

ADDENDUM



COMBINED MEETING OF COUNCIL FEBRUARY 13th, 2018

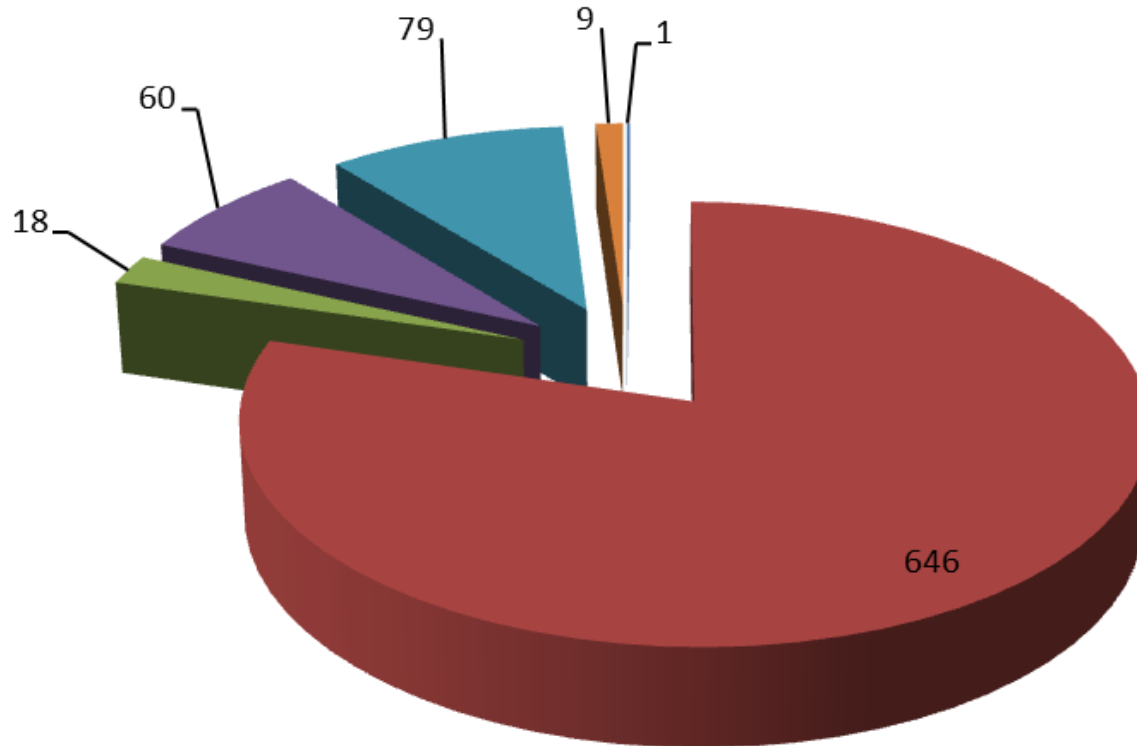
➤➤ **ITEM I - ADDENDUM / ADDENDA:**

D-3 General Government / *gouvernement général*

D-3 (c) Travellink Project

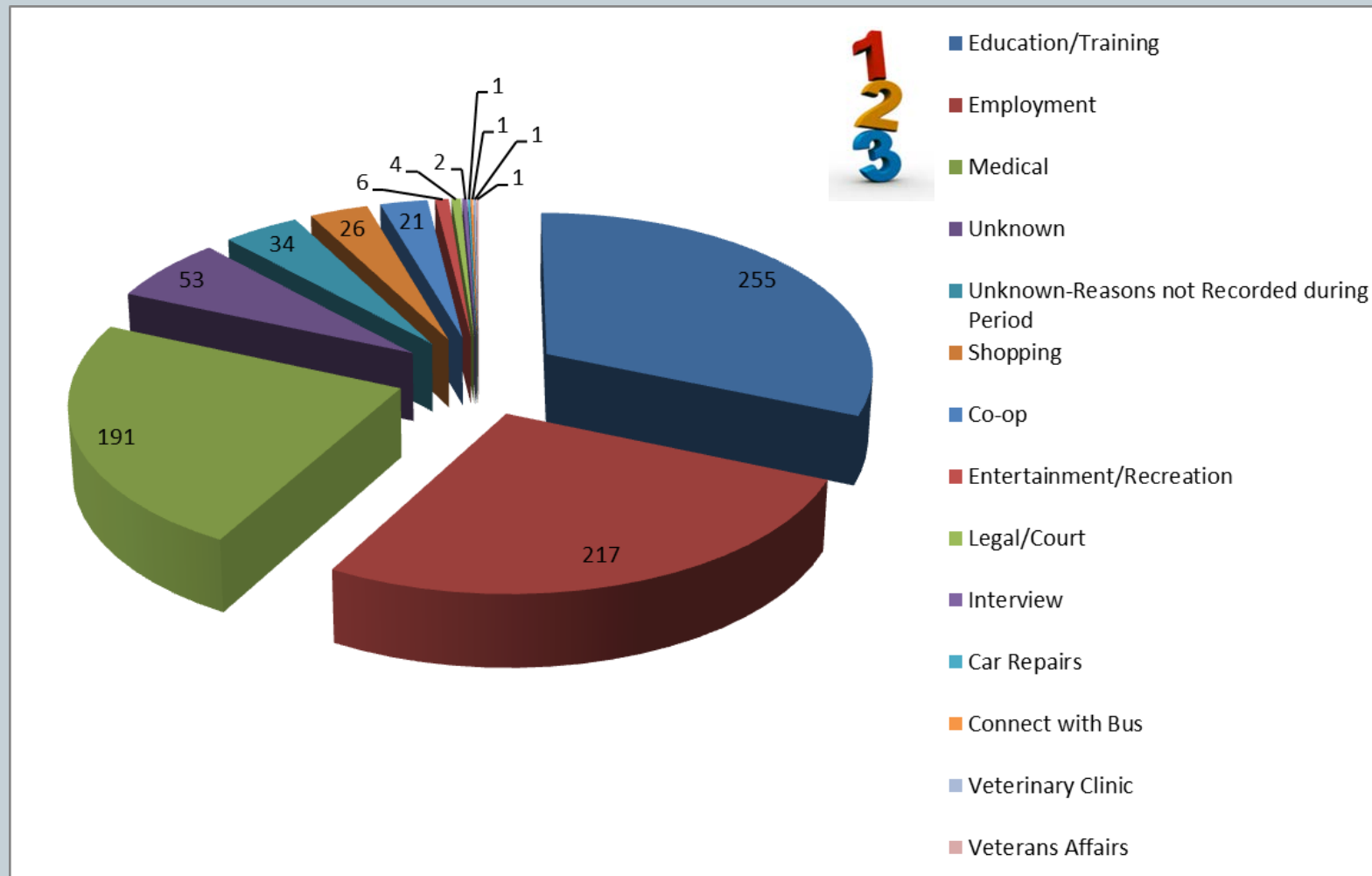
Interest in applying for funding under the new MTO Municipal Stream
Community Transportation Grant (deadline is Feb-28th at 5:00 PM)

Trips by Municipality



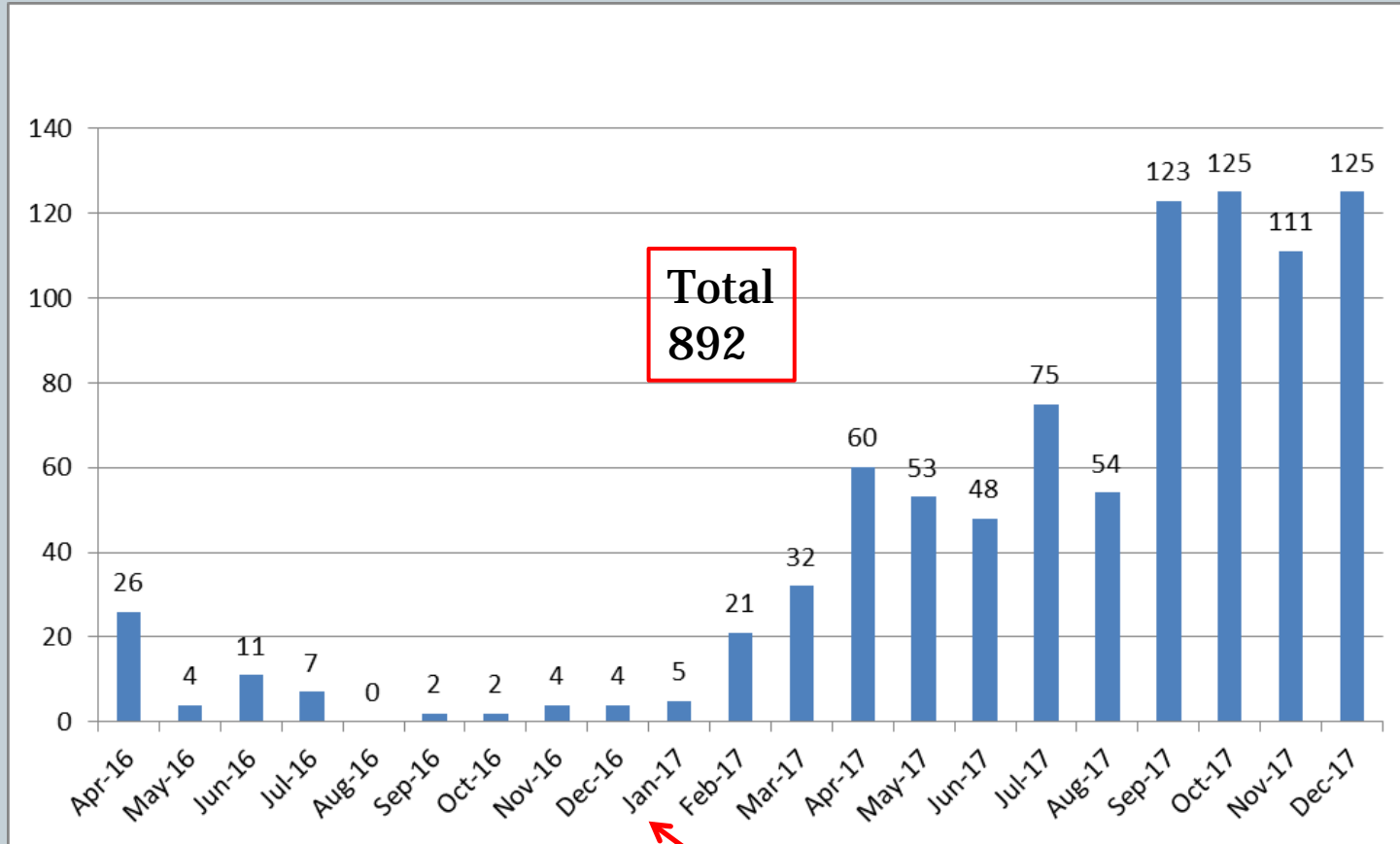
■ Calvin ■ Mattawa ■ Mattawan Township ■ North Bay ■ Papineau Cameron ■ Rutherglen

Reason for Travel by Riders



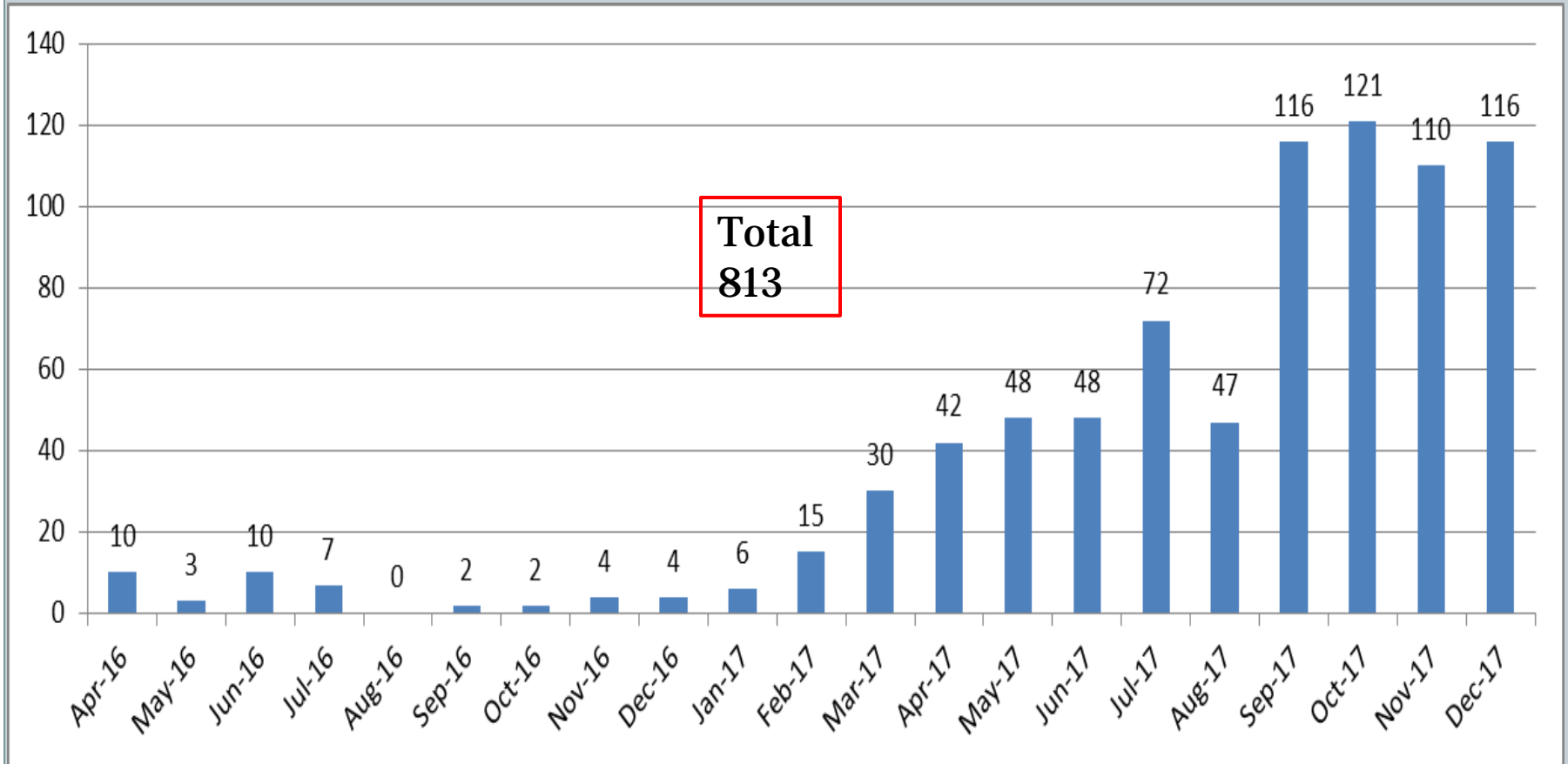
- Education/Training
- Employment
- Medical
- Unknown
- Unknown-Reasons not Recorded during Period
- Shopping
- Co-op
- Entertainment/Recreation
- Legal/Court
- Interview
- Car Repairs
- Connect with Bus
- Veterinary Clinic
- Veterans Affairs

Number of Riders by Month (1 Way Trips)



Effective January 23,
2017 rates were
lowered to \$15 return
and \$10 for 1 way
trips

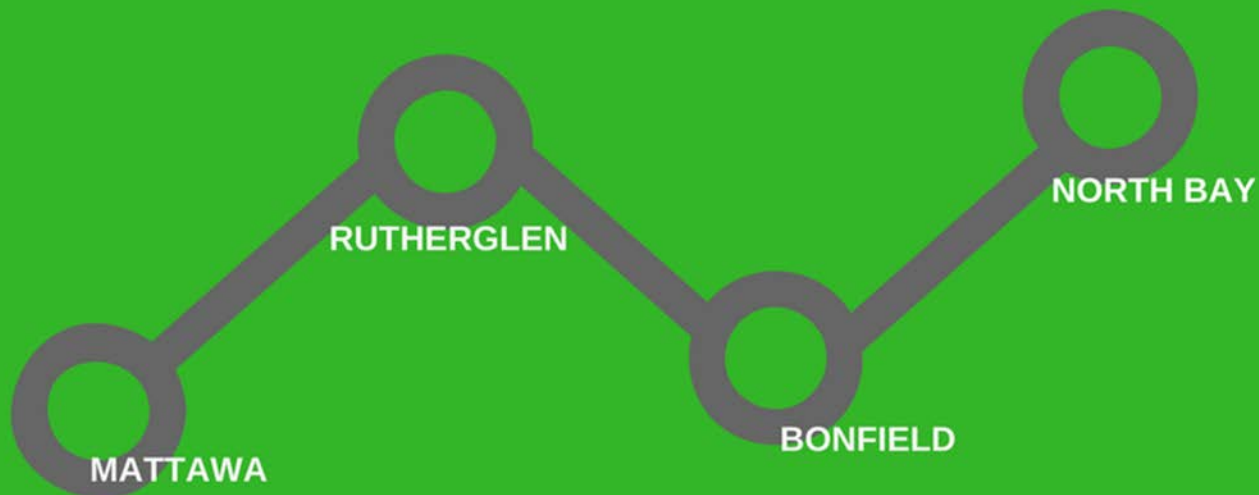
Number of Trips by Month (1 Way)





NIPISSING travellink

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Survey Results



- **Anonymous Survey – October 2017**
- **Surveys available on van and on the Service Provider website.**
- **30 responses received to date**
- **Positive Feedback with 86.21% very satisfied with the service.**

Survey Comments



- “everyone is wonderful, courteous and dependable. Thank you for the great service”
- “if the price was higher I would never be going to school to further my education”
- “very happy about this service. Not sure what my wife and I would have done without it”
- “later pick up and drop off times to accommodate evening work schedule”
- “keep it going. Our small community needs the service”
- “so happy to see something like this available, especially in our situation for such a reasonable price”
- “travellink is the best”
- “awesome service”

Survey Comments



- “The travellink service is a very great service. Going to North Bay twice a week is a chore finding and paying is costly. Travellink makes travelling to NB possible and cost efficient being on a fixed income. thank you”
- “very great service. love using Travellink”
- “need another van and driver (during busy times so people can keep going even though the service is booked up)”
- “The driver is awesome – very talkative – good natured”
- “picked up and dropped off based on someone else’s schedule. Was rushed to leave work”

Lessons Learned



- Riders are looking for flexibility in both pick up and drop off locations.
- Riders are looking for flexibility in the number of trips.
- Majority of riders were using the service for Employment, Education/Training or Medical purposes.
- Service attracted some seniors. Numbers low.
- Costs need to be low enough to be accessible to all riders including those on low fixed incomes.
- Pilot project was not successful in addressing the transportation needs of rural residents who could not arrange transportation to the pick up sites.
- There are opportunities for innovative public/private partnerships that could address some of the transportation needs in the District.

Funding Opportunity



- The Ministry of Transportation is releasing a new round of funding for community transportation initiatives.
- The new CT Program is an opportunity for municipalities to develop new transportation service or improve existing service to Ontario communities that are not served or are underserved by regular transit and intercommunity bus service.
- **Deadline to submit application - February 28, 5:00 pm**

WHAT'S NEXT?

- If a municipality in the Nipissing District applies for funding under the new MTO Municipal Stream Community Transportation Grant and is approved, DNSSAB will continue to assist as a community partner.
- If no one applies, the transportation service currently in operation under Nipissing Travellink will end effective March 31, 2018.
 - Final reporting to MTO will be completed as required.
 - Feedback will be provided to the MTO to advocate for a long term solution to transportation barriers for residents without access to public transportation.

