



TransHelp turns **40** Celebrating
peelregion.ca/transhelp/40 *our journey together*

Regional Council Presentation
September 23, 2021



10.1-4

40th Anniversary

- Virtual celebration with staff
- 2 wrapped TransHelp buses with “Thank you”
- 40th anniversary web page featuring photos, historical milestones, and heartfelt testimonials



A word from our passengers



Early Days

- Limited to physical disabilities
- 13 staff serving 190 passengers
- Fleet of 6 modified vehicles
- Scheduling with paper and pencil
- Weekday service only: Limited Saturdays and no Sundays
- Trip bookings and cancellations required days in advance
- Months to apply

Today

- Expanded eligibility
- 100+ staff serving 10,000+ passengers
- Fleet of 70+ buses
- Digital trip planning and scheduling
- Service 365 days a year, 7 days a week, from 6 a.m. to 1 a.m.
- Same-day bookings and cancellations
- Online booking, see bus in real-time
- Applications processed within 2 weeks

TransHelp's Evolution

- Over the past 2 decades:
 - Trip demand ↑ 499%
 - Number of passengers ↑ 567%
 - Applications ↑ 250%
 - km travelled ↑ 216%
- By 2019 70% of trips delivered using 3rd party vendor
- More regular and convenient service thanks to AODA and Accessible Transportation Master Plan (ATMP)



Covid-19 Response

- 19 staff redeployed over the course of the pandemic with 6 remaining
- 2,000+ vaccination trips for residents with transportation barriers
- 1,700+ trips for residents suspected or confirmed as having COVID-19



COVID-19 Current State

- Trips down approximately 60%
- Health and safety measures
 - Screening at booking and before boarding
 - Mandatory masks
 - Physical distancing on vehicles
 - Hospital grade disinfection of vehicles
 - Online assessments



Looking Forward

- Recovery and rebuilding post pandemic
- Review and update Accessible Transportation Master Plan (ATMP)
 - Opportunities for integration with conventional transit
 - Increasing and enhancing online presence
 - Improving the passenger experience
- Electric Bus Pilot



Thank you

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