



Cathy Theriault, Manager:
Monday-Friday 8h00 am to 4h30 pm
902-769-2333(w) 902-769-8424(c)
manager@transportdeclare.ca

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Dear Municipality of Clare Council,

This year marks our 21st anniversary, and we are honored to still be able to offer a much needed service to the Clare community. Last year we drove approximately 350,000 km and transported 24,000 passengers. This year we are looking at driving approximately the same kilometers but our ridership has increased by 5,000 passengers. Most of our clients deal with financial challenges, disabilities, or health issues and have no access to other means of transportation. We are happy to say that we have been able to assist with most of the transportation requests we have received. Thanks to private and corporate donations, our annual Golf Tournament fundraiser and our 50/50 drawing, we have been able to subsidize most trips for passengers who can't afford the full fare. We get an average of 5 new customers per month, consisting of people between the age of 19 and 100. Our passenger ratio is around 40% seniors and 60% aged between 19 and 64 years old.

Medical trips are still our main priority, and we are increasingly aware of the impact our service has on improving the wellbeing and mental health of our clientele. Depression among seniors, persons with disabilities and people affected by poverty is a huge health concern. Not only do we provide our clients with a ride to their appointments, but offer an opportunity for them to get out of the house, enjoy conversation, friendship and compassion. This is why when we bring people to each appointment we also offer them the choice of three extra stops to run errands after their appointment. For many clients, this is their only opportunity to get out. In adding these extra stops we hope to give them an opportunity for social interaction with their community and help brighten their day. This year we have also started a committee called SHARE (sharing healthy accessible resources equally) which is dedicated to increasing participation in local events and creating more opportunities for social interaction at an affordable price.

In the last year we have seen considerable growth in Clare and it continues to be where the majority of our business is conducted. We now own nine commercial vehicles and one that is donated through a lease to us annually for a total of 10 and we have access to 3 volunteer cars. We are planning to purchase a 22 - passenger bus this year. We desperately need more drivers and vehicles to continue serving our community. We are currently using many local resources to find more drivers. The amount of trips going to the Clare Health Centre is increasing every day and the number of medical trips towards Kentville, Yarmouth, and Halifax are becoming a weekly occurrence. This makes the need for subsidized trips in the Clare area to also increase every day/week. A trip from Salmon River to the Clare Health Centre is 72 km round trip. Our basic rate is \$20 for this trip, in reality; this trip costs us \$62.00. A trip from Belliveau Cove to the Clare Health Centre is 82 km round trip. Our basic rate is \$20 for this trip, in reality; it costs us \$65.00. We absolutely don't want to raise our basic rates, but in order to continue serving everyone equally we need to find more financial resources. This

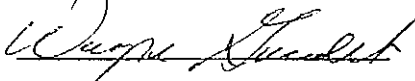
situation doesn't apply only to the Clare area. We're experiencing the same problem in the Digby Municipality as well.

We are very grateful for the ongoing financial support the Municipality of Clare has been providing to us. We would also like to take an opportunity to thank you for the office space provided to us by the Municipality. It has given us more visibility in the community as well as a permanent place to call home. The funding and office space you offer helps keep the Transport de Clare solvent and operational. We are asking for an increase in our funding from \$23,000.00 to \$28,000.00. We recently had a business plan and feasibility study done for the organization and are planning to create a plan on how to implement the suggested actions to ensure we continue to grow and help as many people as we can. We plan to add one more 22-passenger bus to our fleet by the end of 2017, and also expand our fundraising efforts.

There are many reasons for us to ask for more funding. Our provincial funding will most likely decrease for the next four years due to the total population of Digby County decreasing as per the latest census. The population lost in Digby County does not directly impact us as they were not our clients. This means that we are facing less funding provincially with an increasing client base. Another huge challenge that we are constantly fighting against is Social Services refusing to pay for medical trips which leaves us subsidizing 100% of those medical trips. In addition to the door-to-door services we offer, we also offer charter services. Charter services are extremely important to the well being of our community. In the last year we started offering subsidized rates to organizations in our community with the goal of maximizing the quality and quantity of trips they are able to take. We offer our subsidized rates to all schools in Digby County and their after school programs by providing transportation for school trips such as sports games and tournaments, school field trips, college and university visits, local business visits, NSCC events, and many other trips. We also help organizations such as Villa Acadienne, Atelier de Clare, Ecole Secondaire de Clare, Coucher du Soleil, CJA, Clare Recreation Services and etcetera. We strongly believe that by offering subsidized rates to these organizations we will be able to increase the quantity of activities offered by all organizations which will help lead to a stronger and healthier community. We have started a SHARE committee as well which is going to continue to grow our services. In addition, we have 4 vehicles that will need to be replaced within the next year which will put an even bigger strain on our fundraising efforts this year.

The Board of Directors and I are fully committed to the Transport de Clare and will do our best to uphold and increase all the services we offer to the citizens of Clare. If you have any suggestions for how we can improve our services to our community, please let us know. Please don't hesitate to contact me with any questions or concerns you may have. We are available and willing to provide a presentation to the council if needed. We look forward to growing our partnership with the Municipality of Clare to provide safe, affordable, accessible transportation to the residents of all of Digby County.

Thank you all very much for your continuing support.


Wayne Gaudet, Treasurer


Cathy Theriault, Manager