



Paul Lombard, Manager:
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March 20, 2019

Dear Municipality of Clare Council,

This year marks our 23rd anniversary, and we are honored to still be able to offer a much-needed service to the Clare community. In 2017-18 fiscal year, Le Transport de Clare Society drove over 520,000 km and transported more than 40,500 passengers. For 2019, we are looking at driving approximately the same kilometers but our ridership will have 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 the trips for passengers who cannot afford the full fare. We get an average of five new customers per month consisting of people between the age of 19 and 100.

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. We do not only provide our clients with a ride to their appointments, but also offer an opportunity for them to get out of the house, enjoy conversation, friendship and compassion. This is why when we bring people to their appointment we also offer them the choice of three extra stops to run errands afterwards. 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. 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. We have ten commercial vehicles in our fleet plus one that is donated through a lease to us annually totaling 11 along with access to 5 volunteer cars.

We are asking for an increase in our funding from \$23,000.00 to \$28,000.00. We 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.

There are many reasons for requesting more funding. In the last year, we have seen considerable growth in Clare and it continues to be where the majority of our business is conducted.

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 occurrences. This makes the need for subsidized trips in the Clare area to increase as well 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 **\$64.80**. 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 **\$73.80**. . Another challenge that we are constantly having to address is Social Services refusing to pay for medical trips, which leaves us subsidizing 100% of those medical trips.

We feel that our basic rates are at the high end for many of our clients at this time, but in order to continue serving everyone equally; more financial resources are needed. This situation does not apply only to

the Clare area. We are experiencing the same problem in the Digby Municipality as well. Also it is important to note that volunteer drivers are getting harder to reach out to and are always on the lookout for more.

The Board of Directors and I are fully committed to the Transport de Clare Society 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 do not 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.

Pearl Theriault, President

Paul Lombard, Manager