

2018 Report to Stakeholders



Prepared by:

Paul Siller,
General Manager
March 28, 2019

Mission Statement:

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

Thank-You

We would like to thank neighbours who have donated a full bus



Dick Teske

Auctioneer Dick Teske had been in semiretirement for a number of years. When he decided on full retirement in 2009, he made donations to the Strathmore Handibus society and the Rocky View Regional Handibus Society.

The Teske bus has provided over 14,500 trips to date (and is still going strong).

J Anderson

In the fall of 2015, we lost a vehicle to us dear strike on Highway 1A between Bearspaw and Cochrane.

Suddenly short of vehicle, we alerted the community about our situation with an article in the Rocky View Weekly. A resident stepped up to give us a hand.

This bus donated by WA Ranches has driven some 154,000 km and transported over 5423 passengers to various community supports and services



Gerald C Isley

In 2017, the family of Langdon's Gerald Isley contacted us about a donation to benefit the community.

One of our more recent donations, this bus has already provided 3925 trips (and counting) to residents of South East Rocky View

Operations Overview

Two core programs:

- Community transportation for municipalities in the Rocky View District
- Special Needs student Transportation: Contracted for transportation of special needs students by Rocky View Schools

Municipal Operations

RVRH provides community transit to municipalities on a regional model. Rather than develop a separate business cases for each municipality, we look at participating municipalities as a region. Municipal contributions are requested on a population or per capita basis.

Example: The 2017 per capita rate is \$6.70. The town of Smallville (pop 4,201) receives a \$28,247 funding request.

The synergies of working across a region reduce transportation cost: big communities help small communities, densely-populated areas help sparsely populated areas, and municipalities close to Calgary help the municipalities farther afield.

Inevitably, some municipalities will consume more service than others. However, the benefit of regional participation is a single municipality will pay less for their paratransit services than if they implemented their own program.

School Transportation: Special Needs Students

On behalf of Rocky View Schools, we provide transportation for about 40 special needs students on a fee for service basis.

Provincial funding does not provide sufficient funding to transport special needs children. Our charitable status and community fund-raising helps every education dollar go further.

Demographics	Municipal Operation	RVS Operation	Total
Population	93189		
Service Area (sq km)	4020		
Active Registrants	1085	31	1116
<i>Change from 2017 Q4</i>	<i>20%</i>		<i>15%</i>

Trips by Purpose	Municipal Operations	RVS Operations	YTD Total
<i>Education</i>	<i>313</i>	<i>10454</i>	<i>10767</i>
<i>Medical</i>	<i>6980</i>	<i>0</i>	<i>6980</i>
<i>Personal</i>	<i>3743</i>	<i>0</i>	<i>3743</i>
<i>Respite</i>	<i>1664</i>	<i>0</i>	<i>1664</i>
<i>Vocation</i>	<i>1212</i>	<i>0</i>	<i>1212</i>
<i>Group Outing</i>	<i>695</i>	<i>0</i>	<i>695</i>
Total Trips	14607	10454	25061
<i>Change from 2017 Q4</i>	<i>18%</i>	<i>-13%</i>	<i>2%</i>

Estimation of Operations Cost	Municipal Operations	RVS Operations	YTD Total
Trips Provided	14607	10454	25061
Estimated Travel Dist	320622	79392	400014
Portion of Muni Activity	68.9%	31.1%	100%
Est cost service	\$781,550	\$352,984	\$1,134,534

Estimation of Revenue	Municipal Operation	RVS Operation	YTD Total
Municipal Contribution*	\$640,338		\$640,338
Fares/ Fees/ Donations	\$138,172		\$138,172
YTD Est. Revenue	\$780,010	\$340,290	\$1,120,300

Net Operations			
	-\$1,540	-\$12,694	-\$14,234

Residency	Registered Passengers by Municipality						
	2012	2013	2014	2015	2016	2017	2018
Rocky View Schools	43	51	57	73	73	49	39
Beiseker	-	-	3	8	8	12	14
Carstairs	-	-	43	50	50	-	
Chestermere	40	58	77	95	95	139	175
Cochrane	199	252	310	352	352	443	512
Crossfield	19	26	30	40	40	72	74
Irricana	-	-	9	11	11	11	11
Other	11	18	11	12	12	8	7
Rocky View County	114	140	165	193	193	242	284
Tri-transit (2012-13)	51	70	-	-	-	-	
Active passengers	477	615	705	838	838	976	1116

Municipal Operations

Jan 1, 2018 - Dec 31, 2018

Demographics	RV County	Cochrane	Chestermere	Crossfield	Irricana	Beiseker	Other	Municipal Operation
Population	39,407	27,960	20,732	3,055	1,216	819	N/A	93189
Service Area (sq km)	3934	31	37	12	3.2	2.8	n/a	4020
Active Registrants	284	512	175	74	11	14	15	1085
<i>Comparison - 2017 Q4</i>	<i>242</i>	<i>443</i>	<i>139</i>	<i>72</i>	<i>11</i>	<i>12</i>	<i>8</i>	<i>907</i>
<i>Change from 2017 Q4</i>	<i>17%</i>	<i>16%</i>	<i>26%</i>	<i>3%</i>	<i>0%</i>	<i>17%</i>	<i>88%</i>	<i>20%</i>

Trips by Purpose	RV County	Cochrane	Chestermere	Crossfield	Irricana	Beiseker	Other	Municipal Operations
Education	79	3	231	0	0	0	0	313
Medical	1848	2514	1952	512	81	8	65	6980
Personal	862	1793	958	107	6	2	15	3743
Respite	599	38	804	223	0	0	0	1664
Vocation	650	83	479	0	0	0		1212
Group Outing	128	567	0	0	0	0	0	695
Total Trips	4166	4998	4424	842	87	10	80	14607
<i>Comparison - 2017 Q4</i>	<i>3736</i>	<i>4386</i>	<i>3000</i>	<i>1029</i>	<i>76</i>	<i>5</i>	<i>163</i>	<i>12395</i>
<i>Change from 2017 Q4</i>	<i>12%</i>	<i>14%</i>	<i>47%</i>	<i>-18%</i>	<i>14%</i>	<i>100%</i>	<i>-51%</i>	<i>18%</i>

Estimation of Operations Cost	RV County	Cochrane	Chestermere	Crossfield	Irricana	Beiseker	Other	Municipal Operations
Trips Provided	4166	4998	4424	842	87	10	80	14607
Estimated Travel Dist	110547	98474	77391	26771	2894	1119	3427	320622
Portion of Muni Activity	31.5%	32.5%	27.2%	7.1%	0.7%	0.2%	0.8%	68.9%
YTD Estimated cost of service	\$246,186	\$253,730	\$212,677	\$55,154	\$5,855	\$1,631	\$6,317	\$781,550

Estimation of Revenue	RV County	Cochrane	Chestermere	Crossfield	Irricana	Beiseker	Other	Municipal Operation
Municipal Contribution*	\$273,700	\$189,504	\$146,383	\$21,996	\$8,755	-		\$640,338
Fares/ Fees/ Donations	\$37,764	\$47,927	\$35,028	\$9,648	\$632	\$308	\$6,865	\$138,172
YTD Est. Revenue	\$311,464	\$237,431	\$181,411	\$31,644	\$9,387	\$308	\$6,865	\$780,010

Net Operations	\$65,278	-\$16,299	-\$31,266	-\$23,510	\$3,532	-\$1,323	\$548	-\$1,540
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Notes:

Trips by Purpose:	
Education	Trips for education
Medical	Medical or therapeutic 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 Annual Expenses or Year to Date
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 on 100% cost recovery. Passengers carried separately from other partners.
Municipal Operations	Regional shared-ride and shared-cost services provided to supporting municipalities.
Other	Various trips provided where there is no funding agreement or funding agreement took effect mid-year.

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	Service Start	Odometer (12-31-2018)	Comment (Fmr. = "formerly")
1	2009 Ford E350/ Startrans	Gas	W/C: 2 / AMB: 8	2009	357,549	Donated by Rocky View County
2	2015 Ford E450/ Starcraft	Gas	W/C 2 / AMB: 16	2015	43,947	2014 Casino funds plus matching grant
3	2009 Dodge Grande Caravan	Gas	W/C: 1 / AMB: 3	2011	367,348	Liberty Motors Wheelchair conversion
4	2016 Ram Promaster	Gas	W/C: 2 / AMB: 5	2016	145,520	Donation: W&R Ranches
5	2016 Ford E350/ Starcraft	Gas	W/C: 2 / AMB: 8	2017	88,067	Donation: Gerald C. Isley Family
6	2013 Dodge Grande Caravan	Gas	W/C: 1 / AMB: 3	2017	203,257	Fmr Claesholm Transportation Society
8	2010 Dodge Grande Caravan	Gas	W/C: 1 / AMB: 3	2017	206,345	Fmr Claesholm Transportation Society
9	2005 Dodge Sprinter	Diesel	W/C: 2 / AMB 4	2006	510,273	Started service Feb 2006
10	2010 Ford E350/ Startrans	Gas	W/C: 2 / AMB: 8	2010	330,315	Donation: Teske Auctioneering
11	2005 Ford Freestar/ Liberty	Gas	W/C: 1 / AMB: 3	2007	408,960	2006 conversion: Liberty motors
15	2008 Ford E350/ Startrans	Gas	W/C: 2 / AMB: 8	2008	350,474	Donated by local resident
16	2009 Dodge Grande Caravan	Gas	W/C: 1 / AMB: 3	2011	432,340	Liberty Motors Wheelchair conversion
18	2006 Dodge Caravan /VMI	Gas	W/C: 1 / AMB: 3	2012	447,471	Fmr Medicine Hat Taxi (orig. 219,060km)
19	2006 Dodge Caravan /VMI	Gas	W/C: 1 / AMB: 3	2012	386,029	Fmr Medicine Hat Taxi (orig. 207,159km)
22	2006 Ford E350/ Startrans	Gas	W/C: 2 / AMB: 8	2010	387,700	Fmr. Cochrane Handibus
30	2016 Ram Promaster	Gas	W/C: 2 / AMB: 5	2016	74,932	Rocky View County/Alberta Community Partnership
31	2016 Ram Promaster	Gas	W/C: 2 / AMB: 5	2016	132,539	Rocky View County/Alberta Community Partnership
32	2016 Ram Promaster	Gas	W/C: 2 / AMB: 5	2016	72,045	Rocky View County/Alberta Community Partnership
33	2017 Dodge Grande Caravan	Gas	W/C: 1 / AMB: 3	2017	73,592	Rocky View County/Alberta Community Partnership
34	2010 Dodge Grande Caravan	Gas	W/C: 1 / AMB 2	2018		Rocky View County/Alberta Community Partnership

W/c = Wheelchair

Note: Liberty Motors acquires lease- returned vehicles (40,000– 60,000 km) and converts vehicle to a rear entry wheelchair accessible vehicle. Such vehicle chassis may be 1- 2 years older than conversion date.

Amb= Ambulatory

Costs and Activity Summary:

Year	Repair & Maintenance	Fuel	Insurance	Vehicle km	Vehicle hours	Trips	Staff	Municipal Support	Operation Expenses
2001	\$17,820	\$29,882	\$6,331	265,966	6,813	11,737	9	\$35,910	\$327,600
2002	\$30,339	\$31,079	\$8,838	324,773	6,815	9,320	9	\$28,000	\$341,086
2003	\$43,020	\$39,512	\$11,572	345,726	7,423	9,848	10	\$15,000	\$383,006
2004	\$43,601	\$47,486	\$16,838	385,870	9,487	13,378	10	\$26,600	\$389,304
2005	\$49,473	\$49,587	\$17,321	370,347	8,625	13,823	10	\$38,700	\$431,533
2006	\$53,316	\$49,555	\$16,819	379,967	9,401	13,139	10	\$36,500	\$428,494
2007	\$53,168	\$49,693	\$15,557	381,493	10,512	13,500	10	\$66,400	\$444,175
2008	\$55,592	\$60,599	\$15,000	370,225	9,898	14,300	10	\$97,050	\$484,343
2009	\$55,364	\$49,497	\$15,926	398,381	10,050	13,497	10	\$120,000	\$505,422
2010	\$66,975	\$57,177	\$17,615	396,311	11,470	14,549	19	\$99,000	\$543,542
2011	\$63,674	\$92,397	\$21,771	474,086	14,505	18,300	19	\$158,500	\$710,468
2012	\$92,797	\$90,638	\$24,202	497,049	15,026	19,130	19	\$291,669	\$756,777
2013	\$95,449	\$90,483	\$30,495	467,410	15,750	18,997	19	\$335,741	\$727,680
2014	\$83,567	\$96,739	\$32,837	524,284	15,970	20,206	21	\$412,520	\$838,501
2015	\$84,183	\$82,780	\$31,359	558,641	16,725	21,706	23	\$452,189	\$896,930
2016	\$79,661	\$82,424	\$32,860	556,249	17,471	23,042	23	\$490,881	\$915,753
2017	\$95,755	\$97,171	\$36,215	591,856	19,427	24,477	22	\$580,099	\$1,030,307
2018	\$109,455	117,870	\$42,913	629,862	21,178	25,061	22	\$640,338	\$1,134,534

Note: We assumed operation of the Big Hill Senior Citizen Activity Society in September 2010. The following year (2011) was the first full year offering service to Cochrane residents

Infrastructure Strategies

RVRHS has been experiencing consistent year over year growth. Three infrastructure considerations will figure prominently 2018 to 2020.

Bus Replacement / Fundraising

40% of our fleet is currently due for immediate replacement. Although we acquired four vehicles in 2017 as well as four vehicles in 2016, we must to make stronger effort to update our fleet. We are undertaking an annual capital fund-raising campaign \$250,000 to \$300,000 to “turn-over our fleet:

Technology Upgrades

RVRH uses scheduling software to manage booking requests. In 2011, we acquired the “light” version of the software as it was most suitable to the amount of service we provided at the time. As we start 2018, we are providing 3 times the number of trips on a daily basis. It is time to pursue technology upgrades that will meet our increased workload and meet future needs:

- **Automatic Scheduling Module:** this will permit software to reshuffle all trips on driver schedules to facilitate additional trips.
- **Mobile Data Terminals:** as the software reschedules trips to accommodate last-minute changes, updated itineraries are delivered to the driver 3 data tablets mounted in each vehicle. This will improve our ability to handle the same day bookings and changes (e.g. appointment runs late). As a bonus, data such as time, odometer and fare payments will be recorded directly from the driver inputs.
- **Interactive Voice Response:** passengers book a trip giving us a request for times. Our schedulers make use of the 45 minute window to facilitate additional passengers. For example to passengers heading to 2 different hospitals for 10 AM appointment may encounter one of the passengers arriving at the hospital at 9:15 AM so the 2nd passenger can arrive at the other hospital for their 10 o'clock time requested. We presently call each passenger booked with their scheduled pickup times. The IVR system would call passengers or send SMS messages to free up staff to
- **Smart Phone App:** the last step to improve communication for customers is a smart phone app allowing passengers to directly communicate with the scheduling system. This will facilitate “ready now” situations where the appointment finishes drastically early. This app would also allow customer to watch the bus approach on a map just like the right sharing apps.

Cost of Upgrades: \$175,000- \$200,000

Headquarters/Operations

As we grow beyond our existence of a “scrappy” non-profit organization, we need to consider opportunities to establish a useable or purpose built headquarters facility. Such a facility would feature:

- Maintenance service bays
- Scheduling/dispatch centre
- Training centre
- Wash bay facility
- Bus parking
- Meeting space
- Office space
- Good access to Hwy 2 / Stoney trail

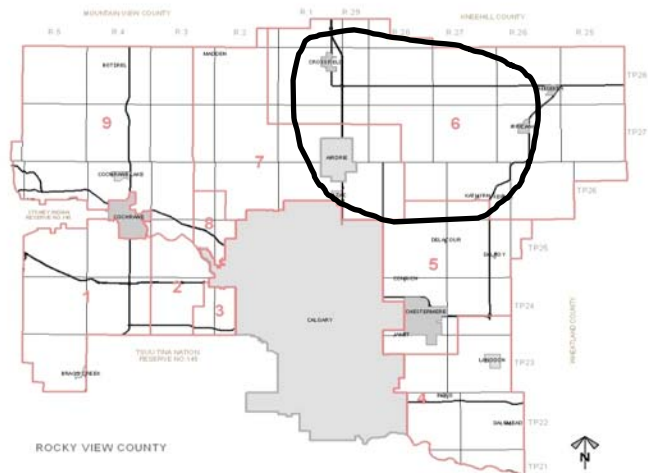
This facility would be a long term objective. In the meantime, we will remain alert for any relevant opportunities.

Organization History

The Early Days

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 to schools. 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, operating as the **Rocky View Bus**.



Taking a Bigger Challenge

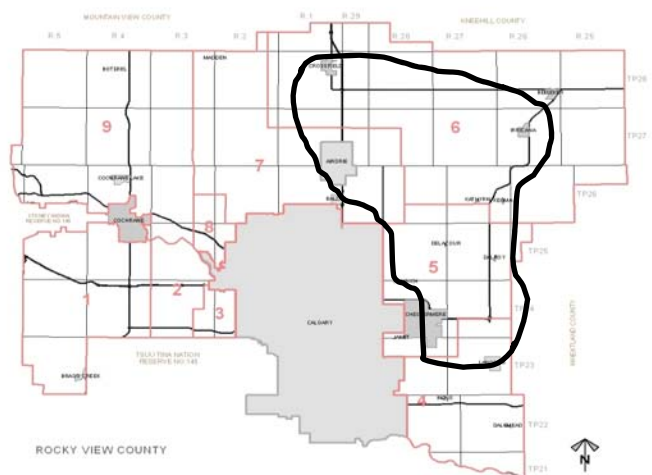
As the newly named Rocky View Regional Handibus Society (RVRHS), the organization acknowledged how the local handibus was often the only form of public transportation available in rural areas. The mandate for disability and seniors transportation was expanded to include residents in vulnerable circumstances 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 drivers licence due to medical reasons became eligible for transportation. These circumstances were infrequent but make a difference for the families needing a hand.

2006-2008: In response to requests for transportation, our organization began expansion into Southeast portion of Rocky View.

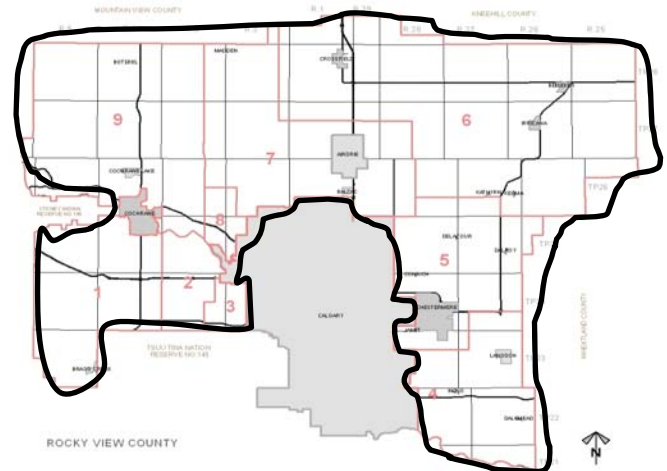
2010: Big Hill Senior Citizens Activity Society of Cochrane announced their intention to retire their organization and discontinue their handibus. RVRHS was requested to work with the Town of Cochrane to maintain service in Cochrane. BHSCAS donated their three buses to RVRHS. The Town of Cochrane provided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

2011: Sudden growth related to Cochrane necessitated acquisition of GIS paratransit software to manage booking/ scheduling / dispatch functions of the expanded area. Our 2005 technology assessment (funded by Calgary Foundation) provided the background research for Nexen 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 now 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: Our first trips from Bragg Creek confirmed the region-wide nature of the service area.

2014: Participating municipalities include: Rocky View County, Crossfield, Chestermere, Cochrane, Carstairs. Irricana and Beiseker joined mid-year. Canadian Urban Transit Association presents RVRH with Excellence in Leadership Award.

2016: Rocky View County awarded Alberta Community Partnership grant for \$250,000 to purchase three wheelchair-accessible buses and subsequently lease the vehicles to RVRHS for a nominal fee.

Governance and Operation

A eleven-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:

(as of dec 2018)

President: Albert Hulzebos, Calgary

Vice-Pres: Andrew Carr, Airdrie

Secretary: Mavis Hallman, Irricana

Treasurer: Jo Ann Miller, Calgary

Director: James Ginter, Crossfield

Director: Carmela Hutchison, Irricana

Director: Mavis Hallman, Irricana

Director: Orville Lammle, Cochrane

Director: Jim Bryson, Irricana

Director: Devon Helfrich, Crossfield

Director: Donalda Laing, Chestermere

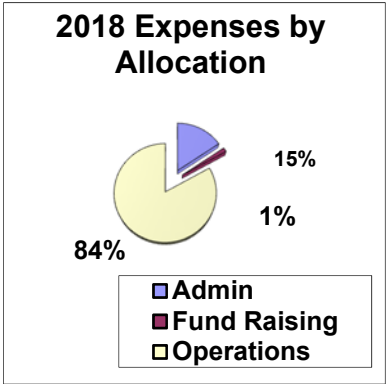
Staffing:

- 1.0 General Manager, Paul Siller
- 3.5 FTE office staff (operations supervisor, scheduler, clerk)

- 18 drivers (11 full-time, 8 part-time)

Overhead

Under Canadian Urban Transit Association guidelines, we identify our overhead costs (administration and fundraising) to be roughly 16 % of our expenses.



Donations and Support

Our operation is possible because of these generous supporters:

(* indicates multi-year assistance)

Champions

(Donations over \$85,000)

✂ Alberta Lotteries* ✂ Rocky View County* ✂ Family of Don Reed

Benefactors

(Donations of \$40,000-\$84,999)

✂ ACT/UCT Calgary Club* ✂ Anonymous ✂ Dick Teske Auctioneering ✂ Isley Family Foundation ✂ MacKenzie strategic Giving Foundation* ✂ Nexen Balzac Energy Complex* ✂ W.A. Ranches ✂ Estate of J Sedler

Sustainers

(Donations of \$15,000-\$39,999)

✂ Calgary Foundation* ✂ Family of Iain Cullen-Ramsay ✂ EnCana* ✂ Colin Fraser, Daniel Fraser and May Shields Fraser Fund* ✂ Hilton Garden Inn ✂ Estate of Ray Howden ✂ Nickle Family Foundation* ✂ Rotary Club of Calgary Olympic* ✂ J Snyder ✂ TransCanada

Underwriters

(Donations of \$5,000-\$14,999)

✂ Beddington Hall Board* ✂ Bow Rivers Edge Campground Capital Fund ✂ Chestermere Lions Club* ✂ Cochrane Foundation* ✂ Gryzko Harper Bouw Chartered Accountants ✂ South Rock Employee Charitable Foundation* ✂ Tamaratt Endowment Fund at the Calgary Foundation ✂ B Wrightson

Associates

(Donations of \$250-\$4,999)

✂ A. Hulzebos ✂ A&D Furber ✂ Balzac United Church ✂ DaleMead Church ✂ Estate Of Alma Clayton ✂ Friends of Ray Howden ✂ Joseph's Custom Tailors ✂ M.C. Miles

Municipalities

Rocky View County
Town of Cochrane
Town of Chestermere
Town of Crossfield
Town of Irricana
Village of Beiseker

Memberships

Canadian Urban Transit Association
Imagine Canada

Collaborating Organizations

(We greatly appreciate their advice and cooperation)

Cochrane FCSS
Crossfield FCSS
Community Links
Rocky View County FCSS
South East Rocky View FCSS

Suppliers

(we certainly don't do this all on our own!!!)

AAMD&C (Trade Division)
Alberta Auto and Truck (Calgary)
ATB Financial (Airdrie)
ATR Logistics (Airdrie)
Carwash Corral (Cochrane)
Cetus AutoPro Repair Centre (Calgary)
Fenton Automotive (Cochrane)
High Country Auto and Propane (Calgary)
Kal Tire (Airdrie)
Par Auto Parts (Airdrie)
RouteMatch Software (Atlanta, Georgia)
Scenic View Motors (Airdrie)
Tech Soup Canada
Town and Country Auto Parts (Cochrane)