

2013 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

The biggest news story of 2013 was the flood. Many of our passengers were initially unaware of the magnitude of the flooding. When Calgary declared a state of emergency, we took the initiative to cancel transportation for passengers travelling into the city. This included canceling the last day of classes for some special needs kids as well as physiotherapy and other appointments. While most passengers live outside the flood zone, many of Calgary destinations were in the downtown blackout. This required considerable amount of flexibility from our passengers and staff as we dealt with the scheduling challenges.

Only a few weeks prior to the flood, we presented to the Canadian Urban transit Association national conference. I was one of the speakers providing strategic project updates from across Canada. Ottawa spoke on their billion-dollar plan to convert a busway to light rail. Calgary spoke on their Routeahead planning endeavour. Montreal told of billions of dollars to be spent on bridge infrastructure. Vancouver and Toronto also had presentations on their giant strategic projects. (I thought initially thought I was in the wrong session)

Amidst these major cities, we described how our expansion into Cochrane region changed us: how we adapted to overnight growth of 40% and how we refocused from a collection of services within the region into a regional service. Follow-up comments and questions clearly showed we are doing something very unique in Canada.

We did not expect a flood in Calgary. We did not expect to be some sort of innovator in the transit industry. From our point of view, our work is all about dealing with the challenge of helping people get to the community supports they need to access. We grow into areas that need a hand. We make changes as situations require. We adapt to floods and snowstorms.

We would not be able to do this without our supporters, passengers and staff.

Project Updates

Rocky View District Milestone

In Jan 2013, RVRHS reached a long-sought goal when we picked up a passenger in Bragg Creek. This mid-day trip to Cochrane completed our long awaited desire provide service to the entire Rocky View district.

It took us about 10 years to achieve this! From our inception in 1980 until 2003, our organization covered only the northeast portion of Rocky View County (and the associated communities therein). Since 2003, we identified the entire Rocky View district as our service region. As resources and opportunities permitted, we grew to meet this goal.

Irricana and Beiseker

We've always faced a challenge reaching a funding agreement with either Irricana or Beiseker. For decades, RVRHS extended service to residents of both communities, despite a lack of steady funding from either a . Over the years, we always faced a situation where either: a) there was too little transportation activity to warrant the effort to develop a funding proposal, or b) a surge of transportation activity required all available resources -- leaving us without ability to develop a funding proposal.

Until recently, RVRHS usually had sufficient external resources to provide occasionally help residents of these two communities (despite the local funding challenge). In 2012, we identified a significant decrease in these extra resources. This marked a turning point in our ability to help smaller communities. In early 2013, we began to decline transportation requests from the two communities and referred passengers to their local town office.

In late 2013, Beiseker and Irricana jointly applied to Alberta Municipal Affairs for this is for a two-year evaluation of community transportation services. The funds will cover our regional per capita requirement and allow each municipality to evaluate the role of community transportation for their residents.

Tri-Community Transportation Pilot Project

When stakeholders in the Mountainview region (Carstairs, Cremona, Mountainview County and Didsbury) were researching solutions to their lack of handibus service, we were asked for technical advice regarding operations and budget. This ad-hoc group of community leaders and residents developed a proposal for a three-day per week pilot and began fund-raising. As the community fundraising reached the halfway mark, they asked us to be the service provider for the pilot as we had infrastructure and personnel on hand.

The Tri-Community Transportation Pilot Project began providing transportation in February 2012. The committee handled advertising, advocacy and interagency coordination. We handled passenger inquiries, booking requests, transportation and reported results monthly with our service invoices. The project finished in late 2013 when the participating municipalities became hesitant to take responsibility for funding the service for another year. The single exception was the Town of Carstairs, who agreed to join our regional service in a manner similar to our existing Municipal stakeholders.

We are proud to contribute to the tri Community transportation pilot project. Our report on the project should be available late August 2014.

2013 Operations Summary

Jan 1, 2013 - Dec 31, 2013 Partner Municipality Details Municipalities+RV Schools = all operations

Demographics	RV County	Cochrane	Chestermere	Crossfield	Tri-Transit Project	Other	Municipal Sub-total	RVS	
Active Registrants	140	252	58	26	70	18	564	+ 51 students =	615
Service Area (sq km)	3934	31	37	12	1522		5536		
Population	38,005	18,750	15,762	2,853	15,184		90554		

Trips by Purpose	RV County	Cochrane	Chestermere	Crossfield	Tri-Transit Project	Other	Municipal Sub-total	RVS Sub-total	Grand Total
<i>Education</i>	0	71	550	0	0	0	621	11802	12423
<i>Medical</i>	1263	1335	441	93	138	8	3278		3278
<i>Personal</i>	654	173	482	12	18	65	1404		1404
<i>Respite</i>	222	252	20	139	0	0	633		633
<i>Vocation</i>	212	27	114	0	0	7	360		360
<i>Group Outing (Leisure)</i>	4	329	0	0	538	28	899		899
Total Trips	2355	2187	1607	244	694	108	7195	11802	18997

Estimation of Cost	RV County	Cochrane	Chestermere	Crossfield	Tri-Transit Project	Other	Municipal Sub-total	RVS Sub-total	Grand Total
Trips Provided	2355	2187	1607	244	694	108	7195	11802	18997
Estimated Travel Dist	57837	40372	18266	5342	10098	5192	137107	175520	312627
Portion of Muni Activity	37.5%	29.9%	17.8%	3.6%	8.5%	2.6%	60.2%	39.8%	100%
Estimated cost	\$ 170,234	\$ 135,983	\$ 81,028	\$ 16,559	\$ 8,655	\$ 12,016	\$ 454,475	\$ 300,525	\$ 755,000

Revenue	RV County	Cochrane	Chestermere	Crossfield	Tri-Transit Project	Other	Municipal Sub-total	RVS Sub-total	Grand Total
Donations	\$ 1,074	\$ -			\$ 2	\$ 4,607	\$ 5,683		\$ 5,683
Municipal Contribution	\$ 171,900	\$ 84,384	\$ 74,457	\$ 5,000			\$ 335,741		\$ 335,741
Fee for Service	\$ 960	\$ 1,128			\$ 29,635	\$ 2,684	\$ 34,407	\$ 315,525	\$ 349,932
Fares	\$ 15,113	\$ 22,699	\$ 6,538	\$ 2,536	\$ 5,620	\$ 720	\$ 53,226		\$ 53,226
Revenue Total	\$ 189,047	\$ 108,211	\$ 80,995	\$ 7,536	\$ 35,257	\$ 8,011	\$ 429,057	\$ 315,525	\$ 744,582

Net	\$ 18,812	-\$ 27,772	-\$ 33	-\$ 9,023	-\$ 3,398	-\$ 4,005	-\$ 25,418	\$ 15,000	-\$ 10,418
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See "Notes" on next page

Notes:

Trips by Purpose	
Education	Trips for education
Medical	Medical or theraputic purposes
Personal	Daily living - grocery, banking, etc
Respite	Travel to program or facility with purpose of giving caregivers a break
Vocation	Work, volunteer or sheltered work placement
Group Outing (Leisure)	Recreation outings - Note: provided on a cost recovery basis

Estimation of Cost	
Trips provided	Number of people carried = Passengers + attendants+ guests
Estimated travel distance	Distance people were carried - estimated by GIS and scheduling software
Proportion of expense	Average of: a) proportion of trips and B) Travel Distance (expressed as percentage)
Estimated cost	Proportion of Year to Date or Annual Expenses

Revenue	
Donations	Donations clearly identified from or for a particular group/region
Municipal contribution	Municipal contribution (amortized (pro-rated) year to date)
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

Operations Notes:	
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). Project concluded Dec 31, 2013
Other	Various trips provided for communities/ organizations/ situations where there is no funding agreement in place.

Expanded Statistics

Demographics	RV County	Cochrane	Chestermere	Crossfield	Tri-Transit	Other
Area (sq km)	3885	31	37	12	1522	N/A
2013 Population	38,005	18,750	15,762	2,853	15,184	N/A
Active Registered Passengers	140	252	58	26	70	18
Total Trips	2355	2187	1607	244	694	108

2011 Census Data

2011 census population	36,461	17,580	14,824	2,853	15,036	N/A
65-74 years	2,840	1,080	520	185	1,233	N/A
75 plus	1,365	700	255	140	610	N/A
% of seniors	11.5%	10.1%	5.2%	11.4%	12.3%	N/A
median age	42.9	38.0	34.9	36.8	-	N/A

Utilization Ratios

Registrants/ km2	0.0360	8.1290	1.5676	2.1667	0.0460	N/A
Registrants/ capita	0.0037	0.0134	0.0037	0.0091	0.0046	N/A
Trips/capita	0.0620	0.1166	0.1020	0.0855	0.0457	N/A
Trips/registrant	16.8214	8.6786	27.7069	9.3846	9.9143	N/A

Average Trip Length (km)

<i>Education</i>	--	40.8	16.8	--	--	--
<i>Medical</i>	17.7	28.9	17.5	33.5	73.2	27.4
<i>Personal</i>	18.9	28.9	7.9	24.7	49.5	26.3
<i>Respite</i>	8.4	2.7	13.8	18.5	0	--
<i>Vocation</i>	23.4	43.3	16	--	--	42
<i>Group Outing (Leisure)</i>	37.2	28.9	--	--	42.5	127.9
Overall Average distance	17.6	24.6	14.1	23.7	59.9	36.6

Registered Passengers by Municipality

Residence	30-Jun-12	30-Sep-12	31-Dec-12	31-Mar-13	30-Jun-13	13-Sep-13	31-Dec-13
Rocky View County	87	103	114	121	130	138	140
Cochrane	176	191	199	213	226	238	252
Chestermere	30	35	40	44	49	56	58
Crossfield	13	16	19	21	23	23	26
Tri- trans	28	43	51	58	62	69	70
Other	10	10	11	11	12	15	18
R V school board	38	44	43	44	45	49	51
Active Passengers	382	442	477	512	548	588	615
Growth per quarter	--	15.7%	7.9%	7.3%	7.0%	7.3%	4.6%
Avg Growth per month	--	5.2%	2.6%	2.4%	2.3%	2.4%	1.5%

Modelling Transportation Demand

There are few demand estimation models for Canadian paratransit operations. The simplest indicator is a comparison of the incidence of senior citizens in a community. The concept suggests that with age comes more disabling conditions.

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
Rocky View Region	73665	4750	2530		9.88%	3,966

2015 Estimates

In 2012, we proposed a model for the region. The model assumes a significant history of transportation in each community (3-5 years). Research suggests that a paratransit service has to be available up to 2 years before senior citizens are willing to try the “new” service. Given that many communities are only in their first or second year receiving full-day paratransit service availability, we present this forecast for 2015.

The table below we include includes actual 2013 numbers for comparison.

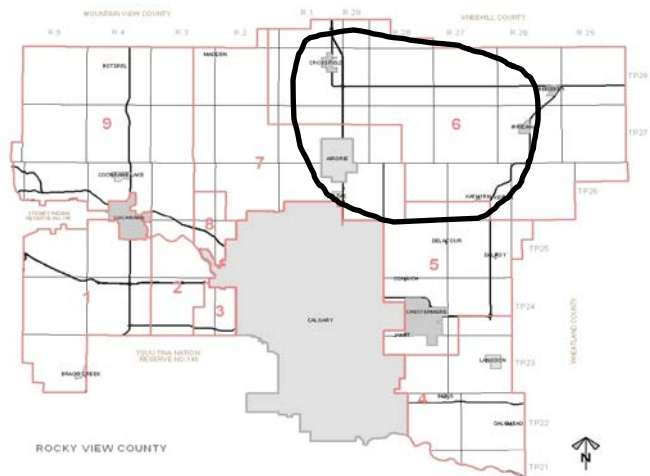
Name	Residents with disability	Seniors with disability	Potential Registered Users	Estimated Trips (low)	Estimated Trips (high)	2013 Actual Registrants	2013 Actual Trips
Rocky View County	1,860	153	201	2,517	3,524	147	2,355
Chestermere	734	28	76	1,907	2,670	64	3,166
Cochrane	1,600	74	167	4,185	5,859	252	2,187
Crossfield	288	13	30	751	1,052	26	244
Irricana	83	3	9	216	302	4	--
Beiseker	91	4	10	238	333	2	--
RVRH Region	4,656	276	493	12,330	17,262	495	7,952

Note: Includes passengers from Rocky View Schools and municipal operations

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 an exclusive 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**.



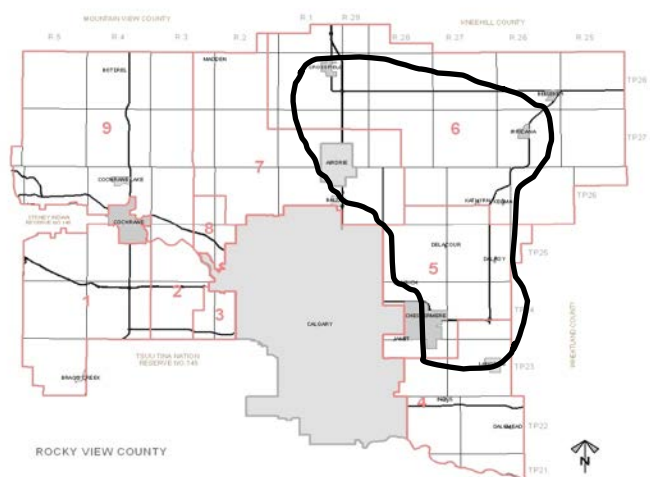
Rocky View Regional Handibus Society

As the newly named Rocky View Regional Handibus Society (RVRHS), the organization acknowledged how the local handibus was often the only form of public transportation available in rural areas. The mandate for disability and seniors transportation was expanded to include residents in vulnerable circumstances due to transportation barriers. Situations such as: low-income residents picking up a food bank hamper, families at risk travelling to counselling or the temporary loss of a driver's licence due to medical reasons became eligible for transportation. These circumstances were infrequent but make a difference for the families needing a hand.

2006: In response to requests for transportation, the organization expanded into the Southeast portion of Rocky View. Chestermere, Rocky View County and the Calgary Foundation fund an expansion. The economic boom of the period impeded driver recruitment, Full effort in the region was delayed until 2008.

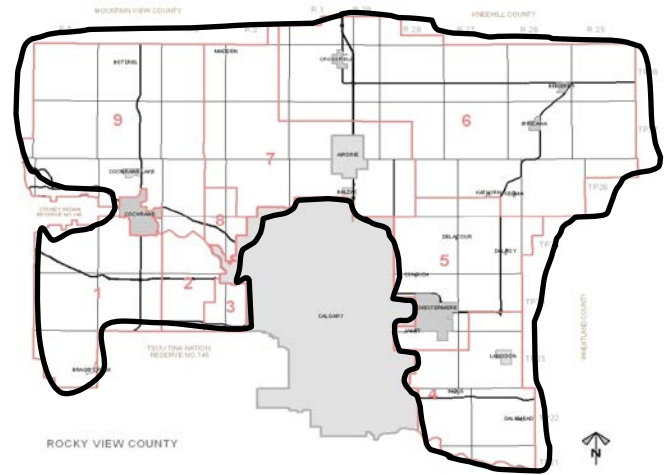
2010: the Big Hill Senior Citizens Activity Society of Cochrane announced their intention to retire their organization and discontinue their handibus. RVRHS was asked to work with the Town of Cochrane to maintain service in Cochrane. BHSCAS donated their three buses to RVRHS. The Town of Cochrane provided an office and bus parking stalls and operational funding.

2011: The sudden growth related to Cochrane necessitated acquisition of GIS paratransit software to manage booking/ scheduling and dispatch functions of the expanded area. A 2005 technology assessment funded by the Calgary Foundation provided the research for Nexan Balzac Energy Centre, Alberta Lotteries and an anonymous donor to fund the \$65,000 purchase.



2012: Computer software encouraged a focus on establishing region-wide service instead of individual funding arrangements made with each municipality of the region:

- Municipal funding strategy changed to a region-wide rate. Previously, separate funding models were presented to each participating municipality in response to the predicted transportation demand. A different model was adopted where costs to make transportation available to the whole region were spread over the total population (ie per capita). Municipalities were presented with a three year schedule to foster their transition..
- A full page list of travel fares/rates was standardized to a consistent rate. Passengers pay \$4 for every 10 kilometres of travel to their destination (as based on GIS software at the time of booking).



2013: The first trips from Bragg Creek confirmed the region-wide nature of the service area. The rapid growth of the registration for para-transit service

Governance

A six-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:

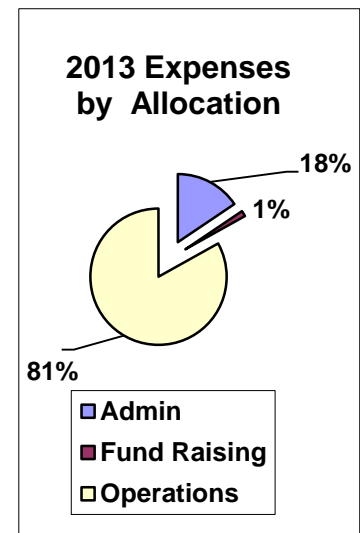
President:	Albert Hulzebus, Calgary	Directors:	James Ginter, Crossfield
Vice-President:	Andrew Carr, Irricana		Carmela Hutchison, Irricana
Secretary:	Sharon George, Airdrie		
Treasurer:	Jo Ann Miller, Calgary		

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 19% 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 (12-31-2013)	Comment (Fmr. = "formerly")
1	2009 Ford/ Startrans	Gas	W/C: 2 / AMB: 8	2009	157,557	Donated by Rocky View County
3	2009 Dodge Caravan	Gas	W/C: 1 / AMB: 3	2011	142,730	2011 conversion: Liberty motors co
5	1994 Dodge Ram 350	Gas	W/C: 2 / AMB: 7	2002	471,798	Bought used only 41,000 km
7	2005 Dodge Sprinter	Diesel	W/C: 1 / AMB: 8	2005	327,745	Started service Sept 2005
9	2005 Dodge Sprinter	Diesel	W/C: 2 / AMB 4	2006	465,463	Started service Feb 2006
10	2010 Ford/ Startrans	Gas	W/C: 2 / AMB: 8	2010	127,264	Donated by Teske Auctioneering
11	2005 Ford Freestar	Gas	W/C: 1 / AMB: 3	2007	308,523	2006 conversion: Liberty motors co
13	2000 Ford E450/ Crestline	Gas	W/C: 4 / AMB: 8	2011	206,395	Fmr. Vulcan Lions Club (99,000 km)
14	2007 Ford Freestar	Gas	W/C: 1 / AMB: 3	2009	259,388	Liberty motors conversions
15	2008 Ford /Startrans	Gas	W/C: 2 / AMB: 8	2008	230,398	Donated by local resident
16	2009 Dodge Caravan	Gas	W/C: 1 / AMB: 3	2011	244,225	Liberty motors co
17	2005 Ford Freestar	Gas	W/C: 1 / AMB: 3	2011	252,162	Fmr. Strathmore handibus (170,000 km)
18	2006 Dodge Caravan	Gas	W/C: 1 / AMB: 3	2012	258,080	Fmr Medicine Hat Taxi (219,060km)
19	2006 Dodge Caravan	Gas	W/C: 1 / AMB: 3	2012	252,220	Fmr Medicine Hat Taxi (207,159km)
20	1999 Ford/ Giardin	Gas	W/C: 1 / AMB:16	2010	307,243	Fmr. Cochrane Handibus
21	2004 Ford Corbeil	Gas	W/C: 1 / AMB: 7	2010	194,210	Fmr. Cochrane Handibus
22	2006 Ford/ Startrans	Gas	W/C: 2/ AMB: 8	2010	150,388	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
2013	\$95,449	\$90,483	\$30,495	467,410	18,997	\$335,741	\$727,680

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* ✧ South Rock Employee Charitable Foundation* ✧ TD Canada Trust* ✧ TransCanada ✧ Chestermere Lions Club*

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

✧ Bank of Nova Scotia ✧ A. Hulzebos

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

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

Sustainers (\$500-\$999)

✧ Bonavista Petroleum ✧ Bow Valley Credit Union ✧ Crossfield Elks #416 ✧ Finnie Hauling & Storage* ✧ 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)

✧ 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* ✧ Friends of Balzac Billy* ✧ Kinsmen Club Of Airdrie * ✧ J.A. Miller ✧ Rocky View Employees Club ✧ Royal Canadian Legion

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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)

Balzac Business Association
Calgary Handi-Bus Association
Cochrane FCSS
Edmonton Transit
Lethbridge Transit
Rocky View County FCSS
Rocky View Schools
Tri-Community Transportation Committee

Suppliers *(we certainly don't do it on our own)*

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