

# HOPE Dial A Ride

PRESENTATION TO MUNICIPALITY OF THE DISTRICT OF ARGYLE NOVEMBER 23, 2021



# HOPE Dial A Ride - Background

- ▶ HOPE (Handicapped Organization Promoting Equality) began in 1980 when a group of local citizens saw the need for support services to residents who, due to physical and/or intellectual challenges, faced significant barriers participating in social activities or personal business.
- ▶ Originally, HOPE provided services such as resume development, income tax preparation, guidance in job searches, as well as hosting social events.
- ▶ HOPE served as an advocacy voice for people with disabilities and provided trustee services.



# HOPE Dial A Ride - Background

- ▶ Over time, government agencies and other non-profit organizations assumed many of the duties that formed the core of HOPE's original mandate. While the need for advocacy and socialization was still very much in demand, **there was a glaring necessity that remained unfulfilled. Many found themselves unable to get to their destinations due to the lack of dependable, affordable transportation.**
- ▶ In the late nineties, HOPE created **Dial A Ride** in an attempt to address that need.
- ▶ What began as a very small service, with just a single vehicle has now grown to what we are today.
- ▶ Some twenty-five years later, Dial A Ride has a fleet of 8 vehicles travelling Monday-Friday, providing transportation to residents of Yarmouth town and County.





## Who can use Dial A Ride?



IF YOU LIVE IN YARMOUTH TOWN OR COUNTY, YOU CAN USE DIAL A RIDE- REGARDLESS OF FINANCIAL MEANS.

WE TRANSPORT ON A PRE-BOOKED BASIS, DOOR TO DOOR, FROM ANYWHERE IN THE COUNTY - TO DESTINATIONS THROUGHOUT THE PROVINCE.







# Who currently uses Dial A Ride?



- SENIORS
- STUDENTS
- WHEELCHAIR DEPENDENT RESIDENTS
- SHELTERED WORKSHOP PARTICIPANTS
- PEOPLE NEEDING DIALYSIS OR OTHER MEDICAL SERVICES
- PATIENTS WHO MUST TRAVEL OUT OF TOWN FOR NON-EMERGENCY MEDICAL REASONS –WHETHER FOR CANCER CARE OR OTHER SERVICES
- PEOPLE WHO JUST NEED TO GO SHOPPING, SOCIALIZING, RECREATION OR ON FOOD RUNS



# Our Fleet



TODAY WE HAVE A FLEET OF 8 VEHICLES:

- THREE 7-PASSENGER MINI-VANS
- FOUR WHEELCHAIR ACCESSIBLE VANS
- ONE 5-PASSENGER MID-SIZED SUV

*OUR VANS ARE U.A.R.B. REGISTERED PASSENGER CARRYING COMMERCIAL VEHICLES, INSPECTED EVERY 6 MONTHS BY TRANSPORTATION AND INFRASTRUCTURE RENEWAL INSPECTORS.*



# Opportunities

- Scheduled Pre-arranged Shopping Trips to Yarmouth or beyond
- Sight-seeing tours, Christmas lights & Sunset tours , Fall colours, Beach runs, etc
- Expand to possible Saturday service





# Challenges

- Capital costs (Van purchases, technology)
- Operational Costs (fuel, labour, insurance, repairs/maintenance)
- Absence of any form of county-wide public transportation
- Population density
- Very large coverage area
- Weather and road conditions, particularly in deepest rural areas
- Cell phone reception marginal impacting communication
- Need for better coordination among user groups and HOPE

