health Services Tel. 519-693-8604.



Please state any specific problems of the user as they relate to the above guidelines.

Will the user's health problems improve with time? YES NO

Is regular or temporary use requested? REG TEMP

If temp. indicate approx length of use _____

Is the user seatbelt exempt? YES NO

Does the user need a traveling companion YES NO

NAME OF HEALTH PROFESSIONAL: _____ DATE: _____

PROFESSIONAL STATUS: _____

SIGNATURE: _____ PHONE: _____