

REPORT

REPORT TO: Chair and Members of the Planning, Public Works and Transportation Committee

REPORT FROM: Deanna Locey, ActiVan Coordinator

DATE: June 5, 2018

REPORT NO.: TPW-2018-0026

RE: Municipal Agreement – Accessible Transportation Ad Hoc Program and Taxi Scrip Program

RECOMMENDATION:

THAT Report No. TPW-2018-0026, dated June 5, 2018, regarding the Municipal Agreement for the Accessible Transportation Ad Hoc Program and Taxi Scrip Program, be received;

AND FURTHER THAT the Mayor and Clerk be authorized to execute Municipal Agreements with participating local taxi vendors for the Accessible Transportation Ad Hoc Program and Taxi Scrip Program,

BACKGROUND:

The Town of Halton Hills ActiVan service is a specialized transportation service for seniors age 65 and older and persons with disabilities residing within Halton Hills. The Town currently provides accessible transportation options within the municipal boundaries of Halton Hills utilizing Town owned vehicles. ActiVan currently offers service to customers Monday to Sunday from 7:00am to 11:00pm. ActiVan fleet vehicles and drivers operate Monday to Friday from 7:30am to 6:00pm and weekends from 8:00am to 2:00pm. Trips outside of the ActiVan fleet operating hours or during peak times where ActiVan vehicles do not have enough capacity to accommodate all of the requested trips are distributed to local taxi vendors to provide the service on the Town's behalf and is referred to as an Ad Hoc trip.

In addition to accessible transportation options with the Town's current ActiVan fleet and the Ad Hoc service, the Town also provides the Taxi Scrip program which is an on-demand subsidized taxi service for seniors, persons with disabilities and youth from ages 13 to 19 residing within Halton Hills. Taxis have played a vital and essential part of the transportation system, providing curb-to-curb service, 24 hours a day, seven days a week since the Taxi Scrip program was inaugurated for seniors and persons of

disabilities in 2006. Currently the participating local taxi companies are E-Z Taxi, G-Town Taxi and McKab Taxi.

The Corporation of the Town of Halton Hills is also the governing body for the licensing and regulating of the taxi companies in Halton Hills, as per By-law No. 2005-0067 Schedule No. 4.

COMMENTS:

The Town and participating local taxi companies have maintained a progressive working relationship and understanding for the needs of the clients associated with both the ActiVan program and the Youth Taxi Scrip Program since its commencement in 2006. However, to date a formalized agreement has not been established. Based on the requirements within the Accessibility for Ontarians with Disabilities Act (AODA), staff felt that it was prudent to enter into an agreement with our participating taxi vendors.

The proposed Agreements were written to coincide with the current By-law, re-structure monthly reporting and invoicing and to solidify the current accessible transportation services and taxi scrip services offered within our community by the participating taxi vendors through Town programming.

As indicated in attachment 1, there are two (2) agreements that each participating Taxi vendors will enter into with the Town due to the different requirements with the Ad-Hoc and Taxi Scrip program. The Vendor will have the option to enter into either agreement or both depending if they meet the Town's requirements.

The proposed term of the Agreement(s) will be Effective August 1, 2018 and shall commence for one (1) year with five one (1) year options to renew based on successful service levels.

The proposed Agreements as indicated in Attachment 1 have been reviewed by the Town's Legal Counsel and insurance provider to maintain that the Town's interests are protected.

Several guiding principles were used to deliver the proposed Agreements with the consideration of the Accessibility for Ontarians with Disabilities Act (AODA). The key components of the agreements are as follows:

- Indemnification, liability and insurance clauses to protect the Town;
- Acceptance and compliance with ActiVan policies and procedures;
- Mandatory ownership of an accessible taxi vehicle when participating in the Ad Hoc service agreement;
- Understanding that the Taxi Scrip and Ad Hoc service must be inclusive of integration and full access as it relates to accessibility and availability
- Confirmation that all staff employed by the vendor has in-depth knowledge of the operations and are adequately trained to provide day-to-day service under the program;

- Customer safety will continue to be a priority;
- Monitor proper and authorized use of the programs;

As such, the proposed Agreements are timely as it provides the opportunity for the Town to establish clear direction and requirements to our taxi vendors for the Accessible Transportation Ad Hoc Program and Taxi Scrip Program,

RELATIONSHIP TO STRATEGIC PLAN:

The recommendations of this report directly support the following Strategic Directions, Goals and Objectives of the Town of Halton Hills Strategic Plan:

- A. Foster a Healthy Community
 - A.4 To provide accessibility throughout the community.
 - A.4. (a) Continue to monitor regulations from the Accessibility for Ontarians with Disabilities Act (AODA), and to ensure compliance to all municipal responsibilities.
- I. Provide Responsive, Effective Municipal Government
 - I.2 To ensure the accountability and transparency of the Town's operations, and that appropriate management policies, practices and procedures are in place.
 - I.2. (b) Undertake a Service and Program Delivery review at least once each Council Term as to the need for and the economy, efficiency and effectiveness of each of the Town's Services and Programs.

FINANCIAL IMPACT:

There are no immediate financial implications at this time.

CONSULTATION:

There was consultation with participating local taxi vendors. The Agreements were reviewed by the Town's solicitor and insurance carrier. All comments have been incorporated in the Agreements.

The Manager of Purchasing, Manager of Transportation, Deputy Clerk – Administration and Special Projects and Administrative and Insurance Coordinator were also consulted and are in agreement with this report.

PUBLIC ENGAGEMENT:

There is no public engagement required as it relates to this report.

SUSTAINABILITY IMPLICATIONS:

The Town is committed to implementing our Community Sustainability Strategy, Imagine Halton Hills. Doing so will lead to a higher quality of life.

The recommendation outlined in this report advances the Strategy's implementation.

This report supports the economic prosperity pillars of Sustainability and in summary the alignment of this report with the Community Sustainability Strategy is Excellent.

COMMUNICATIONS:

There will be no direct communications impact as a result of this report.

CONCLUSION:

The Town and participating local taxi companies have maintained a good working relationship and understanding of the needs of the clients associated with both the ActiVan program and the Youth Taxi Scrip Program.

The proposed Agreements will improve coordination of services, and provide options for accessible transportation within the community through the Ad Hoc program. In addition, proposed administrative changes will improve the accuracy of the invoices and ensure efficient payment process.

Staff recommend the Mayor and Clerk be authorized to execute Municipal Agreements with participating local taxi vendors, for the ActiVan Accessible Transportation Ad Hoc Program and Taxi Scrip Program.

Reviewed and Approved by,

A handwritten signature in cursive script that reads "Maureen Van Ravens".

Maureen Van Ravens, Manager of Transportation

A handwritten signature in cursive script that reads "Chris Mills".

Chris Mills, Commissioner of Transportation and Public Works

A handwritten signature in cursive script that reads "Brent Marshall".

Brent Marshall, CAO