

# “Rocky View Bus”

---

A program of  
Rocky View Regional  
Handibus Society



# What We Do

---

## Transportation for Residents Facing Transportation Barriers

- Medical conditions
- Age related situations
- Low-income

## Shared Ride / Pre-Booked / Door to Door

- Share between neighbouring streets / municipalities
- Simple eligibility but limit monthly trips available to each passenger

## Basic Level of Service

- Weekdays
- No evenings
- No weekends / holidays
- Limited to available funding

## Travel with Safety and Dignity

- Promote/facilitate independence where possible
- Pay attention to assistance requirements

# Who Is Making This Happen

## Rural charity started by families with disabled kids

- 18 Buses / 18 Staff
- Board of Directors (Volunteers)
- Transit scheduling software
- Office with garage bay (Airdrie)
  - Field office/ bus parking (Cochrane)

## Municipalities provide operation funding

- Rocky View County
- Cochrane
- Chestermere
- Crossfield
- Irricana
- Beiseker

## Fund-raising to acquire buses

- Community Donations
- Federal Grants
- Lottery Grants
- Service Clubs
- Local Foundations

## Passengers

- Pay a fare for travel
- Donations (some)
- Word of Mouth marketing

# Where

---

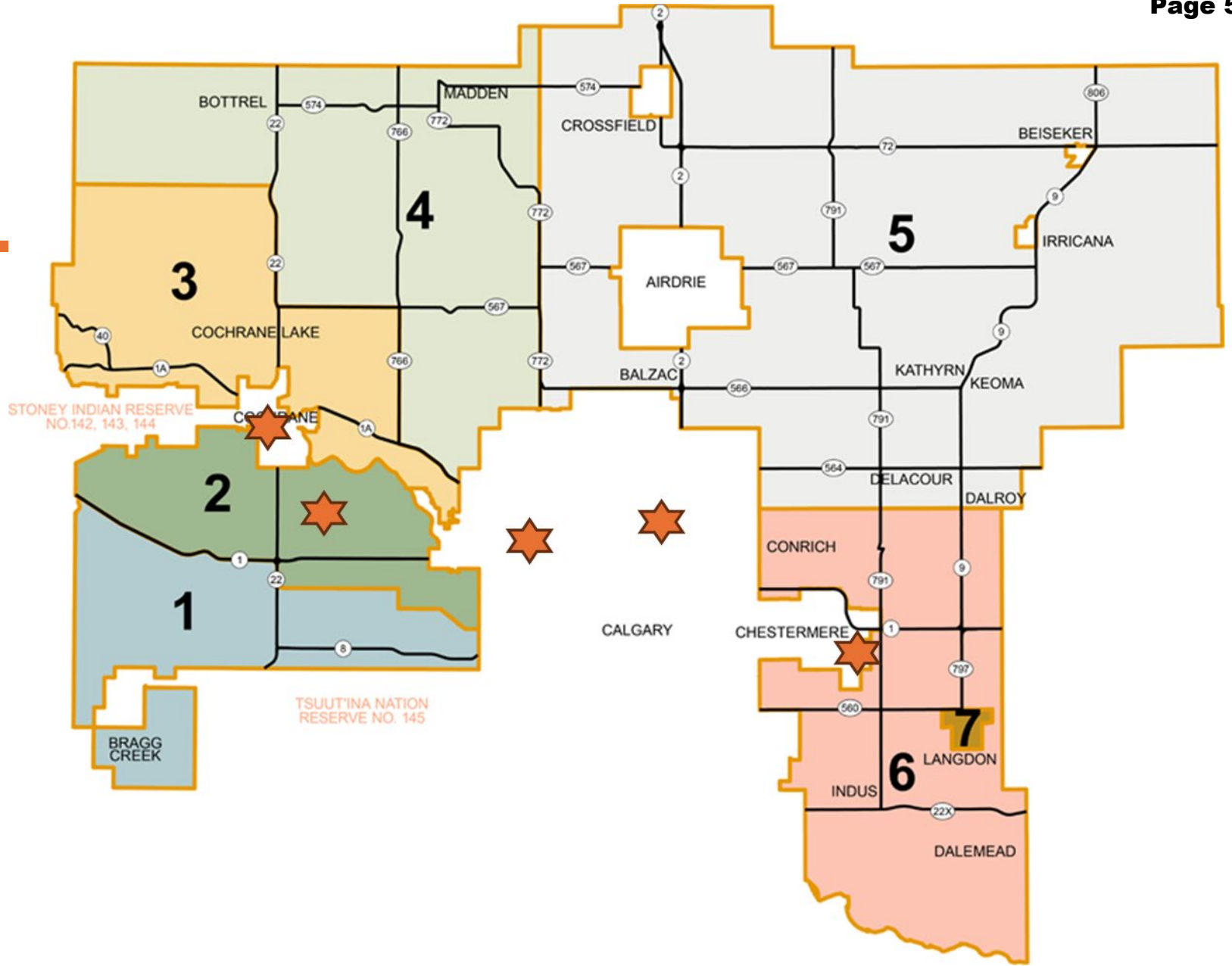
## Rocky View “District”

- Six municipalities
- 109,000 residents
- 4,350 sq km

## Across town or to next community

- Medical facilities in Cochrane/Airdrie/Chestermere/ Crossfield
- Speciality facilities usually located in Calgary (850 sq km)
- Similar situation for social services

# Shared Ride...





# Strengths / Shortcomings

---

## Suitable For:

- Appointments/ services
- Drop-in programs
- Basics (groceries/ banking)
- Visiting loved ones/ friends

## Poorly Suited For:

- Access to Airport
- Employment
- Daily commuting/travel
- Tight Time constraint trips
- Destinations outside service zone

# 2024 Highlights



## Post- Pandemic Recovery:

Overall: 1% more trips than 2023  
12% more trips than 2019  
RVC: 42% more trips than 2023  
12% more trips than 2019



## Staffing:

Lost multiple staff to long-term health issues  
Trained 4 new drivers in 2024  
New HR consultant for staffing/recruitment)



## New Buses Enter Service

Five Promaster Van Conversions (\$600K)  
Project delay: grant approval took 2X longer  
RTFS applications re-open in 2025

# 2024 Challenges

## Pandemic Recovery

- 4 years after pandemic, still figuring out how it changed us
- Some municipalities had staff changes. Some new staff didn't know what we do for residents.

## Growth

- More are moving into region yet expecting Calgary-level service
- Word of mouth reputation grows faster than ability to manage expectations

## Communication

- Municipalities developing transit keep us in the dark regarding their plans.
- We are far behind on community updates as we enter 2025

## Costs

- 2023 vehicle costs doubled, compared to 2016 vehicle prices.
- 2025 vehicles will be another 25% over 2023
- Living Wage for the region is increasing



# Projects in 2025

## Scheduling Software Upgrade:

- Current paratransit software is from 2010. We will change to software utilizing a better optimization process.
- With the roll-out, we will continue to take bookings over the phone. After the roll-out, passengers will also be able to book via the website or smartphone app.

## Capital campaign to replace another five buses:

- We were fortunate to acquired five Promaster van conversions from federal Rural Transit Funding Solutions. Now we will raise funds and replace another five of our oldest buses.

## Develop Rider Eligibility Criteria:

- Some of our municipal partners are developing transit services of their own. We should prepare a strategy to one day determine who should be taking the Rocky View Bus and who should be taking regular transit service.

## Update Strategic Plans:

- 2025 will be our 45th year of operation. It is time to float some ideas and update plans for the next 10 years
- Topics include headquarter facility, Capital / fleet plan (EV?)

# 3 Year Wish list

---

## Operations

- Extend current weekday hours
- Introduce limited weekend hours
- Collaboration with neighbour services
- Provincial support

## Facilities

- Satellite base in SE Rocky View
- Satellite base in Western Rocky View
- Head office/ maintenance shop (Balzac?)

## Passenger Relations

- Improve passenger information
  - newsletter
  - guidebook
  - website
- Eligibility process

## Support Staff Positions

- Trainer/Field supervisor
- Mechanic
- Finance coordinator
- Fund-raising specialist

# Alberta Specialized Transit: 2023 Benchmark

Municipality	Population	Service area (sq km)	Trips Provided 2023	Average Trip Length (km)	Cost Per service hr	Total Expense /Capita	Net Municipal Support /Capita	Fleet size
Airdrie	80,649	33.1	438	?	?	\$1.10	\$0.85	?
Calgary	1,323,700	848	1,124,599	7.8	\$81.86	\$28.13	\$26.42	169
Edmonton	1,010,899	782.9	857,110	8.8	\$41.14	\$29.45	\$29.18	214
Grande Prairie	67,669	168	37,600	6.3	?	\$19.28	\$18.30	8
Hinton	9,882	33	2,003	4.0	\$9.47	\$5.45	\$4.90	1
Leduc	36,060	42.3	23,773	4.4	\$71.23	\$25.19	\$24.18	8
Red Deer	100,844	107.1	69,495	5.1	\$133.68	\$27.09	\$22.25	20
Rocky View "District"	109,717	5200	14,907	28.7	\$59.81	\$11.67	\$10.07	18
St. Albert	70,422	48.3	28,885	7.0	\$83.21	\$19.62	\$18.76	8
Strathcona County	104,330	1265	44,337	7.3	\$82.98	\$19.51	\$18.71	15
Wood Buffalo	81,948	59.9	15,037	9.9	?	?	?	10

?= not reported

Source: Canadian Urban Transit Association (CUTA): 2023 Specialized Transit Statistics

# Questions



**Rocky View Regional Handibus**

**2024 Q4 Quick Report**

Rural Paratransit Initiative

Jan 1, 2024 - Dec 31, 2024

"Rocky View Bus"

**PRELIMINARY RESULTS**

Demographics	RV County	Cochrane	Chestermere	Cross-field	Irricana	Beiseker	Other	Total
Population	41,028	37,011	28,129	3,599	1,179	754	n/a	111,700
Service Area (sq km)	3,934	31	37	12	3	3	n/a	4,020
Active Registrants	332	628	232	91	2	11	5	1,301

Trips by Purpose	RV County	Cochrane	Chestermere	Cross-field	Irricana	Beiseker	Other	Total 2023
Education	53	25	30	0	0	0	0	108
Medical	761	2,029	2,587	388	39	247	11	6,062
Personal	845	598	296	153	30	49	6	1,977
Respite	531	735	263	0	0	0	0	1,529
Vocation	1,878	416	1,638	50	0	0	68	4,050
<b>Total 2024 trips</b>	<b>4,068</b>	<b>3,803</b>	<b>4,814</b>	<b>591</b>	<b>69</b>	<b>296</b>	<b>85</b>	<b>13,726</b>
Change from year 2023	42%	-10%	-8%	-28%	N/A	3%	6%	1%
Change from 2019 (Pre-pandemic)	12%	8%	15%	-5%	-53%	N/A	N/A	12%
<i>Historical Comparison: Jan 1 - Dec 31</i>								
2023 trips	2,869	4,235	5,220	822	18	287	80	13,531
2022 trips	2,639	3,930	4,053	691	103	178	32	11,626
2021 trips	2,306	2,376	2,459	513	48	256	15	7,973
2020 trips	2,045	1,705	2,037	266	32	202	7	6,294
2019 trips	3,639	3,534	4,179	620	148	109	28	12,257

Expense Estimations	RV County	Cochrane	Chestermere	Cross-field	Irricana	Beiseker	Other	Total 2023
Trips Provided	4,068	3,803	4,814	591	69	296	85	13,726
Est. Travel Distance (km)	101,116	89,026	93,950	22,781	4,425	17,378	3,072	331,748
Proportion of Activity	30%	27%	32%	6%	1%	4%	1%	
<b>Est. Program Cost (YTD)</b>	<b>\$384,972</b>	<b>\$349,272</b>	<b>\$405,943</b>	<b>\$71,547</b>	<b>\$11,761</b>	<b>\$47,354</b>	<b>\$9,895</b>	<b>\$1,280,744</b>

Note: "Trips provided:" does not include attendents and/or guests travelling with the passenger

<b>Trips by Purpose</b>	
<i>Education</i>	Trips for education (other than Rocky View Schools bussing)
<i>Medical</i>	Medical or therapeutic 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
<b>Estimation of Cost</b>	
Trips provided	Number of one way trips delivered = Not including attendants and/or guests of passengers
Travel distance	Distance people were carried - recorded by GIS and scheduling software
Proportion of expense	Average of: a) proportion of trips and B) Travel Distance (expressed as percentage)
<b>Revenue</b>	
Donations	Donations clearly identified from or for a particular group/region
Municipal contribution	Anticipated Municipal contribution (pro-rated YTD during Q1, Q2 or Q3 reports)
fares	passenger fares (rate \$4.5 for every 10 km of travel)

### Passenger Registration By Municipality

Residence	2018	2019	2020	2021	2022	2023	2024
Beiseker	14*	14*	2*	3*	5*	11	13
Chestermere	175	178	183	203	238	232	228
Cochrane	512	512	529	594	652	628	579
Crossfield	74	77	79	90	102	91	85
Irricana	11	8	1	2*	3*	2	3
Other	7	2	1	1	5	5	8
Rocky View County	284	287	308	328	364	332	286
<b>Active passengers</b>	<b>1063</b>	<b>1064</b>	<b>1101</b>	<b>1216</b>	<b>1361</b>	<b>1301</b>	<b>1202</b>

\*Legacy passengers

### Alberta Specialized Transit Benchmark: 2023

Municipality	Population	Service area (sq km)	Trips Provided 2023	Average Trip Length (km)	Cost Per service hr	Total Expense /Capita	Net Municipal Support /Capita	Fleet size
Airdrie	80,649	33.1	438	?	?	\$1.10	\$0.85	?
Calgary	1,323,700	848.0	1,124,599	7.8	\$81.86	\$28.13	\$26.42	169
Edmonton	1,010,899	782.9	857,110	8.8	\$41.14	\$29.45	\$29.18	214
Grande Prairie	67,669	168.0	37,600	6.3	?	\$19.28	\$18.30	8
Hinton	9,882	33.0	2,003	4	\$9.47	\$5.45	\$4.90	1
Leduc	36,060	42.3	23,773	4.4	\$71.23	\$25.19	\$24.18	8
Red Deer	100,844	107.1	69,495	5.1	\$133.68	\$27.09	\$22.25	20
Rocky View "District"	109,717	5200.0	14,907	28.7	\$59.81	\$11.67	\$10.07	16
St. Albert	70,422	48.3	28,885	7	\$83.21	\$19.62	\$18.76	8
Strathcona County	104,330	1265.0	44,337	7.3	\$82.98	\$19.51	\$18.71	15
Wood Buffalo	81,948	59.9	15,037	9.9	?	?	?	10

?= not reported

Source: Canadian Urban Transit Association (CUTA): 2023 Specialized Transit Statistics