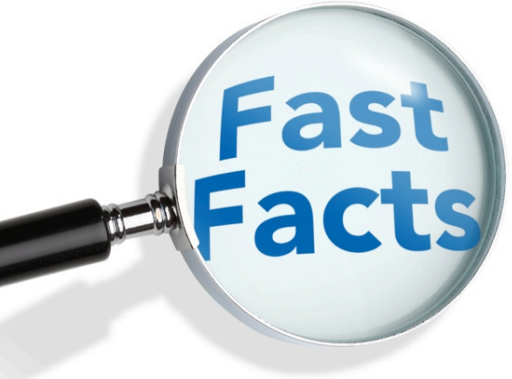


TransHelp

Providing specialized public transit so residents can travel without barriers





280,000*
trips provided

1,600*
new applications processed

4,500+*
passengers

3.6M*
kilometres driven

**In 2021, the program is operating at approximately 40% of typical pre-COVID service levels*



How We Are Adapting

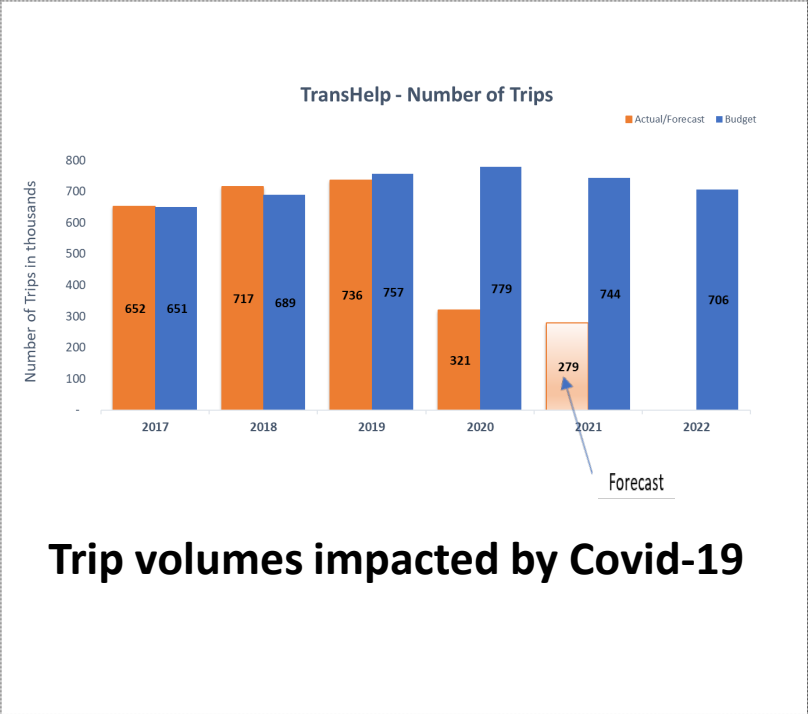
- Ongoing assessment of trip demand
- Finding efficiencies in current delivery model through continuous improvement initiatives
- Upgrading current scheduling software to allow for more efficient trip planning
- Implementing technology that allows passenger to track their ride in real-time, while reducing “no-shows”



NEW
in 2022

2022 Service Investment

Service Pressure



Investment

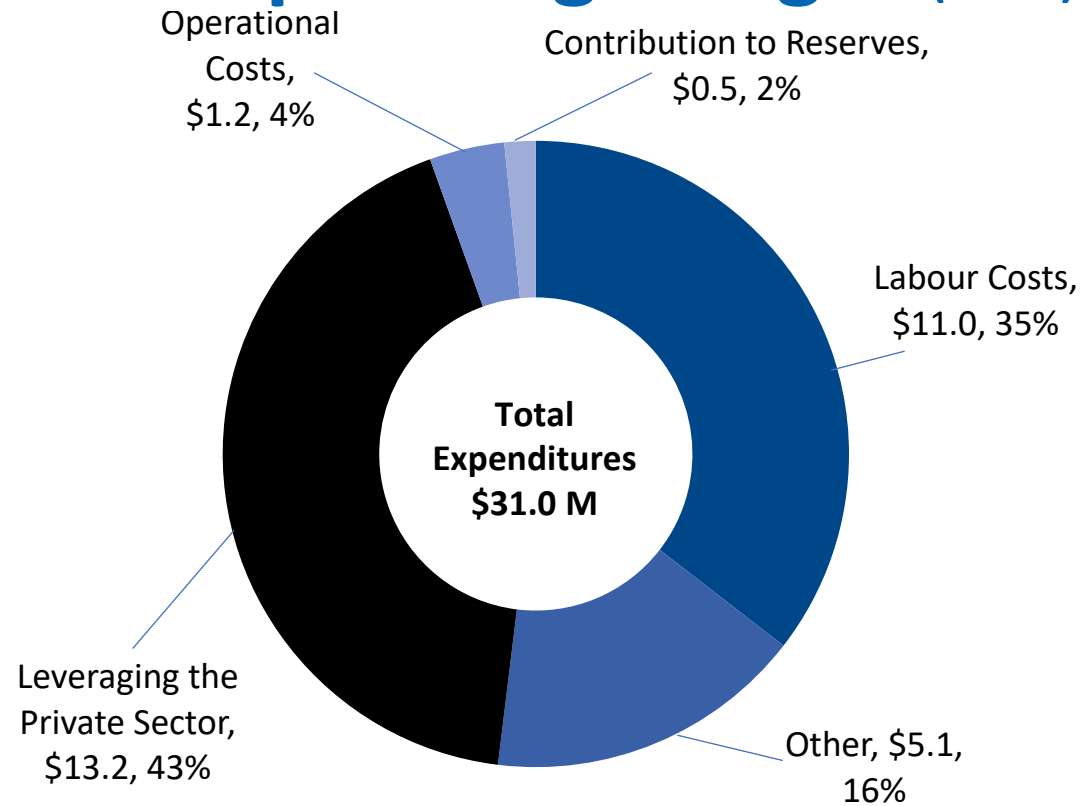
Reduction in trips to reflect most current trends

(\$0.9M) Operating

Service Outcome

Peel residents in need can travel without barriers

2022 Operating Budget (\$M)



Regional Tax	Grants & Subsidies	Fees & Service Charges	Reserves
\$27.3; 88%	\$0.5; 2%	\$2.5; 8%	\$0.7; 2%

Summary of 2022 Net Operating Budget

2021 Net Base Budget (In \$Millions)	\$27.4
Cost to maintain 2021 service level	
<ul style="list-style-type: none"> Inflation: Labour costs/Goods and services Subsidy decrease (Dedicated Gas Tax - DGT) Operational efficiencies 	\$0.8 \$0.0 (\$0.1)
Sub-total: Cost to maintain 2021 service level	\$0.7
2022 Service Level Change	
<ul style="list-style-type: none"> Decrease in trip volumes by 37,200 	(\$0.9)
2022 Proposed Net Budget Change from 2021	(\$0.2)
Proposed Total 2022 Net Budget	\$27.3

Note: Numbers may not add up due to rounding

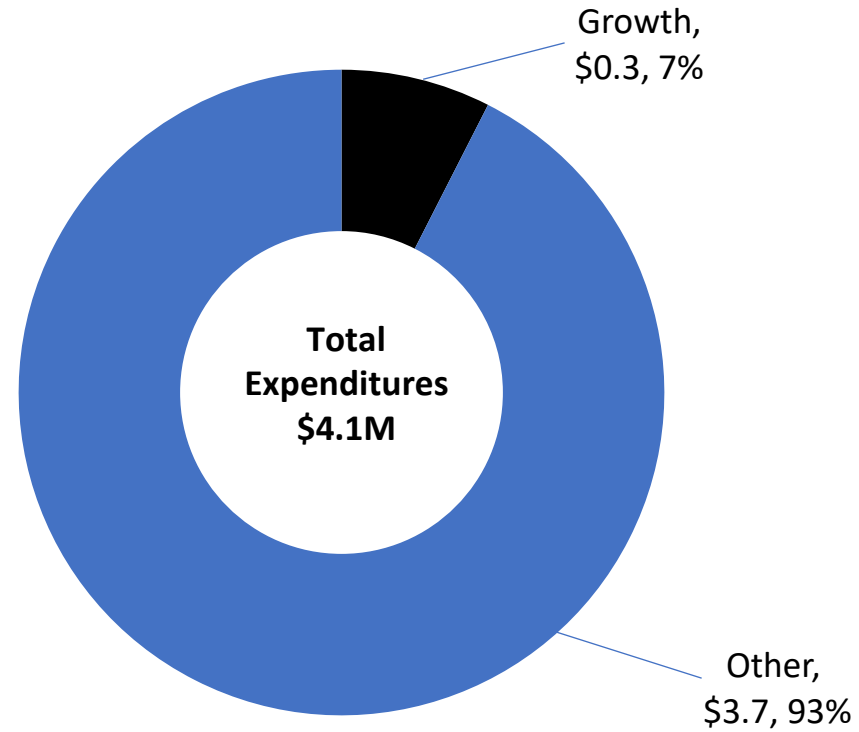
2022 Capital Budget – \$4.1 Million

Key Highlights

- \$1.9M for Technology Investment to Enhance Service Delivery
- \$1.0M for new electric vehicles (pilot project)
- \$0.5M to update Accessible Transportation Master Plan
- \$0.3M for contribution to third party vendors operating vehicles on behalf of TransHelp



2022 Capital Budget (\$M)



Internal Reserves	External Funding	Development Charges
\$3.0; 74%	\$0.7; 18%	\$0.3; 8%

Key Financial Information

	Resources to Achieve Level of Service	
	2021	2022
Total Expenditures (\$M)	\$31.3	\$31.0
Total Revenue (\$M)	\$3.9	\$3.7
Net Expenditures (\$M)	\$27.4	\$27.3
Full-time Staffing Resources	129	129
Capital Investment (\$M)		\$4.1
10-Year Capital Investment (\$M)		\$32.2

Outlook Years	2023	2024	2025
Net Increase (\$M)	\$1.0	\$1.0	\$1.0
% Increase	3.8%	3.4%	3.4%