

## 2012 Report to Stakeholders

March 27, 2013

### Prepared by:

Paul Siller, General Manager

### Mission Statement:

Provide community transit services for people with special transportation needs in the Rocky View County and surrounding area.



### Manager's Message

If you look at our website, you will notice that both our 2010 and 2011 reports are missing. We have completed a 24 month period of significant expansion. Our stakeholder reports from this period never finished the draft stage as we simply didn't have the resources for anything other than for managing the increased level of activity. This report will cover 2012 activities but will also reflect some 2011 information when possible.

About 2 years ago, the Big Hill Senior Citizens Activity Society wanted to hang up their keys after 30 years of operation. We stepped forward to maintain Cochrane's handibus service. It was a big challenge. We faced an immediate expansion of 50% more area, 40% more staff and 30% more trips but no significant increase in funding. Our office workload doubled to coordinate transportation, limiting our community engagement and fund-raising ability during the period. Twenty-four months later, the chaos has abated, the dust settled and we are now re-engaging with our stakeholders.

I would like to thank to the Rocky View Regional Handibus staff for carrying us through. Without them, we would not have made it through this growth.

# Major Initiatives

## Computer Dispatch Software

Most important change in 2011-2012 was the acquisition of paratransit scheduling software from RouteMatch of Atlanta GA. Our para-transit software manages the requests for transportation (bookings), helps us create and distribute driver manifests, and provide raw data for analysis.

We had previously researched paratransit software via a 2005 Calgary Foundation grant. This technical assessment helped us identify what we needed and assess the available software. The cost/ benefit assessment in that 2005 study clearly favored computerization. At the time, our funding resources didn't seem to be available for software as we put all fundraising resources into operations. The research proved to be still valid when we returned to the software purchase.

Our significant new growth made computerization a necessity we were able to fundraise the purchase in 6 months and implement the software over the next six months.

### Timeline

Nov 2010	fund-raising begins
Jan 2011	purchasing research begins
May 2011	funding confirmed
June 2011	vendor selected / contract signed
Sept 2011	Implementation begins
Nov 2011	“Go-live:” we start using new software full-time
Apr 2012	Addition modules acquired (incident management & vehicle maintenance)
Sept 2012	Operations now coordinated by one staff

The software is starting to change how we operate. It was given us the infrastructure to easily take on new projects such as the Tri-Community Transit project. It has reduced duplication as we have discover ways to keep buses moving to additional trips instead of waiting for a passenger to finish their appointment. Future aspects of the software could include Interactive voice response to automatically call passengers with schedule changes and Mobile data terminal to enhance the communication of trip information to the driver and the passenger's trip details (fare pad, exact mileage travelled, etc.) to the office. The latter is critical to the accurate operation of a cost shared service model.

We appreciate the support of Nexen Balzac Energy Complex, Alberta lotteries (CIP) and an anonymous donor for making the project possible. The support of the Calgary Foundation for our technical assessment was also vital.

## Expansion 2010 – 2012

### Cochrane Handibus

In October 2009, we received a call from our colleagues at Big Hill Senior Citizens Activity Society (BHSCAS) in Cochrane. They announced their intention to dissolve up their organization. They asked us if we could step in for them and cover Cochrane, Bearspaw and part of Springbank.

BHSCAS provided handibus service to Cochrane for 30 years. They did great work and we appreciate the volunteer effort they put in to keep three buses. We determined that we had 90% similarity between the two organizations. We offered to maintain their level of service and they offered their fleet of 3 buses.

The change-over began with us taking booking from Cochrane residents and preparing schedules for the Cochrane drivers. In September 2010, their organization wound-up operations and their assets were transferred to us. We hired the BHSCAS drivers. While 90% of our services policies were similar, the remaining differences took extra time to resolve. Their drivers had different training to be covered. Their buses were in three locations, the keys in a fourth.

Our plan for a six-month transition took an extra eighteen months. Our scheduling systems did not integrate and duplicate scheduling systems had to be run simultaneously until we could acquire a new scheduling system. We had previously researched software but also had an offer of software use as a stand-by plan. Unfortunately the offer to buy-in to another organization's software acquisition was rescinded and we had to upgrade our infrastructure while still meeting the daily demand for transportation. The inability to coordinate trip temporarily halted our efforts to merge the two operations.

Now we operate out of a Cochrane satellite office located in the Spray Lakes Family Leisure Centre. Cochrane drivers get their itineraries from our office in Airdrie via email. We thank the Town of Cochrane and our suppliers in Cochrane (Fenton Automotive, Town and Country auto parts, Carwash Corral) for their incredible cooperation.

## **Expansion2012**

### **Tri-Community Transportation Committee**

When stakeholders in the Mountainview region were considering solutions to their lack of handibus service, they called on us for our technical advice on operations and budget. An ad hoc group composed of community leaders and residents developed a proposal for a three day per week pilot project and began their fund-raising. As their fundraising reached the halfway mark, they asked us to be the service provider for the pilot as we had the infrastructure and personnel on hand.

The Tri-Community Transportation Pilot Project started providing transportation in February 2012. The committee handles the advertising, advocacy and interagency coordination. We handle passenger inquiries, booking requests, transportation and reported our results monthly with our invoice for services.

The project has progressed slowly. This is mostly a factor of community exposure. It often takes years for a handibus service to become entrenched in the community. In 2012, 394 trips were provided to destinations in Didsbury, Airdrie and Calgary. In addition to the medical purposes of the individual trips, a dozen group outings facilitated for seniors lodges in the area. The pilot project will continue through 2013

## **Fare Re-structure**

After we started using software, we discovered that we couldn't print the passenger fare information on the driver manifest. Our fare schedule had become so complex that it defied our attempts to establish "billing rules" for the software to calculate. Re-organization became necessary.

Historically, our fares were set by "out of the air" pricing. When we took on the 2010 expansion, we absorbed the Cochrane handibus fare schedule into our existing lists. The result was a very convoluted list of fares. More importantly, we discovered that we had three different rates for distances traveled. Trips from Chestermere or Southeast Rocky view had the highest rate (\$0.50 per Km travelled). Trips from Cochrane region had the lowest rate (\$0.30 per Km travelled). Our passengers were not being treated equally.

As of April 1, the fare became \$4 for every 10 km of travel. This amount represents about 25% of the transportation cost. Our software estimates distance and passengers are informed with their booking confirmation.

The fare does not change if the passenger shares the ride with another passenger or an alternate route is taken. The fare structure is modular to permit future use of alternate fare media, such as tickets.

## **Municipal Funding Change**

Historically, RVRH approached a municipality with a grant request tailored specifically for that municipality. We then repeated the process for the neighboring municipality. This approach of requesting “X funds to provide Y trips” meant that municipalities were paying different rates for their services. It required multiple budget models and multiple operations strategies on our part. We realized it was time to stop presenting pieces of transportation funding and focus on a regional strategy. 2012 was the first year of our initiative to change our funding model with partner municipalities.

In 2011, we identified the level of service we wanted to provide (hours of service, days of week). Our basic weekday service will expand with additional early morning and early afternoon availability required for dialysis and medical trips. We also see a need for weekend dialysis transportation and possible other weekend requiring one or two buses that could be available for the entire region.

This vision suggests the need for 10 buses to be available to the region at a cost of \$800,000 per year. With a regional population base of 80,000, a \$10 /capita contribution will ultimately be required from each municipality. We are phasing in funding over several years. In 2012, we started with \$4.50 / capita and will be raising the amount each year.

While this changes how our municipalities deal with their paratransit service providers, our stakeholders have previous experience with regional service initiatives. Regional ventures such as Marigold Library and rural ambulance contracts have required similar participation by municipal stakeholders. We are explaining to each municipality that they will also have to become an active stakeholder with participation in policy, community resources and oversight of the regional effort. Municipal representation on our board or an advisory group will improve communication. Engagement of the partner municipalities is ongoing

# 2012 Operations Summary

Jan 1, 2012 - Dec 31, 2012 Partner Municipality Details

Municipalities +RV Schools = all operations

	RV County	Cochrane	Chestermere	Crossfield	Tri-Transit Project	Other	Municipal Sub-total	RVS	
<b>Demographics</b>									
Active Passengers	114	199	41	19	51	12	<b>436</b>	<b>+ 43 students =</b>	<b>479</b>
Population	36,461	17,850	14,824	2,853	15,184	1,971	<b>89143</b>		

	RV County	Cochrane	Chestermere	Crossfield	Tri-Transit Project	Other	Municipal Sub-total	RVS Sub-total	Grand Total
<b>Trips by Purpose</b>									
Education	15	50	166	--	--	--	231	12159	12390
medical	1612	1376	307	114	135	12	3556		3556
personal	311	195	154	8	13	13	694		694
Respite	233	695	--	153	0	--	1081		1081
Vocation	316	29	95	--	--	--	440		440
leisure/group outing	--	687	--	--	246	38	971		971
<b>Total Trips</b>	<b>2487</b>	<b>3032</b>	<b>722</b>	<b>275</b>	<b>394</b>	<b>63</b>	<b>6973</b>	<b>12159</b>	<b>19132</b>

	RV County	Cochrane	Chestermere	Crossfield	Tri-Transit Project	Other	Municipal Sub-total	RVS Sub-total	Grand Total
<b>Estimation of Cost</b>									
Trips provided	2487	3032	722	275	394	63	6973	12159	19132
estimated Seat-km	60346	39923	10052	8148	8564	1328	128361	175257	303618
Portion of Expense	41.3%	37.3%	9.1%	5.1%	6.2%	1.0%	57%	43.0%	
<b>Estimated cost</b>	<b>\$ 177,388</b>	<b>\$160,020</b>	<b>\$39,016</b>	<b>\$22,080</b>	<b>\$26,437</b>	<b>\$4,158</b>	<b>\$429,100</b>	<b>\$317,860</b>	<b>\$ 746,960</b>

	RV County	Cochrane	Chestermere	Crossfield	Tri-Transit Project	Other	Municipal Sub-total	RVS Sub-total	Grand Total
<b>Revenue</b>									
donations		\$ 12,400	\$ 1,000			\$2,725	\$ 16,125		\$ 16,125
muni contribution	\$ 161,600	\$ 60,000	\$66,069	\$ 4,000			\$ 291,669		\$ 291,669
fee for service					\$ 4,541		\$ 24,541	\$ 317,860	\$ 342,401
fares	\$ 17,524	\$ 25,446	\$ 4,171	\$ 3,004	\$ 2,162	\$ 720	\$ 53,027		\$ 53,027
<b>Revenue Total</b>	<b>\$ 179,124</b>	<b>\$ 97,846</b>	<b>\$ 1,240</b>	<b>\$ 7,004</b>	<b>\$ 6,703</b>	<b>\$3,445</b>	<b>\$ 385,362</b>	<b>\$ 317,860</b>	<b>\$ 703,222</b>

<b>Net</b>	<b>\$ 1,736</b>	<b>-\$ 62,174</b>	<b>\$ 2,224</b>	<b>-\$ 15,076</b>	<b>\$ 266</b>	<b>-\$ 713</b>	<b>-\$ 43,738</b>	<b>\$ -</b>	<b>-\$ 43,738</b>
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See "Notes" on next page

## 2012 Notes

<b>Trips by Purpose</b>	
<i>Education</i>	Trips for education
<i>medical</i>	medical or theraputic purposes
<i>personal</i>	Daily living - grocery, banking, etc
<i>Respite</i>	travel to program or facility with purpose of giving caregivers a break
<i>Vocation</i>	work, volunteer or sheltered work placement
<i>leisure/group outings</i>	recreation outings - Note: provided on a cost recovery basis

<b>Estimation of Cost</b>	
Trips provided	number of people carried = Passengers + attendants+ guests
Seat-km travelled	distance X number of people carried
proportion of expense	average of: a) proportion of trips and B) proportion of Seat- km (expressed as percentage)
<b>Estimated cost</b>	Proportion of <b>Year to Date</b> Expenses

<b>Revenue</b>	
Donations	Donations clearly identified from or for a particular group/region
municipal contribution	Municipal contribution (received to date or for entire year)
fee for service	Revenue from contract services applicable to a particular group/region
fares	passenger fares (rate \$4 for every 10 km of travel) + group outing revenue

<b>Operations Notes:</b>	
Rocky View Schools	Contracted transportation provided on 100% cost recovery basis. Passengers carried separately from other partners. Contract provides considerable synergy however is costed out separately.
Municipal	Shared-ride and shared-cost services provided to supporting municipalities. As of 2012, funding is requested on a per capita basis-- to be reviewed bi-annually to adjust for over-use/ under use.
Tri-Transit Project	Pilot project for Cremona, Cartairs, MV County region. Hybrid funding arrangement of municipalities and third parties. Invoiced monthly and ultimately 100 % cost recovery (Shared Ride).
Other	Various trips provided for communities/ organizations/ situations where there is no funding agreement in place.

## Municipal Residence of Passengers

01-Oct-12	2-Jan-13	18-Mar-13	Residence	Comment
44	43	44	Airdrie	All are transported for RV Schoolboard
2	2	2	Beiseker	
4	5	5	Calgary	
27	31	33	Carstairs	Part of a pilot project- Tri Community Transit Project
35	40	43	Chestermere	
191	199	211	Cochrane	Formerly served by Big Hill Senior Citizens Activity Society
6	7	9	Cremona	Part of a pilot project- Tri Community Transit Project
16	19	20	Crossfield	
8	10	11	Didsbury	Part of a pilot project- Tri Community Transit Project
4	4	4	Irricana	
2	3	4	Mountainview County	Part of a pilot project- Tri Community Transit Project
103	114	121	Rocky View County	Langdon - Madden - Bearspaw - Elbow Valley
<b>442</b>	<b>477</b>	<b>507</b>	<b>active passengers</b>	

## Demand Forecast

There are few demand estimation models for Canadian paratransit operations. The simplest models merely apply percentages to Census information. We have done some preliminary modelling for the region. The following results assume a uniform rate of use for every community throughout the region:

### Demographic Information - Census 2011

Name	Population	65 - 74	75 Over	Median Age	% of seniors	Sq KM
Rocky View County	36461	2840	1365	42.90	11.53%	3,885
Chestermere	14824	520	255	34.90	5.23%	33
Cochrane	17580	1080	700	38.00	10.13%	30
Crossfield	2853	185	140	36.80	11.39%	12
Irricana	1162	65	25	38.30	7.75%	3
Beiseker	785	60	45	41.20	13.38%	3
<b>Rocky View Region</b>	<b>73665</b>	<b>4750</b>	<b>2530</b>		<b>9.88%</b>	<b>3,966</b>

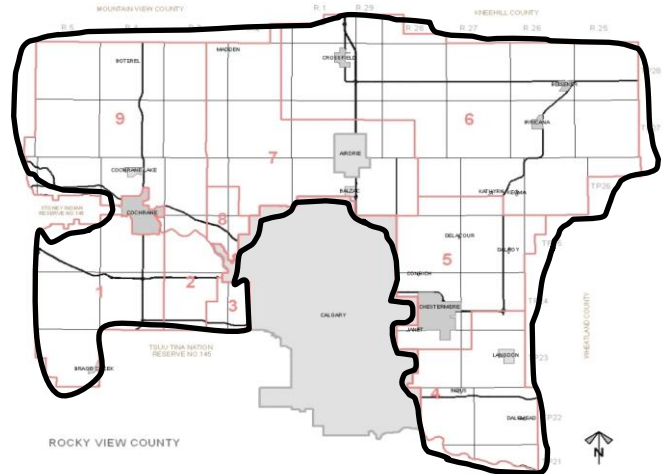
### Demand Estimates

Name	Residents with disability	Seniors with disability	Potential Registered Users	estimated trips (low range)	estimated trips (high range)
Rocky View County	1,860	153	201	2,517	3,524
Chestermere	734	28	76	1,907	2,670
Cochrane	1,600	74	167	4,185	5,859
Crossfield	288	13	30	751	1,052
Irricana	83	3	9	216	302
Beiseker	91	4	10	238	333
<b>Rocky View Region</b>	<b>4,656</b>	<b>276</b>	<b>493</b>	<b>12,330</b>	<b>17,262</b>

## Organization History

The **Crossfield, Rocky View, Airdrie, Balzac (C.R.A.B.) Society for the Handicapped** was formed to provide a disability resource centre to promote integration of special needs children within the Rocky View School Division. In 1980, parents of rural special needs children solicited the donation of a bus from a Calgary branch of the Royal Canadian Legion. This bus was used to provide transportation. Within two years, the organization's mandate had expanded to include seniors and adults with disabilities.

In the mid-1990's the organization's focus shifted away from the resource centre to exclusively focus on transportation. In 1998, the C.R.A.B. Society was renamed **Handi Bus By C.R.A.B. Society**, an organization with five vehicles serving the north and east regions of Rocky View. In 2002, we became the **Rocky View Regional Handibus Society**.



## Governance

A seven-member Board of Directors meets monthly with the General Manager to set policy, review activity and approve finances. Directors live in Crossfield, Calgary, Rocky View, Irricana and Airdrie.

### Board of Directors:

President: Albert Hulzebus, Calgary  
 Vice-President: Andrew Carr, Irricana  
 Secretary: Sharon George, Airdrie  
 Treasurer: Jo Ann Miller, Calgary

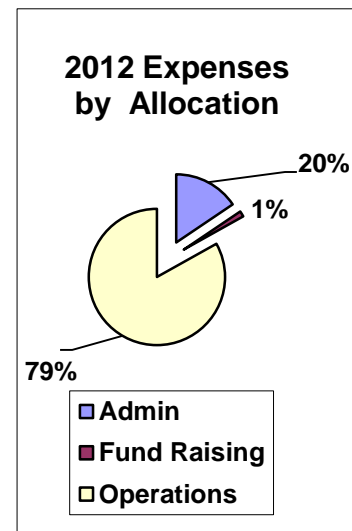
Directors: James Ginter, Crossfield  
 Carmela Hutchison, Irricana

### Staff:

- 2.5 office staff (Manager, Operations Supervisor)
- 16 drivers

### Overhead

Under Canadian Urban Transit Association guidelines, we identify our overhead costs (administration and fundraising) to be roughly 20% of our expenses.





## Fleet Details

Our buses are equipped to Canadian Standards Association (CSA) D409 specifications. Our vehicles are maintained by licensed mechanics and also inspected semi-annually to Alberta Transportation standards.

Bus	Year/Model	Fuel	Seating	Started Service	Odometer (12-31-2012)	Comment (Fmr. = "formerly")
1	2009 Ford/ Startrans	Gas	W/C: 2 / AMB: 8	2009	134,580	Donated by Rocky View County
3	2009 Dodge Caravan	Gas	W/C: 1 / AMB: 3	2011	103,883	2011 conversion: Liberty motors co
5	1994 Dodge Ram 350	Gas	W/C: 2 / AMB: 7	2002	455,971	Bought used only 41,000 km
7	2005 Dodge Sprinter	Diesel	W/C: 1 / AMB: 8	2005	327,268	Started service Sept 2005
9	2005 Dodge Sprinter	Diesel	W/C: 2 / AMB 4	2006	416,280	Started service Feb 2006
10	2010 Ford/ Startrans	Gas	W/C: 2 / AMB: 8	2010	115,669	Donated by Teske Auctioneering
11	2005 Ford Freestar	Gas	W/C: 1 / AMB: 3	2007	289,343	2006 conversion: Liberty motors co
13	2000 Ford E450/ Crestline	Gas	W/C: 4 / AMB: 8	2011	195,889	Fmr. Vulcan Lions Club (99,000 km)
14	2007 Ford Freestar	Gas	W/C: 1 / AMB: 3	2009	231,091	Liberty motors conversions
15	2008 Ford /Startrans	Gas	W/C: 2 / AMB: 8	2008	166,118	Donated by local resident
16	2009 Dodge Caravan	Gas	W/C: 1 / AMB: 3	2011	185,359	Liberty motors co
17	2005 Ford Freestar	Gas	W/C: 1 / AMB: 3	2011	218,066	Fmr. Strathmore handibus (170,000 km)
18	2006 Dodge Caravan	Gas	W/C: 1 / AMB: 3	2012	231,584	Fmr Medicine Hat Taxi (219,060km)
19	2006 Dodge Caravan	Gas	W/C: 1 / AMB: 3	2012	217,367	Fmr Medicine Hat Taxi (207,159km)
20	1999 Ford/ Giardin	Gas	W/C: 1 / AMB:16	2010	299,764	Fmr. Cochrane Handibus
21	2004 Ford Corbeil	Gas	W/C: 1 / AMB: 7	2010	169504	Fmr. Cochrane Handibus
22	2006 Ford/ Startrans	Gas	W/C: 2/ AMB: 8	2010	97,135	Fmr. Cochrane Handibus

## Maintenance, Fuel and Insurance

Year	Repair & Maintenance	Fuel	Insurance	Vehicle km	Trips	Municipal Support (all sources)	Reported Expenses (financial statement)
2001	\$17,820	\$29,882	\$6,331	265,966	11,737	\$35,910	\$327,600
2002	\$30,339	\$31,079	\$8,838	324,773	9,320	\$28,000	\$341,086
2003	\$43,020	\$39,512	\$11,572	345,726	9,848	\$15,000	\$383,006
2004	\$43,601	\$47,486	\$16,838	385,870	13,378	\$26,600	\$389,304
2005	\$49,473	\$49,587	\$17,321	370,347	13,823	\$38,700	\$431,533
2006	\$53,316	\$49,555	\$16,819	379,967	13,139	\$36,500	\$428,494
2007	\$53,168	\$49,693	\$15,557	381,493	13,500	\$66,400	\$444,175
2008	\$55,592	\$60,599	\$15,000	370,225	14,300	\$97,050	\$484,343
2009	\$55,364	\$49,497	\$15,926	398,381	13,497	\$120,000	\$505,422
2010	\$66,975	\$57,177	\$17,615	396,311	14,549	\$99,000	\$543,542
2011	\$63,674	\$92,397	\$21,771	474,086	18,300	\$158,500	\$710,468
2012	\$92,797	\$90,638	\$24,202	497,049	19,130	\$291,669	\$756,777

## Donations and Support

Our operation is possible because of these generous supporters:

(\* indicates multi-year assistance)

### Champions (over \$15,000)

✧ ACT/UCT Calgary Club ✧ Anonymous ✧ Calgary Foundation\* ✧ Family of Iain Cullen-Ramsay ✧ EnCana\* ✧ Colin Fraser, Daniel Fraser and May Shields Fraser Fund\* ✧ Dick Teske Auctioneering ✧ Estate of Ray Howden ✧ Nexen Balzac Complex\* ✧ Nickle Family Foundation\* ✧ Rotary Club of Calgary Olympic\*

### Benefactors (\$5,000-\$14,999)

✧ Airdrie Knights of Columbus\* ✧ Beddington Hall Board\* ✧ Bow Rivers Edge Campground Capital Fund ✧ Children's Hospital Aid Society\* ✧ Cochrane Foundation ✧ RBC Foundation\* ✧ Royal Canadian Legion #288\* ✧ TD Canada Trust\* ✧ TransCanada

### Underwriters (\$2,500-\$4,999)

✧ Bank of Nova Scotia ✧ South Rock Employee Charitable Foundation\* ✧ Chestermere Lions Club\*

### Associates (\$1,000-\$2,499)

✧ Airdrie Lions Club\* ✧ Airdrie Lioness Club\* ✧ ATCO Gas Employee Fund\* ✧ Burnco\* ✧ Calgary Energy Centre\* ✧ M. Colpitts\* ✧ Compton Petroleum ✧ Crossfield Lions ✧ Crossfield Royal Purple. ✧ A. Hulzebos ✧ Sears Young Futures ✧ Southern AB Action Fund for the Disabled Foundation

### Sustainers (\$500-\$999)

✧ Bonavista Petroleum ✧ Bow Valley Credit Union ✧ Crossfield Elks #416 ✧ Friends of Ray Howden ✧ Irricana Lions Club ✧ B. LaPeare ✧ Mckee Homes ✧ Maxfield ✧ Optimist Club of Airdrie ✧ Pembina Pipeline Corporation ✧ Lloyd Ralston Memorial Fund ✧ Volker Stevin Contracting ✧ Walton International Group ✧ Yankee Valley Estates Ltd. ✧ Zapata Energy Corp ✧ Zytech Building Systems

### Contributors (\$100-\$499)

✧ Agricore Balzac ✧ Airdrie Kinsmen Club ✧ Airdrie Women in Business ✧ Alberta Agricultural Social Club ✧ Andrews Family ✧ Bow Valley Credit Union ✧ C. Calder ✧ R & G Church ✧ Mr & Mrs Combs ✧ EMB Enterprises\* ✧ Finnie Hauling & Storage\* ✧ Friends of Balzac Billy\* ✧ Kinsmen Club Of Airdrie \* ✧ J.A. Miller ✧ Rocky View Employees Club ✧ Royal Canadian Legion #113

### Municipalities

Rocky View County  
Town of Crossfield  
Town of Chestermere  
Town of Cochrane

### Affiliations

Canadian Urban Transit Association  
Imagine Canada

### Collaborating Organizations

*(We greatly appreciate their advice and cooperation)*

Airdrie Lions Club  
Balzac Business Association  
Balzac Community Awareness Program (BALCAP)  
Big Springs Senior Citizens Activity Society  
Calgary and Area Child and Family Services  
Calgary Handi-Bus Association  
Edmonton Transit  
Lethbridge Transit  
Rocky View County FCSS  
Rocky View Schools  
Tri- Community Transportation Committee

### Suppliers ( )

AAMD&C Trade Division  
Airdrie Auto Werkes  
ATR logistics  
Fenton Automotive (Cochrane)  
First Bus Centre (Edmonton)  
High Country Auto and Propane (Calgary)  
Highfield Diesel (Airdrie)  
Par Auto Parts (Airdrie)  
Town and Country Auto Parts (Cochrane)  
Scenic View Motors