



Transportation

Transportation is a fundamental part of a community's wellbeing. It is the means of movement for both goods and people which is a factor to the quality of life in any community. Access to a reliable transportation system increases quality of life, economic livelihoods and social development. It allows people to access supports needed, grocery stores and provides a consistent way to accomplish daily tasks.

Lack of access to reliable transportation can have considerable impact on other important determinants of health. It can become a barrier to daily functions including the ability to access programs and services.

This factsheet examines the various transportation options available and the trends regarding the demand on these services.

Highlights

- Grand River Transit (GRT) ridership has been continuously rising since the system's formation in 2000. In 2013, ridership increased by 3% to 22 million.
- Bus passes for adults, including post-secondary students increased 7% from 2012 and account for 88% of all GRT monthly pass sales in 2013.
- In 2013, Kiwanis Contracted Services offered 43,290 rides to the residents of Wellesley, Wilmot and Woolwich, an increase of 28% since 2009.
- In 2013, People Assisting in Transporting Elderly Residents program (P.A.T.E.R) in Cambridge and North Dumfries was transferred to Community Support Connections, *Meals on Wheels and More*. This transfer has enabled the program to realize efficiencies in many areas, better utilize available technology and increase capacity to provide client rides. This increased capacity will facilitate elimination of the waiting list that was put in place in 2012.
- Community Care Concepts of Woolwich, Wellesley and Wilmot provided 5,734 rides in 2013. They ensure priority is given to medical appointments. This is a critical service to maintain independence and access to services, particularly in rural communities with limited public transportation available.
- Woolwich Community Services—Care-Ring Rides program provides an average of 52 rides per year within Woolwich and an average of 128 rides per year outside of Woolwich.

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Serving Woolwich

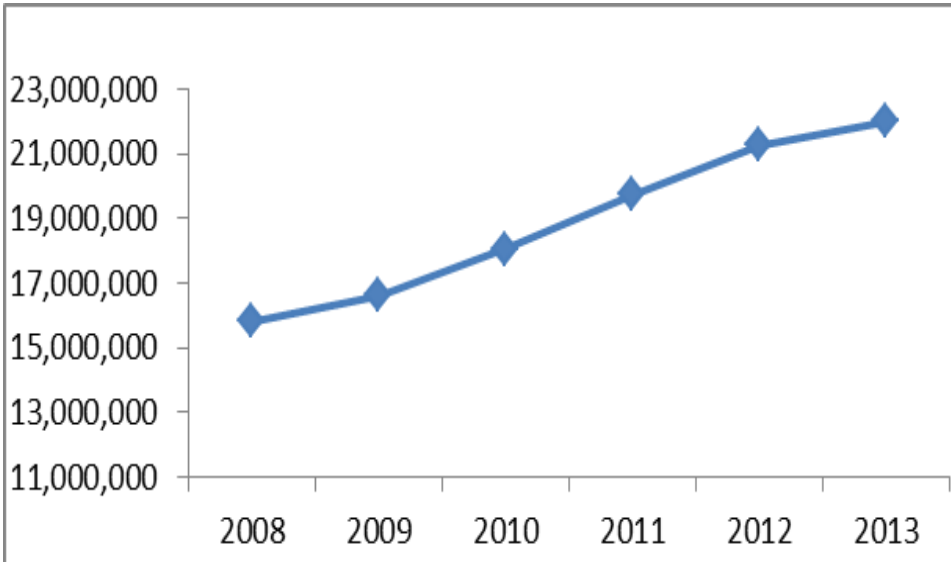
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Serving Waterloo Region

Grand River Transit

Grand River Transit travels almost 14.5 million kilometers per year throughout the cities of Cambridge, Kitchener and Waterloo and to Elmira and St. Jacobs in the Township of Woolwich on a fixed route schedule. GRT provides rapid service between the three cities through its iXpress service.

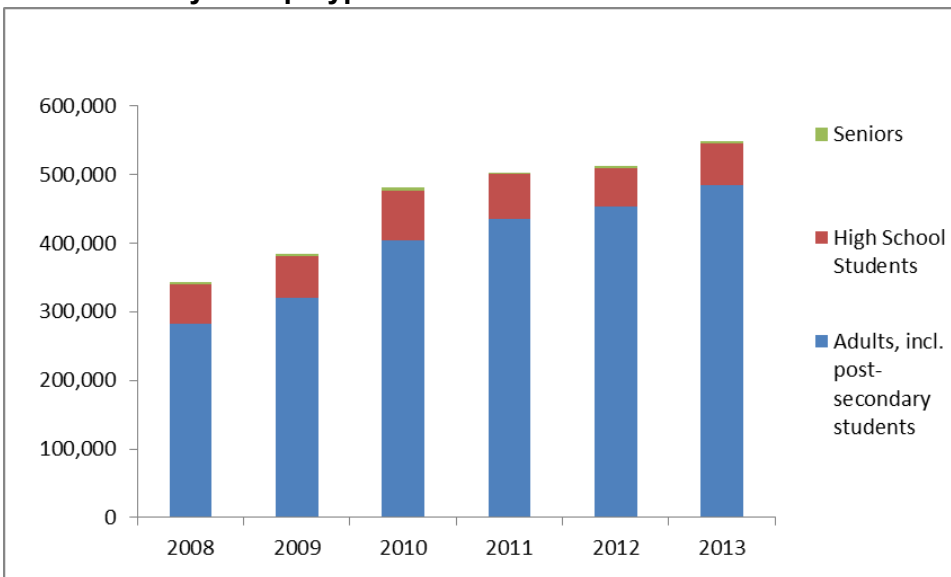
Annual Ridership



- GRT ridership has been continuously increasing since the system's formation in 2000.
- In 2013, ridership increased by 3% to 22 million.
- There has been a 33% increase in ridership since 2008.
- The ridership in Woolwich Township represented approximately 0.05% of the total ridership.

Source: Grand River Transit, Personal Communication, 2014

Pass Sales by Group Type



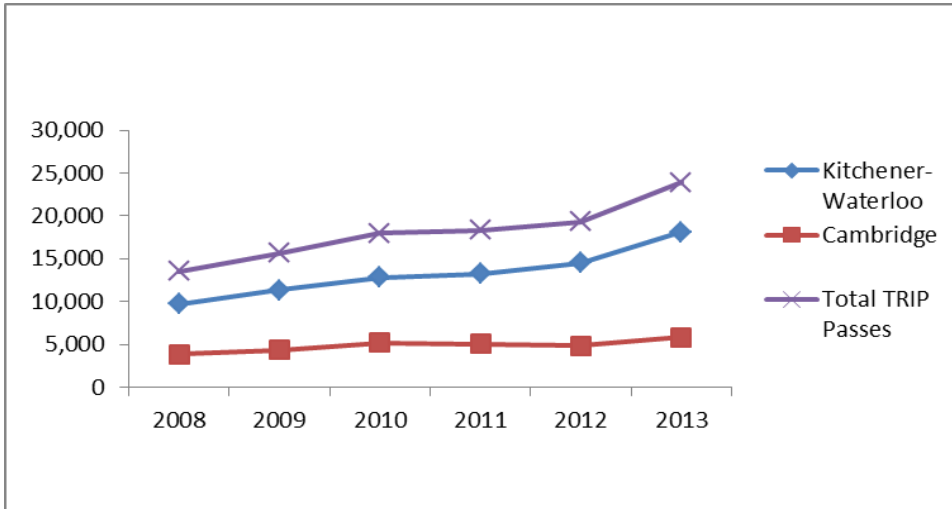
- Sales of monthly passes for all user groups have been steadily increasing since 2008.
- In 2013, monthly pass sales increased slightly with a small decline in day passes.
- Adults, including post-secondary students increased 7% over 2012 and account for 88% of all monthly pass sales in 2013.
- In 2013, high school students account for 11% and seniors account for 1% of monthly pass sales.

Source: Grand River Transit, Personal Communication, 2014

Grand River Transit—TRIP Program

The Transit for Reduced Income Pass (TRIP) has existed since 2002 and is administered by Social Services, GRT, Lutherwood, and the Working Centre. Citizens whose household income is below the “Low Income Cut Off” may be eligible to purchase an Adult Monthly Pass.

Trip Pass Sales



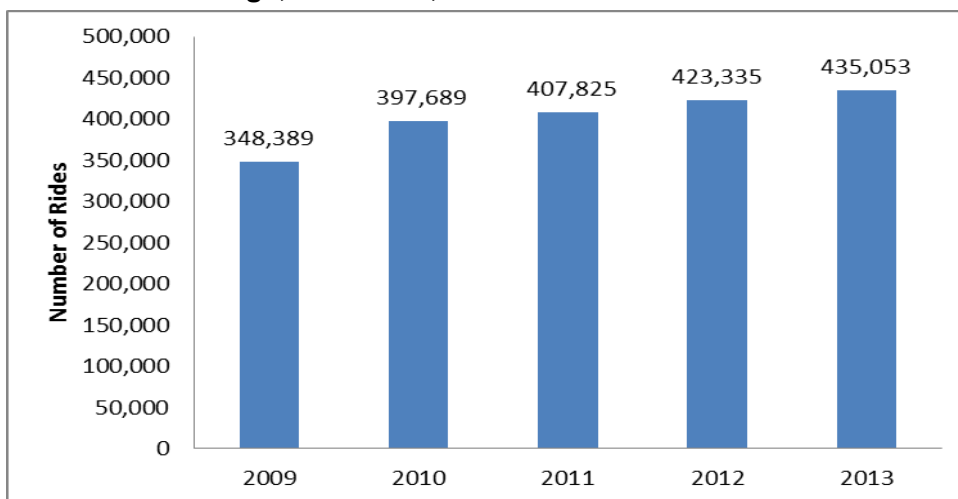
- The TRIP program experienced a 24% increase in pass sales in 2013.
- This increase can be attributed to the \$305,000 infusion to the program budget approved by Regional Council in 2012.

Source: Grand River Transit, Personal Communication, 2014

Grand River Transit MobilityPLUS

GRT MobilityPLUS provides specialized transit services in the urban service area of Waterloo Region. Due to its unique availability of low-floor buses, GRT encourages the use of conventional transit whenever and wherever possible. However, they recognize that not all sectors of the population can access these facilities. Therefore, specialized transit services in the urban area of the Regional Municipality of Waterloo are intended for persons who are: physically unable to climb or descend steps used on conventional public transportation facilities or walk a distance of 175 metres, or registered with CNIB. MobilityPLUS allows for temporary and seasonal access (visually impaired, broken limb, etc.).

Rides—Cambridge, Kitchener, Waterloo

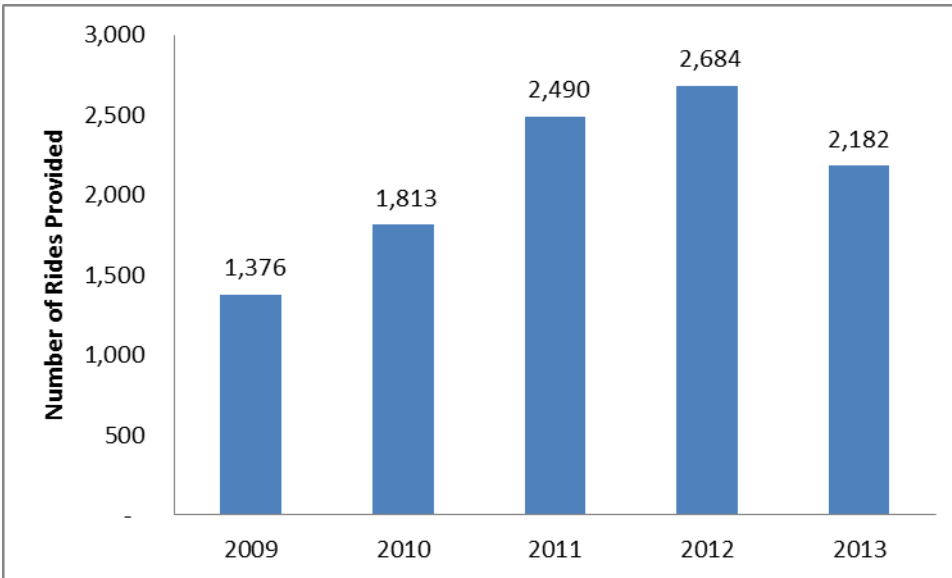


- Levels of service in the Cambridge, Kitchener, and Waterloo Service Area have increased 25% from 2009 to 2013.
- In 2013, 291,110 rides were provided by dedicated vans, contracted services and TaxiSCRIP. 143,943 of these rides were provided by low-floor buses.

Source: GRT Mobility Plus, Personal Communication, 2014

Grand River Transit MobilityPLUS (cont.)

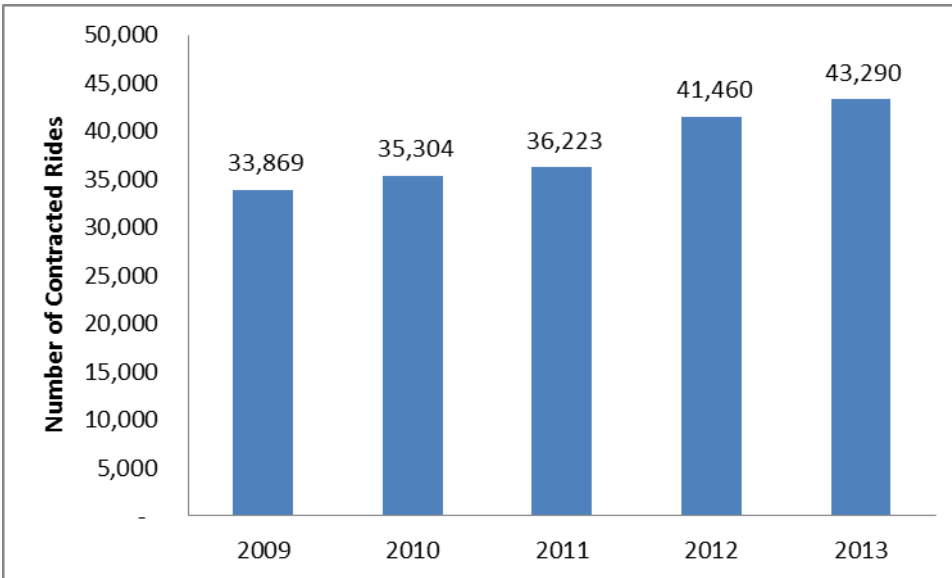
Contracted Services—North Dumfries



- Contracted services (taxi companies) are used to serve North Dumfries clients.
- In 2013, there were 2,182 rides provided. This was a 19% decrease from the previous year.
- Since 2009, demand for service has increased by 59%.

Source: GRT Mobility Plus, Personal Communication, 2014

Kiwanis Contracted Services – Wellesley, Wilmot, Woolwich



- Residents of Wellesley, Wilmot and Woolwich townships are served by Kiwanis Transit, which is contracted by Grand River Transit to offer specialized transit.
- The demand for rides has continued to increase since 2009.
- There were 43,290 rides in 2013, an increase of 1,830 rides from the previous year.

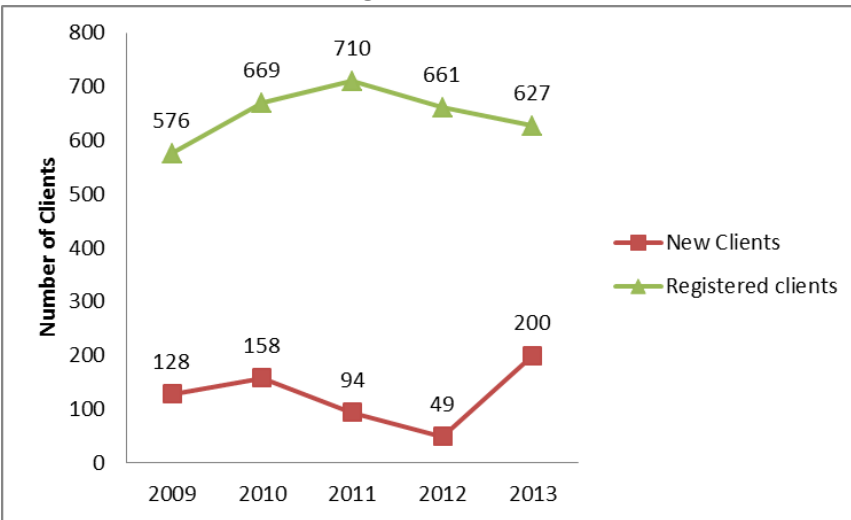
Source: GRT MobilityPlus, Personal Communication, 2014

Serving Cambridge and North Dumfries

P.A.T.E.R.

The P.A.T.E.R. (People Assisting in Transporting Elderly Residents) Program serves seniors and adults with a disability in Cambridge and North Dumfries. The program began as a community outreach service of First United Church in Galt in 1985 and was partnered with the Victorian Order of Nurses in 2001. In 2013, there was a significant change to the P.A.T.E.R. Program as funding for the VON P.A.T.E.R. Program, provided by the Waterloo Wellington Local Health Integration Network (WWLHIN), was transferred from VON Peel Branch to Community Support Connections (CSC), *Meals on Wheels and More* effective April 1, 2013.

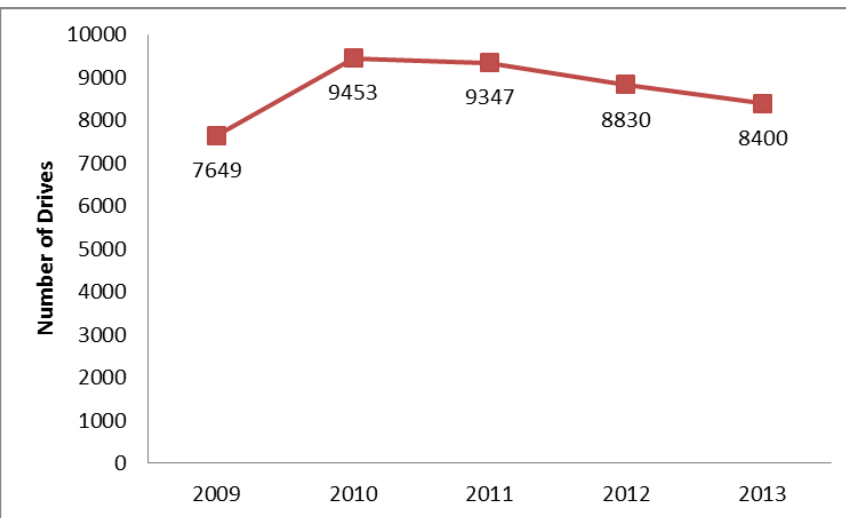
Service Levels—Cambridge and North Dumfries



Source: Community Support Connections, *Meals on Wheels and More*, Personal Communication, 2014

- The P.A.T.E.R. program reached the capacity of its resources in 2011 and instituted a wait list which reduced the number of new clients being accepted to the program (only those with critical medical appointments were added to service) and the number of rides provided through 2012.
- The transition of P.A.T.E.R to Community Support Connections, *Meals on Wheels and More* in 2013 has enabled the program to realize efficiencies in many areas, better utilize available technology and increase capacity to provide client rides.

Annual Drives – Cambridge and North Dumfries



Source: Community Support Connections, *Meals on Wheels and More*, Personal Communication, 2014

- The number of drives annually has decreased slightly from 2010 to 2012 due to capacity and implementation of the wait list.
- A small decrease in rides was noted in 2013 due to overlap of client base and some associated program changes.
- With the transition in 2013, the shopping bus program experienced a significant change, transitioning from a contracted provider to utilization of CSC vehicles. Changes associated with this resulted in a reduction in rides in the short term, while expansion of their fleet of vehicles will help to grow this service long term.

Serving Wellesley, Wilmot, and Woolwich

Community Care Concepts of Woolwich, Wellesley and Wilmot

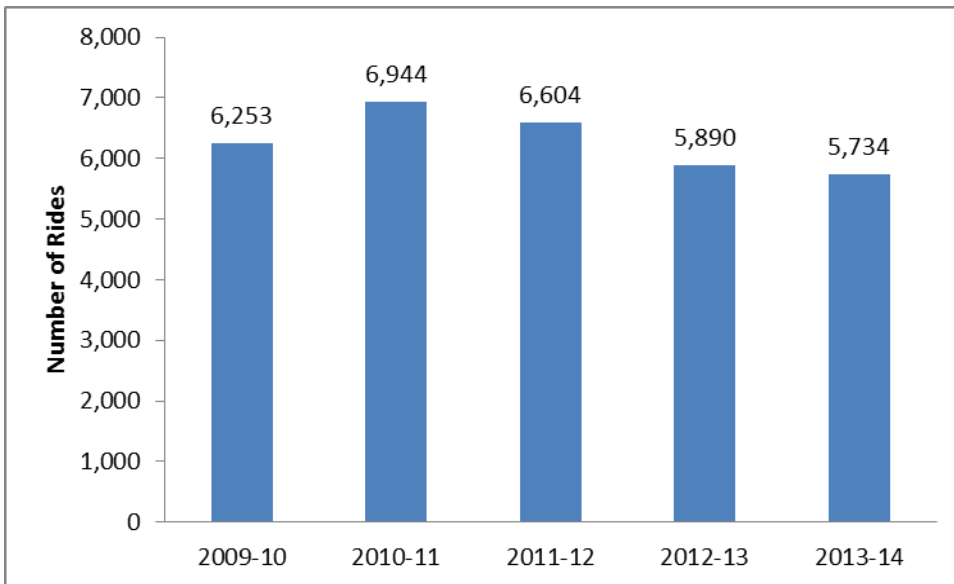
Community Care Concepts is a non-profit volunteer based organization that provides services to assist seniors and adults with disabilities to live independently in their own homes across the townships of Woolwich, Wellesley and Wilmot.

Community Care Concepts provides support to a diverse population and is responsive to the rural community and the need to deliver services in a different way. Through a community based and collaborative approach they are able to effectively meet the increasing demands of a large geographic area, diverse communities within this area and a smaller population.

Assisted Transportation

Community Care Concepts utilizes trained volunteer drivers to provide rides to medical appointments, banking, shopping and social events. The organization also owns vans which provide transportation. Transportation is provided both within and beyond the townships to ensure that individuals have access to much needed services. This service is available Monday to Friday for a minimal fee.

Assisted Transportation Rides – Woolwich, Wellesley, Wilmot



Source: Community Care Concepts of Woolwich, Wellesley and Wilmot, Personal Communications, 2014

- There has been a slight decline in rides beginning in 2011-12.
- This decline was a result of Kiwanis, through Grand River Transit, being able to offer reduced rates. Prior to that Kiwanis and Assisted Transportation Rides offered a similar charge.
- Priority is given to medical appointments. This is a critical service to maintain independence and access to services, particularly in rural communities with limited public transportation available.

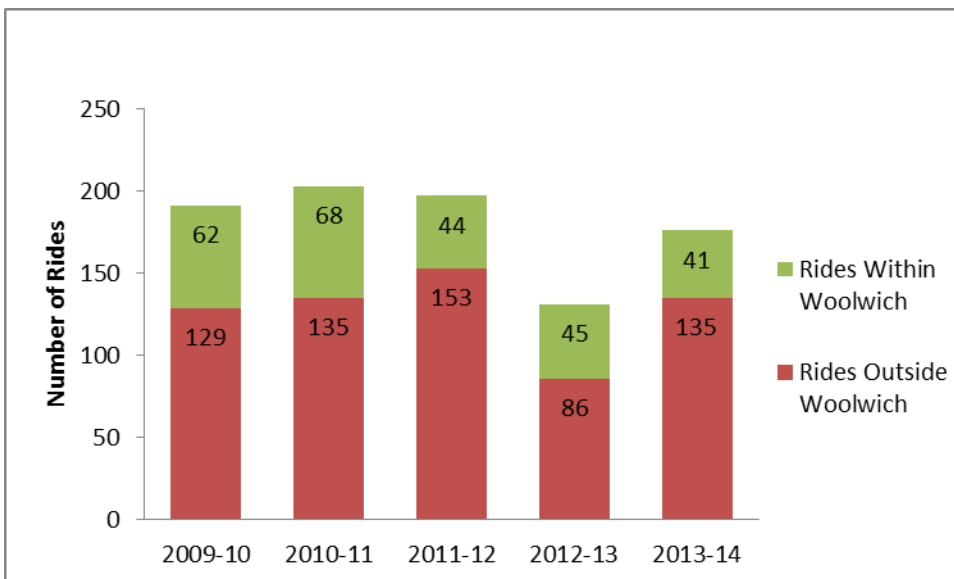
Serving Woolwich

Woolwich Community Services

Woolwich Community Services is a social service agency providing opportunities and resources for individuals and families, children and youth, and for all residents in Woolwich and northern Wellesley Township.

The Care-Ring service is designed to assist people under the age of 65 who have no other means of transportation to medical appointments. The service relies on volunteer drivers to take individuals to medical appointments and is offered free of charge.

Woolwich Community Services – Care-Ring Rides



- On average there are 52 rides per year within Woolwich.
- On average there are 128 rides per year outside of Woolwich.

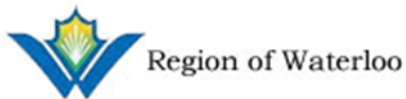
Source: Woolwich Community Services, Personal Communication 2014

Thank you to all of the organizations who have contributed data to this publication. Without your support this publication would not be possible.

- Grand River Transit
- GRT Mobility Plus
- Community Support Connections, *Meals on Wheels and More*
- Community Care Concepts of Woolwich, Wellesley and Wilmot
- Woolwich Community Services

For more information on the data provided by these organizations, please contact them directly.

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Region of Waterloo



THE TOWNSHIP OF



NORTH DUMFRIES



THE KITCHENER
AND WATERLOO
COMMUNITY
FOUNDATION

Complete List of Community Trends

Documents from SPCCND

Community Profile—Cambridge and North Dumfries
Community Profile—Wellesley, Wilmot and Woolwich

Arts, Culture and Recreation
Community Assets and Participation
Community Safety
Community Supports
Employment and Income
Food Security
Housing Stability
Transportation

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