

TransHelp Program and Accessible Transportation 2008 Budget Document

This report incorporates Part B of the Transportation 2008 Budget Document

Section I. Existing Services and Service Levels:

TransHelp is the regional specialized transit service provider and has a mandate to serve the needs of persons with mobility disabilities. Council has committed to deliver specialized transit to complement conventional transit services at the local level and endorsed the “family of services” or brokerage model (known as Accessible Transportation) as the most cost effective way of addressing the full range of transportation needs of all persons with disabilities. This transportation needs reflect clients and families who need more support in order to travel, enabling them to participate in the community and attend medical, educational, and social and employment activities. The Accessible Transportation Office will continue to take the lead in implementing this brokerage model and is actively pursuing a wider range of transportation options to meet the transportation needs of persons with disabilities.

This report references TransHelp’s budget as well as budget information for the Region’s Accessible Transportation plan. As the TransHelp Program and the Accessible Transportation Office work towards full implementation of the family of services model, the service delivery system for accessible transportation will transition from a stand-alone TransHelp service with some external contractors, to one where TransHelp is one of several transportation providers joined in a brokerage. It is envisioned therefore that at some future point the TransHelp budget will be part of the Region’s Accessible Transportation budget.

TransHelp currently provides services directly through the use of buses and through external vendors. Currently the bus fleet in TransHelp numbers 40 buses and the external vendors are Red Cross, Caledon Community Centres and private taxi vendors.

The division is organized into three components:

a) Program Management

- Overall management of the division
- Operation and maintenance of software and the facility
- Coordinate trips for clients on TransHelp Buses, Red Cross, Caledon Community Centre or taxis

b) TransHelp Operations

- TransHelp door-to-door service, using the buses and the contracted services of the taxis which account for approximately 30 per cent of TransHelp Service
- Operation and maintenance of TransHelp buses
- Partnership with Red Cross for ‘dialysis only’ trips, to serve clients going to hospitals three times weekly for life-preserving dialysis care
- Partnership with Caledon Community Services to deliver accessible service trips to Caledon residents

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c) Accessible Transportation

- The Accessible Transportation Office provides the administrative supports for the development of the “family of services” model
- Reports to the Transportation Planning Division within the Environmental Transportation and Planning Services Department while the brokerage model is in development

Section II. Resources to Deliver 2007 Services:

2007 Budget:

The approved 2007 net TransHelp and Accessible Transportation budget is \$8.4 million with approved staff complement of 60.0 full-time equivalents (FTEs). The division is expecting a year end surplus of approximately \$423.0 thousand primarily driven by salary gapping in the Accessible Transportation program and delay of the delivery of the expansion buses for the door-to-door service and the Passenger Assistance Program, to provide services within the brokerage model.

Current (\$'000)	2006 Actual	2007 Budget	2007 Projection	2007 Variance Under/(Over)
Total Expenditures	\$8,929	\$10,127	\$9,786	\$341
Total Revenue	(\$1,497)	(\$1,748)	(\$1,830)	(\$82)
Net Cost	\$7,432	\$8,379	\$7,956	\$423
FTE	56	60	59	1

2007 Projection:

The service level projection is projected at 257,115 vs. budget of 248,500 trips, driven by the increase in demand for weekend trips.

Output/Outcome Measure	2007 Target	2007 Projection	Variance Commentary
Number of Service trips	248,500	257,115	Increase in bus services due to additional Saturday bus service and the introduction of Sunday Service
Number of Passenger Assistance Program Trips	4,000	-	Delivery of vehicles delayed until early 2008
Annual trips per capita	0.21	0.21	On Target
Number of riders registered	5,823	6,682	Growth in registrants partly due to the introduction of Accessible Transportation Model
Number of active riders	5,000	4,686	Variance due to closed accounts and deceased clients
Vehicle per 100,000 population	6.60	6.27	Awaiting the purchase of four buses: two growth and expansion buses for the TransHelp door-to-door services and two Passenger Assistance Program buses

Section III. Performance Measurement/Benchmarking:

Specialized transit is currently not a component of the Ontario Municipal CAO’s Benchmarking Initiative (OMBI). However, TransHelp is a member of “Canadian Urban Transportation Association (CUTA)”, a recognized national industry organization that publishes annual performance measure indicators.

The following chart compares 2002 and 2006 service levels of the various large municipalities within Canada that provide para-transit services. It is noted that the Region of Peel has per capita service levels that are far below other municipalities offering para-transit services. This has been the case for a number of years. The Region can expect that there will be pressure from local residents that Peel increase transportation service levels for persons with disabilities to better match neighbouring communities.

City	Specialized Service Trips		Annual Trips per capita		Total Specialized Vehicles		Vehicles per 100,000 Population	
	2002	2006	2002	2006	2002	2006	2002	2006
Toronto	1,645,258	1,992,040	0.66	0.80	233	270	9.32	10.80
Vancouver	1,236,236	1,364,534	0.58	0.64	262	292	12.39	13.80
Edmonton	829,239	836,383	1.22	1.15	125	153	18.46	20.95
Hamilton	593,082	656,715	1.21	1.30	56	86	11.42	17.04
Ottawa	724,217	774,408	1.00	1.01	128	128	17.68	16.62
Calgary	683,501	N/A	0.79	N/A	134	N/A	15.57	N/A
Winnipeg	503,327	590,837	0.81	0.97	68	88	10.93	14.37
Average of above	NA	NA	0.90	0.98	N/A	N/A	13.68	15.46
Peel Region	220,299	238,113	0.22	0.20	39	77	3.90	6.39

Sourced from the 2002 CUTA Fact Book & 2006 CUTA Unpublished Statistics

Section IV. 2008 Base Pressures:

Cost of Living Increase/Inflation:

The total base budget increase of \$255.0 thousand is required for both programs in 2008, due primarily to cost of living increases (salaries and benefits, fuel, insurance and other general operating costs). The details are available in [Appendix I](#).

Section V. Cost Mitigation through Efficiencies and Recoveries:

The division has introduced new initiatives to increase service level while maintaining or reducing costs. Availability of weekend service is now in effect - Saturday bus service started in June 2006, while the Sunday service came into effect in July 2007. Previously only taxis were used on weekends. Buses have higher capacity to carry more clients per hour therefore increasing “per run” trip efficiency.

Section VI. Challenges and Emerging Trends:

1. Service Level Growth

a) Growth Factors

Mobility is a key to all people participating in society and in the economy. However, equal access to transportation is not a reality for people with poor health or a range of disabilities in Peel. This issue is particularly troublesome for two reasons. First, this group is projected to grow at a significantly higher rate than the population as a whole, due in large part to the aging population. Second, accessibility legislation and recent human rights rulings are placing greater responsibility on provincial and municipal governments to provide inclusive and accessible transportation services.

The Study of Transportation for Persons with Disabilities (STPD), completed by the Region in 2004, forecasts that the disabled population will grow by more than 75 per cent between 2001 and 2021, well above the projected growth in Peel's total population of 38 per cent over the same period. The growth in the disabled population will largely be driven by the aging population. In 2001, eight per cent of Peel's population was 65 years and older and by 2021, according to Region of Peel Planning Department estimates, the 65 plus population is forecasted to be about 15 per cent of the Peel population. As age increases, so does the prevalence and probability of disability and disease.

Impending changes in the policy environment are also putting pressure on the transit sector to make its services more accessible to persons with a range of disabilities. Under the *Accessibility for Ontarians with Disabilities Act* (AODA) a standards committee for transportation has been established to develop standards for this sector. The proposed standards, if implemented, could impact TransHelp's current eligibility criteria. In addition, a recent ruling by the Ontario Human Rights Commission (OHRC) has implications for specialized transit. Ontario Community Transportation Association (OCTA) is keeping transit authorities across Ontario updated on the proceedings of the Human Rights Commission challenge and Transit's appeal of the ruling. Staff are monitoring closely these legal and regulatory processes.

Due to policy changes and forecasted growth in the disabled and aging population there will be continued growth in the door-to-door service needs, even after all other options are fully exploited.

The STPD found that expanding TransHelp at current levels will meet only a portion of the future demand and that expanding TransHelp to meet all demand is the most costly option. The best choice in terms of cost and maximizing the number of trips is the "family of services" or brokerage model envisioned in the Accessible Transportation plan. The STPD estimated that adopting a "family of services" model will result in annual net operating cost savings of \$4.3 million at the end of a ten year period (2011) when compared with an expansion of TransHelp to meet all demand. These savings are based on 2001 dollars and operating costs.

b) Accessible Transportation “Family of Services” Brokerage Model

The key features and functions of the family of services (brokerage) model include:

- Partnership with Brampton and Mississauga Transit to divert riders to low floor fixed-route bus runs that would otherwise rely on TransHelp
- Creation of a new Accessible Transportation Coordination Office to:
 - support the diversion of riders to Brampton and Mississauga Transit with marketing and training;
 - screen applicants and refer to appropriate community services;
 - develop and pilot alternatives such as subsidized taxi services and ‘community bus’ semi-fixed runs;
 - administer passenger assistant and training programs for those with developmental, cognitive or sensory disabilities;
 - coordinate a network of community service providers (‘brokerage’’).

The following service delivery components make up the family of services model for Accessible Transportation:

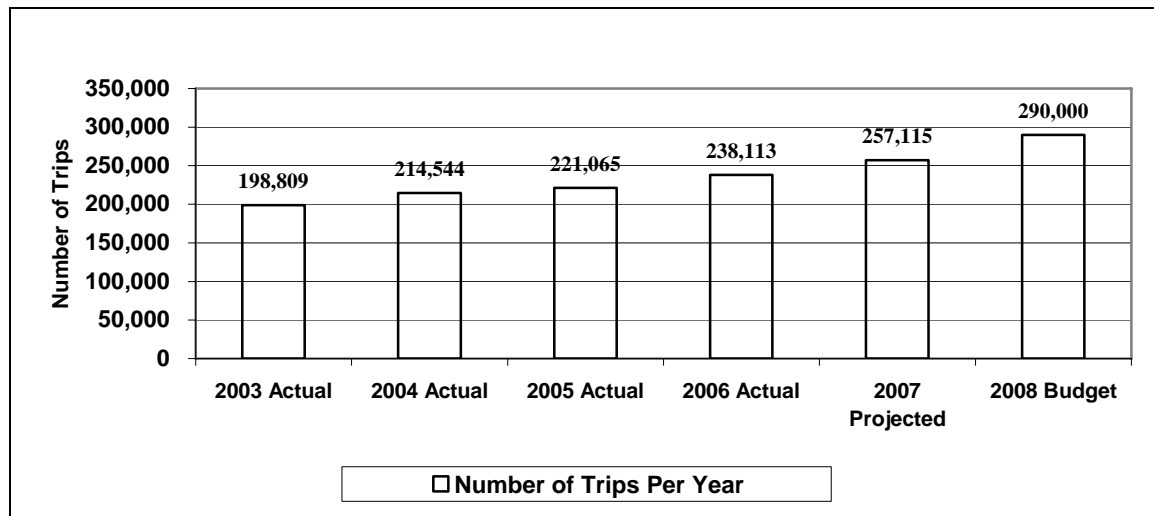
- **TransHelp** - Provides the core transit component of the door-to-door transit service. Accessible taxis are contracted for roughly 30 per cent of the TransHelp service. TransHelp will grow at a constant rate for the remainder of the decade.
- **Red Cross Dialysis** - This service is meant to regularly transport clients to hospitals for dialysis treatment. This service began after there was a huge spike in the number of dialysis only trips on TransHelp between 1999 and 2002. In 2003, the Region contracted the services of Red Cross by purchasing seven buses so that Red Cross could provide “dialysis only” trips. Dialysis care is one of the fastest growing health care needs in Canada, and fleet expansion is planned in 2008 and 2009.
- **Passenger Assistance Program** – This service would provide supervised transportation for vulnerable riders who cannot travel alone safely. The program has two components. One will be shared dedicated runs that will serve multiple adult day programs and ensure each passenger is supervised in transit by an attendant and met at each end by designated caregivers. The second part of the program will provide training for agencies that provide own attendants and drivers in non-profit community transportation programs (e.g. Alzheimer Society, Canadian National Institute for the Blind (CNIB), India Rainbow). The program scheduled to commence in 2007, will start up in 2008 due to the delay in the purchase of buses.
- **Community Bus Demonstration** – This service consists of small low-floor buses going to common malls, recreational and health care sites on semi-fixed routes with regular scheduled stops at apartment buildings with high concentrations of seniors and persons with disabilities. Anyone can ride for a transit fare, but the runs are marketed to persons with disabilities. This will be operated in collaboration with local transit and will start in 2008.

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- **Taxi Scrip** – This service involves a municipality issuing “scrip” at less than the face value to registered clients with disabilities who pay taxi drivers with scrip vouchers. The vouchers are then cashed in by the taxi companies at the municipal office to reimburse drivers for full fare. The taxpayer costs are significantly lower than for TransHelp on a per-trip basis because the user pays a high portion on a distance-based rate. The main control on demand is the user share of the cost, which can be varied and is sensitive to distance. This service is expected to begin in 2009 contingent upon the experience of other municipalities using Taxi Scrip, the progress of implementing other parts of the model and consultation with the taxi industry and local municipal staff.
- **Accessible Transportation Co-ordination Office** - The “family of services” or brokerage model is dependent on effective coordination and partnership between the Region of Peel and various community agencies. There is currently two staff in the Office. A Transportation Accessibility Specialist who is responsible for the design and implementation of the model and a Transportation Resources Coordinator, who is responsible for screening applicants and directing users to appropriate services; supporting local transit and TransHelp to optimize access and usage of existing services. As the final phase of the model is implemented, the office will provide actual trip allocation, directing multiple clients of multiple agencies to multiple service providers on a trip-by-trip basis.

c) TransHelp and Accessible Transportation Service Trips Trend

Shown below is the service trips trend between 2003 and 2008. From 2003 to 2007, TransHelp’s service trips are expected to increase by 29.3 per cent.



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The 2008 accessible services trips are projected to be 290,000, as stated in the following chart. On top of the service trips that the Region is funding in 2008, there will be roughly 200,000 more accessible transportation trips delivered and funded by community agencies, private operators and local transit.

Trip Components	Number of Trips			Percentage
	TransHelp	Accessibility Model	Total	
TransHelp Bus	122,000	30,000	152,000	52%
Community Bus Demonstration	0	3,500	3,500	1%
Accessible Taxi runs	80,000	0	80,000	28%
Rural Service (Caledon Community Services)	8,500	0	8,500	3%
Dialysis (Red Cross)	0	32,000	32,000	11%
Passenger Assistant	0	14,000	14,000	5%
Total	210,500	79,500	290,000	100%

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Section VII. 2008 Program Pressures – Current:

a) TransHelp and Accessible Transportation “Family of Services” Model

High level explanations of the 2008 pressures are stated below. Details are available in [Appendix I](#).

TransHelp Programs	Net Budget Increase (\$'000)	2008 Pressures Commentary
Program Management	(\$214)	<p>Subsidy and Fee Changes:</p> <p>Included in the net budget is an estimated increase in Dedicated Gas Tax Funding of \$60.0 thousand and Contributions of \$60.0 thousand, as well as an estimated increase of \$94.0 thousand in TransHelp fares due to the expected increase in the number of trips</p>
Operations	\$891	<p>Service Demand :</p> <ol style="list-style-type: none"> 1. \$836.0 thousand due to increase in external trips and growth of the Accessible Transportation Brokerage Model as follows: <ol style="list-style-type: none"> a. \$177.0 thousand due to increase in external trips. b. \$659.0 thousand for the ‘Brokerage’ Model- <ul style="list-style-type: none"> - TransHelp Door-to-Door Service: three additional vehicles with an estimated annual net operating cost of \$100.0 thousand - Community Bus Demonstration: one new vehicle with an annual operating cost of \$100.0 thousand - Passenger Assistant Service Program: net increase of \$264.0 thousand - Other external vendors – net decrease of \$5.0 thousand due to a decrease in dialysis trips 2. \$55.0 thousand for one FTE Vehicle Maintenance staff due to increase in service levels
Accessible Transportation	\$146	<p>The Accessible Transportation Planning Office is requesting one FTE in Marketing Coordinator to promote the Accessible Transportation Brokerage model. The technology support costs for the brokerage model are also expected to increase.</p>
Total	\$823	

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In summary, the recommended 2008 combined TransHelp and Accessible Transportation operating budgets reflects tax supported net operating budget of \$9.5 million, as summarized below.

TransHelp and Accessible Transportation	2007 Net Budget (\$'000)	2008 Net Budget Increase				2008 Net Budget (\$'000)
		2008 Base Pressures	2008 Program Pressures	Total	%	
Program Management	\$1,167	(\$29)	(\$214)	(\$243)	(20.8%)	\$924
Operations	\$6,946	\$256	\$891	\$1,147	16.5%	\$8,093
Accessibility	\$266	\$28	\$146	\$174	65.4%	\$440
Total	\$8,379	\$255	\$823	\$1,078	12.9%	\$9,457

b) Staffing

As noted within the operating budget components, TransHelp and Accessible Transportation programs are asking for five FTE for 2008. The detail of staffing can be found in [Appendix VII](#) and is summarized in the following table.

2007 Council Approved	2008 New/Add	2008 Proposed for Approval
60.0	5.0	65.0

c) User Fees

The user fare for TransHelp trips will remain at \$2.50 per ride. The standing TransHelp policy is to match fare rates of conventional transit providers of the lower tier municipalities. When and if the convention fares rise, TransHelp will match the increase. The detail of user fees can be found in [Appendix VIII](#).

Section VIII. 2008 Program Pressures – Capital:

a) TransHelp

TransHelp will carry forward six projects, with a remaining budget balance of \$1.2 million into fiscal 2008, as detailed in [Appendix II](#).

b) Accessible Transportation

The new capital plan for Accessible Transportation, in the amount of \$6.5 million to be partly funded with the Federal Gas Tax Allocation, is as follows. Details are available in [Appendix IV](#).

- **TransHelp Facility** – As reported in the Accessible Transportation plan in October 2006, a new facility at an estimated total cost of \$9.6 million is budgeted. 2008 portion of the facility cost is estimated at \$4.8 million.
- **TransHelp Door-to-Door Bus Fleet Expansion** – Three growth buses at a total of \$248.0 thousand.
- **TransHelp Door-to-Door Bus Fleet Replacement** – 2008 projects consists of five replacement buses at a total cost of \$414.0 thousand.

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- **Community Bus Demonstration Fleet** – One bus at a cost of \$259.0 thousand will be needed to begin the new program in 2008.
- **Passenger Assistance Buses**– The 2008 project consists of three growth buses at a total cost of \$248.0 thousand.
- **Red Cross Dialysis Service** - One growth bus will be needed to add to the existing fleet at a cost of \$83.0 thousand.
- **Information Technology** – This project will cost \$450.0 thousand for hardware and software to run the new “Family of Services Model”.

Carry Forward from 2007 \$'000	2008 New Capital \$'000	2008 # of New Projects	Total Capital Available \$'000	2009 – 2017 Forecast \$'000	2009 - 2017 # of New Projects
\$1,172	\$6,502	7	\$7,674	\$15,633	8

Section IX. 2008 Summary:

The recommended 2008 TransHelp and Accessible Transportation operating budgets reflect total spending of \$11.4 million, with a net cost of \$9.5 million, as summarized below.

Budget Summary \$'000s	2007 Budget	2007 Projection	2008 Proposed	2009 Forecast	2010 Forecast
Current Budget – Total Expenditures	\$10,127	\$9,786	\$11,419	\$13,234	\$14,304
Current Budget – Total Revenue	(\$1,748)	(\$1,830)	(\$1,962)	(\$2,062)	(\$2,162)
Current Budget – Net Cost	\$8,379	\$7,956	\$9,457	\$11,172	\$12,142
FTE	60.0	59.0	65.0	69.0	72.0
Capital Carry Forward from prior year			\$1,172	\$2,172	\$1,982
New Capital			\$6,502	\$6,959	\$784
Total Capital Available			\$7,674	\$9,131	\$2,766
Forecasted Capital Spending			\$5,502	\$7,149	\$2,704

Future Outlook:

2009 and 2010 Current Budget:

The 2008 TransHelp budget reflects increases due to inflationary factors, service growth and a change in service demand reflected in the new Accessible Transportation Plan. Forecasted base budget costs for fiscal 2009 and 2010 are anticipated to increase mainly due to increases in salaries and benefits, non salary operating costs (fuel & insurance) and costs of external contracted services (taxi).

The Accessible Transportation Plan is expected to be fully implemented by 2010. The estimated cost for this new model is expected to cost \$3.2 million per annum when fully operational in 2010.

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The estimated tax supported net budget for TransHelp and Accessible Transportation budgets are expected to be:

2009: \$11.2 million

2010: \$12.1 million

2009-2017 Capital Plan:

The current long term forecast is presented in Appendix V. The estimated total value of the capital plan from 2009-2017 is \$15.6 million. The majority of the post 2008 projects are related to the new Accessible Transportation “Family of Services” brokerage model, with an estimated cost of \$7.7 million to be expended by 2010.

Shown below is a recap of the TransHelp and family of services capital needs (2009-2017).

Year & Funding Sources	Family of Services Model (\$'000)			TransHelp Base Capital (\$'000)			Total (\$'000)
	Fleet Vehicles (a)	Facility (land & building) IT (b)	Total	Fleet Vehicles (c)	Facility Capital (d)	Total	
2008	\$1,252	\$5,250	\$6,502	-	-	-	\$6,502
2009	\$2,160	\$4,800	\$6,960	-	-	-	\$6,960
2010	\$709	-	\$709	-	\$75	\$75	\$784
2011	\$735	-	\$735	-	\$75	\$75	\$810
2012	-	-	-	\$380	\$75	\$455	\$455
2013	-	-	-	\$885	\$75	\$960	\$960
2014	-	-	-	\$916	\$75	\$991	\$991
2015	\$302	-	\$302	\$738	\$75	\$813	\$1,115
2016	\$632	-	\$632	\$873	\$75	\$948	\$1,580
2017	\$1,000	-	\$1,000	\$903	\$75	\$978	\$1,978
Total	\$6,790	\$10,050	\$16,840	\$4,695	\$600	\$5,295	\$22,135
Funding Sources:							
Development Charge	\$200	-	\$200	\$300	-	\$300	\$500
Provincial Subsidy	\$18	-	\$18	-	-	-	\$18
Provincial Gas Tax - OVRP	\$400	-	\$400	\$600	-	\$600	\$1,000
Federal Gas Tax	\$4,188	\$10,050	\$14,238	-	-	-	\$14,238
Internal Reserve	\$1,984	-	\$1,984	\$3,795	\$600	\$4,395	\$6,379
TOTAL	\$6,790	\$10,050	\$16,840	\$4,695	\$600	\$5,295	\$22,135

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- (a) 9 TransHelp (TH) expansion plus 26 replacement buses, 19 Red Cross (RC) dialysis buses (replacements and expansion), 12 Passenger Assistance Program (PAP) buses (replacement and expansions), 2 community demonstration buses
- (b) New TransHelp facility (building cost) and Information Technology (IT) database system
- (c) 12 TransHelp expansion plus 33 replacement buses
- (d) Capital maintenance for current existing TransHelp facility

Service Level Contract for 2008:

Resources:

The 2008 operating budget for TransHelp and Accessible Family of Services model have a total budget of \$11.4 million and net budget of \$9.5 million. Five additional full time employees (three operators and one vehicle maintenance person within Operations and a Marketing Coordinator within the Accessibility Office) making a total of 65.0 FTEs. Staffing information is detailed in Appendix VII.

The 2008 Capital Budget totals \$6.5 million in new capital projects, funded from Development Charges, Dedicated Gas Tax Reserves, Provincial Subsidy and Federal Gas Tax.

Outputs/Outcomes:

Output/Outcome Measure	2007 Projection	2008 Target	Variance Commentary
Number of Service trips	257,115	290,000	Increase in bus services due the Accessible Brokerage Model and the Saturday and Sunday bus services
Number of Passenger Assistance Program Trips	-	14,000	Program delayed in 2007. Five buses will be delivered in 2008; this includes the two buses to start the program in 2007.
Annual trips per capita	0.21	0.23	Increase due to increase in trips
Number of riders registered	6,682	8,085	Growth in registrants is due to the introduction of Accessible Transportation Model
Number of active riders	4,686	6,166	Growth in registrants is due to the introduction of Accessible Transportation Model
Vehicle per 100,000 population	6.27	7.03	Increase in fleet by three TransHelp growth buses and two Passenger Assistance Program buses in 2008, including the delivery of the four buses: (two growth and expansion buses for the TransHelp door-to-door services and two Passenger Assistance Program buses) which should have been delivered in 2007

Section X. Pressures not included in 2008 Budget:

Renewal of the letter of agreement with the Province for receipt of Provincial Dedicated Gas Tax funding of \$666.1 thousand in 2008 (included in TransHelp operating budget) commits the Region in principle to make payments towards the GO Transit Capital Expansion Cost as and when due during the course of the year. The provincial gas tax agreement indicates that withholding any GO Transit payments would result in penalties including repayment of gas tax funds.

Appendices:

Appendix I	2008 Current Pressures
Appendix II	2008 Capital Overview
Appendix III	Existing Capital Project List
Appendix IV	2008 New Capital Detail
Appendix V	Ten Year Capital Plan
Appendix VI	Performance Measures/Benchmarks – N/A
Appendix VII	Staffing Information
Appendix VIII	User Fees

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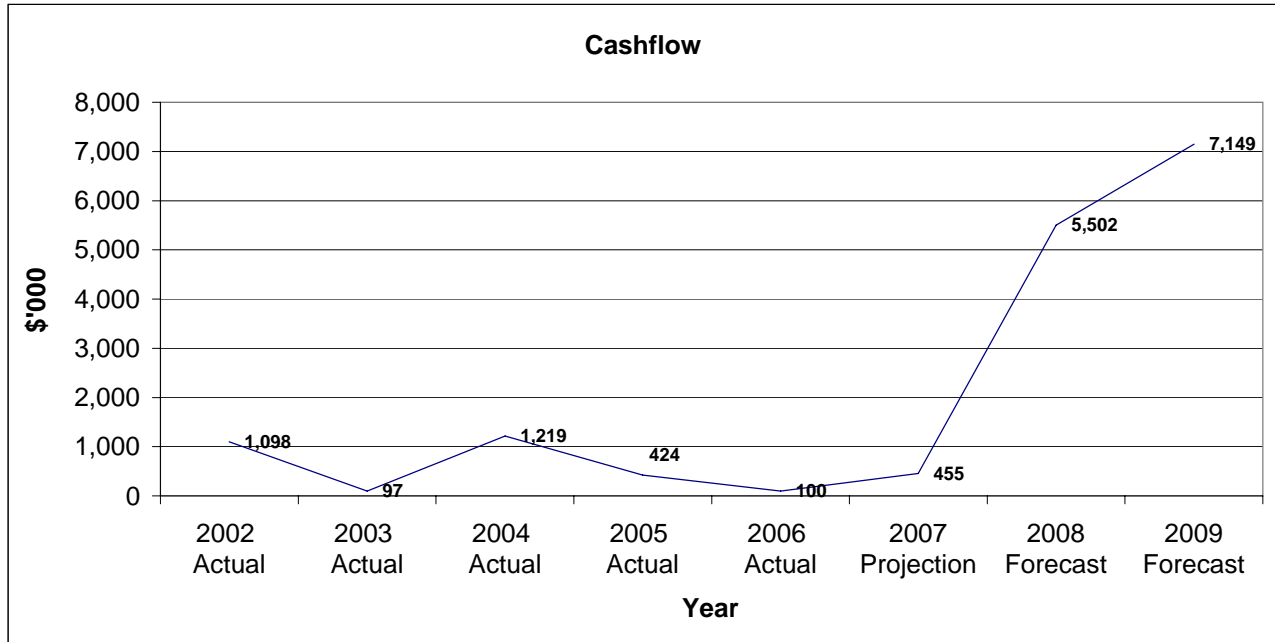
**APPENDIX I
TRANSHELP & ACCESSIBLE TRANSPORTATION
2008 CURRENT PRESSURES (\$'000)**

	TransHelp and Accessible Transportation		
	Total Expenditures	Total Revenue	Net Cost
2007 Revised Cost of Service	10,127	1,748	8,379
Annualizations - Section IV - N/A			
	-	-	-
<i>Subtotal</i>	-	-	-
Cost of Living Increase/Inflation - Section IV			
1 Salaries & benefits, fuel, insurance and other general operating expenditures	255	-	255
	-	-	-
<i>Subtotal</i>	255	-	255
Efficiencies - Section V - N/A			
	-	-	-
<i>Subtotal</i>	-	-	-
Recoveries - Section V - N/A			
	-	-	-
<i>Subtotal</i>	-	-	-
2008 Base Changes	255	-	255
Growth - Section VII - N/A			
	-	-	-
<i>Subtotal</i>	-	-	-
Service Demand - Section VII			
1 Increase in external taxi trips (8,000 increase from 2007 budget) & rate increase	177		177
2 Operating cost for 3 growth buses, 1 Community Bus Demonstration (this includes staffing and other costs to run the buses) and the Passenger Assistance Program	659	-	659
3 New staffing request: FTE - 1.0 Vehicle Maintenance Person for Operations, 1.0 FTE in Accessible Transportation - Marketing Coordinator	176	-	176
4 IT related costs for the Accessible Brokerage Model	25	-	25
<i>Subtotal</i>	1,037	-	1,037
Subsidy and Fee Changes - Section VII			
1 Increase in Dedicated Gas Tax Funding (based on \$0.0x/litre) and reserve contributions	-	120	(120)
2 Increase in TransHelp fare due to volume	-	94	(94)
<i>Subtotal</i>	-	214	(214)
Other - Section VII - N/A			
	-	-	-
<i>Subtotal</i>	-	-	-
2008 New Pressures	1,037	214	823
Total 2008 Pressures	1,292	214	1,078
2008 Recommended Cost of Service	11,419	1,962	9,457

**APPENDIX II
TRANSHELP & ACCESSIBLE TRANSPORTATION
2008 CAPITAL OVERVIEW**

Existing Capital TransHelp & Accessible Transportation (\$'000)							
Year of Projects	Carry-forward from 2006	2007 Budget	Total Approved Capital	In-Year Adjustments as at July 31, 2007	2007 Projected Spending (Includes Closed Projects)	2007 Carry-forward to 2008	# of Projects Carry-forward to 2008
1998							
1999	48		48	(36)	12	0	0
2000	0		0		0	0	0
2002	0	0	0	0	0	0	0
2003	0	0	0	0	0	0	0
2004	747	0	747	(362)	385	0	0
2005	203	0	203	(203)	0	0	0
2006	183	0	183	(57)	48	78	1
2007	0	1,104	1,104	0	10	1,094	5
Total	1,181	1,104	2,285	658	455	1,172	6

2008 - 2017 Capital Plan (\$'000)						
Carry-forward from 2007	2008 Budget	2008 # of New Projects	Total Capital Available	2008 Total of Projects	#	2009 - 2017 Forecast
1,172	6,502	7	7,674		13	15,633



Commentary on Cash Flow Variance:

In 2008, Transhelp will have \$1.2 million in approved capital plan on existing projects and \$6.5 million on new capital. Staff anticipate a forecasted capital spending of \$5.5 million in 2008.

**APPENDIX III
TRANSHelp & ACCESSIBLE TRANSPORTATION
EXISTING CAPITAL PROJECT LIST**

As of July 31, 2007

Project	Description	Gross Revised Budget	Gross Project Actuals	Gross Carry- Forward	Net Revised Budget	Net Project Actuals	Net Carry- Forward	Net % Spent
040245	Transhelp Vehicle Repl. 04-68	1,085,362	1,062,789	22,573	845,362	650,316	195,046	76.93
040246	Transhelp Fac.Renov. 04-68	525,307	186,079	339,228	525,307	186,079	339,228	35.42
050200	Trapeze Software 04-1280	225,000	22,000	203,000	225,000	22,000	203,000	9.78
060246	TH Mavis Bldg Mntce 05-1496	87,850	136	87,714	87,850	136	87,714	0.16
060247	Mavis Asbestos Remove 05-1496	100,000	42,536	57,464	100,000	42,536	57,464	42.54
070244	Accessibility Passenger Assist	160,000	-	160,000	160,000	-	160,000	-
070245	Transhelp Vehicle Replacement	320,000	-	320,000	200,000	-	200,000	-
070246	TH mavis Road Building Mainten	14,045	-	14,045	14,045	-	14,045	-
070248	TransHelp Vehicle Purchase	160,000	-	160,000	160,000	-	160,000	-
070250	Assessibility Information Tech	450,000	-	450,000	450,000	-	450,000	-
990047	Interactive Voice Res:1999,465	178,778	143,214	35,564	178,778	143,214	35,564	80.11
Total		3,306,342	1,456,754	1,849,588	2,946,342	1,044,281	1,902,061	35

2008 Financing Sources and Funding Status (\$'000)

2008 Funding Status:

Approved or Pending

(A/P)

↓ Project #	Project Name	Ward	2008			DCA
			Total Expense	External Funding	Internal Funding	
Replacement of TransHelp bus fleet						
A 08-0245	TRANSHELP VEHICLE REPLACEMENT	PEEL	414	100	314	0
TransHelp - Bus Purchase						
A 08-0244	PASSENGER ASSISTANCE PROGRAM - ACCESSIBILITY BROKERAGE MODEL	Peel	248	0	248	0
A 08-0247	COMMUNITY BUS DEMONSTRATION - ACCESSIBILITY BROKERAGE MODEL	Peel	259	0	259	0
A 08-0248	TRANSHELP VEHICLE PURCHASE	Peel	248	0	198	50
TransHelp - Facility						
A 08-0249	TRANSHELP NEW FACILITY - ACCESSIBILITY BROKERAGE MODEL (FGT)	Peel	4,800	0	4,800	0
IT Infrastructure						
A 08-0250	INFORMATION TECHNOLOGY - ACCESSIBILITY BROKERAGE MODEL	Peel	450	0	450	0
Red Cross Fleet						
A 08-0243	RED CROSS FLEET - ACCESSIBILITY BROKERAGE MODEL	Peel	83	0	83	0
<i>Totals for Budget Year: 2008</i>			6,502	100	6,352	50

**APPENDIX V
TRANSHelp
TEN YEAR CAPITAL PLAN**

Ten Year Combined Capital Program (\$'000)

<u>Sub Type</u>	<u>Description</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>Yrs 6-10</u>	<u>Gross</u>
Replacement of TransHelp bus fleet								
A program to replace buses in the TransHelp fleet as per replacement reserve schedule.								
08-0245	TRANSHelp VEHICLE REPLACEMENT REPLACEMENT OF BUSES FUNDED IN PART BY THE FEDERAL GAS TAX FROM 2008 TO 2011; VEHICLE RESERVE FUNDS FROM 2012.	414	771	532	551	190	3,258	5,716
10 YearTotals For: BUSREPL		414	771	532	551	190	3,258	5,716

TransHelp - Bus Purchase

TransHelp Development Charge Capital Program reflects need to support and maintain the service standards for the population growth.

08-0244	PASSENGER ASSISTANCE PROGRAM - ACCESSIBILITY BROKERAGE MODEL BUSES FOR THE PASSENGER ASSISTANCE PROGRAM UNDER THE FAMILY OF SERVICES MODEL FUNDED BY THE FGT ALLOCATION	248	192	0	0	0	710	1,150
08-0247	COMMUNITY BUS DEMONSTRATION - ACCESSIBILITY BROKERAGE MODEL BUSES PURCHASE FOR THE CBD PROGRAM UNDER THE FAMILY OF SERVICES MODEL FUNDED BY THE FGT ALLOCATION	259	291	0	0	0	0	550
08-0248	TRANSHelp VEHICLE PURCHASE PURCHASE OF GROWTH VEHICLES	248	171	177	184	190	1,056	2,026
10 YearTotals For: TRANSBUSPUR		755	654	177	184	190	1,766	3,726

TransHelp - Facility

Renovations and replacement of TransHelp facility.

08-0246	TRANSHelp MAVIS ROAD BUILDING MAINTENANCE TO MAINTAIN AND RENOVATE THE BUILDING TO KEEP IT FUNCTIONAL FOR THE OPERATION OF SERVICES	0	0	75	75	75	375	600
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**APPENDIX V
TRANSHELP
TEN YEAR CAPITAL PLAN**

Ten Year Combined Capital Program (\$'000)

<u>Sub Type</u>	<u>Description</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>Yrs 6-10</u>	<u>Gross</u>
08-0249	TRANSHELP NEW FACILITY - ACCESSIBILITY BROKERGAE MODEL (FGT)	4,800	4,800	0	0	0	0	9,600

<i>10 YearTotals For:</i>	TRANSFAC	4,800	4,800	75	75	75	375	10,200
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IT Infrastructure

To build and replace IT infrastructure in order to run the business more effectively and economically.

08-0250	INFORMATION TECHNOLOGY - ACCESSIBILITY BROKEERAGE MODEL	450	0	0	0	0	0	450
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<i>10 YearTotals For:</i>	IT Infrastructure	450	0	0	0	0	0	450
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Red Cross Fleet

08-0243	RED CROSS FLEET - ACCESSIBILITY BROKERAGE MODEL PURCHASE AND REPLACEMENT OF RED CROSS DIALYSIS FLEET FUNDED BY THE FGT, UNDER THE FAMILY OF SERVICES MODEL	83	734	0	0	0	1,226	2,043
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<i>10 YearTotals For:</i>	REDCROSSFLT	83	734	0	0	0	1,226	2,043
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<i>Totals for 10 Year Capital Plan:</i>		6,502	6,959	784	810	455	6,625	22,135
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**APPENDIX VII
TRANSHELP & ACCESSIBLE TRANSPORTATION
STAFFING INFORMATION**

Program	2007 Complement	Change Request for 2008	2008 Council Approved
Program Management	14.0	0.0	14.0
Operations	43.0	4.0	47.0
Accessible Transportation	3.0	1.0	4.0
TOTAL TransHelp & Accessible Transportation	60.0	5.0	65.0

Change Request for 2008 Commentary

Operations : 3 .0 (FTEs) operators and 1.0 FTE - Vehicle Maintenance to address the increase in service level i.e. Accessible Transportation Brokerage Model - 3 growth buses of the TransHelp door-to-door bus fleet, and 1 Bus for Community Bus Demonstration Service.

The request for the 1.0 FTE Vehicle Maintenance is also to address the increase in ridership on Saturday Bus Service and the expansion of services to Sundays.

Accessible Transportation:

1.0 FTE Marketing Coordinator to promote the accessible transportation program.

**APPENDIX VIII
TRANSHelp & ACCESSIBLE TRANSPORTATION
USER FEES**

Description of service or activity for which the fee or charge is being imposed	Service Unit	2007 Current Fee	2008 Proposed Fee	GST +	PST +	Variance 2007 vs. 2008
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PART 4: ENVIRONMENT, TRANSPORTATION & PLANNING SERVICES

Transporation - Transhelp & Accessible Transporation

Transhelp Adult Fares	10 trips	\$25.00	\$25.00	n/a	n/a	\$0.00
Transhelp Charter Fees - Weekdays first vehicle (min. 4 hrs.)	vehicle hour	\$60.00	\$60.00	n/a	n/a	\$0.00
Transhelp Charter Fees - Weekdays additional vehicles (min. 4 hrs.)	vehicle hour	\$60.00	\$60.00	n/a	n/a	\$0.00
Transhelp Charter Fees - Weekends first vehicle (min 4 hrs)	vehicle hour	\$120.00	\$120.00	n/a	n/a	\$0.00
Transhelp Charter Fees - Weekends additional vehicles (min. 4 hrs.)	vehicle hour	\$95.00	\$95.00	n/a	n/a	\$0.00
Passenger Assistive Training - Regional facilities / taxi vendors (4 hrs.)	session	\$200.00	\$200.00	n/a	n/a	\$0.00
Passenger Assistive Training - Other facilities (4 hrs.)	session	\$300.00	\$300.00	n/a	n/a	\$0.00