

Ontario Specialized Transit Services Fact Book

2010 Operating Data

prepared for
The Ontario Ministry of Transportation

by
The Canadian Urban Transit Association

Abstract

The ***Ontario Specialized Transit Services Fact Book*** is a summary of operating and financial statistics and performance indicators, collected from information submitted by organizations providing specialized transit services in Ontario, through a survey administered by the Canadian Urban Transit Association (CUTA). The report was prepared through a cooperative agreement between CUTA and the Ontario Ministry of Transportation (MTO).

This report contains detailed data for 2009 and 2010, along with key performance indicators, for each of the Ontario specialized transit systems. It also provides a provincial summary, as well as a summary comparing the performance indicators by population group.

Please communicate any corrections to the data to:

**Technical Services Department
Canadian Urban Transit Association
Suite 1401, 55 York Street
Toronto, Ontario
M5J 1R7**

Telephone: 416-365-9800 x113

Fax: 416-365-1295

e-mail: techservices@cutaactu.ca

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Prepared By Carmen Leung Tammy Siu, Statistics Coordinator siu@cutaactu.ca	Performing Agency Canadian Urban Transit Association 55 York Street, Suite 1401 Toronto, CANADA M5J 1R7 Tel: 416-365-9800 / Fax: 416-365-1295 E-mail: techservices@cutaactu.ca Website: www.cutaactu.ca	
Project Manager Christopher Norris, Director of Technical Services norris@cutaactu.ca	Sponsoring Agency Ontario Ministry of Transportation Division Services and Program Management Office 27th Floor 777 Bay Street Toronto, ON M7A 2J8 Tel: 416-585-7141 / Fax: 416-585-7132 E-mail: rita.debartolo@ontario.ca Website: www.mto.gov.on.ca	
Supplementary Notes Please contact CUTA's Technical Services Department for any corrections or comments. © 2011 Data is not to be reproduced without prior approval from the Canadian Urban Transit Association		
Abstract The Ontario Specialized Transit Services Fact Book – 2010 Operating Data contains operating statistics collected from 80 Ontario specialized transit systems which provide transit services for persons with disabilities. The Fact Book provides detailed data for 2009 and 2010, along with key performance indicators, for each of the specialized transit systems. The report also provides summary information for the province and population groups.		
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SUPPLEMENTARY NOTES

Please note that some transit systems update the previous year's data when responding to the survey for the current year, and, as a result, there are some changes in the data in the annual Fact Book publications.

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive gas tax funding as part of the 2011 Dedicated Gas Tax allocation.

New Transit Systems

Brancroft (Community Care North Hastings), Cramahe (NTI - Community Care Northumberland) joined the other Ontario municipalities participating in the 2010 MTO Ontario Specialized Transit Services Fact Book Project.

Strikes / Service Interruptions Information:

Transit System	From	To	Days	Remarks
For 2009				
Brantford (Operation Lift)	01/01/2009	25/01/2009	25	strike
Kingston (Access Bus)	16/04/2009	21/06/2009	67	strike

I. SPECIALIZED TRANSIT STATISTICS GLOSSARY

The definitions contained in this section are those used by the Association for the collection and publication of statistical data for specialized transit systems.

GENERAL INFORMATION

Service Area Population: Population served.

Advisory Committee

Group of concerned citizens who assist in the development of policy.

Eligibility Committee

Group usually separate from the Advisory Committee, responsible for reviewing applications and determining the eligibility of applicants for the service.

Eligibility Criteria:

- **Unable to board:** persons physically unable to climb three steps to board a regular transit vehicle.
- **Unable to use:** persons physically unable to walk 175 metres.

Registrants

Registrants are all persons who meet the eligibility criteria, including any attendants/companions who are required to register for the service, and have completed all requirements of the registration process. Includes wheelchair/scooter users, or ambulatory persons registered to use the service, as well as other eligible users, as locally defined, e.g. attendants/companions, and other registrants (which include persons with temporary disabilities).

FARE STRUCTURE

Provides information about fares by type of passenger and type of fare media for the reporting year.

SERVICE

Specialized transit service provides door to door demand response transit services to persons that meet eligibility criteria of specialized transit system.

Dedicated Service

Service provided in vehicles exclusively dedicated to the transport of persons with disabilities (e.g. vans, small buses). This service can be provided internally or under contract.

Non-Dedicated Service (e.g. Taxis)

Service available to persons with disabilities provided by non-exclusive vehicles, typically taxis under contract. The basis of payment for these taxi service contracts include: meter rate, hourly rate, flat trip rate, mileage rate, etc.

Taxi Scrip/User Subsidy Program

Provides eligible users with coupons that are purchased at a discount and can be used on participating taxi services.

SERVICE HOURS / SCHEDULING

Provides information about hours of service, maximum advanced booking notice (in days), minimum notice for reservation (in hours), and the degree of automation for the reservations/scheduling system.

Reservations/Scheduling

Reservations, scheduling, dispatching can be conducted manually, or with the assistance of a computer (partially computerized reservation management or fully-automated reservation and scheduling).

OPERATING STATISTICS

Revenue Vehicles

Provides a breakdown, according to vehicle type, of the number of vehicles (total and in the peak) operating the dedicated service. Average wheelchair and ambulatory capacity per vehicle category are also indicated.

Non-Accessible Cars

Unmodified cars, station wagons, and minivans used for carrying ambulatory passengers.

Accessible Vans/Minivans

Regular production vans or minivans with a raised roof and/or lowered floor and a lift or ramp for wheelchair access.

Small Buses

Vehicles built on a standard production cab and chassis or by an Original Equipment Manufacturer (OEM). Examples include the Orion II, the ELF, and school buses.

Other

Excludes taxis.

Total Revenue Vehicles

Total number of fully dedicated vehicles owned and/or leased for the provision of the services. Vehicles used by volunteer services should **NOT** be considered as revenue vehicles and must not be included in the revenue vehicle statistics.

Revenue Vehicle Kilometres and Hours *(for dedicated service only)*

Excludes deadheading, maintenance, training, charter travel and non-dedicated services. Revenue Vehicle Kilometres is the total distance travelled during the year by fully dedicated vehicles while in revenue service, excluding deadheading (to make a return without a load) to and from garage, maintenance, and training. It excludes the travel distance by taxi or other vehicles not fully dedicated to the service. Revenue Vehicle Hours is the sum of all vehicle hours operated by fully dedicated vehicles in service, excluding deadheading to and from garage, maintenance, and training. It excludes the service hours by taxi or other vehicles not fully dedicated to the service.

PASSENGER STATISTICS**Annual Passengers**

Passenger Data is broken down by type of service (dedicated, non-dedicated/taxi) and by type of user (ambulatory, wheelchair/scooter users, attendants, companions, and other). The number of passengers includes eligible riders who used dedicated and/or non-dedicated (taxi) specialized transit service, as well as attendants, companions, and other non-paying riders. A passenger trip is defined as a one-way trip from origin to destination. Passengers who request round-trip (two-way) service are counted twice. Passenger trips that are being delivered for free by volunteer services should **NOT** be counted in the annual passenger statistics.

Subscription/Pre-booked

Regular pre-scheduled trips with no call-in requirements for daily work-trips or regular pre-booked trips (e.g. regular medical trips).

Reservations

Trips not taken regularly and requiring an advance call-in. Minimum and maximum early notice call-in times vary between municipalities, but minimum notice is typically 24 hours.

On-Demand/Day of Trip

trips requested the same day as the trip is made, and accommodated as feasible.

Total Trips Requested

The total trips requested includes all subscription / pre-booked, reservations, on-demand, unaccommodated, and no show/ cancelled trip requests. Total number of trips requested is not necessarily equal to the total number of passengers.

Cancelled in Advance

The annual number of scheduled passenger trips which were cancelled prior to the service being dispatched.

Unaccommodated Trip Requests

The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

No-Shows/Trips Cancelled at Door

The annual number of scheduled passenger trips which were dispatched but not used because of no shows or cancellations at the door.

FINANCIAL STATISTICS

Provides Operating Expenses, Operating Revenues and Other Funding Contributions, Capital Expenses, and Capital Funding Sources.

Operating Expenses**Administration**

Salaries, wages and benefits for administrative and general management staff, as well as office supplies, telephone and fax, insurance other than fleet insurance, bank service charges, external travel costs, and other costs associated with the administering of specialized transit service, including contract administration.

Operations – Internal – Dedicated Service

Salaries, wages, and benefits for operators, dispatchers, schedulers, supervisors, and inspectors, as well as licenses, fleet insurance and other costs related to the scheduling, dispatching and provision of dedicated service by the transit system, municipality or a non-profit organization.

Contract - Dedicated Service

Cost of contract(s) for Dedicated Specialized Transit Service (please see definition) operated by companies under contract.

Contract - Non-Dedicated Service

Cost of contract(s) for Non-Dedicated Service (please see definition) operated by taxi companies under contract.

Contract - Taxi Scrip

Amount paid to taxi company under contract according to Taxi Scrip/User Subsidy Program (please see definition).

Maintenance

Salaries, wages and benefits for mechanics, service people, as well as parts, materials, utilities, used in the maintenance of vehicles and plant.

Fuel

The cost of fuel, fuel taxes and other expenses related to fuelling vehicles.

Total Operating Expenses

Includes administration expenses, internal operations expenses for dedicated services, contract expenses for dedicated services, contract expenses for non-dedicated/taxi services, expenses for the taxi scrip/fare reimbursement program, maintenance expenses, and fuel expenses.

Operating Revenues and Other Funding Contributions**Passenger Revenue**

Fares received from dedicated and/or non-dedicated service.

Other Operating Revenue

Charters, bank interest, tax rebates, etc.

Total Operating Revenues

Passenger Revenue + Other Operating Revenue

Donations/Other

Cash donations from corporations, service clubs, private individuals, and others to defray operating expenses.

Total Operating Revenues and Other Funding Contributions

Total Operating Revenues + Federal Operating Contributions+ Provincial Operating Contributions + Municipal Operating Contributions + Donations/Other

Capital Expenses

Vehicles Purchased

Capital expenditures for the reporting year that are funded through a capital funding program (e.g. subsidies, donations, etc.) without debt servicing by the reporting agency.

Debt Service Payments

Capital plus interest payments made in the current year for capital expenditures funded through debt serviced by the reporting agency.

Other Capital Expenses

Computers, equipment, etc. expensed in the reporting year.

Capital Funding Sources

The sources of capital funding reported should reflect the breakdown of money received either from the capital funding program or from the mix of revenue sources used to finance the servicing of the debt. Transit system funding represents monies received from either the transit system's operating or capital budgets.

EMPLOYMENT STATISTICS

Full-time Employee

A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

Part-time Employee

A person with a work assignment requiring less than 1,820 working hours annually or whose duties are shared with other departments or services.

Wage Rates

Top hourly wage rates paid to operators and to mechanic employees, excluding fringe benefits, premiums, and cost of living allowances.

PERFORMANCE INDICATORS

Please note that some indicators are unique to either **Dedicated** or **Non-Dedicated/Taxi** Service.

FINANCIAL PERFORMANCE INDICATORS

R/C Ratio	=	$\frac{\text{Total Operating Revenues}}{\text{Total Operating Expenses}}$
Net Operating Cost / Capita	=	$\frac{(\text{Total Operating Expenses} - \text{Total Operating Revenues})}{\text{Service Area Population}}$
Total Expenses / Passengers	=	$\frac{\text{Total Operating Expenses}}{\text{Total Passengers}}$
Total Expenses / Eligible Passengers*	=	$\frac{\text{Total Operating Expenses}}{\text{Eligible Passengers}}$
Transportation Expenses / Passengers (Dedicated Service)	=	$\frac{(\text{Dedicated Contract} + \text{Internal} + \text{Maintenance} + \text{Fuel Exp.})}{\text{Passengers (Dedicated Service)}}$
Transportation Expenses / Passengers (Non-Dedicated Service)	=	$\frac{(\text{Non-Dedicated Contract} + \text{Taxi Scrip Program Expenses})}{\text{Passengers (Non-Dedicated Service)}}$
Transportation Expenses / Hours (Dedicated Service)	=	$\frac{(\text{Dedicated Contract} + \text{Internal} + \text{Maintenance} + \text{Fuel Exp.})}{\text{Total Vehicle Hours (Dedicated Service)}}$

* "Eligible Passengers" include the ambulatory and wheelchair/scooter users for dedicated and non-dedicated services, but do not include attendants/companions or other passengers.

OPERATING PERFORMANCE INDICATORS

Registrants / Capita	=	$\frac{\text{Total Registrants}}{\text{Service Area Population}}$
Passengers / Capita	=	$\frac{\text{Total Passengers}}{\text{Service Area Population}}$
Passengers / Registrant	=	$\frac{\text{Total Passengers}}{\text{Total Registrants}}$
Passengers / Hours (Dedicated Service)	=	$\frac{\text{Passengers (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$
Total Vehicle Kilometres / Passengers (Dedicated Service)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Passengers (Dedicated Service)}}$
Average Speed (Dedicated Service)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$

II. ONTARIO SUMMARY

Ontario Summary

Number of Systems Reporting:	80	Systems with Dedicated Service:	79	99%	REGISTRANTS	Active	Total
Population served:	11,321,740	Operated by:			Wheelchair/Scooter Users:	54,584	81,788
Service area (km²):	108,489.6	Transit System/Municipality:	36	45%	Ambulatory:	75,898	107,975
Communities served:	161	Private Contractor:	27	34%	Attendants:	4,589	5,695
Eligibility Criteria:		Private Non-Profit Organization:	34	43%	Companions:	770	838
Unable to Board:	69%	Systems with Non-Dedicated Service:	34	43%	Other:	1,057	4,315
Unable to Use:	65%	Systems with a Taxi Scrip Program:	9	11%	Total:	139,120	203,447
Other Criteria:	49%						

OPERATING DATA

	2009	2010
Number of transit systems reporting	79	80
Rev. Veh. Km. - Dedicated Service	40,431,218	42,584,995
Tot. Veh. Km. - Dedicated Service	42,881,320	45,451,466
Rev. Veh. Hrs. - Dedicated Service	1,976,019	2,083,601
Tot. Veh. Hrs. - Dedicated Service	2,113,125	2,258,411
Non-Dedicated Service - Veh. Km.	4,251,879	5,869,033
Non-Dedicated Service - Veh. Hrs.	176,491	238,494

PASSENGER DATA

Dedicated Service	5,264,417	5,519,488
Non-Dedicated Service	1,363,496	1,586,979
TOTAL PASSENGERS	6,627,913	7,106,467
Subscription / Pre-booked	42%	46%
Reservation	47%	45%
On-Demand / Day of trip	10%	11%
Cancelled in advance	895,658	911,811
No-shows / Cancelled at door	144,007	141,643
Unaccommodated trips	94,508	132,300
Number of complaints	5,034	5,720

OPERATING EXPENSES

Administration	\$27,070,397	\$26,887,776
Operations:		
Internal - Dedicated Service	\$68,546,905	\$74,917,952
Contract - Dedicated Service	\$40,504,106	\$44,037,479
Contract - Non-Dedicated Service	\$21,186,755	\$25,989,786
Contract - Taxi Scrip	\$2,863,783	\$2,473,922
Maintenance (Vehicles & Facilities)	\$22,965,224	\$23,290,753
Fuel	\$7,161,081	\$7,618,927
TOTAL OPERATING EXPENSES	\$190,298,251	\$205,216,595

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,145,944	\$16,949,142
Other Operating Revenue	\$956,877	\$999,269
Total Operating Revenue	\$16,102,821	\$17,948,411
Federal Contributions		\$25,339
Provincial Contributions	\$6,829,918	\$7,042,726
Municipal Contributions	\$167,171,661	\$179,781,372
Other / Donations	\$544,382	\$539,320
TOTAL	\$190,648,783	\$205,337,168

CAPITAL EXPENSES

Vehicles Purchased	\$13,784,526	\$33,081,979
Debt Servicing	\$35,508	\$35,044
Other Capital Expenses	\$4,371,384	\$2,933,637
TOTAL CAPITAL EXPENSES	\$18,191,418	\$36,050,660

CAPITAL FUNDING SOURCE

Transit System	\$1,202,383	\$1,247,766
Federal Contributions	\$2,590,487	\$3,415,707
Provincial Contributions	\$2,554,062	\$1,773,289
Municipal Contributions	\$11,192,990	\$29,444,942
Other / Donations	\$674,450	\$98,956
TOTAL CAPITAL FUNDING	\$18,214,373	\$35,980,660

SCHEDULING

Advanced booking notice:	18 day(s)
Minimum notice for reservation:	23.17 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.06	\$2.72	\$73.24
Child	\$2.75	\$2.62	\$57.21
Student	\$3.02	\$2.66	\$60.99
Senior	\$2.97	\$2.61	\$56.61
Attendant	\$2.73	\$2.47	\$65.40
Companion	\$2.82	\$2.48	\$66.17

EMPLOYEE DATA

	Full-time	Part-time
Operators	919	267
Other Operations	190	51
Vehicle Mechanics	114	12
General and Administration	131	34
Other	19	5

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$19.26

Average Top Mechanic Wage Rate: \$28.33

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$15.61	\$16.57
Total Exp. / Passenger	\$28.74	\$28.90
Total Exp. / Eligible Passenger	\$30.73	\$31.26
Transportation Exp. / Passenger		
Dedicated Service	\$26.47	\$27.18
Non-Dedicated Service	\$17.85	\$18.26
Transportation Exp. / Hour (Dedicated Service)	\$65.13	\$65.62
OPERATING		
Registrants / Capita	0.0165	0.0180
Passengers / Capita	0.5928	0.6277
Passengers / Registrant	36.01	34.90
Passengers / Hour (Dedicated Service)	2.60	2.59
Kms / Passenger (Dedicated Service)	8.15	8.20
Average Speed (Dedicated Service)	21.29	21.31

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,282,446	1,334,584
Wheelchair/Scooter Users	1,850,059	104,227
Attendants	244,616	20,563
Companions	90,544	15,153
Other (specified)	51,821	112,451
TOTAL	5,519,486	1,586,978

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	187	170	Wheelchair	Ambulatory
Accessible Vans / Minivans	361	315	N/A	1
Small Buses	722	585	3	6
Other	30	25		
TOTAL DED. VEHICLES	1,300	1,095	N/A	N/A
Accessible taxis:	227			

III. POPULATION GROUP SUMMARIES

Population Group 1 (>150,000)

Number of Systems Reporting:	14	Systems with Dedicated Service:	14	100%	REGISTRANTS	Active	Total
Population served:	8,928,710	Operated by:			Wheelchair/Scooter Users:	41,360	63,126
Service area (km²):	16,028.3	Transit System/Municipality:	8	57%	Ambulatory:	53,639	74,196
Communities served:	46	Private Contractor:	7	50%	Attendants:	2,433	2,480
Eligibility Criteria:		Private Non-Profit Organization:	5	36%	Companions:	30	58
Unable to Board:	79%	Systems with Non-Dedicated Service:	12	86%	Other:	450	3,686
Unable to Use:	71%	Systems with a Taxi Scrip Program:	6	43%	Total:	97,912	143,546
Other Criteria:	50%						

OPERATING DATA

	2009	2010
Number of transit systems reporting	14	14
Rev. Veh. Km. - Dedicated Service	33,737,052	35,583,902
Tot. Veh. Km. - Dedicated Service	35,932,894	38,188,876
Rev. Veh. Hrs. - Dedicated Service	1,634,128	1,726,871
Tot. Veh. Hrs. - Dedicated Service	1,758,458	1,888,330
Non-Dedicated Service - Veh. Km.	3,515,790	4,816,975
Non-Dedicated Service - Veh. Hrs.	132,270	174,490

PASSENGER DATA

Dedicated Service	4,283,107	4,516,679
Non-Dedicated Service	1,214,805	1,429,807
TOTAL PASSENGERS	5,497,912	5,946,486
Subscription / Pre-booked	52%	59%
Reservation	44%	46%
On-Demand / Day of trip	5%	5%
Cancelled in advance	775,448	791,406
No-shows / Cancelled at door	133,106	132,226
Unaccommodated trips	83,774	118,224
Number of complaints	4,741	5,379

OPERATING EXPENSES

Administration	\$24,080,390	\$23,541,017
Operations:		
Internal - Dedicated Service	\$59,012,018	\$64,610,402
Contract - Dedicated Service	\$36,318,538	\$39,327,786
Contract - Non-Dedicated Service	\$20,415,310	\$25,014,982
Contract - Taxi Scrip	\$2,221,537	\$2,146,188
Maintenance (Vehicles & Facilities)	\$20,865,295	\$21,154,189
Fuel	\$5,855,595	\$6,210,704
TOTAL OPERATING EXPENSES	\$168,768,684	\$182,005,267

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,609,766	\$13,161,912
Other Operating Revenue	\$554,951	\$510,260
Total Operating Revenue	\$12,164,717	\$13,672,172
Federal Contributions		
Provincial Contributions	\$3,357,872	\$3,427,151
Municipal Contributions	\$153,191,121	\$164,801,665
Other / Donations	\$51,102	\$21,150
TOTAL	\$168,764,813	\$181,922,138

CAPITAL EXPENSES

Vehicles Purchased	\$11,196,435	\$31,333,824
Debt Servicing		
Other Capital Expenses	\$4,307,980	\$2,905,780
TOTAL CAPITAL EXPENSES	\$15,504,415	\$34,239,604

CAPITAL FUNDING SOURCE

Transit System	\$1,202,383	\$1,247,766
Federal Contributions	\$2,580,362	\$3,188,403
Provincial Contributions	\$895,637	\$707,347
Municipal Contributions	\$10,330,181	\$29,096,088
Other / Donations	\$495,852	
TOTAL CAPITAL FUNDING	\$15,504,416	\$34,239,604

SCHEDULING

Advanced booking notice:	11 day(s)
Minimum notice for reservation:	20.58 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.77	\$2.95	\$98.79
Child	\$2.34	\$2.69	\$92.75
Student	\$2.64	\$2.80	\$87.05
Senior	\$2.64	\$2.75	\$74.58
Attendant	\$2.57	\$2.52	\$97.00
Companion	\$2.75	\$2.50	\$103.33

EMPLOYEE DATA

	Full-time	Part-time
Operators	790	93
Other Operations	162	31
Vehicle Mechanics	107	
General and Administration	92	1
Other	16	5

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$23.70

Average Top Mechanic Wage Rate: \$30.95

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$17.70	\$18.85
Total Exp. / Passenger	\$30.70	\$30.61
Total Exp. / Eligible Passenger	\$32.70	\$32.87
Transportation Exp. / Passenger		
Dedicated Service	\$28.50	\$29.07
Non-Dedicated Service	\$18.88	\$19.20
Transportation Exp. / Hour (Dedicated Service)	\$69.41	\$69.53
OPERATING		
Registrants / Capita	0.0147	0.0161
Passengers / Capita	0.6214	0.6660
Passengers / Registrant	42.25	41.43
Passengers / Hour (Dedicated Service)	2.62	2.62
Kms / Passenger (Dedicated Service)	8.25	8.26
Average Speed (Dedicated Service)	21.70	21.67

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,640,635	1,224,456
Wheelchair/Scooter Users	1,572,573	99,252
Attendants	176,895	19,910
Companions	81,034	15,112
Other (specified)	45,540	71,076
TOTAL	4,516,677	1,429,806

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	172	156	Wheelchair	Ambulatory
Accessible Vans / Minivans	285	246	N/A	1
Small Buses	548	441	1	1
Other	25	21	3	5
TOTAL DED. VEHICLES	1,030	864		1
Accessible taxis:	216		N/A	N/A

Population Group 2 (50,000 - 150,000)

Number of Systems Reporting:	20	Systems with Dedicated Service:	20	100%	REGISTRANTS	Active	Total
Population served:	1,571,858	Operated by:			Wheelchair/Scooter Users:	8,580	12,826
Service area (km²):	14,933.5	Transit System/Municipality:	7	35%	Ambulatory:	15,191	25,000
Communities served:	42	Private Contractor:	3	15%	Attendants:	453	453
Eligibility Criteria:		Private Non-Profit Organization:	11	55%	Companions:	392	392
Unable to Board:	75%	Systems with Non-Dedicated Service:	13	65%	Other:	600	622
Unable to Use:	70%	Systems with a Taxi Scrip Program:	3	15%	Total:	26,321	39,293
Other Criteria:	40%						

OPERATING DATA

	2009	2010
Number of transit systems reporting	20	20
Rev. Veh. Km. - Dedicated Service	4,926,309	5,208,631
Tot. Veh. Km. - Dedicated Service	4,986,792	5,271,626
Rev. Veh. Hrs. - Dedicated Service	247,769	257,269
Tot. Veh. Hrs. - Dedicated Service	251,783	261,016
Non-Dedicated Service - Veh. Km.	727,209	1,010,309
Non-Dedicated Service - Veh. Hrs.	42,463	59,116

PASSENGER DATA

Dedicated Service	600,969	621,748
Non-Dedicated Service	62,039	69,618
TOTAL PASSENGERS	663,008	691,366
Subscription / Pre-booked	36%	34%
Reservation	56%	57%
On-Demand / Day of trip	8%	9%
Cancelled in advance	94,295	91,894
No-shows / Cancelled at door	8,817	7,393
Unaccommodated trips	9,628	12,538
Number of complaints	151	161

OPERATING EXPENSES

Administration	\$1,950,930	\$2,212,003
Operations:		
Internal - Dedicated Service	\$7,266,518	\$7,811,302
Contract - Dedicated Service	\$1,800,199	\$2,161,227
Contract - Non-Dedicated Service	\$618,753	\$333,420
Contract - Taxi Scrip	\$185,711	\$327,734
Maintenance (Vehicles & Facilities)	\$1,513,820	\$1,513,413
Fuel	\$950,497	\$1,001,372
TOTAL OPERATING EXPENSES	\$14,286,429	\$15,360,472

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,989,336	\$2,248,020
Other Operating Revenue	\$350,426	\$380,241
Total Operating Revenue	\$2,339,762	\$2,628,261
Federal Contributions		
Provincial Contributions	\$2,000,612	\$2,197,434
Municipal Contributions	\$9,816,016	\$10,524,134
Other / Donations	\$267,875	\$223,434
TOTAL	\$14,424,264	\$15,573,263

CAPITAL EXPENSES

Vehicles Purchased	\$1,514,096	\$1,092,576
Debt Servicing	\$18,170	\$17,706
Other Capital Expenses	\$24,537	\$22,600
TOTAL CAPITAL EXPENSES	\$1,556,803	\$1,132,882

CAPITAL FUNDING SOURCE

Transit System		
Federal Contributions		\$198,192
Provincial Contributions	\$844,859	\$516,485
Municipal Contributions	\$669,919	\$344,854
Other / Donations	\$64,979	\$3,352
TOTAL CAPITAL FUNDING	\$1,579,757	\$1,062,883

SCHEDULING

Advanced booking notice:	32 day(s)
Minimum notice for reservation:	26.94 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.82	\$2.30	\$65.00
Child	\$2.78	\$2.32	\$33.00
Student	\$2.75	\$2.29	\$55.00
Senior	\$2.82	\$2.29	\$46.50
Attendant	\$2.49	\$2.23	\$57.50
Companion	\$2.73	\$2.42	\$57.50

EMPLOYEE DATA

	Full-time	Part-time
Operators	99	97
Other Operations	25	13
Vehicle Mechanics	4	5
General and Administration	22	18
Other		

TOTAL NUMBER OF EMPLOYEES

150 133

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$19.86

Average Top Mechanic Wage Rate: \$28.09

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	16%	17%
Net Operating Cost / Capita	\$7.70	\$8.10
Total Exp. / Passenger	\$21.55	\$22.22
Total Exp. / Eligible Passenger	\$23.41	\$25.04
Transportation Exp. / Passenger		
Dedicated Service	\$19.19	\$20.08
Non-Dedicated Service	\$12.96	\$11.68
Transportation Exp. / Hour (Dedicated Service)	\$45.28	\$47.32
OPERATING		
Registrants / Capita	0.0228	0.0250
Passengers / Capita	0.4275	0.4398
Passengers / Registrant	18.79	17.60
Passengers / Hour (Dedicated Service)	2.41	2.41
Kms / Passenger (Dedicated Service)	8.24	8.42
Average Speed (Dedicated Service)	19.88	20.25

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	381,161	40,363
Wheelchair/Scooter Users	187,168	4,789
Attendants	38,983	604
Companions	8,788	41
Other (specified)	5,648	23,821
TOTAL	621,748	69,618

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	11	10	N/A	
Accessible Vans / Minivans	34	30		1
Small Buses	110	89	3	6
Other	3	2		
TOTAL DED. VEHICLES	158	131	N/A	N/A
Accessible taxis:	5			

Population Group 3 (<50,000)

Number of Systems Reporting:	46	Systems with Dedicated Service:	45	98%	REGISTRANTS	Active	Total
Population served:	821,172	Operated by:			Wheelchair/Scooter Users:	4,644	5,836
Service area (km²):	77,527.9	Transit System/Municipality:	21	46%	Ambulatory:	7,068	8,779
Communities served:	73	Private Contractor:	17	37%	Attendants:	1,703	2,762
Eligibility Criteria:		Private Non-Profit Organization:	18	39%	Companions:	348	388
Unable to Board:	63%	Systems with Non-Dedicated Service:	9	20%	Other:	7	7
Unable to Use:	61%	Systems with a Taxi Scrip Program:	0	0%	Total:	14,887	20,608
Other Criteria:	52%						

OPERATING DATA

	2009	2010
Number of transit systems reporting	45	46
Rev. Veh. Km. - Dedicated Service	1,767,857	1,792,462
Tot. Veh. Km. - Dedicated Service	1,961,634	1,990,964
Rev. Veh. Hrs. - Dedicated Service	94,122	99,461
Tot. Veh. Hrs. - Dedicated Service	102,884	109,065
Non-Dedicated Service - Veh. Km.	8,880	41,749
Non-Dedicated Service - Veh. Hrs.	1,758	4,888

PASSENGER DATA

Dedicated Service	380,341	381,061
Non-Dedicated Service	86,652	87,554
TOTAL PASSENGERS	466,993	468,615
Subscription / Pre-booked	42%	47%
Reservation	44%	39%
On-Demand / Day of trip	14%	14%
Cancelled in advance	25,915	28,511
No-shows / Cancelled at door	2,084	2,024
Unaccommodated trips	1,106	1,538
Number of complaints	142	180

OPERATING EXPENSES

Administration	\$1,039,077	\$1,134,756
Operations:		
Internal - Dedicated Service	\$2,268,368	\$2,496,248
Contract - Dedicated Service	\$2,385,369	\$2,548,467
Contract - Non-Dedicated Service	\$152,693	\$641,384
Contract - Taxi Scrip	\$456,535	
Maintenance (Vehicles & Facilities)	\$586,108	\$623,152
Fuel	\$354,988	\$406,850
TOTAL OPERATING EXPENSES	\$7,243,139	\$7,850,856

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,546,842	\$1,539,210
Other Operating Revenue	\$51,500	\$108,768
Total Operating Revenue	\$1,598,343	\$1,647,978
Federal Contributions		\$25,339
Provincial Contributions	\$1,471,434	\$1,418,141
Municipal Contributions	\$4,164,524	\$4,455,573
Other / Donations	\$225,405	\$294,735
TOTAL	\$7,459,706	\$7,841,766

CAPITAL EXPENSES

Vehicles Purchased	\$1,073,995	\$655,578
Debt Servicing	\$17,338	\$17,338
Other Capital Expenses	\$38,867	\$5,257
TOTAL CAPITAL EXPENSES	\$1,130,200	\$678,173

CAPITAL FUNDING SOURCE

Transit System		
Federal Contributions	\$10,125	\$29,112
Provincial Contributions	\$813,566	\$549,457
Municipal Contributions	\$192,890	\$4,000
Other / Donations	\$113,619	\$95,604
TOTAL CAPITAL FUNDING	\$1,130,200	\$678,173

SCHEDULING

Advanced booking notice:	12 day(s)
Minimum notice for reservation:	22.36 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.24	\$2.87	\$51.24
Child	\$2.85	\$2.74	\$40.73
Student	\$3.23	\$2.80	\$44.09
Senior	\$3.12	\$2.72	\$44.09
Attendant	\$3.02	\$2.70	\$57.50
Companion	\$2.89	\$2.50	\$47.33

EMPLOYEE DATA

	Full-time	Part-time
Operators	30	77
Other Operations	3	7
Vehicle Mechanics	3	7
General and Administration	17	15
Other	3	

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$17.08

Average Top Mechanic Wage Rate: \$25.92

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	22%	21%
Net Operating Cost / Capita	\$7.40	\$7.74
Total Exp. / Passenger	\$15.70	\$16.95
Total Exp. / Eligible Passenger	\$17.23	\$18.90
Transportation Exp. / Passenger		
Dedicated Service	\$14.93	\$16.18
Non-Dedicated Service	\$7.03	\$7.21
Transportation Exp. / Hour (Dedicated Service)	\$40.49	\$41.66
OPERATING		
Registrants / Capita	0.0241	0.0256
Passengers / Capita	0.5973	0.5707
Passengers / Registrant	24.95	22.41
Passengers / Hour (Dedicated Service)	2.75	2.59
Kms / Passenger (Dedicated Service)	6.49	6.67
Average Speed (Dedicated Service)	17.94	17.66

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	260,650	69,765
Wheelchair/Scooter Users	90,318	186
Attendants	28,738	49
Companions	722	
Other (specified)	633	17,554
TOTAL	381,061	87,554

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	4	4	Wheelchair	Ambulatory
Accessible Vans / Minivans	42	39	N/A	1
Small Buses	64	55	2	7
Other	2	2		
TOTAL DED. VEHICLES	112	100	N/A	N/A
Accessible taxis:	6			

IV. INDIVIDUAL TRANSIT SYSTEM DATA

Bancroft

Community Care North Hastings

Contact: Sherry Hayes
 Title: Manager Transportation Services
 Telephone: 613 332-4700 x28
 Fax: 613 332-0432
 Email: shayes@comcarenh.org

Population served: 15,264
 Service area (km²): 3,349.0
 Communities served: 8
 Service began: 03/05/2010
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	10	10
Ambulatory:	194	194
Attendants:	2	2
Companions:		
Other:		
Total:	206	206

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service		35,520
Tot. Veh. Km. - Dedicated Service		35,722
Rev. Veh. Hrs. - Dedicated Service		1,898
Tot. Veh. Hrs. - Dedicated Service		1,932
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,113
Non-Dedicated Service	

TOTAL PASSENGERS

Subscription / Pre-booked	90%
Reservation	0%
On-Demand / Day of trip	10%

Cancelled in advance	156
No-shows / Cancelled at door	12
Unaccommodated trips	8
Number of complaints	3

OPERATING EXPENSES

Administration	\$14,879
Operations:	
Internal - Dedicated Service	\$64,988
Contract - Dedicated Service	
Contract - Non-Dedicated Service	
Contract - Taxi Scrip	

Maintenance (Vehicles & Facilities)	\$9,828
Fuel	\$9,496

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,421
Other Operating Revenue	\$60,655

Total Operating Revenue	\$76,076
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Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$17,515
Other / Donations	\$5,600

TOTAL	\$99,191
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CAPITAL EXPENSES

Vehicles Purchased	\$86,378
Debt Servicing	
Other Capital Expenses	

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	\$9,112
Provincial Contributions	
Municipal Contributions	\$4,000
Other / Donations	\$73,266

TOTAL CAPITAL FUNDING	\$86,378
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* Service started since May 3, 2010. * Fare: Adults Cash \$10-20; Student \$9-18; Senior \$9-18

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1830	Sunday:	to
Saturday:	1000 to 1600	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 03/05/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$10.00	\$5.00		☒
Child				☐
Student	\$9.00	\$5.00		☐
Senior	\$9.00	\$5.00		☒
Attendant				☐
Companion				
Other	Fare varies by distance.			

EMPLOYEE DATA

	Full-time	Part-time
Operators		5
Other Operations		
Vehicle Mechanics		
General and Administration	1	1
Other		

TOTAL NUMBER OF EMPLOYEES

1	6
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Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$15.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio		77%
Net Operating Cost / Capita		\$1.51
Total Exp. / Passenger		\$24.12
Total Exp. / Eligible Passenger		\$24.38
Transportation Exp. / Passenger		
Dedicated Service		\$20.50
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		\$43.64
OPERATING		
Registrants / Capita		0.0135
Passengers / Capita		0.2695
Passengers / Registrant		19.97
Passengers / Hour (Dedicated Service)		2.17
Kms / Passenger (Dedicated Service)		8.64
Average Speed (Dedicated Service)		18.71

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,964	
Wheelchair/Scooter Users	104	
Attendants	45	
Companions		
Other (specified)		
TOTAL	4,113	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	3	1	2	14
Other				
TOTAL DED. VEHICLES	3	1	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Barrie

Barrie Accessible Community Transportation Service

Contact: Julie MacDonald
 Title: BACTS Coordinator
 Telephone: 705-739-4220 x4497
 Fax: 705-739-4238
 Email: jmacdonald@barrie.ca

Population served: 141,000
 Service area (km²): 100.0
 Communities served: 1
 Service began: 01/02/1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 1,409
 Ambulatory: 1,466
 Attendants:
 Companions:
 Other:
Total: 2,875

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	327,324	326,585
Tot. Veh. Km. - Dedicated Service	327,324	326,585
Rev. Veh. Hrs. - Dedicated Service	21,427	22,823
Tot. Veh. Hrs. - Dedicated Service	21,427	22,823
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	41,949	41,603
Non-Dedicated Service	1,666	1,383
TOTAL PASSENGERS	43,615	42,986
Subscription / Pre-booked	28%	28%
Reservation	69%	69%
On-Demand / Day of trip	3%	3%
Cancelled in advance	8,962	9,417
No-shows / Cancelled at door	827	950
Unaccommodated trips	882	869
Number of complaints	15	15

OPERATING EXPENSES

Administration	\$21,605	\$20,972
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,053,874	\$1,199,065
Contract - Non-Dedicated Service	\$28,641	\$19,640
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$24,252	\$18,011
Fuel	\$22,007	\$29,080
TOTAL OPERATING EXPENSES	\$1,150,378	\$1,286,769

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$109,038	\$94,687
Other Operating Revenue		
Total Operating Revenue	\$109,038	\$94,687
Federal Contributions		
Provincial Contributions	\$193,362	\$300,000
Municipal Contributions	\$847,978	\$892,082
Other / Donations		
TOTAL	\$1,150,378	\$1,286,769
CAPITAL EXPENSES		
Vehicles Purchased	\$47,640	\$81,334
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$47,640	\$81,334
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions	\$25,145	\$26,840
Municipal Contributions	\$22,495	\$54,494
Other / Donations		
TOTAL CAPITAL FUNDING	\$47,640	\$81,334

* Employment Statistics - General Administration - Part-time employees included city staff.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 1800
Saturday:	0900 to 2300	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/03/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.60	\$2.60		☐
Child	\$2.60	\$2.60		☐
Student	\$2.60	\$2.60		☐
Senior	\$2.60	\$2.60		☒
Attendant				☐
Companion	\$2.60	\$2.60		
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	11	2
Other Operations	1	1
Vehicle Mechanics	2	
General and Administration	2	2
Other		

TOTAL NUMBER OF EMPLOYEES

16 Full-time, 5 Part-time

Union Affiliations: Operators: ATU Local 1415
 Mechanics: ATU Local 1415
 Other (specify):

Top Operator Wage Rate: \$20.09

Top Mechanic Wage Rate: \$27.27

PERFORMANCE INDICATORS

	2009	2010
FINANCIAL		
R/C Ratio	9%	7%
Net Operating Cost / Capita	\$7.44	\$8.45
Total Exp. / Passenger	\$26.38	\$29.93
Total Exp. / Eligible Passenger	\$30.27	\$34.23
Transportation Exp. / Passenger		
Dedicated Service	\$26.23	\$29.95
Non-Dedicated Service	\$17.19	\$14.20
Transportation Exp. / Hour (Dedicated Service)	\$51.34	\$54.60
OPERATING		
Registrants / Capita	0.0208	0.0204
Passengers / Capita	0.3115	0.3049
Passengers / Registrant	14.99	14.95
Passengers / Hour (Dedicated Service)	1.96	1.82
Kms / Passenger (Dedicated Service)	7.80	7.85
Average Speed (Dedicated Service)	15.28	14.31

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,170	1,231
Wheelchair/Scooter Users	14,093	96
Attendants	5,340	56
Companions		
Other (specified)		
TOTAL	41,603	1,383

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	2	3
Small Buses	10	8	5	4
Other				
TOTAL DED. VEHICLES	12	10	N/A	N/A

Vehicle ownership: Municipal Transit System
 Vehicle maintenance responsibility: Contracted Operators
 Accessible taxis:

Belleville

Belleville Mobility Bus

Contact: Peter K. Hodgson
 Title: Manager of Transit Services
 Telephone: 613-967-3200 x3518
 Fax: 613-962-4721
 Email: phodgson@city.belleville.on.ca

Population served: 37,000
 Service area (km²): 36.0
 Communities served: 1
 Service began: 01/01/1989
 Advisory Committee members: 7
 Eligibility Committee members: 1

REGISTRANTS
 Wheelchair/Scooter Users: 309
 Ambulatory: 341
 Attendants:
 Companions:
 Other:
Total: 650

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	67,509	63,763
Tot. Veh. Km. - Dedicated Service	67,509	63,763
Rev. Veh. Hrs. - Dedicated Service	5,184	5,057
Tot. Veh. Hrs. - Dedicated Service	5,184	5,057
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	10,699	10,302
Non-Dedicated Service		
TOTAL PASSENGERS	10,699	10,302
Subscription / Pre-booked	80%	0%
Reservation	20%	0%
On-Demand / Day of trip	0%	0%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints 6 10

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service \$223,292 \$203,270

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES \$223,292 \$203,270

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,396	\$15,504
Other Operating Revenue		

Total Operating Revenue \$14,396 \$15,504

Federal Contributions

Provincial Contributions

Municipal Contributions \$208,896 \$187,766

Other / Donations

TOTAL \$223,292 \$203,270

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

* Exception: Easter Monday - weekday service hours. * Ambulatory passenger trips also includes the wheelchair/scooter users passenger trips.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1800	Sunday:	to
Saturday:	1000 to 1600	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 06/06/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$1.90	\$1.73	\$57.00	☐
Child	\$1.90	\$1.73	\$57.00	☐
Student	\$1.90	\$1.73	\$57.00	☐
Senior	\$1.90	\$1.73	\$57.00	☐
Attendant	\$2.25	\$2.08	\$65.00	☐
Companion	\$2.25	\$2.08	\$65.00	☐
Other				

EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	6%	8%
Net Operating Cost / Capita	\$5.36	\$5.07
Total Exp. / Passenger	\$20.87	\$19.73
Total Exp. / Eligible Passenger	\$21.52	\$20.30
Transportation Exp. / Passenger		
Dedicated Service	\$20.87	\$19.73
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$43.07	\$40.20
OPERATING		
Registrants / Capita	0.0133	0.0176
Passengers / Capita	0.2743	0.2784
Passengers / Registrant	20.65	15.85
Passengers / Hour (Dedicated Service)	2.06	2.04
Kms / Passenger (Dedicated Service)	6.31	6.19
Average Speed (Dedicated Service)	13.02	12.61

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,014	
Wheelchair/Scooter Users		
Attendants	288	
Companions		
Other (specified)		
TOTAL	10,302	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	4	8
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	1 Transit system 1 Contractor			
Vehicle maintenance responsibility:	Contractor			
Accessible taxis:				

Blind River

Liberty Express Liberte

Contact: Ken Corbriere
 Title: Clerk Administrator-Treasurer
 Telephone: 705-356-2251
 Fax: 705-356-7343
 Email: denisest@blindriver.ca

Population served: 3,650
 Service area (km²): 330.0
 Communities served: 1
 Service began: 01/01/1995
 Advisory Committee members: 2
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total:

Active

Total

90

Dedicated Serv. Operated by: ☒ Transit System/MunicipalityNon-Dedicated Service: ☐ Contractors:Eligibility Criteria: ☒ Unable to Board☒ Private Contractor(s), number: 1Taxi Scrip Program Available: ☐☒ Unable to Use☐ Private Non-Profit Org.☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	14,537	17,700
Tot. Veh. Km. - Dedicated Service	14,537	17,700
Rev. Veh. Hrs. - Dedicated Service	2,252	2,463
Tot. Veh. Hrs. - Dedicated Service	2,252	2,463
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	879	651
Non-Dedicated Service		
TOTAL PASSENGERS	879	651
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration	\$9,852	\$9,093
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$17,063	\$24,965
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$388	\$462
Fuel	\$5,084	\$550
TOTAL OPERATING EXPENSES	\$32,387	\$35,071

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,520	\$2,493
Other Operating Revenue		
Total Operating Revenue	\$3,520	\$2,493
Federal Contributions		
Provincial Contributions	\$8,663	\$16,465
Municipal Contributions	\$26,480	\$23,800
Other / Donations		
TOTAL	\$38,663	\$42,758

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday:	0830 to 1600	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2005	Tickets/Cards (unit price)	Monthly Pass	Free
Cash			
Adult	\$2.50		☐
Child	\$2.50		☐
Student	\$2.50		☐
Senior	\$2.50		☐
Attendant			☐
Companion			☐
Other			☐

EMPLOYEE DATA

	Full-time	Part-time
Operators		1
Other Operations		1
Vehicle Mechanics		1
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

3

Union Affiliations: Operators:

Mechanics:
 Other (specify):

Top Operator Wage Rate: \$17.97

Top Mechanic Wage Rate: \$23.09

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	11%	7%
Net Operating Cost / Capita	\$7.91	\$8.93
Total Exp. / Passenger	\$36.85	\$53.87
Total Exp. / Eligible Passenger	\$38.74	\$54.04
Transportation Exp. / Passenger		
Dedicated Service	\$25.64	\$39.90
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$10.01	\$10.55
OPERATING		
Registrants / Capita	0.0247	0.0247
Passengers / Capita	0.2408	0.1784
Passengers / Registrant	9.77	7.23
Passengers / Hour (Dedicated Service)	0.39	0.26
Kms / Passenger (Dedicated Service)	16.54	27.19
Average Speed (Dedicated Service)	6.46	7.19

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	553	
Wheelchair/Scooter Users	96	
Attendants	2	
Companions		
Other (specified)		
TOTAL	651	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	5	15
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Town of Blind River			
Vehicle maintenance responsibility:	Town of Blind River			
Accessible taxis:				

Brantford

Operation Lift Inc.

Contact: Tina Topper
 Title: Finance/HR Manager
 Telephone: 519-756-2170 x117
 Fax: 519-756-2147
 Email: ttopper@operationlift.com

Population served: 93,000
 Service area (km²): 71.6
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 9
 Eligibility Committee members: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	542	542
Ambulatory:	914	914
Attendants:	31	31
Companions:	62	62
Other:		
Total:	1,549	1,549

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	272,989	367,322
Tot. Veh. Km. - Dedicated Service	272,989	367,322
Rev. Veh. Hrs. - Dedicated Service	20,037	22,726
Tot. Veh. Hrs. - Dedicated Service	20,037	22,726
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	57,034	67,160
Non-Dedicated Service		
TOTAL PASSENGERS	57,034	67,160
Subscription / Pre-booked	46%	45%
Reservation	2%	2%
On-Demand / Day of trip	52%	53%
Cancelled in advance	14,282	10,066
No-shows / Cancelled at door	581	551
Unaccommodated trips		190
Number of complaints	17	7

OPERATING EXPENSES

Administration	\$459,128	\$547,953
Operations:		
Internal - Dedicated Service	\$617,640	\$678,632
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$153,255	\$151,735
Fuel	\$81,276	\$107,801
TOTAL OPERATING EXPENSES	\$1,311,299	\$1,486,121

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$180,170	\$207,045
Other Operating Revenue		
Total Operating Revenue	\$180,170	\$207,045
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,160,305	\$1,299,102
Other / Donations	\$67,403	\$9,199
TOTAL	\$1,407,878	\$1,515,346

CAPITAL EXPENSES

Vehicles Purchased	\$293,738	\$198,192
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$293,738	\$198,192

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$198,192
Provincial Contributions		
Municipal Contributions	\$293,738	
Other / Donations		
TOTAL CAPITAL FUNDING	\$293,738	\$198,192

2009 data were affected by the ATU strike from September 29, 2008 to January 25, 2009

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0800 to 2300
Saturday:	0800 to 2300	Holiday:	0800 to 2300
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	18 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/01/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$3.00		
Child	\$3.00	\$3.00		
Student	\$3.00	\$3.00		
Senior	\$3.00	\$3.00		
Attendant	\$3.00	\$3.00		
Companion	\$3.00	\$3.00		
Other	Vets ride free; same day service \$6			

EMPLOYEE DATA

	Full-time	Part-time
Operators	10	5
Other Operations	2	2
Vehicle Mechanics		
General and Administration	4	1
Other		

TOTAL NUMBER OF EMPLOYEES

16	8
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Union Affiliations: Operators: ATU
 Mechanics:
 Other (specify): ATU (Dispatchers, Admin Asst.)

Top Operator Wage Rate: \$18.58

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2009	2010
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$11.70	\$13.75
Total Exp. / Passenger	\$22.99	\$22.13
Total Exp. / Eligible Passenger	\$24.46	\$23.54
Transportation Exp. / Passenger		
Dedicated Service	\$14.94	\$13.97
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$42.53	\$41.28

OPERATING

Registrants / Capita	0.0152	0.0167
Passengers / Capita	0.5899	0.7222
Passengers / Registrant	38.85	43.36
Passengers / Hour (Dedicated Service)	2.85	2.96
Kms / Passenger (Dedicated Service)	4.79	5.47
Average Speed (Dedicated Service)	13.62	16.16

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	39,625	
Wheelchair/Scooter Users	23,506	
Attendants	1,343	
Companions	2,686	
Other (specified)		
TOTAL	67,160	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	12	10	4	7
Other				
TOTAL DED. VEHICLES	12	10	N/A	N/A

Vehicle ownership: Non-profit Organization
 Vehicle maintenance responsibility: Non-profit Organization
 Accessible taxis:

Brockville

Brockville Para Transit

Contact: Valerie Harvey
 Title: Supervisor Transportation Services
 Telephone: 613-342-8772 x8225
 Fax: 613-342-5035
 Email: vharvey@brockville.com

Population served: 18,104
 Service area (km²): 20.3
 Communities served: 1
 Service began: 08/02/1988
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 363
 Ambulatory: 255
 Attendants: 300
 Companions:
 Other:
Total: 918

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	94,980	74,983
Tot. Veh. Km. - Dedicated Service	94,980	74,983
Rev. Veh. Hrs. - Dedicated Service	5,151	5,120
Tot. Veh. Hrs. - Dedicated Service	5,151	5,120
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	17,782	15,577
Non-Dedicated Service		
TOTAL PASSENGERS	17,782	15,577
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	1,527	1,990
No-shows / Cancelled at door	2	128
Unaccommodated trips		123
Number of complaints		58

OPERATING EXPENSES

Administration	\$8,619	\$9,741
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$305,153	\$291,580
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		\$10,532
Fuel	\$6,538	\$20,722
TOTAL OPERATING EXPENSES	\$320,310	\$332,574

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$25,118	\$21,760
Other Operating Revenue		
Total Operating Revenue	\$25,118	\$21,760
Federal Contributions		
Provincial Contributions	\$13,564	\$43,564
Municipal Contributions	\$259,168	\$244,971
Other / Donations	\$22,460	\$22,279
TOTAL	\$320,310	\$332,574

CAPITAL EXPENSES

Vehicles Purchased	\$271,533	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$271,533	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$8,811	
Provincial Contributions	\$262,722	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$271,533	

Employment numbers refer to City staff only. No employment statistics on Contractor.

SERVICE HOURS / SCHEDULING

Weekday:	0645 to 1815	Sunday:	to
Saturday:	0845 to 1815	Holiday:	to
Advanced booking notice:	0 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$1.50	\$55.00	☐
Child	\$2.00	\$1.50	\$55.00	☐
Student	\$2.00	\$1.50	\$55.00	☐
Senior	\$2.00	\$1.50	\$55.00	☐
Attendant				☐
Companion	\$2.00	\$1.50	\$55.00	☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		1
General and Administration		2
Other		

TOTAL NUMBER OF EMPLOYEES

3

Union Affiliations: Operators:

Mechanics: CUPE 115

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$26.75

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$15.43	\$17.17
Total Exp. / Passenger	\$18.01	\$21.35
Total Exp. / Eligible Passenger	\$20.99	\$24.26
Transportation Exp. / Passenger		
Dedicated Service	\$17.53	\$20.73
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$60.51	\$63.05
OPERATING		
Registrants / Capita	0.0394	0.0507
Passengers / Capita	0.9296	0.8604
Passengers / Registrant	23.58	16.97
Passengers / Hour (Dedicated Service)	3.45	3.04
Kms / Passenger (Dedicated Service)	5.34	4.81
Average Speed (Dedicated Service)	18.44	14.65

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,618	
Wheelchair/Scooter Users	6,092	
Attendants	1,867	
Companions		
Other (specified)		
TOTAL	15,577	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	4	10
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Burlington

Handi-Van

Contact: Scott Gillner
Title: Supervisor of Business Services
Telephone: 905-335-7869 x7526
Fax: 905-335-7878
Email: gillners@burlington.ca

Population served: 165,435
Service area (km²): 97.8
Communities served: 1
Service began: 01/01/1975
Advisory Committee members: 11
Eligibility Committee members: 6

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,140	1,140
Ambulatory:	1,851	1,851
Attendants:		
Companions:		
Other:		
Total:	2,991	2,991

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
Taxi Scrip Program Available: ☒

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2009	2010
Rev. Veh. Km. - Dedicated Service	293,760	267,845
Tot. Veh. Km. - Dedicated Service	302,644	275,945
Rev. Veh. Hrs. - Dedicated Service	14,400	14,002
Tot. Veh. Hrs. - Dedicated Service	14,835	14,425
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		
PASSENGER DATA		
Dedicated Service	38,350	39,336
Non-Dedicated Service	16,511	13,853
TOTAL PASSENGERS	54,861	53,189
Subscription / Pre-booked	50%	50%
Reservation	49%	49%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,664	3,326
No-shows / Cancelled at door	266	256
Unaccommodated trips	640	691
Number of complaints	4	
OPERATING EXPENSES		
Administration		\$25,289
Operations:		
Internal - Dedicated Service	\$595,691	\$587,818
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$104,887	\$73,251
Contract - Taxi Scrip	\$69,464	\$64,022
Maintenance (Vehicles & Facilities)	\$190,024	\$261,388
Fuel	\$70,644	\$64,904
TOTAL OPERATING EXPENSES	\$1,030,710	\$1,076,672
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$110,367	\$110,604
Other Operating Revenue	\$43,984	\$48,615
Total Operating Revenue	\$154,351	\$159,219
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$876,359	\$917,453
Other / Donations		
TOTAL	\$1,030,710	\$1,076,672
CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

* Other Eligibility Criteria: Elderly, cognitively impaired and visually impaired persons may be eligible for the Handi-Van service if they have a physical disability that prevents them from boarding a conventional public transit vehicle. * Employment Statistics: 1 part-time mechanics represent 0.5 FTE Mechanic, 0.25 FTE Mechanic's Helper, 0.25 FTE Supervisor full-time equivalent. Vacation/Sick Coverage for Sched/Dispatch as required. * Annual Kilometers/Hours of Service data are based on Trapeze Pass Provider Productivity Report (2010). * 2010 maintenance Expense included 16.66% of facility costs (\$36,164). * In 2010, Burlington Transit budgeted to purchase one Handi-Van (\$225,000) which will be delivered in 2011.

SERVICE HOURS / SCHEDULING			
Weekday:	0730 to 2300	Sunday:	0900 to 1730
Saturday:	0900 to 2300	Holiday:	0900 to 1730
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		
FARE STRUCTURE			
Effective Dat	01/04/2011	Tickets/Cards	
	Cash	(unit price)	Monthly Pass
Adult	\$3.00	\$2.75	
Child	\$3.00	\$2.75	
Student	\$3.00	\$2.75	
Senior	\$3.00	\$2.75	
Attendant	\$3.00	\$2.75	
Companion	\$3.00	\$2.75	
Other			
EMPLOYEE DATA		Full-time	Part-time
Operators		7	2
Other Operations		2	
Vehicle Mechanics		1	
General and Administration			
Other			
TOTAL NUMBER OF EMPLOYEES		10	2
Union Affiliations:	Operators:	CUPE Local 2723	
	Mechanics:	CUPE Local 2723	
	Other (specify):		
Top Operator Wage Rate:	\$24.00		
Top Mechanic Wage Rate:	\$29.80		
PERFORMANCE INDICATORS			
FINANCIAL		2009	2010
R/C Ratio		15%	15%
Net Operating Cost / Capita		\$5.30	\$5.55
Total Exp. / Passenger		\$18.79	\$20.24
Total Exp. / Eligible Passenger		\$21.77	\$23.94
Transportation Exp. / Passenger			
Dedicated Service		\$22.33	\$23.24
Non-Dedicated Service		\$10.56	\$9.91
Transportation Exp. / Hour (Dedicated Service)		\$57.73	\$63.37
OPERATING			
Registrants / Capita		0.0161	0.0181
Passengers / Capita		0.3316	0.3215
Passengers / Registrant		20.59	17.78
Passengers / Hour (Dedicated Service)		2.66	2.81
Kms / Passenger (Dedicated Service)		7.66	6.81
Average Speed (Dedicated Service)		20.40	19.13

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	23,159	5,877
Wheelchair/Scooter Users	14,945	1,002
Attendants	1,232	
Companions		
Other (specified)		6,974
TOTAL	39,336	13,853

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	8	7	5	5
Other				
TOTAL DED. VEHICLES	8	7	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

Caledon

Caledon Community Services

Contact: Fay Davy
 Title: Transportation Manager
 Telephone: 905-951-2300 X204
 Fax: 905-951-2303
 Email: fdavy@ccs4u.org

Population served: 57,000
 Service area (km²): 647.0
 Communities served: 1
 Service began: 01/01/1988
 Advisory Committee members: 12
 Eligibility Committee members: 19

REGISTRANTS
 Wheelchair/Scooter Users: 314
 Ambulatory: 314
 Attendants:
 Companions:
 Other:
Total: 314

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2009	2010
Rev. Veh. Km. - Dedicated Service	220,500	244,400
Tot. Veh. Km. - Dedicated Service	221,700	245,128
Rev. Veh. Hrs. - Dedicated Service	7,600	9,412
Tot. Veh. Hrs. - Dedicated Service	8,080	9,516
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		
PASSENGER DATA		
Dedicated Service	20,177	17,826
Non-Dedicated Service		
TOTAL PASSENGERS	20,177	17,826
Subscription / Pre-booked	14%	30%
Reservation	85%	69%
On-Demand / Day of trip	1%	1%
Cancelled in advance	757	2,360
No-shows / Cancelled at door	410	451
Unaccommodated trips		
Number of complaints	6	4
OPERATING EXPENSES		
Administration	\$39,270	\$46,216
Operations:		
Internal - Dedicated Service	\$376,589	\$322,648
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$200	\$214
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$24,694	\$29,376
Fuel	\$19,751	\$25,538
TOTAL OPERATING EXPENSES	\$460,504	\$423,992
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$93,379	\$100,313
Other Operating Revenue	\$16	
Total Operating Revenue	\$93,395	\$100,313
Federal Contributions		
Provincial Contributions	\$313,582	\$271,277
Municipal Contributions	\$53,527	\$24,802
Other / Donations		\$65,541
TOTAL	\$460,504	\$461,933
CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

* Other Eligibility Criteria: Caledon residents 60 years of age and older, unable to drive due to a long or short term disability, with cognitive impairments attending community programs, or Ontario Works clients and crisis clients. * Fare Structure: One way fare is \$4.00 anywhere within the Town of Caledon, \$10.00 to Brampton, \$20.00 to Mississauga, Georgetown, Woodbridge and Newmarket, \$30.00 to Oakville and Toronto. We have 5 buses with ramps Two 450 Fords and Three Ford 350 One Savana Van with running board for easier access. We are running our program with 3 buses out daily. Due to medical demands more than 1 bus has been running between the hours of 6:00 a.m. to 6:00 p.m.

SERVICE HOURS / SCHEDULING			
Weekday:	0600 to 1800	Sunday:	0900 to 1400
Saturday:	0600 to 1800	Holiday:	0600 to 1800
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Fully Computerized		
FARE STRUCTURE			
Effective Date 01/05/2009		Tickets/Cards	
	Cash	(unit price)	Monthly Pass
Adult	\$4.00		Free
Child			☐
Student			☐
Senior	\$4.00		☐
Attendant			☒
Companion	\$4.00		☐
Other			
EMPLOYEE DATA		Full-time	Part-time
Operators		2	4
Other Operations		3	
Vehicle Mechanics			
General and Administration			
Other			
TOTAL NUMBER OF EMPLOYEES		5	4
Union Affiliations:			
Operators:			
Mechanics:			
Other (specify):			
Top Operator Wage Rate:			
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS			
FINANCIAL		2009	2010
R/C Ratio		20%	24%
Net Operating Cost / Capita		\$6.44	\$5.68
Total Exp. / Passenger		\$22.82	\$23.79
Total Exp. / Eligible Passenger		\$22.82	\$23.79
Transportation Exp. / Passenger			
Dedicated Service		\$20.87	\$21.18
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$52.11	\$39.68
OPERATING			
Registrants / Capita		0.0057	0.0055
Passengers / Capita		0.3540	0.3127
Passengers / Registrant		62.66	56.77
Passengers / Hour (Dedicated Service)		2.65	1.89
Kms / Passenger (Dedicated Service)		10.93	13.71
Average Speed (Dedicated Service)		29.01	25.97

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	17,826	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	17,826	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	5	3	3	10
Other	1	1		10
TOTAL DED. VEHICLES	6	4	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Chapleau

Chapleau Handi Transit

Contact: Les Jones
 Title: Treasurer
 Telephone: 705-864-1330
 Fax: 705-864-1824
 Email: jonesl@township.chapleau.on.ca

Population served: 2,072
 Service area (km²): 13.5
 Communities served: 1
 Service began: 01/01/1993
 Advisory Committee members: 5
 Eligibility Committee members: N/A

REGISTRANTS

Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total:

Active

Total

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

2009

2010

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip

2,366

2,397

0%

0%

0%

0%

0%

0%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

\$30,109

\$30,543

\$36,327

\$60,350

\$66,436

\$90,893

\$5,653

\$5,278

\$5,653

\$5,278

\$23,278

\$52,610

\$37,505

\$33,006

\$66,436

\$90,893

\$342

\$342

\$342

\$342

SERVICE HOURS / SCHEDULING

Weekday: 0845 to 1445

Sunday: to

Saturday: to

Holiday: to

Advanced booking notice: 1 day(s)

Minimum notice for reservation: 0 hour(s)

Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date 01/01/2004

Cash

Adult \$3.50

Child \$1.00

Student \$3.50

Senior \$2.50

Attendant \$3.50

Companion \$3.50

Other Pass \$25.00

Tickets/Cards
 (unit price)

Monthly Pass

Free

EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics: CUPE

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$28.53

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio

Net Operating Cost / Capita

Total Exp. / Passenger

Total Exp. / Eligible Passenger

Transportation Exp. / Passenger

Dedicated Service

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

Passengers / Capita

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

2009

2010

9%

\$25.82

\$28.08

\$28.08

\$28.08

\$28.08

\$50.60

1.0051

1.80

1.83

1.83

1.83

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

2,397

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL

2,397

* Other Eligibility Criteria: seniors and persons with disabilities.

VEHICLE DATA

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

TOTAL DED. VEHICLES

Vehicle ownership:

Vehicle maintenance responsibility:

Accessible taxis:

Veh. Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

N/A

2

N/A

N/A

N/A

Municipality

Municipality

Chatham

CK Transit Chatham Accessible Service

Contact: Jan Metcalfe
 Title: Engineering Technician
 Telephone: 519-360-1998 x3301
 Fax: 519-436-3240
 Email: janm@chatham-kent.ca

Population served: 44,000
 Service area (km²): 30.9
 Communities served: 1
 Service began: 01/04/1973
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	566	566
Ambulatory:	374	374
Attendants:	502	502
Companions:		
Other:		
Total:	1,442	1,442

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	125,383	113,414
Tot. Veh. Km. - Dedicated Service	125,383	113,414
Rev. Veh. Hrs. - Dedicated Service	3,426	3,750
Tot. Veh. Hrs. - Dedicated Service	3,426	3,750
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	18,919	22,250
Non-Dedicated Service		
TOTAL PASSENGERS	18,919	22,250
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	5	6
No-shows / Cancelled at door	40	53
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$10,855	\$10,855
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$318,102	\$393,196
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		\$6,763
TOTAL OPERATING EXPENSES	\$328,957	\$410,814

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$47,804	\$49,084
Other Operating Revenue		
Total Operating Revenue	\$47,804	\$49,084
Federal Contributions		
Provincial Contributions		\$76,845
Municipal Contributions	\$281,153	\$284,885
Other / Donations		
TOTAL	\$328,957	\$410,814

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

* Friday Service Hours: 0800-2300 hrs.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1800	Sunday:	0900 to 1700
Saturday:	0800 to 1800	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$3.00		☐
Child	\$3.00	\$3.00		☐
Student	\$3.00	\$3.00		☐
Senior	\$3.00	\$3.00		☒
Attendant				☐
Companion	\$3.00	\$3.00		☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	15%	12%
Net Operating Cost / Capita	\$6.39	\$8.22
Total Exp. / Passenger	\$17.39	\$18.46
Total Exp. / Eligible Passenger	\$21.92	\$22.89
Transportation Exp. / Passenger		
Dedicated Service	\$16.81	\$17.98
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$92.85	\$106.66
OPERATING		
Registrants / Capita	0.0331	0.0328
Passengers / Capita	0.4300	0.5057
Passengers / Registrant	13.01	15.43
Passengers / Hour (Dedicated Service)	5.52	5.93
Kms / Passenger (Dedicated Service)	6.63	5.10
Average Speed (Dedicated Service)	36.60	30.24

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,948	
Wheelchair/Scooter Users		
Attendants	4,302	
Companions		
Other (specified)		
TOTAL	22,250	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	3	3	5	4
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership:	contracted operator			
Vehicle maintenance responsibility:	contracted operator			
Accessible taxis:				

Cobourg

Wheels		Population served:	18,000	REGISTRANTS	Active	Total
Contact: Renee Champagne		Service area (km²):	13.0	Wheelchair/Scooter Users:	175	175
Title: Admin Assistant		Communities served:	1	Ambulatory:	149	149
Telephone: 905-372-4555		Service began:	01/01/1984	Attendants:	101	101
Fax: 905-372-1533		Advisory Committee members:	8	Companions:		
Email: rchampagne@cobourg.ca		Eligibility Committee members:	4	Other:	5	5
				Total:	430	430
Dedicated Serv. Operated by: ☒ Transit System/Municipality		Non-Dedicated Service: ☒ Contractors: 1		Eligibility Criteria: ☒ Unable to Board		
☒ Private Contractor(s), number: 1		Taxi Scrip Program Available: ☐		☒ Unable to Use		
☐ Private Non-Profit Org.				☒ Other Criteria		

VEHICLE KILOMETRES & HOURS	2009	2010	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	28,845	29,711	Weekday: 0615 to 1945	Sunday: 0845 to 1600	
Tot. Veh. Km. - Dedicated Service	28,845	29,711	Saturday: 0815 to 1845	Holiday: 1100 to 1700	
Rev. Veh. Hrs. - Dedicated Service	1,882	1,938	Advanced booking notice: 0 day(s)		
Tot. Veh. Hrs. - Dedicated Service	1,882	1,938	Minimum notice for reservation: 24 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Manual		
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	4,790	5,857	Effective Date 01/01/1984	Tickets/Cards	
Non-Dedicated Service	1,096	2,931	Cash	(unit price)	Monthly Pass
TOTAL PASSENGERS	5,886	8,788	Adult \$2.00	\$1.60	\$60.00
Subscription / Pre-booked	0%	0%	Child \$2.00	\$1.60	\$25.00
Reservation	0%	0%	Student \$2.00	\$1.60	\$50.00
On-Demand / Day of trip	0%	0%	Senior \$2.00	\$1.60	\$50.00
Cancelled in advance	440	371	Attendant		
No-shows / Cancelled at door	180	239	Companion \$2.00	\$1.60	\$50.00
Unaccommodated trips	91	209	Other		
Number of complaints	36	25			
OPERATING EXPENSES			EMPLOYEE DATA	Full-time	Part-time
Administration			Operators		
Operations:			Other Operations		
Internal - Dedicated Service			Vehicle Mechanics		
Contract - Dedicated Service	\$82,250	\$76,732	General and Administration		
Contract - Non-Dedicated Service	\$15,959	\$34,304	Other		
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)			TOTAL NUMBER OF EMPLOYEES		
Fuel			Union Affiliations: Operators:		
TOTAL OPERATING EXPENSES	\$98,209	\$111,036	Mechanics:		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Other (specify):		
Passenger Revenue	\$11,772	\$17,576	Top Operator Wage Rate:		
Other Operating Revenue			Top Mechanic Wage Rate:		
Total Operating Revenue	\$11,772	\$17,576			
Federal Contributions			PERFORMANCE INDICATORS		
Provincial Contributions			FINANCIAL	2009	2010
Municipal Contributions	\$86,437	\$93,460	R/C Ratio	12%	16%
Other / Donations			Net Operating Cost / Capita	\$4.75	\$5.19
TOTAL	\$98,209	\$111,036	Total Exp. / Passenger	\$16.69	\$12.63
CAPITAL EXPENSES			Total Exp. / Eligible Passenger	\$16.69	\$12.63
Vehicles Purchased			Transportation Exp. / Passenger		
Debt Servicing			Dedicated Service	\$17.17	\$13.10
Other Capital Expenses			Non-Dedicated Service	\$14.56	\$11.70
TOTAL CAPITAL EXPENSES			Transportation Exp. / Hour (Dedicated Service)	\$43.70	\$39.59
CAPITAL FUNDING SOURCES			OPERATING		
Transit System			Registrants / Capita	0.0249	0.0239
Federal Contributions			Passengers / Capita	0.3232	0.4882
Provincial Contributions			Passengers / Registrant	12.96	20.44
Municipal Contributions			Passengers / Hour (Dedicated Service)	2.55	3.02
Other / Donations			Kms / Passenger (Dedicated Service)	6.02	5.07
TOTAL CAPITAL FUNDING			Average Speed (Dedicated Service)	15.33	15.33

* Other Eligibility Criteria: Blind/Elderly. * Passengers - Ambulatory also include Wheelchair/Scooter Users, Attendants, and Companions.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,857	2,931
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	5,857	2,931

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	
Small Buses	1	1	1	2
Other			3	5
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Bus - Municipality; Van - Private Contractor			
Vehicle maintenance responsibility:	Contracted Operators			
Accessible taxis:	1			

Cochrane

Accessibility Advisory Committee

Contact: Jeannine Cheff
 Title: Reception Clerk
 Telephone: 705-272-4361 x0
 Fax: 705-272-6068
 Email: jeannine.cheff@town.cochrane.on.ca

Population served: 5,073
 Service area (km²): 538.7
 Communities served: 1
 Service began: 01/01/1993
 Advisory Committee members: 8
 Eligibility Committee members: 8

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	34	34
Ambulatory:	64	64
Attendants:		
Companions:		
Other:		
Total:	98	98

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 2
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

2009 2010

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: Signed application by either a Medical Doctor or a Nurse Practitioner. The Accessibility Service also approves short-term applicants ie. Evacuations that sometimes take place in the northern communities of James Bay in the fall and upon emergencies.

SERVICE HOURS / SCHEDULING

Weekday: to Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 0 day(s)
 Minimum notice for reservation: 0 hour(s)
 Reservations / Scheduling:

FARE STRUCTURE

Effective Date 12/07/2010

Cash
 Adult \$5.50
 Child \$5.50
 Student \$5.50
 Senior \$5.50

Attendant
 Companion
 Other

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2009	2010
R/C Ratio	44%	47%
Net Operating Cost / Capita	\$3.77	\$3.47
Total Exp. / Passenger	\$11.69	\$10.61
Total Exp. / Eligible Passenger	\$11.69	\$10.61
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$8.66	\$9.13
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0202	0.0193
Passengers / Capita	0.5734	0.6215
Passengers / Registrant	28.45	32.17
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		3,153
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL		3,153

VEHICLE DATA

Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars		
Accessible Vans / Minivans		
Small Buses		
Other		
TOTAL DED. VEHICLES		N/A

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Collingwood

Canadian Red Cross Contract Town of Collingwood

Contact: Dianne Tripp
 Title: Fleet Coordinator (Red Cross)
 Telephone: 705-721-3313 x275
 Fax: 705-739-9916
 Email: dianne.tripp@redcross.ca

Population served: 21,000
 Service area (km²): 33.0
 Communities served: 1
 Service began: 01/01/1999
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 275
 Ambulatory: 206
 Attendants:
 Companions:
 Other:
Total: 481

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	45,389	45,279
Tot. Veh. Km. - Dedicated Service	46,315	45,279
Rev. Veh. Hrs. - Dedicated Service	4,256	4,959
Tot. Veh. Hrs. - Dedicated Service	4,281	4,959
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	11,671	11,356
Non-Dedicated Service		
TOTAL PASSENGERS	11,671	11,356
Subscription / Pre-booked	70%	75%
Reservation	25%	20%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,100	2,526
No-shows / Cancelled at door		125
Unaccommodated trips		65
Number of complaints	6	

OPERATING EXPENSES

Administration	\$11,970	\$12,413
Operations:		
Internal - Dedicated Service	\$19,038	\$14,502
Contract - Dedicated Service	\$52,051	\$61,167
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,671	\$8,745
Fuel	\$10,858	\$9,022
TOTAL OPERATING EXPENSES	\$97,588	\$105,850

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$28,125	\$29,526
Other Operating Revenue		
Total Operating Revenue	\$28,125	\$29,526
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$50,000	\$50,000
Other / Donations		
TOTAL	\$78,125	\$79,526

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

* Other Eligibility Criteria: seniors or persons with physical disabilities who cannot access public transportation. * Attendants and or escorts are not tracked. * We do track cancellations due to weather which is not included here. * Insurance and Plating not noted.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1800	Sunday:	to
Saturday:	0700 to 1700	Holiday:	to
Advanced booking notice:	180 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/04/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.60			☐
Child				☐
Student				☐
Senior	\$2.60			☒
Attendant				☒
Companion				☒
Other				☐

EMPLOYEE DATA

	Full-time	Part-time
Operators		7
Other Operations		
Vehicle Mechanics		
General and Administration	3	
Other		
TOTAL NUMBER OF EMPLOYEES	3	7

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$12.41

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	29%	28%
Net Operating Cost / Capita	\$3.31	\$3.63
Total Exp. / Passenger	\$8.36	\$9.32
Total Exp. / Eligible Passenger	\$8.36	\$9.32
Transportation Exp. / Passenger		
Dedicated Service	\$7.34	\$8.23
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$20.00	\$18.84
OPERATING		
Registrants / Capita	0.0240	0.0229
Passengers / Capita	0.5558	0.5408
Passengers / Registrant	23.16	23.61
Passengers / Hour (Dedicated Service)	2.74	2.29
Kms / Passenger (Dedicated Service)	3.89	3.99
Average Speed (Dedicated Service)	10.66	9.13

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,414	
Wheelchair/Scooter Users	6,942	
Attendants		
Companions		
Other (specified)		
TOTAL	11,356	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	
Small Buses	1	1	2	3
Other			5	12
TOTAL DED. VEHICLES	2	2	N/A	N/A

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Local Garages and Non-Profit Organization
 Accessible taxis:

Cornwall

Cornwall Transit

Contact: Len Tapp
 Title: Division Manager
 Telephone: 613-930-2787 x 2252
 Fax: 613-932-9906
 Email: Ltapp@Cornwall.ca

Population served: 46,000
 Service area (km²): 61.5
 Communities served: 1
 Service began: 07/07/1981
 Advisory Committee members: 10
 Eligibility Committee members: 10

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	512	512
Ambulatory:	884	884
Attendants:	42	42
Companions:	335	335
Other:		
Total:	1,773	1,773

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	210,488	205,034
Tot. Veh. Km. - Dedicated Service	210,488	220,467
Rev. Veh. Hrs. - Dedicated Service	12,826	11,840
Tot. Veh. Hrs. - Dedicated Service	12,826	12,701
Non-Dedicated Service - Veh. Km.	8,880	11,339
Non-Dedicated Service - Veh. Hrs.	751	723

PASSENGER DATA

Dedicated Service	38,126	33,283
Non-Dedicated Service	2,859	3,308
TOTAL PASSENGERS	40,985	36,591
Subscription / Pre-booked	40%	43%
Reservation	60%	57%
On-Demand / Day of trip	0%	0%
Cancelled in advance	8,580	8,129
No-shows / Cancelled at door	383	358
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$245,334	\$226,546
Operations:		
Internal - Dedicated Service	\$420,293	\$561,943
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$21,745	\$27,096
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$231,047	\$207,502
Fuel	\$53,825	\$57,958
TOTAL OPERATING EXPENSES	\$972,244	\$1,081,045

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$77,197	\$81,895
Other Operating Revenue		
Total Operating Revenue	\$77,197	\$81,895
Federal Contributions		
Provincial Contributions	\$177,900	\$200,972
Municipal Contributions	\$717,147	\$798,728
Other / Donations		
TOTAL	\$972,244	\$1,081,595

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

SERVICE HOURS / SCHEDULING

Weekday:	0615 to 2345	Sunday:	to
Saturday:	0630 to 2345	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/05/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.40	\$1.90		☐
Child	\$2.15	\$1.50		☐
Student	\$2.40	\$1.70		☐
Senior	\$2.40	\$1.70		☒
Attendant				☐
Companion	\$2.40	\$1.70		☐
Other	low income 25 for \$36			

EMPLOYEE DATA

	Full-time	Part-time
Operators	6	2
Other Operations	1	
Vehicle Mechanics	1	
General and Administration	3	
Other	2	
TOTAL NUMBER OF EMPLOYEES	13	2

Union Affiliations: Operators: ATU 946
 Mechanics: CUPE 234
 Other (specify): Coordinator: CUPE 3251

Top Operator Wage Rate: \$20.46

Top Mechanic Wage Rate: \$22.73

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$19.46	\$21.72
Total Exp. / Passenger	\$23.72	\$29.54
Total Exp. / Eligible Passenger	\$26.26	\$33.21
Transportation Exp. / Passenger		
Dedicated Service	\$18.50	\$24.86
Non-Dedicated Service	\$7.61	\$8.19
Transportation Exp. / Hour (Dedicated Service)	\$54.98	\$65.14
OPERATING		
Registrants / Capita	0.0300	0.0385
Passengers / Capita	0.8910	0.7955
Passengers / Registrant	29.68	20.64
Passengers / Hour (Dedicated Service)	2.97	2.81
Kms / Passenger (Dedicated Service)	5.52	6.16
Average Speed (Dedicated Service)	16.41	17.32

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,110	3,259
Wheelchair/Scooter Users	11,183	
Attendants	3,990	49
Companions		
Other (specified)		
TOTAL	33,283	3,308

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	8	5	4	20
Other				
TOTAL DED. VEHICLES	8	5	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

Cramahe

NTI- Community Care Northumberland

Contact: Jessica Hoskin
 Title: Project Coordinator
 Telephone: 905-355-1444
 Fax: 905-355-1805
 Email: j.hoskin@commcare.ca

Population served: 24,632
 Service area (km²): 1,030.4
 Communities served: 3
 Service began: 08/11/2008
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 32
 Ambulatory: 98
 Attendants:
 Companions:
 Other:
Total: 130

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service			44,734	Weekday: 0800 to 1800	Sunday: to
Tot. Veh. Km. - Dedicated Service			66,403	Saturday: to	Holiday: to
Rev. Veh. Hrs. - Dedicated Service			1,146	Advanced booking notice: 1 day(s)	
Tot. Veh. Hrs. - Dedicated Service			1,738	Minimum notice for reservation: 24 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Fully Computerized	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service			1,350	Effective Date 08/11/2008	
Non-Dedicated Service				Cash	
TOTAL PASSENGERS			1,350	Tickets/Cards (unit price)	Monthly Pass
Subscription / Pre-booked	0%		60%	Adult \$5.00	Free
Reservation	0%		10%	Child \$2.50	☐
On-Demand / Day of trip	0%		30%	Student \$5.00	☐
Cancelled in advance			374	Senior \$5.00	☐
No-shows / Cancelled at door			25	Attendant	☐
Unaccommodated trips			269	Companion	☐
Number of complaints				Other \$2.50 (in town fee)	
OPERATING EXPENSES				EMPLOYEE DATA	
Administration			\$16,464	Operators	Full-time
Operations:				Other Operations	Part-time
Internal - Dedicated Service			\$63,639	Vehicle Mechanics	2
Contract - Dedicated Service				General and Administration	1
Contract - Non-Dedicated Service				Other	1
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	1
Maintenance (Vehicles & Facilities)			\$4,398		3
Fuel			\$4,741	Union Affiliations: Operators:	
TOTAL OPERATING EXPENSES			\$89,242	Mechanics:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Other (specify):	
Passenger Revenue			\$7,266	Top Operator Wage Rate: \$14.14	
Other Operating Revenue				Top Mechanic Wage Rate:	
Total Operating Revenue			\$7,266	PERFORMANCE INDICATORS	
Federal Contributions				FINANCIAL	2009
Provincial Contributions				R/C Ratio	2010
Municipal Contributions			\$14,567	Net Operating Cost / Capita	8%
Other / Donations			\$67,409	Total Exp. / Passenger	\$3.33
TOTAL			\$89,241	Total Exp. / Eligible Passenger	\$0.00
CAPITAL EXPENSES				Transportation Exp. / Passenger	\$66.11
Vehicles Purchased			\$45,000	Dedicated Service	\$53.91
Debt Servicing				Non-Dedicated Service	
Other Capital Expenses				Transportation Exp. / Hour (Dedicated Service)	\$41.86
TOTAL CAPITAL EXPENSES			\$45,000	OPERATING	
CAPITAL FUNDING SOURCES				Registrants / Capita	0.0053
Transit System				Passengers / Capita	0.0548
Federal Contributions			\$20,000	Passengers / Registrant	10.38
Provincial Contributions			\$20,000	Passengers / Hour (Dedicated Service)	1.18
Municipal Contributions				Kms / Passenger (Dedicated Service)	33.14
Other / Donations			\$5,000	Average Speed (Dedicated Service)	39.03
TOTAL CAPITAL FUNDING			\$45,000		

Community Care Northumberland offers a van service from Cramahe Township to Cobourg on Mondays and Thursdays. One-way rides cost no more than \$5. Riders must pre-register for the program and book their rides at least 24 hours in advance. Van starts in the Castleton Morganston area and travels through Dundonald, Salem and Colborne.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,081	
Wheelchair/Scooter Users	269	
Attendants		
Companions		
Other (specified)		
TOTAL	1,350	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	6	12
Small Buses				
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Non-profit Organization			
Vehicle maintenance responsibility:	Non-profit Organization			
Accessible taxis:				

Dryden

Dryden Handi Transit

Contact: Michelle Deschene
 Title: Payroll & Benefits Administrator
 Telephone: 807-223-1117
 Fax: 807-223-7149
 Email: mdeschene@dryden.ca

Population served: 8,195
 Service area (km²): 65.2
 Communities served: 1
 Service began: 01/06/1976
 Advisory Committee members: 5
 Eligibility Committee members: 5

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	45	45
Ambulatory:	195	195
Attendants:	25	25
Companions:		
Other:		
Total:	265	265

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	18,795	16,749
Tot. Veh. Km. - Dedicated Service	18,889	16,843
Rev. Veh. Hrs. - Dedicated Service	1,482	1,418
Tot. Veh. Hrs. - Dedicated Service	3,005	2,925
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,430	5,497
Non-Dedicated Service		
TOTAL PASSENGERS	5,430	5,497
Subscription / Pre-booked	80%	80%
Reservation	15%	15%
On-Demand / Day of trip	5%	5%
Cancelled in advance	89	45
No-shows / Cancelled at door	31	12
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$11,009	\$10,983
Operations:		
Internal - Dedicated Service	\$45,431	\$46,078
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,783	\$7,742
Fuel	\$8,240	\$7,479
TOTAL OPERATING EXPENSES	\$69,463	\$72,282

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,130	\$2,280
Other Operating Revenue	\$523	\$73
Total Operating Revenue	\$3,653	\$2,353
Federal Contributions		
Provincial Contributions	\$6,765	\$10,352
Municipal Contributions	\$58,900	\$58,900
Other / Donations	\$145	\$677
TOTAL	\$69,463	\$72,282

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1600	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00			☐
Child				☐
Student				☐
Senior	\$1.50			☐
Attendant	\$3.00			☐
Companion	\$3.00			☐
Other	Home Support Service \$1.50 and School Board \$4.00/km			

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

1

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$18.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	5%	3%
Net Operating Cost / Capita	\$8.03	\$8.53
Total Exp. / Passenger	\$12.79	\$13.15
Total Exp. / Eligible Passenger	\$13.01	\$13.86
Transportation Exp. / Passenger		
Dedicated Service	\$10.76	\$11.15
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$19.45	\$20.96
OPERATING		
Registrants / Capita	0.0323	0.0323
Passengers / Capita	0.6626	0.6708
Passengers / Registrant	20.49	20.74
Passengers / Hour (Dedicated Service)	3.66	3.88
Kms / Passenger (Dedicated Service)	3.46	3.05
Average Speed (Dedicated Service)	12.68	11.81

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,853	
Wheelchair/Scooter Users	363	
Attendants	281	
Companions		
Other (specified)		
TOTAL	5,497	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	4	12
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Non-profit Organization			
Accessible taxis:				

Durham Region

Durham Region Transit

Contact: Deanna Wilson
 Title: Corporate Services Coordinator
 Telephone: 905-668-7711 x3701
 Fax: 905-666-6193
 Email: deanna.wilson@durham.ca

Population served: 621,420
 Service area (km²): 2,535.0
 Communities served: 8
 Service began: 01/01/2006
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 1,342
 Ambulatory: 1,890
 Attendants:
 Companions:
 Other:
Total: 3,232

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 5
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	941,679	923,303
Tot. Veh. Km. - Dedicated Service	941,679	923,303
Rev. Veh. Hrs. - Dedicated Service	47,892	47,892
Tot. Veh. Hrs. - Dedicated Service	47,892	47,892
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	103,569	99,531
Non-Dedicated Service	39,592	48,842
TOTAL PASSENGERS	143,161	148,373
Subscription / Pre-booked	60%	60%
Reservation	35%	35%
On-Demand / Day of trip	5%	5%
Cancelled in advance	23,859	24,569
No-shows / Cancelled at door	826	1,066
Unaccommodated trips	1,896	1,352
Number of complaints	23	10

OPERATING EXPENSES

Administration	\$723,845	\$809,831
Operations:		
Internal - Dedicated Service	\$2,512,724	\$2,504,885
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$660,738	\$772,712
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$592,999	\$784,091
Fuel	\$237,731	\$245,711
TOTAL OPERATING EXPENSES	\$4,728,038	\$5,117,229

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$349,765	\$374,389
Other Operating Revenue	\$9,072	\$9,449
Total Operating Revenue	\$358,837	\$383,838
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$4,369,201	\$4,733,392
Other / Donations		
TOTAL	\$4,728,038	\$5,117,229

CAPITAL EXPENSES

Vehicles Purchased	\$251,431	
Debt Servicing		
Other Capital Expenses	\$19,844	
TOTAL CAPITAL EXPENSES	\$271,275	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$83,510	
Municipal Contributions	\$187,765	
Other / Donations		
TOTAL CAPITAL FUNDING	\$271,275	

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2400	Sunday:	0600 to 2400
Saturday:	0600 to 2400	Holiday:	0600 to 2400
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/07/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.90		\$97.00	
Child	\$2.90		\$97.00	
Student	\$2.90		\$97.00	
Senior	\$2.90		\$97.00	
Attendant	\$2.90		\$97.00	
Companion	\$2.90		\$97.00	
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	21	8
Other Operations	2	2
Vehicle Mechanics		
General and Administration	3	
Other		

TOTAL NUMBER OF EMPLOYEES

26 **10**

Union Affiliations: Operators: CAW Local 222
 Mechanics: CAW Local 222
 Other (specify): CAW Local 222

Top Operator Wage Rate: \$27.76

Top Mechanic Wage Rate: \$33.22

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$7.08	\$7.62
Total Exp. / Passenger	\$33.03	\$34.49
Total Exp. / Eligible Passenger	\$33.03	\$34.49
Transportation Exp. / Passenger		
Dedicated Service	\$32.28	\$35.51
Non-Dedicated Service	\$16.69	\$15.82
Transportation Exp. / Hour (Dedicated Service)	\$69.81	\$73.81
OPERATING		
Registrants / Capita	0.0050	0.0052
Passengers / Capita	0.2321	0.2388
Passengers / Registrant	46.92	45.91
Passengers / Hour (Dedicated Service)	2.16	2.08
Kms / Passenger (Dedicated Service)	9.09	9.28
Average Speed (Dedicated Service)	19.66	19.28

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	62,253	30,549
Wheelchair/Scooter Users	37,277	18,292
Attendants		
Companions		
Other (specified)		
TOTAL	99,530	48,841

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans	30	23	4
Small Buses			
Other			
TOTAL DED. VEHICLES	30	23	N/A

Vehicle ownership: Regional Municipality
 Vehicle maintenance responsibility: Transit Commission
 Accessible taxis:

Dysart et Al

Dysart Special Transit Service

Contact: Brooke Irvine
 Title: Treasurer
 Telephone: 705-457-1740 x 23
 Fax: 705-457-1964
 Email: birvine@dysartet.al.ca

Population served: 6,500
 Service area (km²): 1,506.0
 Communities served: 1
 Service began: 01/12/1989
 Advisory Committee members: 5
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	50	50
Ambulatory:	70	70
Attendants:	16	16
Companions:		
Other:		
Total:	136	136

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service	3,849	5,068	Weekday: 0900 to 1500	Sunday:	to
Tot. Veh. Km. - Dedicated Service	5,132	6,764	Saturday:	to	Holiday: to
Rev. Veh. Hrs. - Dedicated Service	263	295	Advanced booking notice:	3 day(s)	
Tot. Veh. Hrs. - Dedicated Service	351	387	Minimum notice for reservation:	24 hour(s)	
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service	777	1,016	Effective Date 15/04/2008	Tickets/Cards	Monthly Pass
Non-Dedicated Service			Cash	(unit price)	Free
TOTAL PASSENGERS	777	1,016	Adult		☐
Subscription / Pre-booked	31%	70%	Child		☐
Reservation	64%	27%	Student		☐
On-Demand / Day of trip	5%	3%	Senior		☐
Cancelled in advance		4	Attendant		☐
No-shows / Cancelled at door		2	Companion		☐
Unaccommodated trips		4	Other		☐
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration	\$6,811	\$6,902	Operators	Full-time	Part-time
Operations:			Other Operations		2
Internal - Dedicated Service			Vehicle Mechanics		1
Contract - Dedicated Service	\$10,177	\$6,969	General and Administration		1
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		5
Maintenance (Vehicles & Facilities)	\$679	\$1,065	Union Affiliations: Operators:		
Fuel	\$717	\$2,223	Mechanics:	CUPE 2142 - full time municipal employee	
TOTAL OPERATING EXPENSES	\$18,384	\$17,159	Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate: \$18.00	
Passenger Revenue	\$5,079	\$6,659		Top Mechanic Wage Rate:	
Other Operating Revenue					
Total Operating Revenue	\$5,079	\$6,659			
Federal Contributions					
Provincial Contributions					
Municipal Contributions	\$13,305	\$10,500			
Other / Donations					
TOTAL	\$18,384	\$17,159			
CAPITAL EXPENSES				PERFORMANCE INDICATORS	
Vehicles Purchased		\$90,813		FINANCIAL	2009
Debt Servicing				R/C Ratio	2010
Other Capital Expenses				Net Operating Cost / Capita	28%
TOTAL CAPITAL EXPENSES		\$90,813		Total Exp. / Passenger	39%
CAPITAL FUNDING SOURCES				Total Exp. / Eligible Passenger	\$2.05
Transit System				Transportation Exp. / Passenger	\$23.66
Federal Contributions				Dedicated Service	\$16.89
Provincial Contributions		\$90,813		Non-Dedicated Service	\$10.10
Municipal Contributions				Transportation Exp. / Hour (Dedicated Service)	\$14.89
Other / Donations					\$32.97
TOTAL CAPITAL FUNDING		\$90,813			\$26.50

* Service hours exceptions: Weekend and holiday service upon request; Out of area medical appointments that exceed normal operating hours. *Fare Structure: Area 1 - \$6/person or \$4/person (Wednesdays only). Area 2 - \$15/person between A1 and A2. Area 3 - \$20/person between A1 and A3. Area 4 - \$30/person between A1 and A4. Area 5 - \$40/person + \$1/km between A1 and A5. Haliburton to Lindsay, Peterborough or Bracebridge \$200 or \$40 each (min 5 people). Haliburton to Barrie/Oshawa - \$250 or \$50 each (min 5 people). Haliburton to Toronto/Kingston - \$150+ or \$40/hr. Long-term Care Facilities and Medical Transfers Rate - \$125 up to 3 hrs, \$40/hr thereafter * Purchased new bus in 2010 and our clients were happy using the new bus.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	756	
Wheelchair/Scooter Users	174	
Attendants	86	
Companions		
Other (specified)		
TOTAL	1,016	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Elliot Lake

Elliot Lake Handi - Lift Bus

Contact: Norman Mann
 Title: Community Services Coordinator
 Telephone: 705-8482019 x 233
 Fax: 705-848-1306
 Email: norm@huronlodge.ca

Population served: 11,500
 Service area (km²): 8.0
 Communities served: 1
 Service began: 01/01/1988
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	75	75
Ambulatory:	100	100
Attendants:	25	25
Companions:		
Other:		
Total:	200	200

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service		17,819	21,680	Weekday: 0830 to 1600	Sunday: to
Tot. Veh. Km. - Dedicated Service		17,819	23,240	Saturday: to	Holiday: to
Rev. Veh. Hrs. - Dedicated Service		1,950	1,907	Advanced booking notice: 21 day(s)	
Tot. Veh. Hrs. - Dedicated Service		1,950	1,950	Minimum notice for reservation: 24 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		6,453	6,597	Effective Date 01/01/2007	
Non-Dedicated Service				Cash	Tickets/Cards (unit price)
TOTAL PASSENGERS		6,453	6,597	Adult \$2.00	Monthly Pass
Subscription / Pre-booked		75%	75%	Child \$2.00	Free
Reservation		24%	24%	Student \$2.00	☐
On-Demand / Day of trip		1%	1%	Senior \$2.00	☐
Cancelled in advance		52	105	Attendant	☒
No-shows / Cancelled at door		105	105	Companion	☒
Unaccommodated trips		157	157	Other	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration				Operators	Full-time
Operations:				Other Operations	Part-time
Internal - Dedicated Service				Vehicle Mechanics	2
Contract - Dedicated Service		\$49,315	\$49,315	General and Administration	3
Contract - Non-Dedicated Service				Other	1
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	6
Maintenance (Vehicles & Facilities)		\$24,063	\$17,044	Union Affiliations: Operators: CUPE 1880	
Fuel		\$6,976	\$6,836	Mechanics: CUPE 170	
TOTAL OPERATING EXPENSES		\$80,354	\$73,195	Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate: \$15.98	
Passenger Revenue		\$10,484	\$10,494	Top Mechanic Wage Rate: \$26.86	
Other Operating Revenue					
Total Operating Revenue		\$10,484	\$10,494		
Federal Contributions					
Provincial Contributions					
Municipal Contributions		\$69,870	\$62,701		
Other / Donations					
TOTAL		\$80,354	\$73,195		
CAPITAL EXPENSES				PERFORMANCE INDICATORS	
Vehicles Purchased				FINANCIAL	2009
Debt Servicing				R/C Ratio	2010
Other Capital Expenses				Net Operating Cost / Capita	13%
TOTAL CAPITAL EXPENSES				Total Exp. / Passenger	14%
CAPITAL FUNDING SOURCES				Total Exp. / Eligible Passenger	\$5.82
Transit System				Transportation Exp. / Passenger	\$12.45
Federal Contributions				Dedicated Service	\$15.33
Provincial Contributions				Non-Dedicated Service	\$12.45
Municipal Contributions				Transportation Exp. / Hour (Dedicated Service)	\$11.10
Other / Donations				OPERATING	\$41.21
TOTAL CAPITAL FUNDING				Registrants / Capita	\$37.54
				Passengers / Capita	0.0159
				Passengers / Registrant	0.5378
				Passengers / Hour (Dedicated Service)	33.79
				Kms / Passenger (Dedicated Service)	3.31
				Average Speed (Dedicated Service)	3.29
					9.14

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,403	
Wheelchair/Scooter Users	1,844	
Attendants	1,350	
Companions		
Other (specified)		
TOTAL	6,597	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	1		
Other				
TOTAL DED. VEHICLES	2	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Espanola

Espanola Care Van

Contact: Cathy Tessier
 Title: Accounting Clerk
 Telephone: 705-869-1540 x 2108
 Fax: 705-869-0083
 Email: ctessier@town.espanola.on.ca

Population served: 5,079
 Service area (km²): 17.8
 Communities served: 1
 Service began: 01/01/1986
 Advisory Committee members: 6
 Eligibility Committee members: 6

REGISTRANTS
 Wheelchair/Scooter Users: 15
 Ambulatory: 66
 Attendants:
 Companions:
 Other:
Total: 81

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0930 to 1600	Sunday: to
Tot. Veh. Km. - Dedicated Service				Saturday: to	Holiday: to
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice: 1 day(s)	
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation: 24 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		3,643	4,064	Effective Date 01/07/2004	
Non-Dedicated Service				Cash	Tickets/Cards (unit price)
TOTAL PASSENGERS		3,643	4,064	Adult	\$2.50
Subscription / Pre-booked		90%	90%	Child	\$2.50
Reservation		0%	0%	Student	\$2.50
On-Demand / Day of trip		10%	10%	Senior	\$2.50
Cancelled in advance				Attendant	\$2.50
No-shows / Cancelled at door				Companion	\$2.50
Unaccommodated trips				Other	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration		\$1,353	\$1,347	Operators	Full-time Part-time
Operations:				Other Operations	1
Internal - Dedicated Service		\$33,847	\$40,339	Vehicle Mechanics	1
Contract - Dedicated Service				General and Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	1 1
Maintenance (Vehicles & Facilities)		\$2,773	\$466	Union Affiliations: Operators:	
Fuel		\$3,313	\$4,158	Mechanics: CUPE Local 435	
TOTAL OPERATING EXPENSES		\$41,286	\$46,310	Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate: \$16.22	
Passenger Revenue		\$9,109	\$10,159	Top Mechanic Wage Rate: \$30.05	
Other Operating Revenue					
Total Operating Revenue		\$9,109	\$10,159		
Federal Contributions					
Provincial Contributions			\$3,471		
Municipal Contributions		\$32,178	\$32,680		
Other / Donations					
TOTAL		\$41,286	\$46,310		
CAPITAL EXPENSES					
Vehicles Purchased			\$60,064		
Debt Servicing					
Other Capital Expenses					
TOTAL CAPITAL EXPENSES			\$60,064		
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions			\$60,064		
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING			\$60,064		

*Other Eligibility Criteria: seniors 60 years of age or older and mentally/physically challenged individuals

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,644	
Wheelchair/Scooter Users	1,420	
Attendants		
Companions		
Other (specified)		
TOTAL	4,064	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	6
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

Fort Erie

Fort Erie Accessible Specialized Transit (FAST)

Contact: Carla Stout
 Title: Town of Fort Erie, Admin Supervisor
 Telephone: 905-871-1600 x 2401
 Fax: 905-871-6411
 Email: cstout@forterie.on.ca

Population served: 29,925
 Service area (km²): 168.0
 Communities served: 1
 Service began: 03/07/2007
 Advisory Committee members: 1
 Eligibility Committee members: 4

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	71	150
Ambulatory:	225	493
Attendants:	11	27
Companions:	5	14
Other:		
Total:	312	684

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2009	2010
Rev. Veh. Km. - Dedicated Service	70,737	84,294
Tot. Veh. Km. - Dedicated Service	70,737	84,294
Rev. Veh. Hrs. - Dedicated Service	3,528	3,500
Tot. Veh. Hrs. - Dedicated Service	3,528	3,500
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		
PASSENGER DATA		
Dedicated Service	9,266	10,977
Non-Dedicated Service		
TOTAL PASSENGERS	9,266	10,977
Subscription / Pre-booked	58%	55%
Reservation	42%	44%
On-Demand / Day of trip	0%	1%
Cancelled in advance	2,399	2,384
No-shows / Cancelled at door	17	24
Unaccommodated trips	100	32
Number of complaints	5	4
OPERATING EXPENSES		
Administration	\$5,293	\$3,529
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$99,380	\$124,396
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,449	\$11,635
Fuel		
TOTAL OPERATING EXPENSES	\$118,122	\$139,561
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$24,339	\$9,614
Other Operating Revenue	\$2,479	
Total Operating Revenue	\$26,818	\$9,614
Federal Contributions		
Provincial Contributions	\$89,380	\$115,380
Municipal Contributions	\$1,924	\$14,567
Other / Donations		
TOTAL	\$118,122	\$139,561
CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

* Registrant - Ambulatory also includes the individuals using canes or walkers. * The Red Cross operates 2 vans for the FAST service. Starting 2010, one of those vans is now funded by the Ministry of Health under the "Aging at Home" strategy program. As such any passenger revenue generated from that van goes back into that funding program. The Town only collects fares for the Town-owned vehicle, hence the reduction in 2010 passenger revenue to the municipality.

SERVICE HOURS / SCHEDULING			
Weekday:	0830 to 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Fully Computerized		
FARE STRUCTURE			
Effective Date 03/07/2007		Tickets/Cards	
	Cash	(unit price)	Monthly Pass
Adult	\$2.00		Free
Child	\$2.00		☐
Student	\$2.00		☐
Senior	\$2.00		☐
Attendant			☒
Companion			☒
Other			☐
EMPLOYEE DATA		Full-time	Part-time
Operators		2	
Other Operations		1	
Vehicle Mechanics			
General and Administration		1	
Other			
TOTAL NUMBER OF EMPLOYEES		4	
Union Affiliations:			
Operators:			
Mechanics:			
Other (specify):			
Top Operator Wage Rate:	\$17.48		
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS			
FINANCIAL		2009	2010
R/C Ratio		23%	7%
Net Operating Cost / Capita		\$3.05	\$4.34
Total Exp. / Passenger		\$12.75	\$12.71
Total Exp. / Eligible Passenger		\$13.31	\$13.39
Transportation Exp. / Passenger			
Dedicated Service		\$12.18	\$12.39
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$31.98	\$38.87
OPERATING			
Registrants / Capita		0.0194	0.0229
Passengers / Capita		0.3096	0.3668
Passengers / Registrant		16.00	16.05
Passengers / Hour (Dedicated Service)		2.63	3.14
Kms / Passenger (Dedicated Service)		7.63	7.68
Average Speed (Dedicated Service)		20.05	24.08

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	8,753	
Wheelchair/Scooter Users	1,668	
Attendants	379	
Companions	177	
Other (specified)		
TOTAL	10,977	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	2	N/A	3
Small Buses				
Other				
TOTAL DED. VEHICLES	3	2	N/A	N/A
Vehicle ownership:	Municipality (1) & Contractor (2)			
Vehicle maintenance responsibility:	Municipality (1) & Contractor (2)			
Accessible taxis:				

Fort Frances

Fort Frances Handivan

Contact: George A. Bell
 Title: Manager of Community Services
 Telephone: 807-274-4561
 Fax: 807-274-3799
 Email: gbell@fort-frances.com

Population served: 8,103
 Service area (km²): 25.9
 Communities served: 1
 Service began:
 Advisory Committee members: 3
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 232 232

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	36,663	35,465
Tot. Veh. Km. - Dedicated Service	36,663	35,465
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	10,240	8,964
Non-Dedicated Service	16,252	17,740
TOTAL PASSENGERS	26,492	26,704
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	2,309	1,623
No-shows / Cancelled at door		
Unaccommodated trips		
Number of complaints		1

OPERATING EXPENSES

Administration	\$16,298	\$21,018
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$104,584	\$116,065
Contract - Non-Dedicated Service	\$30,376	\$36,276
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,544	\$13,096
Fuel	\$7,770	\$8,603
TOTAL OPERATING EXPENSES	\$170,572	\$195,057

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,905	\$14,384
Other Operating Revenue		
Total Operating Revenue	\$14,905	\$14,384
Federal Contributions		
Provincial Contributions	\$55,300	\$77,135
Municipal Contributions	\$86,236	\$87,900
Other / Donations	\$14,131	\$15,638
TOTAL	\$170,572	\$195,057

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

* Other Eligibility Criteria: Medical authorization required. * Passenger - Non-Dedicated Service includes 16,228 and 17,554 low income residents passenger trips in 2009 and 2010 respectively. * Financial information is not audited and subject to minor changes. * Their contractor started to collect passenger trips for attendants and companions in late 2010.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2008	Tickets/Cards	Monthly Pass	Free
	(unit price)		
Adult	\$1.25		☐
Child	\$1.25		☐
Student	\$1.25		☐
Senior	\$1.25		☒
Attendant			☒
Companion			☒
Other			☐

EMPLOYEE DATA

Operators	Full-time	Part-time
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics: CUPE Local 65
 Other (specify):

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$28.31

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	9%	7%
Net Operating Cost / Capita	\$19.21	\$22.30
Total Exp. / Passenger	\$6.44	\$7.30
Total Exp. / Eligible Passenger	\$16.73	\$21.32
Transportation Exp. / Passenger		
Dedicated Service	\$12.10	\$15.37
Non-Dedicated Service	\$1.87	\$2.04
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0306	0.0286
Passengers / Capita	3.2694	3.2956
Passengers / Registrant	106.82	115.10
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	3.58	3.96
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	8,961	186
Attendants	3	
Companions		
Other (specified)		17,554
TOTAL	8,964	17,740

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	4	
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:	1			

Greenstone

Municipality of Greenstone

Contact: Barb Madder
 Title: Bookkeeper
 Telephone: 807-854-1100
 Fax: 807-854-1459
 Email: barb.madder@greenstone.ca

Population served: 5,400
 Service area (km²): 3,000.0
 Communities served: 1
 Service began: 01/01/2001
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	16	16
Ambulatory:	49	49
Attendants:	100	100
Companions:		
Other:		
Total:	165	165

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0900 to 1700	Sunday: to
Tot. Veh. Km. - Dedicated Service				Saturday: to	Holiday: to
Rev. Veh. Hrs. - Dedicated Service		1,088	2,565	Advanced booking notice:	1 day(s)
Tot. Veh. Hrs. - Dedicated Service		1,088	2,565	Minimum notice for reservation:	24 hour(s)
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		6,884	4,246	Effective Date 01/01/2006	
Non-Dedicated Service				Cash	Tickets/Cards (unit price)
TOTAL PASSENGERS		6,884	4,246	Adult	Monthly Pass
Subscription / Pre-booked		0%	0%	Child	Free
Reservation		0%	0%	Student	
On-Demand / Day of trip		100%	100%	Senior	\$1.50
Cancelled in advance				Attendant	
No-shows / Cancelled at door				Companion	
Unaccommodated trips				Other	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration		\$5,448	\$11,789	Operators	Full-time
Operations:				Other Operations	Part-time
Internal - Dedicated Service		\$29,693	\$29,670	Vehicle Mechanics	2
Contract - Dedicated Service				General and Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	1
Maintenance (Vehicles & Facilities)		\$12,164	\$11,645	Union Affiliations: Operators:	2
Fuel		\$7,380	\$8,244	Mechanics:	
TOTAL OPERATING EXPENSES		\$54,685	\$61,348	Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate: \$24.11	
Passenger Revenue		\$1,580	\$1,114	Top Mechanic Wage Rate:	
Other Operating Revenue					
Total Operating Revenue		\$1,580	\$1,114		
Federal Contributions					
Provincial Contributions		\$36,129	\$56,205		
Municipal Contributions		\$16,976	\$4,029		
Other / Donations					
TOTAL		\$54,685	\$61,348		
CAPITAL EXPENSES				PERFORMANCE INDICATORS	
Vehicles Purchased				FINANCIAL	2009
Debt Servicing				R/C Ratio	2010
Other Capital Expenses				Net Operating Cost / Capita	3%
TOTAL CAPITAL EXPENSES				Total Exp. / Passenger	2%
CAPITAL FUNDING SOURCES				Total Exp. / Eligible Passenger	\$9.48
Transit System				Transportation Exp. / Passenger	\$7.94
Federal Contributions				Dedicated Service	\$7.94
Provincial Contributions				Non-Dedicated Service	\$7.15
Municipal Contributions				Transportation Exp. / Hour (Dedicated Service)	\$11.67
Other / Donations					\$45.25
TOTAL CAPITAL FUNDING				OPERATING	\$19.32
				Registrants / Capita	0.0275
				Passengers / Capita	0.0275
				Passengers / Registrant	1.2293
				Passengers / Hour (Dedicated Service)	0.7863
				Kms / Passenger (Dedicated Service)	44.70
				Average Speed (Dedicated Service)	25.73
					6.33
					1.66

* Other Eligibility Criteria: Paratransit vehicles are used to provide services for seniors which include grocery shopping, social activities, and medical appointments.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,230	
Wheelchair/Scooter Users	16	
Attendants		
Companions		
Other (specified)		
TOTAL	4,246	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	1	14
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Guelph

Guelph Transit Mobility Services

Contact: Elaine Noël
 Title: Supervisor, Transit Business Services
 Telephone: 519-822-1260 x 2624
 Fax: 519-822-1322
 Email: elaine.noel@guelph.ca

Population served: 120,000
 Service area (km²): 88.0
 Communities served: 1
 Service began: 15/08/1977
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 430
 Ambulatory: 996
 Attendants:
 Companions:
 Other:
Total: 1,426

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☒

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	177,483	232,244
Tot. Veh. Km. - Dedicated Service	177,483	232,244
Rev. Veh. Hrs. - Dedicated Service	9,880	13,020
Tot. Veh. Hrs. - Dedicated Service	9,880	13,020
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	33,535	34,446
Non-Dedicated Service	14,761	13,613
TOTAL PASSENGERS	48,296	48,059
Subscription / Pre-booked	19%	19%
Reservation	80%	80%
On-Demand / Day of trip	1%	1%
Cancelled in advance	8,797	9,166
No-shows / Cancelled at door	343	402
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$33,451	\$39,762
Operations:		
Internal - Dedicated Service	\$527,994	\$561,699
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$133,656	\$113,573
Contract - Taxi Scrip	\$11,703	\$15,842
Maintenance (Vehicles & Facilities)		
Fuel	\$57,650	\$50,000
TOTAL OPERATING EXPENSES	\$764,454	\$780,876

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$70,478	\$78,043
Other Operating Revenue		
Total Operating Revenue	\$70,478	\$78,043
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$693,976	\$702,833
Other / Donations		
TOTAL	\$764,454	\$780,876

CAPITAL EXPENSES

Vehicles Purchased		\$299,572
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$299,572

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$229,572
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$229,572

* No service was provided on statutory holidays throughout 2010. * No service was provided on the five Sundays in August 2010.

SERVICE HOURS / SCHEDULING

Weekday:	0530 to 0100	Sunday:	0900 to 1900
Saturday:	0530 to 0100	Holiday:	0900 to 1900
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/02/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.30		☐
Child				☐
Student	\$2.75	\$2.30		☐
Senior	\$2.75	\$2.30		☐
Attendant	\$2.75	\$2.30		☐
Companion				☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	4	4
Other Operations	2	
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	6	4

Union Affiliations: Operators: ATU 1189
 Mechanics: ATU 1189
 Other (specify):

Top Operator Wage Rate: \$25.07

Top Mechanic Wage Rate: \$29.46

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	9%	10%
Net Operating Cost / Capita	\$5.78	\$5.86
Total Exp. / Passenger	\$15.83	\$16.25
Total Exp. / Eligible Passenger	\$16.64	\$16.86
Transportation Exp. / Passenger		
Dedicated Service	\$17.46	\$17.76
Non-Dedicated Service	\$9.85	\$9.51
Transportation Exp. / Hour (Dedicated Service)	\$59.28	\$46.98
OPERATING		
Registrants / Capita	0.0099	0.0119
Passengers / Capita	0.4025	0.4005
Passengers / Registrant	40.48	33.70
Passengers / Hour (Dedicated Service)	3.39	2.65
Kms / Passenger (Dedicated Service)	5.29	6.74
Average Speed (Dedicated Service)	17.96	17.84

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,560	11,740
Wheelchair/Scooter Users	10,153	1,873
Attendants		
Companions	1,733	
Other (specified)		
TOTAL	34,446	13,613

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	9	9	5	4
Other				
TOTAL DED. VEHICLES	9	9	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:	2			

Halton Hills

Halton Hills ActiVan

Contact: Debra Wagstaffe
 Title: ActiVan Coordinator
 Telephone: 905-873-2601 x2617
 Fax: 905-873-8192
 Email: debraw@haltonhills.ca

Population served: 55,000
 Service area (km²): 280.0
 Communities served: 1
 Service began: 01/01/1981
 Advisory Committee members: 11
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 142
 Ambulatory: 968
 Attendants:
 Companions:
 Other:
Total: 1,110

Active
 142
 968
 1,110

Total
 142
 968
 1,110

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 2
 Taxi Scrip Program Available: ☒

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	119,491	125,072
Tot. Veh. Km. - Dedicated Service	119,491	125,072
Rev. Veh. Hrs. - Dedicated Service	7,800	8,000
Tot. Veh. Hrs. - Dedicated Service	7,800	8,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	14,989	16,483
Non-Dedicated Service	3,744	11,719
TOTAL PASSENGERS	18,733	28,202
Subscription / Pre-booked	0%	0%
Reservation	99%	99%
On-Demand / Day of trip	1%	1%
Cancelled in advance	438	348
No-shows / Cancelled at door	53	68
Unaccommodated trips	59	24
Number of complaints		

OPERATING EXPENSES

Administration	\$176,580	\$186,698
Operations:		
Internal - Dedicated Service	\$6,446	\$62,520
Contract - Dedicated Service	\$228,980	\$249,850
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$33,176	\$81,212
Maintenance (Vehicles & Facilities)	\$63,200	\$64,500
Fuel		
TOTAL OPERATING EXPENSES	\$508,381	\$644,780

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$45,431	\$76,140
Other Operating Revenue		
Total Operating Revenue	\$45,431	\$76,140
Federal Contributions		
Provincial Contributions	\$158,328	\$224,600
Municipal Contributions	\$303,822	\$344,040
Other / Donations	\$800	
TOTAL	\$508,381	\$644,780

CAPITAL EXPENSES

Vehicles Purchased	\$46,258	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$46,258	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$46,258	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$46,258	

*Other Eligibility Criteria: cognitive disability. * ActiVan is a public transportation service operated by the Town of Halton Hills for both persons with disabilities and seniors. Any person with a physical, medical or cognitive disability and everyone aged sixty-five or older may apply.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0730 to 2300
Saturday:	0730 to 2300	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	16 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Dat	01/01/2010	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$2.00		
Child	\$2.00	\$2.00		
Student	\$2.00	\$2.00		
Senior	\$2.00	\$2.00		
Attendant	\$2.00	\$2.00		
Companion	\$2.00			
Other	Caregiver's ride for free - after hours \$3.00 per ride			

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	2
Other Operations		
Vehicle Mechanics		1
General and Administration	1	2
Other		

TOTAL NUMBER OF EMPLOYEES

4 5

Union Affiliations: Operators:
 Mechanics: CUPE Local 73
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$27.57

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	9%	12%
Net Operating Cost / Capita	\$8.42	\$10.34
Total Exp. / Passenger	\$27.14	\$22.86
Total Exp. / Eligible Passenger	\$35.17	\$39.12
Transportation Exp. / Passenger		
Dedicated Service	\$19.92	\$22.86
Non-Dedicated Service	\$8.86	\$6.93
Transportation Exp. / Hour (Dedicated Service)	\$38.29	\$47.11
OPERATING		
Registrants / Capita	0.0164	0.0202
Passengers / Capita	0.3406	0.5128
Passengers / Registrant	20.81	25.41
Passengers / Hour (Dedicated Service)	1.92	2.06
Kms / Passenger (Dedicated Service)	7.97	7.59
Average Speed (Dedicated Service)	15.32	15.63

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	13,619	
Wheelchair/Scooter Users	2,864	
Attendants		
Companions		
Other (specified)		11,719
TOTAL	16,483	11,719

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans	2	2	1 3
Small Buses	1	1	3 17
Other			
TOTAL DED. VEHICLES	3	3	N/A N/A
Vehicle ownership:	Municipality		
Vehicle maintenance responsibility:	Municipality		
Accessible taxis:			

Hamilton

Accessible Transportation Services

Contact: Owen Quinn
 Title: Coordinator, Accessible Transportation Service
 Telephone: 905-546-2424 x5323
 Fax: 905-679-7305
 Email: owen.quinn@hamilton.ca

Population served: 513,000
 Service area (km²): 1,117.0
 Communities served: 1
 Service began: 01/01/1976
 Advisory Committee members: 15
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 7,966
 Ambulatory: 1,349
 Attendants:
 Companions:
 Other: 3,236
Total: 12,551

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 1
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 3
 Taxi Scrip Program Available: ☒

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	4,228,683	4,294,806
Tot. Veh. Km. - Dedicated Service	4,228,683	4,294,806
Rev. Veh. Hrs. - Dedicated Service	191,932	193,951
Tot. Veh. Hrs. - Dedicated Service	191,932	193,951
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	429,818	426,444
Non-Dedicated Service	158,825	145,028
TOTAL PASSENGERS	588,643	571,472
Subscription / Pre-booked	44%	47%
Reservation	29%	25%
On-Demand / Day of trip	27%	28%
Cancelled in advance	96,765	82,179
No-shows / Cancelled at door	10,642	12,757
Unaccommodated trips	17,995	11,450
Number of complaints	550	487

OPERATING EXPENSES

Administration	\$2,999,006	\$3,239,556
Operations:		
Internal - Dedicated Service	\$6,368,937	\$6,726,276
Contract - Dedicated Service	\$1,757,162	\$1,700,951
Contract - Non-Dedicated Service	\$11,306	
Contract - Taxi Scrip	\$1,304,350	\$1,246,290
Maintenance (Vehicles & Facilities)	\$1,504,077	\$1,060,919
Fuel	\$648,719	\$675,239
TOTAL OPERATING EXPENSES	\$14,593,557	\$14,649,231

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,798,696	\$1,754,010
Other Operating Revenue		\$5,842
Total Operating Revenue	\$1,798,696	\$1,759,852
Federal Contributions		
Provincial Contributions	\$734,440	\$884,926
Municipal Contributions	\$12,026,171	\$11,988,953
Other / Donations	\$34,250	\$15,500
TOTAL	\$14,593,557	\$14,649,231

CAPITAL EXPENSES

Vehicles Purchased	\$1,831,040	\$1,868,292
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$1,831,040	\$1,868,292

CAPITAL FUNDING SOURCES

Transit System	\$1,202,383	\$1,247,766
Federal Contributions		
Provincial Contributions	\$609,736	\$620,526
Municipal Contributions		
Other / Donations	\$18,921	
TOTAL CAPITAL FUNDING	\$1,831,041	\$1,868,292

* Other Eligibility Criteria: Accessible Transportation Services (ATS) are available to persons with disabilities who are unable to access regular transit service. * Service Hours: Thursdays and Fridays service hours 0700-0130 hrs.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2400	Sunday:	0700 to 2400
Saturday:	0700 to 0130	Holiday:	0700 to 2400
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/01/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult		\$2.35		☐
Child		\$2.35		☐
Student		\$2.35		☐
Senior		\$2.35		☒
Attendant				☐
Companion		\$2.35		☐
Other	Taxi Scrip - User co-payment 60%			

EMPLOYEE DATA

	Full-time	Part-time
Operators	120	
Other Operations	15	
Vehicle Mechanics	6	
General and Administration	26	
Other	5	2

TOTAL NUMBER OF EMPLOYEES

172 2

Union Affiliations: Operators: CUPE 5167
 Mechanics: CUPE 5167
 Other (specify): ATU 107 - ATS administrative staff

Top Operator Wage Rate: \$22.40

Top Mechanic Wage Rate: \$26.18

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$24.94	\$25.13
Total Exp. / Passenger	\$24.79	\$25.63
Total Exp. / Eligible Passenger	\$26.27	\$27.53
Transportation Exp. / Passenger		
Dedicated Service	\$23.91	\$23.83
Non-Dedicated Service	\$8.28	\$8.59
Transportation Exp. / Hour (Dedicated Service)	\$53.55	\$52.40
OPERATING		
Registrants / Capita	0.0243	0.0245
Passengers / Capita	1.1475	1.1140
Passengers / Registrant	47.22	45.53
Passengers / Hour (Dedicated Service)	2.24	2.20
Kms / Passenger (Dedicated Service)	9.84	10.07
Average Speed (Dedicated Service)	22.03	22.14

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	165,063	137,253
Wheelchair/Scooter Users	222,028	7,775
Attendants	18,167	
Companions	21,186	
Other (specified)		
TOTAL	426,444	145,028

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	23	23	N/A	6
Accessible Vans / Minivans				
Small Buses	70	54	4	8
Other				
TOTAL DED. VEHICLES	93	77	N/A	N/A

Vehicle ownership: Buses - Non-Profit; Non-acc. cars - Private
 Vehicle maintenance responsibility: Buses - Non-Profit; Non-acc. cars - Private
 Accessible taxis:

Hanover

Saugeen Mobility and Regional Transit

Contact: Roger Cook
 Title: General Manager
 Telephone: 519-881-2589
 Fax: 519-881-2508
 Email: roger@saugeenmobility.ca

Population served: 44,748
 Service area (km²): 2,488.0
 Communities served: 5
 Service began: 01/01/1979
 Advisory Committee members: 5
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 539 539

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS			SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	2009	2010	Weekday: 0600 to 2400	Sunday: 0600 to 2400	
Tot. Veh. Km. - Dedicated Service			Saturday: 0600 to 2400	Holiday: 0600 to 2400	
Rev. Veh. Hrs. - Dedicated Service			Advanced booking notice: 0 day(s)		
Tot. Veh. Hrs. - Dedicated Service			Minimum notice for reservation: 24 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Manual		
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	22,269	21,373	Effective Date 01/06/2010	Tickets/Cards (unit price)	Monthly Pass Free
Non-Dedicated Service			Cash		
TOTAL PASSENGERS	22,269	21,373	Adult \$6.80		
Subscription / Pre-booked	75%	35%	Child \$6.80		☐
Reservation	9%	60%	Student \$6.80		☐
On-Demand / Day of trip	16%	5%	Senior \$6.80		☐
Cancelled in advance			Attendant		☒
No-shows / Cancelled at door			Companion		☒
Unaccommodated trips			Other out of town fares: hour rate and mileage		
Number of complaints		6			
OPERATING EXPENSES			EMPLOYEE DATA		
Administration	\$167,946	\$146,844	Operators	Full-time 4	Part-time 6
Operations:			Other Operations		
Internal - Dedicated Service	\$325,602	\$269,108	Vehicle Mechanics		
Contract - Dedicated Service	\$292		General and Administration	2	1
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	6	7
Maintenance (Vehicles & Facilities)	\$21,360	\$28,130	Union Affiliations: Operators:		
Fuel	\$35,881	\$43,783	Mechanics:		
TOTAL OPERATING EXPENSES	\$551,081	\$487,865	Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Operator Wage Rate: \$14.60		
Passenger Revenue	\$133,243	\$133,962	Top Mechanic Wage Rate:		
Other Operating Revenue	\$1,355	\$250			
Total Operating Revenue	\$134,598	\$134,212			
Federal Contributions					
Provincial Contributions	\$246,401	\$49,323			
Municipal Contributions	\$300,352	\$300,401			
Other / Donations	\$1,000	\$3,929			
TOTAL	\$682,351	\$487,865			
CAPITAL EXPENSES			PERFORMANCE INDICATORS		
Vehicles Purchased		\$137,736	FINANCIAL	2009	2010
Debt Servicing			R/C Ratio	24%	28%
Other Capital Expenses	\$2,745	\$1,732	Net Operating Cost / Capita	\$9.08	\$7.90
TOTAL CAPITAL EXPENSES	\$2,745	\$139,468	Total Exp. / Passenger	\$24.75	\$22.83
CAPITAL FUNDING SOURCES			Total Exp. / Eligible Passenger	\$24.75	\$22.83
Transit System			Transportation Exp. / Passenger		
Federal Contributions			Dedicated Service	\$17.20	\$15.96
Provincial Contributions	\$2,745	\$139,468	Non-Dedicated Service		
Municipal Contributions			Transportation Exp. / Hour (Dedicated Service)		
Other / Donations					
TOTAL CAPITAL FUNDING	\$2,745	\$139,468	OPERATING		
			Registrants / Capita	0.0091	0.0121
			Passengers / Capita	0.4854	0.4776
			Passengers / Registrant	53.40	39.65
			Passengers / Hour (Dedicated Service)		
			Kms / Passenger (Dedicated Service)		
			Average Speed (Dedicated Service)		

* Other Eligibility Criteria: Frail, elderly, mentally or physically disabled. * Ambulatory passenger trips also include Wheelchair/Scooter Users, Attendants, and Companions. * South Bruce was a service partner until the end of first quarter of 2009 and that the lower ridership counts reflects the loss of this partner.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	21,373	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	21,373	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	6
Accessible Vans / Minivans	9	9	2	4
Small Buses	2	2	8	16
Other	1	1	12	12
TOTAL DED. VEHICLES	13	13	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	private contractors			
Accessible taxis:				

Hearst

Hearst Community Transportation Association

Contact: Claude Laflamme
 Title: Secretary/Treasurer
 Telephone: 705-372-2817
 Fax: 705-362-5902
 Email: claflamme@hearst.ca

Population served: 6,643
 Service area (km²): 841.0
 Communities served: 1
 Service began: 08/09/1998
 Advisory Committee members: 7
 Eligibility Committee members: 7

REGISTRANTS
 Wheelchair/Scooter Users: 45
 Ambulatory: 310
 Attendants: 12
 Companions: 12
 Other: 367
Total: 367

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

2009

2010

SERVICE HOURS / SCHEDULING

Weekday: 0900 to 1700 Sunday: to
 Saturday: 0900 to 1500 Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service 10,325 10,853
 Non-Dedicated Service
TOTAL PASSENGERS 10,325 10,853
 Subscription / Pre-booked 5% 5%
 Reservation 0% 0%
 On-Demand / Day of trip 95% 95%

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

Administration \$1,633 \$11,293
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$112,032 \$112,933
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES \$113,665 \$124,226

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$25,813 \$27,133
 Other Operating Revenue

Total Operating Revenue \$25,813 \$27,133

Federal Contributions

Provincial Contributions \$55,589 \$55,000

Municipal Contributions \$25,763 \$35,593

Other / Donations \$6,500 \$6,500

TOTAL \$113,665 \$124,226

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: Seniors 50+ years, physically disabled youth and adults

FARE STRUCTURE

Effective Date 01/01/2006
Cash
 Tickets/Cards (unit price) Monthly Pass Free
 Adult \$2.50 \$2.27
 Child \$2.50 \$2.27
 Student \$2.50 \$2.27
 Senior \$2.50 \$2.27
 Attendant \$2.50 \$2.27
 Companion \$2.50 \$2.27
 Other

EMPLOYEE DATA

Operators 1 Full-time 3 Part-time
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES 1 3

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$13.50

Top Mechanic Wage Rate: \$20.00

PERFORMANCE INDICATORS

FINANCIAL
 R/C Ratio 23% 22%
 Net Operating Cost / Capita \$13.22 \$14.62
 Total Exp. / Passenger \$11.01 \$11.45
 Total Exp. / Eligible Passenger \$11.12 \$11.56
 Transportation Exp. / Passenger
 Dedicated Service \$10.85 \$10.41
 Non-Dedicated Service
 Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita 0.0537 0.0553
 Passengers / Capita 1.5543 1.6338
 Passengers / Registrant 28.92 29.57
 Passengers / Hour (Dedicated Service)
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service Non-Ded. Service
 Ambulatory 9,115
 Wheelchair/Scooter Users 1,628
 Attendants 110
 Companions
 Other (specified)
TOTAL 10,853

VEHICLE DATA

Number Veh. Peak Avg. Capacity per Veh.
 Wheelchair N/A Ambulatory
 Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses 1 1 4 16
 Other
TOTAL DED. VEHICLES 1 1 N/A N/A

Vehicle ownership: Contracted Operators
 Vehicle maintenance responsibility: Contracted Operators
 Accessible taxis:

Ingersoll

Ingersoll Paratransit Service

Contact: Marsha Paley
 Title: Clerk/Deputy CAO
 Telephone: 519-485-0120
 Fax: 519-485-3543
 Email: mpaley@ingersoll.ca

Population served: 12,385
 Service area (km²): 10.0
 Communities served: 1
 Service began: 04/01/1992
 Advisory Committee members: 5
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	77	77
Ambulatory:	188	188
Attendants:	17	17
Companions:		
Other:	2	2
Total:	284	284

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

2009 2010

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 2100 Sunday: 0800 to 1700
 Saturday: 0800 to 2100 Holiday: 0800 to 1700
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24 hour(s)
 Reservations / Scheduling: Fully Computerized

PASSENGER DATA

Dedicated Service 1,288 1,145
 Non-Dedicated Service 3,642 3,140
TOTAL PASSENGERS 4,930 4,285
 Subscription / Pre-booked 2%
 Reservation 97%
 On-Demand / Day of trip 1%
 Cancelled in advance 325 300
 No-shows / Cancelled at door 10 2
 Unaccommodated trips
 Number of complaints

FARE STRUCTURE

Effective Date 12/04/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00			☐
Child	\$3.00			☐
Student	\$3.00			☐
Senior	\$3.00			☒
Attendant				☐
Companion	\$3.00			
Other				

OPERATING EXPENSES

Administration \$43,122 \$48,085
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$19,320 \$17,747
 Contract - Non-Dedicated Service \$23,380 \$20,651
 Contract - Taxi Scrip

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other
TOTAL NUMBER OF EMPLOYEES
 Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES \$85,822 \$86,483

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$14,694 \$12,834
 Other Operating Revenue

Total Operating Revenue \$14,694 \$12,834

Federal Contributions

Provincial Contributions

Municipal Contributions \$71,128 \$73,649

Other / Donations

TOTAL \$85,822 \$86,483

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: Vision Impaired * Friday Service Hours: 0800-2200 hrs.

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	17%	15%
Net Operating Cost / Capita	\$5.93	\$5.95
Total Exp. / Passenger	\$17.41	\$20.18
Total Exp. / Eligible Passenger	\$17.41	\$20.18
Transportation Exp. / Passenger		
Dedicated Service	\$15.00	\$15.50
Non-Dedicated Service	\$6.42	\$6.58
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0300	0.0229
Passengers / Capita	0.4108	0.3460
Passengers / Registrant	13.69	15.09
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		3,140
Wheelchair/Scooter Users	1,145	
Attendants		
Companions		
Other (specified)		
TOTAL	1,145	3,140

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	3	3	Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	
Small Buses			1	1
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Vehicle ownership:	Contracted operator			
Vehicle maintenance responsibility:	Contracted operator			
Accessible taxis:				

Kapuskasing

Kap Accessible Bus Service

Contact: Patricia Simone
 Title: Disability Resource Center
 Telephone: 705-337-4257
 Fax: 705-337-1741
 Email: marc.dupont@kapuskasing.ca

Population served: 8,500
 Service area (km²): 84.0
 Communities served: 1
 Service began: 01/01/1980
 Advisory Committee members: 6
 Eligibility Committee members: 6

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total:

Active

Total

567

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 1600	Sunday: to
Tot. Veh. Km. - Dedicated Service				Saturday: 1000 to 1600	Holiday: to
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice: 1 day(s)	
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation: 24 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service	16,738	16,634		Effective Date 01/01/2010	
Non-Dedicated Service				Cash	Tickets/Cards (unit price)
TOTAL PASSENGERS	16,738	16,634		Adult \$2.00	Monthly Pass
Subscription / Pre-booked	0%	0%		Child \$2.00	\$16.66
Reservation	0%	0%		Student \$2.00	\$16.66
On-Demand / Day of trip	0%	0%		Senior \$2.00	\$16.66
Cancelled in advance				Attendant	
No-shows / Cancelled at door	131	146		Companion \$2.00	\$16.66
Unaccommodated trips	6	89		Other	
Number of complaints	3	3			
OPERATING EXPENSES				EMPLOYEE DATA	
Administration	\$12,182	\$21,131		Operators	Full-time
Operations:				Other Operations	Part-time
Internal - Dedicated Service				Vehicle Mechanics	
Contract - Dedicated Service	\$91,419	\$99,318		General and Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip	\$146			TOTAL NUMBER OF EMPLOYEES	
Maintenance (Vehicles & Facilities)	\$5,374	\$2,260		Union Affiliations: Operators:	
Fuel				Mechanics:	
TOTAL OPERATING EXPENSES	\$109,121	\$122,709		Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:	
Passenger Revenue	\$19,898	\$18,021		Top Mechanic Wage Rate:	
Other Operating Revenue				PERFORMANCE INDICATORS	
Total Operating Revenue	\$19,898	\$18,021		FINANCIAL	
Federal Contributions				R/C Ratio	2009
Provincial Contributions	\$42,828	\$61,436		Net Operating Cost / Capita	2010
Municipal Contributions	\$46,395	\$43,252		Total Exp. / Passenger	18%
Other / Donations				Total Exp. / Eligible Passenger	15%
TOTAL	\$109,121	\$122,709		Transportation Exp. / Passenger	\$10.50
CAPITAL EXPENSES				Dedicated Service	\$6.52
Vehicles Purchased				Non-Dedicated Service	\$7.38
Debt Servicing				Transportation Exp. / Hour (Dedicated Service)	\$6.66
Other Capital Expenses	\$1,998				\$5.78
TOTAL CAPITAL EXPENSES	\$1,998			OPERATING	\$6.11
CAPITAL FUNDING SOURCES				Registrants / Capita	0.0667
Transit System				Passengers / Capita	0.0667
Federal Contributions				Passengers / Registrant	1.9692
Provincial Contributions	\$1,998			Passengers / Hour (Dedicated Service)	1.9569
Municipal Contributions				Kms / Passenger (Dedicated Service)	29.52
Other / Donations				Average Speed (Dedicated Service)	29.34
TOTAL CAPITAL FUNDING	\$1,998				

* Our service utilizes 2 small accessible buses - one owned by the Municipality and the other by a private contractor. The contractor provides the service utilizing the municipal bus for a set daily fee which includes the following: Driver, fuel, labour for maintenance, booking, etc. The municipality is responsible for maintenance costs associated with its own bus. The second bus provided by the contractor is paid for at a set daily fee inclusive of all expenses. Employment statistics as requested are not available from the contractor. * Other Eligibility Criteria: Physically disabled persons; visually impaired persons; developmentally handicapped persons; persons with invisible needs such as psychiatric needs.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	14,332	
Wheelchair/Scooter Users	1,801	
Attendants	501	
Companions		
Other (specified)		
TOTAL	16,634	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	3	9
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Municipality (1); Contracted Operation (1)			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Kawartha Lakes (Rural)

Community Care City of Kawartha Lakes

Contact: Steve Karpazis
 Title: Specialized Transit Manager
 Telephone: 705-324-7323 x243
 Fax: 705-328-0607
 Email: skarpazis@community-care.on.ca

Population served: 73,000
 Service area (km²): 3,070.0
 Communities served: 1
 Service began: 01/07/1989
 Advisory Committee members: 3
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	861	861
Ambulatory:	1,906	1,906
Attendants:	60	60
Companions:	80	80
Other:	600	600
Total:	3,507	3,507

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	355,588	433,917
Tot. Veh. Km. - Dedicated Service	355,588	433,917
Rev. Veh. Hrs. - Dedicated Service	18,840	21,070
Tot. Veh. Hrs. - Dedicated Service	18,840	21,070
Non-Dedicated Service - Veh. Km.	636,212	871,323
Non-Dedicated Service - Veh. Hrs.	38,930	53,956

PASSENGER DATA

Dedicated Service	54,867	70,325
Non-Dedicated Service		
TOTAL PASSENGERS	54,867	70,325
Subscription / Pre-booked	5%	5%
Reservation	85%	85%
On-Demand / Day of trip	10%	10%
Cancelled in advance	1,947	2,105
No-shows / Cancelled at door	446	528
Unaccommodated trips	1,991	1,750
Number of complaints	41	36

OPERATING EXPENSES

Administration	\$129,894	\$183,834
Operations:		
Internal - Dedicated Service	\$554,368	\$612,136
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$50,387	\$61,707
Fuel	\$48,291	\$61,494
TOTAL OPERATING EXPENSES	\$782,940	\$919,171

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$236,249	\$249,000
Other Operating Revenue		
Total Operating Revenue	\$236,249	\$249,000
Federal Contributions		
Provincial Contributions	\$441,186	\$569,871
Municipal Contributions		
Other / Donations	\$105,505	\$100,300
TOTAL	\$782,940	\$919,171

CAPITAL EXPENSES

Vehicles Purchased		\$44,898
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$44,898

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$18,600
Municipal Contributions		\$22,946
Other / Donations		\$3,352
TOTAL CAPITAL FUNDING		\$44,898

* Non-Dedicated Service is provided by volunteer drivers. Clients pay \$0.40/km; \$10 minimum.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2200	Sunday:	0800 to 2200
Saturday:	0600 to 2200	Holiday:	to
Advanced booking notice:	365 day(s)		
Minimum notice for reservation:	12 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 16/06/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash			
Adult			☐
Child			☐
Student			☐
Senior			☒
Attendant			☒
Companion			☒
Other \$0.40/km, \$10 minimum			

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	13
Other Operations	4	1
Vehicle Mechanics		
General and Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	7	14

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$11.25
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	30%	27%
Net Operating Cost / Capita	\$7.59	\$9.18
Total Exp. / Passenger	\$14.27	\$13.07
Total Exp. / Eligible Passenger	\$17.26	\$15.75
Transportation Exp. / Passenger		
Dedicated Service	\$11.90	\$10.46
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$34.66	\$34.90
OPERATING		
Registrants / Capita	0.0384	0.0480
Passengers / Capita	0.7620	0.9634
Passengers / Registrant	19.86	20.05
Passengers / Hour (Dedicated Service)	2.91	3.34
Kms / Passenger (Dedicated Service)	6.48	6.17
Average Speed (Dedicated Service)	18.87	20.59

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	50,414	
Wheelchair/Scooter Users	7,938	
Attendants	6,794	
Companions	3,370	
Other (specified)	1,809	
TOTAL	70,325	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	3	2	N/A
Accessible Vans / Minivans	4	4	
Small Buses			
Other	2	1	
TOTAL DED. VEHICLES	9	7	N/A

Vehicle ownership: Non-Profit Organization
 Vehicle maintenance responsibility: Non-Profit Organization
 Accessible taxis:

Kawartha Lakes

Kawartha lakes Transit Limo

Contact: Dean Bolton
 Title: Manager of Fleet Services
 Telephone: 705 324 3401
 Fax: 705 324 4167
 Email: dbolton@city.kawarthalakes.on.ca

Population served: 19,361
 Service area (km²): 25.0
 Communities served: 1
 Service began: 01/01/1979
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 1,062

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

2009

2010

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1700 Sunday: to
 Saturday: 1000 to 1700 Holiday: to
 Advanced booking notice: 0 day(s)
 Minimum notice for reservation: 0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip

5,550

5,513

5,550

5,513

FARE STRUCTURE

Effective Dat 19/07/2010
Cash
 Adult \$2.00
 Child \$1.00
 Student \$1.50
 Senior \$1.50
 Attendant
 Companion
 Other Children under 5 - free
Tickets/Cards (unit price)
 \$1.66
Monthly Pass
 \$60.00
Free
☒
☐
☐
☐
☒

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Financial data has been consolidated with conventional transit and is reported in the Ontario urban fact book. Also note that all the conventional buses can interchange with specialized transit.

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL
 R/C Ratio
 Net Operating Cost / Capita
 Total Exp. / Passenger
 Total Exp. / Eligible Passenger
 Transportation Exp. / Passenger
 Dedicated Service
 Non-Dedicated Service
 Transportation Exp. / Hour (Dedicated Service)
OPERATING
 Registrants / Capita 0.0548 0.0549
 Passengers / Capita 0.2867 0.2848
 Passengers / Registrant 5.24 5.19
 Passengers / Hour (Dedicated Service)
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,513	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	5,513	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	6	15
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Municipality		
Accessible taxis:				

Kenora

Kenora Handi Transit

Contact: Diana Jardine
 Title: Administrator
 Telephone: 807-468-3295
 Fax: 807-468-5947
 Email: newhorizon@kmts.ca

Population served: 16,000
 Service area (km²): 75.1
 Communities served: 1
 Service began: 16/06/1980
 Advisory Committee members: 5
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	87	87
Ambulatory:	98	98
Attendants:	37	37
Companions:		
Other:		
Total:	222	222

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	46,521	44,940
Tot. Veh. Km. - Dedicated Service	47,448	45,859
Rev. Veh. Hrs. - Dedicated Service	3,462	3,126
Tot. Veh. Hrs. - Dedicated Service	3,617	3,279
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	8,247	8,156
Non-Dedicated Service		
TOTAL PASSENGERS	8,247	8,156
Subscription / Pre-booked	93%	90%
Reservation	5%	6%
On-Demand / Day of trip	2%	4%
Cancelled in advance	20	24
No-shows / Cancelled at door	5	6
Unaccommodated trips	10	8
Number of complaints	5	2

OPERATING EXPENSES

Administration	\$23,879	\$24,565
Operations:		
Internal - Dedicated Service	\$71,931	\$63,709
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$19,102	\$14,452
Fuel	\$11,005	\$10,943
TOTAL OPERATING EXPENSES	\$125,917	\$113,669

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$41,767	\$40,426
Other Operating Revenue		
Total Operating Revenue	\$41,767	\$40,426
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$78,657	\$81,803
Other / Donations	\$11,612	\$8,466
TOTAL	\$132,036	\$130,695

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

Other Eligibility Criteria: Doctor Recommended

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1700	Sunday:	to
Saturday:	0700 to 1700	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Dat	01/03/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$5.00	\$5.00		
Child	\$5.00	\$5.00		
Student	\$5.00	\$5.00		
Senior	\$5.00	\$5.00		
Attendant	\$5.00	\$5.00		
Companion	\$5.00	\$5.00		
Other				

EMPLOYEE DATA

Operators	Full-time	Part-time
Other Operations		3
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES		3

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$15.22

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	33%	36%
Net Operating Cost / Capita	\$5.26	\$4.58
Total Exp. / Passenger	\$15.27	\$13.94
Total Exp. / Eligible Passenger	\$16.86	\$15.32
Transportation Exp. / Passenger		
Dedicated Service	\$12.37	\$10.92
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$28.21	\$27.17
OPERATING		
Registrants / Capita	0.0128	0.0139
Passengers / Capita	0.5154	0.5098
Passengers / Registrant	40.43	36.74
Passengers / Hour (Dedicated Service)	2.38	2.61
Kms / Passenger (Dedicated Service)	5.64	5.51
Average Speed (Dedicated Service)	13.44	14.38

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,497	
Wheelchair/Scooter Users	5,924	
Attendants	735	
Companions		
Other (specified)		
TOTAL	8,156	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
Accessible Vans / Minivans	2	1	5 6
Small Buses			
Other			
TOTAL DED. VEHICLES	2	1	N/A N/A

Vehicle ownership: Non-Profit Organization
 Vehicle maintenance responsibility: Municipal Transit System
 Accessible taxis:

Kingston

Kingston Access Service

Contact: Trevor Fray
 Title: Executive Director
 Telephone: 613-542-2512
 Fax: 613-549-6318
 Email: trevor@kingstonaccessbus.com

Population served: 152,358
 Service area (km²): 1,906.7
 Communities served: 1
 Service began: 01/09/1967
 Advisory Committee members: 11
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	641	1,317
Ambulatory:	585	1,201
Attendants:		
Companions:		
Other:		
Total:	1,226	2,518

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	398,588	462,913
Tot. Veh. Km. - Dedicated Service	419,566	487,276
Rev. Veh. Hrs. - Dedicated Service	22,977	24,655
Tot. Veh. Hrs. - Dedicated Service	24,186	28,156
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	54,341	61,345
Non-Dedicated Service	2,707	3,122
TOTAL PASSENGERS	57,048	64,467
Subscription / Pre-booked	61%	52%
Reservation	38%	48%
On-Demand / Day of trip	2%	0%
Cancelled in advance	27,587	18,209
No-shows / Cancelled at door	1,219	1,152
Unaccommodated trips	2,610	2,607
Number of complaints		

OPERATING EXPENSES

Administration	\$365,126	\$316,926
Operations:		
Internal - Dedicated Service	\$1,092,752	\$1,171,604
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$25,820	\$31,845
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$164,121	\$261,339
Fuel	\$105,813	\$122,308
TOTAL OPERATING EXPENSES	\$1,753,632	\$1,904,022

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$118,860	\$153,328
Other Operating Revenue	\$129,728	\$20,482
Total Operating Revenue	\$248,588	\$173,810
Federal Contributions		
Provincial Contributions	\$62,200	
Municipal Contributions	\$1,432,652	\$1,732,497
Other / Donations	\$10,192	\$350
TOTAL	\$1,753,632	\$1,906,657

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

* KAB experienced a strike from April 16, 2009 until June 21, 2009. During that period office staff continued to accept bookings and cancelled them as the days continued. Dialysis passenger were taken by office staff. During that time frame we completed 679 trips and cancelled 10,153. these numbers are part of our overall total. As a result of the strike we lost our contract with the school board which provided a source of revenue and five full time drivers were layed off. We are slowly rebuilding.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2300	Sunday:	0900 to 2300
Saturday:	0900 to 2300	Holiday:	0700 to 2300
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 21/08/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.25			☐
Child	\$2.25			☐
Student	\$2.25			☐
Senior	\$2.25			☐
Attendant	\$2.25			☐
Companion	\$2.25			☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	14	8
Other Operations	5	1
Vehicle Mechanics		
General and Administration	3	
Other		
TOTAL NUMBER OF EMPLOYEES	22	9

Union Affiliations: Operators: CAW
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$18.67

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	14%	9%
Net Operating Cost / Capita	\$9.88	\$11.36
Total Exp. / Passenger	\$30.74	\$29.53
Total Exp. / Eligible Passenger	\$34.31	\$33.22
Transportation Exp. / Passenger		
Dedicated Service	\$25.08	\$25.35
Non-Dedicated Service	\$9.54	\$10.20
Transportation Exp. / Hour (Dedicated Service)	\$56.34	\$55.24
OPERATING		
Registrants / Capita	0.0160	0.0165
Passengers / Capita	0.3744	0.4231
Passengers / Registrant	23.36	25.60
Passengers / Hour (Dedicated Service)	2.37	2.49
Kms / Passenger (Dedicated Service)	7.33	7.55
Average Speed (Dedicated Service)	17.35	18.78

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	24,104	3,122
Wheelchair/Scooter Users	30,081	
Attendants		
Companions	7,160	
Other (specified)		
TOTAL	61,345	3,122

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	4
Small Buses	20	15	6	4
Other				
TOTAL DED. VEHICLES	21	16	N/A	N/A
Vehicle ownership:	Non-profit organization			
Vehicle maintenance responsibility:	Non-profit organization			
Accessible taxis:				

Lanark County

Lanark Transportation Association

Contact: Marilyn Bird
 Title: Executive Director
 Telephone: 613-264-8256
 Fax: 613-264-8220
 Email: ed@lanarktransport.com

Population served: 71,495
 Service area (km²): 3,000.0
 Communities served: 9
 Service began: 01/01/1991
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	270	270
Ambulatory:	2,500	2,500
Attendants:		
Companions:	250	250
Other:		
Total:	3,020	3,020

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 3
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS	2009	2010
Rev. Veh. Km. - Dedicated Service	407,850	400,886
Tot. Veh. Km. - Dedicated Service	407,850	400,886
Rev. Veh. Hrs. - Dedicated Service	12,000	12,769
Tot. Veh. Hrs. - Dedicated Service	12,000	12,769
Non-Dedicated Service - Veh. Km.		36,084
Non-Dedicated Service - Veh. Hrs.		1,149
PASSENGER DATA		
Dedicated Service	13,400	13,419
Non-Dedicated Service	1,250	1,081
TOTAL PASSENGERS	14,650	14,500
Subscription / Pre-booked	5%	5%
Reservation	90%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	639	861
No-shows / Cancelled at door	80	125
Unaccommodated trips	212	135
Number of complaints	7	12
OPERATING EXPENSES		
Administration	\$129,500	\$168,052
Operations:		
Internal - Dedicated Service	\$171,500	\$214,686
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$8,500	\$15,516
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$21,500	\$21,815
Fuel	\$29,500	\$45,500
TOTAL OPERATING EXPENSES	\$360,500	\$465,569
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$289,000	\$417,974
Other Operating Revenue		
Total Operating Revenue	\$289,000	\$417,974
Federal Contributions		
Provincial Contributions	\$41,000	\$73,000
Municipal Contributions	\$79,000	\$81,500
Other / Donations		\$40
TOTAL	\$409,000	\$572,514
CAPITAL EXPENSES		
Vehicles Purchased	\$105,200	\$52,806
Debt Servicing		
Other Capital Expenses	\$17,000	\$5,000
TOTAL CAPITAL EXPENSES	\$122,200	\$57,806
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions	\$122,200	\$57,806
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$122,200	\$57,806

* Other eligibility criteria: to be eligible for service, clients must be registered with or approved by another agency, i.e. Ontario Works, ODSP or require wheelchair accessible transportation.

SERVICE HOURS / SCHEDULING			
Weekday:	0500 to 2200	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	21 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Fully Computerized		
FARE STRUCTURE			
Effective Date 01/01/2010			
Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult			☐
Child			☐
Student			☐
Senior			☐
Attendant			☐
Companion			☐
Other	\$15 in town and a maximum of \$60 to Ottawa		☐
EMPLOYEE DATA	Full-time	Part-time	
Operators	12	4	
Other Operations	1		
Vehicle Mechanics			
General and Administration	1	1	
Other			
TOTAL NUMBER OF EMPLOYEES	14	5	
Union Affiliations:	Operators:		
	Mechanics:		
	Other (specify):		
Top Operator Wage Rate:	\$13.75		
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS			
FINANCIAL	2009	2010	
R/C Ratio	80%	90%	
Net Operating Cost / Capita	\$1.00	\$0.67	
Total Exp. / Passenger	\$24.61	\$32.11	
Total Exp. / Eligible Passenger	\$25.30	\$33.86	
Transportation Exp. / Passenger			
Dedicated Service	\$16.60	\$21.02	
Non-Dedicated Service	\$6.80	\$14.35	
Transportation Exp. / Hour (Dedicated Service)	\$18.54	\$22.08	
OPERATING			
Registrants / Capita	0.0313	0.0422	
Passengers / Capita	0.2049	0.2028	
Passengers / Registrant	6.55	4.80	
Passengers / Hour (Dedicated Service)	1.12	1.05	
Kms / Passenger (Dedicated Service)	30.44	29.87	
Average Speed (Dedicated Service)	33.99	31.40	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	11,169	1,081
Wheelchair/Scooter Users	1,500	
Attendants	750	
Companions		
Other (specified)		
TOTAL	13,419	1,081

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	8	8	N/A	6
Accessible Vans / Minivans	3	3	3	4
Small Buses				
Other				
TOTAL DED. VEHICLES	11	11	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Leamington

Erie Shore Community Transit

Contact: Mark Wybenga
 Title: Department Coordinator
 Telephone: 519-326-9030
 Fax: 519-326-8697
 Email: mwybenga@secc.on.ca

Population served: 51,000
 Service area (km²): 590.0
 Communities served: 3
 Service began: 01/10/1991
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	152	152
Ambulatory:	355	355
Attendants:		
Companions:		
Other:		
Total:	507	507

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	134,935	93,991
Tot. Veh. Km. - Dedicated Service	134,935	93,991
Rev. Veh. Hrs. - Dedicated Service	5,200	5,200
Tot. Veh. Hrs. - Dedicated Service	5,200	5,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	10,815	8,590
Non-Dedicated Service		
TOTAL PASSENGERS	10,815	8,590
Subscription / Pre-booked	43%	43%
Reservation	55%	55%
On-Demand / Day of trip	2%	2%
Cancelled in advance	865	601
No-shows / Cancelled at door	335	334
Unaccommodated trips	66	352
Number of complaints	1	2

OPERATING EXPENSES

Administration	\$10,617	\$10,818
Operations:		
Internal - Dedicated Service	\$197,872	\$170,641
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$24,042	\$13,910
Fuel	\$20,888	\$17,684
TOTAL OPERATING EXPENSES	\$253,419	\$213,053

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$61,232	\$53,783
Other Operating Revenue	\$1,300	\$2,492
Total Operating Revenue	\$62,532	\$56,275
Federal Contributions		
Provincial Contributions	\$169,375	\$135,256
Municipal Contributions	\$21,012	\$21,012
Other / Donations	\$500	\$510
TOTAL	\$253,419	\$213,053

CAPITAL EXPENSES

Vehicles Purchased	\$99,280	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$99,280	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$95,804	
Municipal Contributions	\$15,000	
Other / Donations	\$11,430	
TOTAL CAPITAL FUNDING	\$122,234	

Other Eligibility Criteria: other disabilities and/or health conditions that do not permit the user to access other transportation services or requires the use of an accessible service. * Municipal Capital Reserve Contributions = \$15,000 (Leamington = \$5,000, Kingsville = \$5,000 and Chatham-Kent = \$5,000); Fundraising = \$10,000; Donations/Other: Sale of Bus = \$3,000, Donations = \$808.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/04/2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.00			
Child	\$5.00			
Student	\$5.00			
Senior	\$5.00			
Attendant	\$2.50			
Companion	\$2.50			
Other	after hours/weekends/holidays fare based on cost recovery rate			

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	5
Other Operations	1	
Vehicle Mechanics		
General and Administration	2	
Other		

TOTAL NUMBER OF EMPLOYEES

4	5
---	---

Union Affiliations: Operators: CUPE Local 4523
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$14.83

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2009	2010
R/C Ratio	25%	26%
Net Operating Cost / Capita	\$3.74	\$3.07
Total Exp. / Passenger	\$23.43	\$24.80
Total Exp. / Eligible Passenger	\$26.28	\$27.54
Transportation Exp. / Passenger		
Dedicated Service	\$22.45	\$23.54
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$46.69	\$38.89

OPERATING

Registrants / Capita	0.0099	0.0099
Passengers / Capita	0.2121	0.1684
Passengers / Registrant	21.46	16.94
Passengers / Hour (Dedicated Service)	2.08	1.65
Kms / Passenger (Dedicated Service)	12.48	10.94
Average Speed (Dedicated Service)	25.95	18.08

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,377	
Wheelchair/Scooter Users	2,360	
Attendants	853	
Companions		
Other (specified)		
TOTAL	8,590	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	4	4	4	8
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A

Vehicle ownership: Non-Profit Organization
 Vehicle maintenance responsibility: Private Operation
 Accessible taxis:

London

London Transit Commission

Contact: Kelly Paleczny
 Title: Director of Finance and Administration
 Telephone: 519-451-1340
 Fax: 519-451-0143
 Email: kpaleczn@london.ca

Population served: 365,200
 Service area (km²): 166.0
 Communities served: 1
 Service began: 01/10/1997
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 1,639
 Ambulatory: 2,357
 Attendants:
 Companions:
 Other:
Total: 3,996

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 2
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	79,678	85,097
Tot. Veh. Hrs. - Dedicated Service	79,678	85,097
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.	9,766	11,592

PASSENGER DATA

Dedicated Service	194,388	207,750
Non-Dedicated Service	25,186	30,213
TOTAL PASSENGERS	219,574	237,963
Subscription / Pre-booked	40%	30%
Reservation	51%	61%
On-Demand / Day of trip	9%	9%
Cancelled in advance	34,558	34,861
No-shows / Cancelled at door	3,511	3,774
Unaccommodated trips	8,202	5,995
Number of complaints	66	86

OPERATING EXPENSES

Administration	\$88,533	\$90,512
Operations:		
Internal - Dedicated Service	\$537,118	\$575,682
Contract - Dedicated Service	\$2,584,762	\$2,770,689
Contract - Non-Dedicated Service	\$273,126	\$324,323
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$3,483,539	\$3,761,206

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$386,617	\$417,231
Other Operating Revenue		
Total Operating Revenue	\$386,617	\$417,231
Federal Contributions		
Provincial Contributions	\$338,922	\$449,875
Municipal Contributions	\$2,758,000	\$2,894,100
Other / Donations		
TOTAL	\$3,483,539	\$3,761,206

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: a person who is unable as a result of their disability, to make use of our conventional transit services, is eligible for some form of specialized service, which will be determined by an eligibility assessment.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2400	Sunday:	0830 to 2300
Saturday:	0600 to 2400	Holiday:	0830 to 2300
Advanced booking notice:	3 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/12/2008	Tickets/Cards	Monthly Pass	Free
	(unit price)		
Adult	\$2.75	\$1.90	
Child	\$1.35	\$1.10	☐
Student	\$2.75	\$1.54	☐
Senior	\$2.75	\$1.43	\$57.50 ☐
Attendant			☒
Companion	\$2.75		☐
Other			

EMPLOYEE DATA

Operators		Full-time	Part-time
Other Operations	6		
Vehicle Mechanics			
General and Administration	2		
Other			
TOTAL NUMBER OF EMPLOYEES	8		

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2009	2010
FINANCIAL		
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$8.56	\$9.16
Total Exp. / Passenger	\$15.86	\$15.81
Total Exp. / Eligible Passenger	\$17.74	\$17.68
Transportation Exp. / Passenger		
Dedicated Service	\$16.06	\$16.11
Non-Dedicated Service	\$10.84	\$10.73
Transportation Exp. / Hour (Dedicated Service)	\$39.18	\$39.32
OPERATING		
Registrants / Capita	0.0105	0.0109
Passengers / Capita	0.6066	0.6516
Passengers / Registrant	57.97	59.55
Passengers / Hour (Dedicated Service)	2.44	2.44
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	109,676	15,837
Wheelchair/Scooter Users	76,215	11,005
Attendants	21,858	3,371
Companions		
Other (specified)		
TOTAL	207,749	30,213

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	6	6	Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	1
Small Buses	22	22	4	4
Other	1	1		12
TOTAL DED. VEHICLES	29	29	N/A	N/A
Vehicle ownership:	Contracted Operator			
Vehicle maintenance responsibility:	Contracted Operator			
Accessible taxis:				

Machin

Municipality of Machin

Contact: Tammy Rob
 Title: Clerk Treasurer
 Telephone: 807-227-2633
 Fax: 807-227-5443
 Email: clerktreasurer@visitmachin.com

Population served: 1,100
 Service area (km²): 288.9
 Communities served: 1
 Service began: 01/01/1991
 Advisory Committee members: 7
 Eligibility Committee members: 7

REGISTRANTS
 Wheelchair/Scooter Users: 3
 Ambulatory: 57
 Attendants: 57
 Companions: 523
 Other: 60
Total: 526

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	13,865	
Tot. Veh. Km. - Dedicated Service	14,165	
Rev. Veh. Hrs. - Dedicated Service	950	1,050
Tot. Veh. Hrs. - Dedicated Service	950	1,075
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2009	2010
Dedicated Service	2,106	6,545
Non-Dedicated Service		
TOTAL PASSENGERS	2,106	6,545
Subscription / Pre-booked	0%	100%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

	2009	2010
Administration	\$1,050	\$1,000
Operations:		
Internal - Dedicated Service	\$14,609	\$23,184
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,984	\$4,190
Fuel	\$5,000	\$5,652
TOTAL OPERATING EXPENSES	\$27,643	\$34,026

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2009	2010
Passenger Revenue	\$6,681	\$8,687
Other Operating Revenue		
Total Operating Revenue	\$6,681	\$8,687
Federal Contributions		\$25,339
Provincial Contributions		
Municipal Contributions	\$20,962	
Other / Donations		
TOTAL	\$27,643	\$34,026

CAPITAL EXPENSES

	2009
Vehicles Purchased	\$79,463
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$79,463

CAPITAL FUNDING SOURCES

	2009
Transit System	
Federal Contributions	
Provincial Contributions	\$46,560
Municipal Contributions	\$22,903
Other / Donations	\$10,000
TOTAL CAPITAL FUNDING	\$79,463

* Other Eligibility Criteria: All clients who contact us are eligible for service.

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1600 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 0 day(s)
 Minimum notice for reservation: 0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Effective Date 01/01/2008				
Adult	\$3.50			
Child	\$3.50			
Student	\$3.50			
Senior	\$3.50			
Attendant	\$3.50			
Companion	\$3.50			
Other	Cash fare \$3.50; 2-way \$7.00			

EMPLOYEE DATA

	Full-time	Part-time
Operators		1
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		2

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$13.00
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2009	2010
FINANCIAL		
R/C Ratio	24%	26%
Net Operating Cost / Capita	\$21.48	\$23.04
Total Exp. / Passenger	\$13.13	\$5.20
Total Exp. / Eligible Passenger	\$13.13	\$756.13
Transportation Exp. / Passenger		
Dedicated Service	\$12.63	\$5.05
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$27.99	\$30.72
OPERATING		
Registrants / Capita	0.0625	0.4782
Passengers / Capita	2.1578	5.9500
Passengers / Registrant	34.52	12.44
Passengers / Hour (Dedicated Service)	2.22	6.23
Kms / Passenger (Dedicated Service)	6.58	
Average Speed (Dedicated Service)	14.59	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	45	
Attendants	6,500	
Companions		
Other (specified)		
TOTAL	6,545	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	2	
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Meaford

Georgian Handivan

Contact: Kate Stephens
 Title: Secretary
 Telephone: 519-538-0079
 Fax: 519-538-0561
 Email: meafordbookkeeping@rogers.com

Population served: 10,000
 Service area (km²): 100.0
 Communities served: 1
 Service began: 01/06/1990
 Advisory Committee members: 6
 Eligibility Committee members: 6

REGISTRANTS
 Wheelchair/Scooter Users: 20
 Ambulatory: 155
 Attendants:
 Companions:
 Other:
Total: 175

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	35,000	35,000
Tot. Veh. Km. - Dedicated Service	35,000	35,000
Rev. Veh. Hrs. - Dedicated Service	1,607	1,585
Tot. Veh. Hrs. - Dedicated Service	2,032	2,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	7,224	6,571
Non-Dedicated Service		
TOTAL PASSENGERS	7,224	6,571
Subscription / Pre-booked	0%	30%
Reservation	0%	60%
On-Demand / Day of trip	0%	10%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints 2

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service		
Contract - Dedicated Service	\$51,614	\$55,371
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		

Maintenance (Vehicles & Facilities) \$9,957 \$11,315

Fuel \$8,811 \$6,171

TOTAL OPERATING EXPENSES \$70,382 \$72,857

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,542	\$11,633
Other Operating Revenue	\$19,069	\$20,050

Total Operating Revenue \$29,610 \$31,683

Federal Contributions

Provincial Contributions

Municipal Contributions \$40,772 \$41,174

Other / Donations

TOTAL \$70,382 \$72,857

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	8 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2005	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00			☐
Child	\$2.00			☐
Student	\$2.00			☐
Senior	\$2.00			☐
Attendant	\$2.00			☐
Companion	\$2.00			☐
Other	zone fares for out of town \$3.00 to \$7.50			

EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	42%	43%
Net Operating Cost / Capita	\$4.08	\$4.12
Total Exp. / Passenger	\$9.74	\$11.09
Total Exp. / Eligible Passenger	\$10.07	\$11.17
Transportation Exp. / Passenger		
Dedicated Service	\$9.74	\$11.09
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$34.63	\$36.43
OPERATING		
Registrants / Capita	0.0316	0.0175
Passengers / Capita	0.7224	0.6571
Passengers / Registrant	22.86	37.55
Passengers / Hour (Dedicated Service)	4.49	4.15
Kms / Passenger (Dedicated Service)	4.84	5.33
Average Speed (Dedicated Service)	21.77	22.08

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,221	
Wheelchair/Scooter Users	300	
Attendants	50	
Companions		
Other (specified)		
TOTAL	6,571	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	2	10
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Contracted Operators			
Accessible taxis:				

Midland

Midland Accessible Transit

Contact: Laura Arlidge
 Title: Administrative Assistant
 Telephone: 705-526-4275
 Fax: 705-526-9971
 Email: larlidge@midland.ca

Population served: 16,700
 Service area (km²): 10.0
 Communities served: 1
 Service began: 15/12/2005
 Advisory Committee members: 3
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 135
 Ambulatory: 151
 Attendants: 93
 Companions: 8
 Other:
Total: 387

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	21,489	21,689
Tot. Veh. Km. - Dedicated Service	21,689	21,689
Rev. Veh. Hrs. - Dedicated Service	859	
Tot. Veh. Hrs. - Dedicated Service	872	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,108	3,533
Non-Dedicated Service		
TOTAL PASSENGERS	3,108	3,533
Subscription / Pre-booked	20%	20%
Reservation	75%	75%
On-Demand / Day of trip	5%	5%
Cancelled in advance	323	283
No-shows / Cancelled at door	12	2
Unaccommodated trips	59	9
Number of complaints	3	

OPERATING EXPENSES

Administration	\$8,640	\$9,341
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$45,418	\$58,889
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,764	\$877
Fuel	\$4,612	\$5,176
TOTAL OPERATING EXPENSES	\$63,434	\$74,283

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,860	\$6,490
Other Operating Revenue		
Total Operating Revenue	\$5,860	\$6,490
Federal Contributions		
Provincial Contributions	\$57,574	\$60,238
Municipal Contributions		\$7,556
Other / Donations		
TOTAL	\$63,434	\$74,284

CAPITAL EXPENSES

Vehicles Purchased	\$185,508	
Debt Servicing		
Other Capital Expenses	\$13,706	
TOTAL CAPITAL EXPENSES	\$199,214	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$199,214	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$199,214	

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 15/12/2005	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50			☐
Child	\$2.50			☐
Student	\$2.50			☐
Senior	\$2.50			☒
Attendant				☐
Companion	\$2.50			☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$3.45	\$4.06
Total Exp. / Passenger	\$20.41	\$21.03
Total Exp. / Eligible Passenger	\$22.35	\$22.57
Transportation Exp. / Passenger		
Dedicated Service	\$17.63	\$18.38
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$62.84	
OPERATING		
Registrants / Capita	0.0232	0.0232
Passengers / Capita	0.1861	0.2116
Passengers / Registrant	8.03	9.13
Passengers / Hour (Dedicated Service)	3.62	
Kms / Passenger (Dedicated Service)	6.91	6.14
Average Speed (Dedicated Service)	25.02	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,036	
Wheelchair/Scooter Users	1,255	
Attendants	209	
Companions	33	
Other (specified)		
TOTAL	3,533	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans	2	2	3
Small Buses			
Other			
TOTAL DED. VEHICLES	2	2	N/A

Vehicle ownership: Non-Profit Organization
 Vehicle maintenance responsibility: Non-Profit Organization
 Accessible taxis:

Milton

Milton Transit

Contact: Tony D'Alessandro
 Title: Coordinator, Transit
 Telephone: 905-878-7252 x2548
 Fax: 905-876-5029
 Email: tony.dalessandro@milton.ca

Population served: 90,000
 Service area (km²): 380.0
 Communities served: 1
 Service began:
 Advisory Committee members: 7
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	72	72
Ambulatory:	245	245
Attendants:	67	67
Companions:		
Other:		
Total:	384	384

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

2009

2010

SERVICE HOURS / SCHEDULING

Weekday: 0730 to 1730 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service
TOTAL PASSENGERS
 Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip

3,075

2,946

476

475

3,551

3,421

0%

0%

0%

0%

0%

0%

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

454

390

95

105

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

\$1,598

\$129,555

\$6,468

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

\$137,621

\$145,017

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$10,342

\$7,993

Total Operating Revenue

\$10,342

\$7,993

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL

\$137,621

\$145,017

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

FARE STRUCTURE

Effective Date 02/02/2004

Cash
 Adult \$3.00
 Child \$3.00
 Student \$3.00
 Senior \$3.00
 Attendant \$3.00
 Companion \$3.00
 Other

Tickets/Cards
 (unit price)

Monthly Pass

Free

☐☐☐☐☐

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2009	2010
R/C Ratio	8%	6%
Net Operating Cost / Capita	\$1.59	\$1.52
Total Exp. / Passenger	\$38.76	\$42.39
Total Exp. / Eligible Passenger	\$38.76	\$42.39
Transportation Exp. / Passenger		
Dedicated Service	\$42.13	\$45.82
Non-Dedicated Service	\$13.59	\$21.11
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0048	0.0043
Passengers / Capita	0.0444	0.0380
Passengers / Registrant	9.20	8.91
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

* Passenger - Ambulatory also includes all types of passengers, such as wheelchair/scooter users, attendants, and companions.

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,946	475
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	2,946	475

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	4	4
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Contracted Operator			
Vehicle maintenance responsibility:	Contracted Operator			
Accessible taxis:	1			

Niagara Falls

Niagara Chair-A-Van

Contact: Jackie Zufelt
 Title: Dispatcher/Supervisor
 Telephone: 905-357-0122
 Fax: 905-357-7199
 Email: ncav@cogeco.net

Population served: 82,250
 Service area (km²): 212.0
 Communities served: 1
 Service began: 30/06/1977
 Advisory Committee members: 6
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 615
 Ambulatory: 577
 Attendants:
 Companions:
 Other:
Total: 1,192

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	177,802	180,403
Tot. Veh. Km. - Dedicated Service	177,802	180,403
Rev. Veh. Hrs. - Dedicated Service	9,245	9,707
Tot. Veh. Hrs. - Dedicated Service	9,245	9,707
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	22,311	23,371
Non-Dedicated Service	27	23
TOTAL PASSENGERS	22,338	23,394
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	2,751	2,708
No-shows / Cancelled at door	162	130
Unaccommodated trips	185	180
Number of complaints		

OPERATING EXPENSES

Administration	\$35,234	\$22,004
Operations:		
Internal - Dedicated Service	\$372,828	\$383,932
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$508	\$497
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$61,994	\$59,395
Fuel	\$45,365	\$44,721
TOTAL OPERATING EXPENSES	\$515,928	\$510,549

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$44,445	\$47,106
Other Operating Revenue	\$59,167	\$63,482
Total Operating Revenue	\$103,612	\$110,588
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$412,428	\$398,428
Other / Donations		
TOTAL	\$516,040	\$509,016

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2000	Sunday:	0900 to 1930
Saturday:	0900 to 2300	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/06/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.35	\$2.20		☐
Child	\$2.35	\$2.20		☐
Student	\$2.35	\$2.20		☐
Senior	\$2.35	\$2.20		☐
Attendant	\$2.35	\$2.20		☐
Companion	\$2.35	\$2.20		☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	4	6
Other Operations	1	1
Vehicle Mechanics		
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	5	8

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$21.40

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	20%	22%
Net Operating Cost / Capita	\$5.02	\$4.86
Total Exp. / Passenger	\$23.10	\$21.82
Total Exp. / Eligible Passenger	\$23.10	\$21.82
Transportation Exp. / Passenger		
Dedicated Service	\$21.52	\$20.88
Non-Dedicated Service	\$18.80	\$21.61
Transportation Exp. / Hour (Dedicated Service)	\$51.94	\$50.28
OPERATING		
Registrants / Capita	0.0128	0.0145
Passengers / Capita	0.2718	0.2844
Passengers / Registrant	21.17	19.63
Passengers / Hour (Dedicated Service)	2.41	2.41
Kms / Passenger (Dedicated Service)	7.97	7.72
Average Speed (Dedicated Service)	19.23	18.58

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,221	
Wheelchair/Scooter Users	6,150	23
Attendants		
Companions		
Other (specified)		
TOTAL	23,371	23

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	7	5	4	5
Other				
TOTAL DED. VEHICLES	7	5	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

Niagara Region

Niagara Specialized Transit

Contact: Kim Koz
 Title: Manager Fleet Services
 Telephone: 905-984-3621
 Fax: 905-685-0013
 Email: kim.koz@niagararegion.ca

Population served: 435,300
 Service area (km²): 1,850.9
 Communities served: 12
 Service began: 06/11/2006
 Advisory Committee members: 19
 Eligibility Committee members: 5

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	189	551
Ambulatory:	131	643
Attendants:	75	122
Companions:	30	58
Other:		
Total:	425	1,374

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2009	2010
Rev. Veh. Km. - Dedicated Service	364,552	428,261
Tot. Veh. Km. - Dedicated Service	364,552	428,261
Rev. Veh. Hrs. - Dedicated Service	12,593	12,224
Tot. Veh. Hrs. - Dedicated Service	12,593	12,224
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		
PASSENGER DATA		
Dedicated Service	10,934	13,975
Non-Dedicated Service		
TOTAL PASSENGERS	10,934	13,975
Subscription / Pre-booked	70%	68%
Reservation	30%	31%
On-Demand / Day of trip	0%	1%
Cancelled in advance	1,253	1,307
No-shows / Cancelled at door	5	3
Unaccommodated trips	4	21
Number of complaints	4	5
OPERATING EXPENSES		
Administration		
Operations:		
Internal - Dedicated Service	\$475,384	\$585,419
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$51,251	\$105,769
Fuel	\$63,004	\$84,303
TOTAL OPERATING EXPENSES	\$589,639	\$775,491
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$87,031	\$105,551
Other Operating Revenue	\$50	
Total Operating Revenue	\$87,081	\$105,551
Federal Contributions		
Provincial Contributions	\$415,344	\$464,531
Municipal Contributions	\$87,214	\$205,410
Other / Donations		
TOTAL	\$589,639	\$775,491
CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

Bus Ownership - Niagara Region (5), Creative Carriage (1)

SERVICE HOURS / SCHEDULING		
Weekday:	0700 to 2200	Sunday: to
Saturday:	0800 to 1600	Holiday: to
Advanced booking notice:	2 day(s)	
Minimum notice for reservation:	48 hour(s)	
Reservations / Scheduling:	Fully Computerized	
FARE STRUCTURE		
Effective Date 06/11/2006		
Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$7.50	
Child	\$7.50	
Student	\$7.50	
Senior	\$7.50	
Attendant		
Companion		
Other		
EMPLOYEE DATA	Full-time	Part-time
Operators	4	6
Other Operations	2	1
Vehicle Mechanics	1	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	8	7
Union Affiliations: Operators:		
Mechanics:	CUPE 1287	
Other (specify):		
Top Operator Wage Rate:	\$17.48	
Top Mechanic Wage Rate:	\$30.90	
PERFORMANCE INDICATORS		
FINANCIAL	2009	2010
R/C Ratio	15%	14%
Net Operating Cost / Capita	\$1.15	\$1.54
Total Exp. / Passenger	\$53.93	\$55.49
Total Exp. / Eligible Passenger	\$71.79	\$65.29
Transportation Exp. / Passenger		
Dedicated Service	\$53.93	\$55.49
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$46.82	\$63.44
OPERATING		
Registrants / Capita	0.0025	0.0032
Passengers / Capita	0.0251	0.0321
Passengers / Registrant	10.02	10.17
Passengers / Hour (Dedicated Service)	0.87	1.14
Kms / Passenger (Dedicated Service)	33.34	30.64
Average Speed (Dedicated Service)	28.95	35.03

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,288	
Wheelchair/Scooter Users	5,590	
Attendants	1,957	
Companions	140	
Other (specified)		
TOTAL	13,975	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	6	4	3	6
Other				
TOTAL DED. VEHICLES	6	4	N/A	N/A
Vehicle ownership:	Buses: Region 5, Non-Profit Orgn 1			
Vehicle maintenance responsibility:	Niagara Region			
Accessible taxis:				

North Bay

North Bay Para Bus

Contact: Alice Radley
 Title: Executive Director
 Telephone: 705-476-0733
 Fax: 705-476-9287
 Email: aradley@phara.org

Population served: 56,000
 Service area (km²): 87.0
 Communities served: 1
 Service began: 01/06/1982
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 736
 Ambulatory: 751
 Attendants:
 Companions:
 Other:
Total: 1,487

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	175,112	167,825
Tot. Veh. Km. - Dedicated Service	175,112	167,825
Rev. Veh. Hrs. - Dedicated Service	12,232	10,492
Tot. Veh. Hrs. - Dedicated Service	12,232	10,492
Non-Dedicated Service - Veh. Km.	24,594	30,734
Non-Dedicated Service - Veh. Hrs.	919	1,383

PASSENGER DATA

Dedicated Service	31,754	30,751
Non-Dedicated Service	7,288	8,672
TOTAL PASSENGERS	39,042	39,423
Subscription / Pre-booked	49%	48%
Reservation	0%	0%
On-Demand / Day of trip	51%	52%
Cancelled in advance	9,430	9,474
No-shows / Cancelled at door	343	363
Unaccommodated trips	475	525
Number of complaints	7	10

OPERATING EXPENSES

Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service	\$998	\$2,370
Contract - Dedicated Service	\$387,791	\$369,338
Contract - Non-Dedicated Service	\$69,983	\$87,621
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$81,425	\$92,714
Fuel	\$48,067	\$52,581
TOTAL OPERATING EXPENSES	\$606,846	\$623,207

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$85,569	\$82,583
Other Operating Revenue		
Total Operating Revenue	\$85,569	\$82,583
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$521,277	\$540,624
Other / Donations		
TOTAL	\$606,846	\$623,207

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0830 to 1800
Saturday:	0830 to 2300	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/04/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.25	\$2.20		☐
Child	\$2.25	\$2.20		☐
Student	\$2.25	\$2.20		☐
Senior	\$2.25	\$2.20		☐
Attendant	\$2.25	\$2.20		☐
Companion	\$2.25	\$2.20		☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	6
Other Operations	2	2
Vehicle Mechanics		
General and Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	7	8

Union Affiliations: Operators: Teamsters Local 230
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$17.61

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$9.31	\$9.65
Total Exp. / Passenger	\$15.54	\$15.81
Total Exp. / Eligible Passenger	\$18.13	\$18.15
Transportation Exp. / Passenger		
Dedicated Service	\$16.32	\$16.81
Non-Dedicated Service	\$9.60	\$10.10
Transportation Exp. / Hour (Dedicated Service)	\$42.37	\$49.28
OPERATING		
Registrants / Capita	0.0239	0.0266
Passengers / Capita	0.6972	0.7040
Passengers / Registrant	29.14	26.51
Passengers / Hour (Dedicated Service)	2.60	2.93
Kms / Passenger (Dedicated Service)	5.51	5.46
Average Speed (Dedicated Service)	14.32	16.00

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,713	6,565
Wheelchair/Scooter Users	14,476	1,581
Attendants	4,562	526
Companions		
Other (specified)		
TOTAL	30,751	8,672

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	6	6	5	7
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A
Vehicle ownership:	Transit System			
Vehicle maintenance responsibility:	Transit System			
Accessible taxis:	1			

North Perth

Victorian Order for Nurses, Ontario Branch (VON)

Contact: Jennifer O'Grady
 Title: Coordinator of Client Services
 Telephone: 519-291-5898
 Fax: 519-291-3141
 Email: Jennifer.OGrady@von.ca

Population served: 12,254
 Service area (km²): 493.2
 Communities served: 1
 Service began: 01/06/1998
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	67	67
Ambulatory:	225	225
Attendants:	53	53
Companions:		
Other:		
Total:	345	345

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	32,195	35,917
Tot. Veh. Km. - Dedicated Service	32,195	35,917
Rev. Veh. Hrs. - Dedicated Service		2,269
Tot. Veh. Hrs. - Dedicated Service		2,269
Non-Dedicated Service - Veh. Km.		30,410
Non-Dedicated Service - Veh. Hrs.	1,007	1,000

PASSENGER DATA

Dedicated Service	6,527	6,210
Non-Dedicated Service	705	894
TOTAL PASSENGERS	7,232	7,104
Subscription / Pre-booked	55%	68%
Reservation	42%	30%
On-Demand / Day of trip	3%	2%
Cancelled in advance	1,193	1,022
No-shows / Cancelled at door	51	137
Unaccommodated trips	17	23
Number of complaints	2	

OPERATING EXPENSES

Administration	\$15,123	\$18,809
Operations:		
Internal - Dedicated Service	\$67,749	\$94,060
Contract - Dedicated Service	\$1,775	\$748
Contract - Non-Dedicated Service	\$7,590	\$12,141
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,574	\$8,369
Fuel	\$9,007	\$5,389
TOTAL OPERATING EXPENSES	\$111,818	\$139,516

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$40,915	\$41,055
Other Operating Revenue		
Total Operating Revenue	\$40,915	\$41,055
Federal Contributions		
Provincial Contributions	\$54,058	\$75,141
Municipal Contributions	\$6,000	\$10,817
Other / Donations	\$3,255	\$362
TOTAL	\$104,228	\$127,375

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$5,372	
TOTAL CAPITAL EXPENSES	\$5,372	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$5,372	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$5,372	

Other Eligibility Criteria: Seniors and persons with disabilities; Other Fares: \$4.00 one-way in-town, within North Perth \$8.00 one-way, \$.80/km for out-of-town travel plus \$15.00/hour waiting time, charter rates of \$35.00/hour driving and loading time and \$22.00/hour waiting time; VON Perth-Huron is part of EasyRide - an integrated transportation system in Perth and Huron County. All bookings are taken by the EasyRide office (central coordination) and scheduling of vehicles is through Trapeze Novus, a scheduling software program which all partnering agencies have access to. Non-Dedicated Service recorded the service provided by VON volunteers.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1800	Sunday:	0900 to 1300
Saturday:	to	Holiday:	to
Advanced booking notice:	0 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Dat	01/09/2010	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			☐
Child				☐
Student	\$4.00			☐
Senior	\$4.00			☒
Attendant				☐
Companion	\$4.00			
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators		2
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		3

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$10.82

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	37%	29%
Net Operating Cost / Capita	\$5.79	\$8.04
Total Exp. / Passenger	\$15.46	\$19.64
Total Exp. / Eligible Passenger	\$17.56	\$21.89
Transportation Exp. / Passenger		
Dedicated Service	\$13.65	\$17.48
Non-Dedicated Service	\$10.77	\$13.58
Transportation Exp. / Hour (Dedicated Service)		\$47.85
OPERATING		
Registrants / Capita	0.0260	0.0282
Passengers / Capita	0.5902	0.5797
Passengers / Registrant	22.74	20.59
Passengers / Hour (Dedicated Service)		2.74
Kms / Passenger (Dedicated Service)	4.93	5.78
Average Speed (Dedicated Service)		15.83

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,695	894
Wheelchair/Scooter Users	785	
Attendants	730	
Companions		
Other (specified)		
TOTAL	6,210	894

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans	1	1	1 3
Small Buses	1	1	4 12
Other			
TOTAL DED. VEHICLES	2	2	N/A N/A
Vehicle ownership:	Non-profit organization		
Vehicle maintenance responsibility:	Non-profit organization		
Accessible taxis:			

Oakville

Oakville Transit

Contact: Ragini Govender
 Title: Transit Analyst
 Telephone: 905-845-6601 x 3937
 Fax: 905-338-4166
 Email: rgovender@oakville.ca

Population served: 180,500
 Service area (km²): 103.5
 Communities served: 1
 Service began: 01/04/1980
 Advisory Committee members: 7
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 166
 Ambulatory: 700
 Attendants:
 Companions:
 Other:
Total: 866

Active
 166
 700
 1,185
1,516

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 2
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	227,810	241,029
Tot. Veh. Km. - Dedicated Service	227,810	241,029
Rev. Veh. Hrs. - Dedicated Service	12,979	13,945
Tot. Veh. Hrs. - Dedicated Service	12,979	13,945
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	28,736	29,337
Non-Dedicated Service	14,000	16,728
TOTAL PASSENGERS	42,736	46,065
Subscription / Pre-booked	43%	43%
Reservation	57%	57%
On-Demand / Day of trip	1%	1%
Cancelled in advance	4,255	3,993
No-shows / Cancelled at door	456	558
Unaccommodated trips		
Number of complaints	64	

OPERATING EXPENSES

Administration		\$88,056
Operations:		
Internal - Dedicated Service	\$688,613	\$609,521
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$187,166	\$210,096
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$59,219	\$49,732
Fuel	\$50,612	\$52,914
TOTAL OPERATING EXPENSES	\$985,610	\$1,010,320

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$91,780	\$92,943
Other Operating Revenue		
Total Operating Revenue	\$91,780	\$92,943
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$893,830	\$917,377
Other / Donations		
TOTAL	\$985,610	\$1,010,320

CAPITAL EXPENSES

Vehicles Purchased	\$381,386	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$381,386	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$59,400	
Municipal Contributions	\$159,986	
Other / Donations	\$162,000	
TOTAL CAPITAL FUNDING	\$381,386	

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2400	Sunday:	0800 to 2000
Saturday:	0700 to 2400	Holiday:	0800 to 2000
Advanced booking notice:	10 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/01/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.55	\$88.00	☒
Child				☐
Student	\$3.00	\$2.10	\$58.00	☐
Senior	\$3.00	\$1.75	\$50.00	☐
Attendant	\$3.00			☐
Companion	\$3.00			☐
Other	Gus Pass \$23; Day Pass \$10; GO co-fare \$0.65			

EMPLOYEE DATA

	Full-time	Part-time
Operators	6	5
Other Operations	3	
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	9	5

Union Affiliations: Operators: CAW Local 1256
 Mechanics: CAW Local 1256
 Other (specify): CUPE 1329

Top Operator Wage Rate: \$25.51

Top Mechanic Wage Rate: \$30.55

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$5.04	\$5.08
Total Exp. / Passenger	\$23.06	\$21.93
Total Exp. / Eligible Passenger	\$24.76	\$23.45
Transportation Exp. / Passenger		
Dedicated Service	\$27.79	\$24.28
Non-Dedicated Service	\$13.37	\$12.56
Transportation Exp. / Hour (Dedicated Service)	\$61.52	\$51.07
OPERATING		
Registrants / Capita	0.0081	0.0084
Passengers / Capita	0.2412	0.2552
Passengers / Registrant	29.72	30.39
Passengers / Hour (Dedicated Service)	2.21	2.10
Kms / Passenger (Dedicated Service)	7.93	8.22
Average Speed (Dedicated Service)	17.55	17.28

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	20,020	14,288
Wheelchair/Scooter Users	7,066	1,704
Attendants	2,231	736
Companions	20	
Other (specified)		
TOTAL	29,337	16,728

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	6	4	3	10
Other				
TOTAL DED. VEHICLES	6	4	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:	3			

Orillia

Orillia Wheelchair Limosine Service

Contact: Karen Strain
 Title: Secretary-Operations
 Telephone: 705-325-8434
 Fax: 705-326-3373
 Email: kstrain@orillia.ca

Population served: 31,716
 Service area (km²): 28.8
 Communities served: 1
 Service began: 15/06/1987
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 368
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 368 368

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	24,449	22,180
Tot. Veh. Km. - Dedicated Service	24,449	22,180
Rev. Veh. Hrs. - Dedicated Service	2,925	2,863
Tot. Veh. Hrs. - Dedicated Service	2,925	2,863
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,496	4,657
Non-Dedicated Service		
TOTAL PASSENGERS	5,496	4,657
Subscription / Pre-booked	15%	95%
Reservation	80%	0%
On-Demand / Day of trip	5%	5%
Cancelled in advance	24	24
No-shows / Cancelled at door	10	10
Unaccommodated trips	41	41
Number of complaints	22	16

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$106,822	\$106,679
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		

TOTAL OPERATING EXPENSES \$106,822 \$106,679

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,156	\$12,594
Other Operating Revenue		

Total Operating Revenue \$14,156 \$12,594

Federal Contributions

Provincial Contributions

Municipal Contributions \$92,166 \$94,085

Other / Donations \$500

TOTAL \$106,822 \$106,679

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: Not able to board a standard passenger vehicle.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 2200	Sunday:	0800 to 2200
Saturday:	0800 to 2200	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.75		☐
Child	\$2.75	\$2.75		☐
Student	\$2.75	\$2.75		☐
Senior	\$2.75	\$2.75		☐
Attendant	\$2.75	\$2.75		☐
Companion	\$2.75	\$2.75		☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$2.95	\$2.97
Total Exp. / Passenger	\$19.44	\$22.91
Total Exp. / Eligible Passenger	\$21.01	\$24.67
Transportation Exp. / Passenger		
Dedicated Service	\$19.44	\$22.91
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$36.52	\$37.26
OPERATING		
Registrants / Capita	0.0101	0.0116
Passengers / Capita	0.1749	0.1468
Passengers / Registrant	17.39	12.65
Passengers / Hour (Dedicated Service)	1.88	1.63
Kms / Passenger (Dedicated Service)	4.45	4.76
Average Speed (Dedicated Service)	8.36	7.75

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	4,324	
Attendants	333	
Companions		
Other (specified)		
TOTAL	4,657	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	4	6
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Contracted Operator			
Accessible taxis:				

Ottawa

Para Transpo

Contact: Karen Barton
 Title: Section Manager, Booking/Scheduling/Customer Service
 Telephone: 613-842-3636 x2593
 Fax: 613-244-4329
 Email: Karen.Barton@ottawa.ca

Population served: 800,300
 Service area (km²): 455.0
 Communities served: 1
 Service began: 01/01/1974
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	4,678	4,678
Ambulatory:	10,106	10,106
Attendants:	2,358	2,358
Companions:		
Other:		
Total:	17,142	17,142

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☒

Eligibility Criteria: ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	5,559,168	5,586,286
Tot. Veh. Km. - Dedicated Service	6,162,008	6,423,696
Rev. Veh. Hrs. - Dedicated Service	243,717	242,999
Tot. Veh. Hrs. - Dedicated Service	275,723	299,925
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	514,990	519,335
Non-Dedicated Service	291,659	316,922
TOTAL PASSENGERS	806,649	836,257
Subscription / Pre-booked	62%	90%
Reservation	32%	34%
On-Demand / Day of trip	6%	6%
Cancelled in advance	111,992	108,846
No-shows / Cancelled at door	24,277	23,791
Unaccommodated trips	32,113	45,327
Number of complaints		231

OPERATING EXPENSES

Administration	\$2,976,605	\$2,156,190
Operations:		
Internal - Dedicated Service	\$11,762,613	\$13,249,766
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$7,344,534	\$7,958,666
Contract - Taxi Scrip	\$256,793	\$191,766
Maintenance (Vehicles & Facilities)	\$2,234,946	\$2,950,551
Fuel	\$1,557,467	\$1,517,484
TOTAL OPERATING EXPENSES	\$26,132,958	\$28,024,423

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,030,503	\$2,385,383
Other Operating Revenue	\$7,401	\$10,883
Total Operating Revenue	\$2,037,904	\$2,396,266
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$24,095,054	\$25,628,157
Other / Donations		
TOTAL	\$26,132,958	\$28,024,423

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$106,755	\$231,868
TOTAL CAPITAL EXPENSES	\$106,755	\$231,868

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$106,755	\$231,868
Other / Donations		
TOTAL CAPITAL FUNDING	\$106,755	\$231,868

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0030	Sunday:	0630 to 0030
Saturday:	0630 to 0030	Holiday:	0630 to 0030
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/03/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25	\$2.50	\$91.50	☐
Child	\$3.25	\$2.50	\$73.25	☐
Student	\$3.25	\$2.50	\$73.25	☐
Senior	\$3.25	\$2.50	\$36.00	☒
Attendant				☐
Companion	\$3.25	\$2.50		☐
Other	Community pass \$32.00			

EMPLOYEE DATA

	Full-time	Part-time
Operators	171	13
Other Operations	26	8
Vehicle Mechanics	8	
General and Administration	13	
Other	6	

TOTAL NUMBER OF EMPLOYEES

224 21

Union Affiliations: Operators: ATU Local 279
 Mechanics: ATU Local 279
 Other (specify): ATU Local 279 - bus attendants Local 1760

Top Operator Wage Rate: \$23.66

Top Mechanic Wage Rate: \$31.13

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$30.37	\$32.02
Total Exp. / Passenger	\$32.40	\$33.51
Total Exp. / Eligible Passenger	\$36.21	\$37.50
Transportation Exp. / Passenger		
Dedicated Service	\$30.20	\$34.12
Non-Dedicated Service	\$26.06	\$25.72
Transportation Exp. / Hour (Dedicated Service)	\$56.42	\$59.07
OPERATING		
Registrants / Capita	0.0197	0.0214
Passengers / Capita	1.0167	1.0449
Passengers / Registrant	51.60	48.78
Passengers / Hour (Dedicated Service)	2.11	2.14
Kms / Passenger (Dedicated Service)	10.79	10.76
Average Speed (Dedicated Service)	22.81	22.99

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	251,030	250,536
Wheelchair/Scooter Users	204,413	41,407
Attendants	26,321	11,627
Companions	37,571	13,352
Other (specified)		
TOTAL	519,335	316,922

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	91	91	3	4
Other				
TOTAL DED. VEHICLES	91	91	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

Owen Sound

Owen Sound Specialized Transit

Contact: Brenda Wilson
 Title: Transit Manager
 Telephone: 519-376-3299
 Fax: 591-376-5817
 Email: wilson_parkhead@hotmail.com

Population served: 22,000
 Service area (km²): 23.7
 Communities served: 1
 Service began: 06/01/1989
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 198
 Ambulatory: 112
 Attendants: 163
 Companions:
 Other:
Total: 473

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	24,160	24,224
Tot. Veh. Km. - Dedicated Service	25,020	25,114
Rev. Veh. Hrs. - Dedicated Service	2,277	2,250
Tot. Veh. Hrs. - Dedicated Service	2,357	2,330
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,707	4,760
Non-Dedicated Service		
TOTAL PASSENGERS	4,707	4,760
Subscription / Pre-booked	0%	0%
Reservation	95%	0%
On-Demand / Day of trip	5%	0%
Cancelled in advance	680	622
No-shows / Cancelled at door	11	23
Unaccommodated trips	103	43
Number of complaints	14	15

OPERATING EXPENSES

Administration	\$18,730	\$20,338
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$83,190	\$87,925
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,480	\$24,436
Fuel	\$7,912	\$6,073
TOTAL OPERATING EXPENSES	\$115,312	\$138,772

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,112	\$12,660
Other Operating Revenue		
Total Operating Revenue	\$14,112	\$12,660
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$101,200	\$126,112
Other / Donations		
TOTAL	\$115,312	\$138,772

CAPITAL EXPENSES

Vehicles Purchased	\$96,541	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$96,541	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$32,112	
Municipal Contributions	\$64,429	
Other / Donations		
TOTAL CAPITAL FUNDING	\$96,541	

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	3 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2005	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.80		☐
Child	\$3.00	\$2.80		☐
Student	\$3.00	\$2.80		☐
Senior	\$3.00	\$2.80		☐
Attendant	\$3.00	\$2.80		☐
Companion	\$3.00	\$2.80		☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	1
Other Operations		2
Vehicle Mechanics		1
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	1	4

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	12%	9%
Net Operating Cost / Capita	\$4.60	\$5.73
Total Exp. / Passenger	\$24.50	\$29.15
Total Exp. / Eligible Passenger	\$26.69	\$31.84
Transportation Exp. / Passenger		
Dedicated Service	\$20.52	\$24.88
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.98	\$50.83
OPERATING		
Registrants / Capita	0.0203	0.0215
Passengers / Capita	0.2140	0.2164
Passengers / Registrant	10.53	10.06
Passengers / Hour (Dedicated Service)	2.07	2.12
Kms / Passenger (Dedicated Service)	5.13	5.09
Average Speed (Dedicated Service)	10.61	10.77

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,631	
Wheelchair/Scooter Users	1,728	
Attendants	401	
Companions		
Other (specified)		
TOTAL	4,760	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	4	11
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Contracted Operator			
Accessible taxis:				

Parry Sound

Parry Sound Specialized Transit Service

Contact: Brian Fisher
 Title: Compliance Officer
 Telephone: 705-746-2101
 Fax: 705-746-2506
 Email: bfisher@townofparrysound.com

Population served: 5,818
 Service area (km²): 13.3
 Communities served: 1
 Service began: 01/06/2008
 Advisory Committee members: 8
 Eligibility Committee members: 8

REGISTRANTS
 Wheelchair/Scooter Users: 15
 Ambulatory: 19
 Attendants: 1
 Companions: 1
 Other: 1
Total: 15 19

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 2

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0930 to 1430	Sunday: to
Tot. Veh. Km. - Dedicated Service				Saturday: 0900 to 1645	Holiday: to
Rev. Veh. Hrs. - Dedicated Service			936	Advanced booking notice: 0 day(s)	
Tot. Veh. Hrs. - Dedicated Service			936	Minimum notice for reservation: 72 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Fully Computerized	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		742	613	Effective Date 01/06/2008	
Non-Dedicated Service				Cash	Tickets/Cards (unit price)
TOTAL PASSENGERS		742	613	Adult \$2.00	Monthly Pass
Subscription / Pre-booked		0%	0%	Child \$2.00	Free
Reservation		0%	100%	Student \$2.00	
On-Demand / Day of trip		0%	0%	Senior \$2.00	
Cancelled in advance				Attendant	
No-shows / Cancelled at door				Companion \$2.00	
Unaccommodated trips				Other	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration			\$924	Operators	Full-time
Operations:				Other Operations	Part-time
Internal - Dedicated Service				Vehicle Mechanics	
Contract - Dedicated Service		\$31,201	\$27,368	General and Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)					
Fuel					
TOTAL OPERATING EXPENSES		\$31,201	\$28,292	TOTAL NUMBER OF EMPLOYEES	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Union Affiliations: Operators:	
Passenger Revenue		\$1,484	\$1,225	Mechanics:	
Other Operating Revenue				Other (specify):	
Total Operating Revenue		\$1,484	\$1,225	Top Operator Wage Rate:	
Federal Contributions				Top Mechanic Wage Rate:	
Provincial Contributions		\$15,869	\$16,975		
Municipal Contributions		\$13,848	\$10,092		
Other / Donations					
TOTAL		\$31,201	\$28,292		
CAPITAL EXPENSES					
Vehicles Purchased					
Debt Servicing					
Other Capital Expenses					
TOTAL CAPITAL EXPENSES					
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING					

* Service hours holidays (Mondays/Fridays) 0930-1430 hrs. * July and August Service Hours - Mondays and Fridays 0900-1630 hrs.

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	5%	4%
Net Operating Cost / Capita	\$4.57	\$4.65
Total Exp. / Passenger	\$42.05	\$46.15
Total Exp. / Eligible Passenger	\$42.05	\$46.15
Transportation Exp. / Passenger		
Dedicated Service	\$42.05	\$44.65
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		\$29.24
OPERATING		
Registrants / Capita	0.0037	0.0033
Passengers / Capita	0.1142	0.1054
Passengers / Registrant	30.92	32.26
Passengers / Hour (Dedicated Service)		0.65
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	613	
Attendants		
Companions		
Other (specified)		
TOTAL	613	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	4	
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Contracted Operator			
Vehicle maintenance responsibility:	Contracted Operator			
Accessible taxis:				

Peel Region

TransHelp

Contact: Maarit Varga
 Title: Coordinator, Technical & Customer Service
 Telephone: 905-791-7800 x6856
 Fax: 905-277-5864
 Email: maarit.varga@peelregion.ca

Population served: 1,245,000
 Service area (km²): 1,253.0
 Communities served: 3
 Service began: 01/06/1981
 Advisory Committee members: 8
 Eligibility Committee members: 8

REGISTRANTS
 Wheelchair/Scooter Users: 2,930
 Ambulatory: 4,394
 Attendants:
 Companions:
 Other: 450
Total: 7,774

Active
 2,930
 4,394
 450
7,774

Total
 2,930
 4,394
 450
7,774

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 4
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 2
 Taxi Scrip Program Available: ☒

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	2,741,951	3,730,662
Tot. Veh. Km. - Dedicated Service	3,083,407	4,187,460
Rev. Veh. Hrs. - Dedicated Service	131,151	176,049
Tot. Veh. Hrs. - Dedicated Service	141,306	191,610
Non-Dedicated Service - Veh. Km.	122,130	105,365
Non-Dedicated Service - Veh. Hrs.	11,578	11,589

PASSENGER DATA

Dedicated Service	299,797	380,849
Non-Dedicated Service	40,243	48,358
TOTAL PASSENGERS	340,040	429,207
Subscription / Pre-booked	40%	40%
Reservation	55%	55%
On-Demand / Day of trip	5%	5%
Cancelled in advance	27,652	35,239
No-shows / Cancelled at door	5,124	6,099
Unaccommodated trips	904	720
Number of complaints	548	739

OPERATING EXPENSES

Administration	\$3,735,159	\$2,997,112
Operations:		
Internal - Dedicated Service	\$3,871,413	\$4,218,907
Contract - Dedicated Service	\$2,663,203	\$4,310,401
Contract - Non-Dedicated Service	\$1,732,274	\$1,574,330
Contract - Taxi Scrip	\$348	\$33,369
Maintenance (Vehicles & Facilities)	\$1,220,231	\$1,117,418
Fuel	\$332,373	\$404,968
TOTAL OPERATING EXPENSES	\$13,555,001	\$14,656,505

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$827,291	\$982,951
Other Operating Revenue	\$64,843	\$96,639
Total Operating Revenue	\$892,134	\$1,079,590
Federal Contributions		
Provincial Contributions	\$811,071	\$624,006
Municipal Contributions	\$11,851,796	\$12,952,908
Other / Donations		
TOTAL	\$13,555,001	\$14,656,504

CAPITAL EXPENSES

Vehicles Purchased	\$2,441,283	\$1,742,303
Debt Servicing		
Other Capital Expenses	\$597,001	\$1,751,912
TOTAL CAPITAL EXPENSES	\$3,038,284	\$3,494,215

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$2,580,362	\$3,188,403
Provincial Contributions	\$142,991	\$86,821
Municipal Contributions		\$218,991
Other / Donations	\$314,931	
TOTAL CAPITAL FUNDING	\$3,038,284	\$3,494,215

Other criteria - cognitive & behavioural disabilities

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0600 to 0100
Saturday:	0600 to 0100	Holiday:	0600 to 0100
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/01/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00		\$108.00	☐
Child	\$3.00		\$108.00	☐
Student	\$3.00		\$108.00	☐
Senior	\$3.00		\$108.00	☒
Attendant				☐
Companion	\$3.00		\$108.00	☐
Other	Same Day Trip \$3.75			

EMPLOYEE DATA

	Full-time	Part-time
Operators	44	14
Other Operations	7	
Vehicle Mechanics	2	
General and Administration	13	
Other	5	3
TOTAL NUMBER OF EMPLOYEES	71	17

Union Affiliations: Operators: CUPE 966
 Mechanics: CUPE 966
 Other (specify):

Top Operator Wage Rate: \$25.94

Top Mechanic Wage Rate: \$30.69

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$10.38	\$10.91
Total Exp. / Passenger	\$39.86	\$34.15
Total Exp. / Eligible Passenger	\$46.75	\$45.66
Transportation Exp. / Passenger		
Dedicated Service	\$26.98	\$26.39
Non-Dedicated Service	\$43.05	\$33.25
Transportation Exp. / Hour (Dedicated Service)	\$57.23	\$52.46
OPERATING		
Registrants / Capita	0.0047	0.0062
Passengers / Capita	0.2787	0.3447
Passengers / Registrant	58.95	55.21
Passengers / Hour (Dedicated Service)	2.29	2.16
Kms / Passenger (Dedicated Service)	9.15	9.80
Average Speed (Dedicated Service)	20.91	21.19

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	168,414	40,320
Wheelchair/Scooter Users	112,275	
Attendants	47,634	3,741
Companions	7,327	1,681
Other (specified)	45,199	2,616
TOTAL	380,849	48,358

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	50	40	N/A	4
Accessible Vans / Minivans	24	18	1	4
Small Buses	54	46	4	6
Other	24	20	4	6
TOTAL DED. VEHICLES	152	124	N/A	N/A

Vehicle ownership: Regional Municipality & Non Profit Organization
 Vehicle maintenance responsibility: Regional Municipality & Private Operation
 Accessible taxis: 24

Pembroke

Pembroke Handi Bus

Contact: Dan Callaghan
 Title: Manager
 Telephone: 613-735-6998
 Fax: 613-735-8632
 Email: pembrokehandibus@bellnet.ca

Population served: 25,000
 Service area (km²): 91.2
 Communities served: 3
 Service began: 01/01/1989
 Advisory Committee members: 9
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	178	178
Ambulatory:	239	239
Attendants:		
Companions:		
Other:		
Total:	417	417

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

Rev. Veh. Km. - Dedicated Service
 Tot. Veh. Km. - Dedicated Service
 Rev. Veh. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

2009

2010

SERVICE HOURS / SCHEDULING

Weekday: 0700 to 1700 Sunday: 0830 to 1300
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 1 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service 14,573
 Non-Dedicated Service

15,061

TOTAL PASSENGERS

14,573

15,061

Subscription / Pre-booked 0%
 Reservation 0%
 On-Demand / Day of trip 0%

Cancelled in advance 218
 No-shows / Cancelled at door 85
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

Administration \$83,841
 Operations:
 Internal - Dedicated Service \$80,368
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

\$84,371

\$107,909

Maintenance (Vehicles & Facilities) \$20,366
 Fuel \$14,868

\$29,112

\$16,480

TOTAL OPERATING EXPENSES \$199,443

\$237,872

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$57,460
 Other Operating Revenue

\$63,335

Total Operating Revenue \$57,460

\$63,335

Federal Contributions
 Provincial Contributions \$104,418
 Municipal Contributions \$37,500
 Other / Donations \$66,770
TOTAL \$266,148

\$100,000

\$37,500

\$32,467

\$233,302

CAPITAL EXPENSES

Vehicles Purchased \$99,419
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES \$99,419

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions \$21,146
 Municipal Contributions
 Other / Donations \$78,273
TOTAL CAPITAL FUNDING \$99,419

FARE STRUCTURE

Effective Date 01/03/2010

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.00	\$5.00		☐
Child	\$5.00	\$5.00		☐
Student	\$5.00	\$5.00		☐
Senior	\$5.00	\$5.00		☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	
Other Operations		
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	4	

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$15.25

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	29%	27%
Net Operating Cost / Capita	\$7.10	\$6.98
Total Exp. / Passenger	\$13.69	\$15.79
Total Exp. / Eligible Passenger	\$16.27	\$18.69
Transportation Exp. / Passenger		
Dedicated Service	\$7.93	\$10.19
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0206	0.0167
Passengers / Capita	0.7287	0.6024
Passengers / Registrant	35.37	36.12
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,059	
Wheelchair/Scooter Users	3,667	
Attendants	2,335	
Companions		
Other (specified)		
TOTAL	15,061	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	2	5
Small Buses	2	2	4	8
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Vehicle ownership:	Non Profit Organization			
Vehicle maintenance responsibility:	Non Profit Organization			
Accessible taxis:				

Perth East

Perth East Transportation

Contact: Dianne Lichti
 Title: Manager
 Telephone: 519-595-8755
 Fax: 519-595-7755
 Email: dlichti@knollcrestlodge.com

Population served: 12,000
 Service area (km²): 171.0
 Communities served: 1
 Service began: 01/07/1999
 Advisory Committee members: 14
 Eligibility Committee members: 14

REGISTRANTS
 Wheelchair/Scooter Users: 63
 Ambulatory: 491
 Attendants: 21
 Companions: 4
 Other:
Total: 579

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 2

Taxi Scrip Program Available: ☐

☒ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	48,520	63,388
Tot. Veh. Km. - Dedicated Service	63,520	63,788
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	7,581	8,391
Non-Dedicated Service		
TOTAL PASSENGERS	7,581	8,391
Subscription / Pre-booked	15%	3%
Reservation	70%	73%
On-Demand / Day of trip	15%	25%
Cancelled in advance	225	774
No-shows / Cancelled at door	20	22
Unaccommodated trips	40	52
Number of complaints	4	

OPERATING EXPENSES

Administration	\$13,937	\$2,991
Operations:		
Internal - Dedicated Service	\$57,564	\$66,695
Contract - Dedicated Service	\$43,229	\$57,435
Contract - Non-Dedicated Service		\$9,785
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,282	\$4,333
Fuel	\$9,560	\$18,615
TOTAL OPERATING EXPENSES	\$130,572	\$159,854

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$82,094	\$97,515
Other Operating Revenue		
Total Operating Revenue	\$82,094	\$97,515
Federal Contributions		
Provincial Contributions	\$30,756	\$20,339
Municipal Contributions	\$7,500	\$30,000
Other / Donations	\$10,222	\$12,000
TOTAL	\$130,572	\$159,854

CAPITAL EXPENSES

Vehicles Purchased	\$98,490	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$98,490	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$98,490	
Other / Donations		
TOTAL CAPITAL FUNDING	\$98,490	

Service is now 5 full days per week. In October, we started a trial for Saturday service.

SERVICE HOURS / SCHEDULING

Weekday:	0830 to 1600	Sunday:	to
Saturday:	0900 to 1500	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 31/12/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			☐
Child	\$0.50			☐
Student	\$4.00			☐
Senior	\$4.00			☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	2
Other Operations		
Vehicle Mechanics		
General and Administration		2
Other		
TOTAL NUMBER OF EMPLOYEES	1	4

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$12.25

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	63%	61%
Net Operating Cost / Capita	\$4.04	\$5.19
Total Exp. / Passenger	\$17.22	\$19.05
Total Exp. / Eligible Passenger	\$17.62	\$20.20
Transportation Exp. / Passenger		
Dedicated Service	\$15.39	\$17.53
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0483	0.0483
Passengers / Capita	0.6318	0.6993
Passengers / Registrant	13.09	14.49
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	6.40	7.55
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,588	
Wheelchair/Scooter Users	1,325	
Attendants	50	
Companions	428	
Other (specified)		
TOTAL	8,391	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans	1	1	2 4
Small Buses	1	1	4 14
Other			
TOTAL DED. VEHICLES	2	2	N/A N/A

Vehicle ownership: Non-Profit Organization
 Vehicle maintenance responsibility: Non-Profit Organization
 Accessible taxis:

Peterborough County

Caremobile

Contact: Jane Pickard
 Title: Driver/ Coordinator
 Telephone: 705-749-0036
 Fax: 705-745-6011
 Email: jane@commcareptbo.org

Population served: 53,913
 Service area (km²): 3,877.2
 Communities served: 8
 Service began: 18/01/1992
 Advisory Committee members: 6
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 65
 Ambulatory: 55
 Attendants:
 Companions:
 Other:
Total: 120

Active
 114
 110
 224

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	45,205	42,339
Tot. Veh. Km. - Dedicated Service	90,410	84,678
Rev. Veh. Hrs. - Dedicated Service	1,500	1,500
Tot. Veh. Hrs. - Dedicated Service	3,000	3,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,007	3,192
Non-Dedicated Service		
TOTAL PASSENGERS	3,007	3,192
Subscription / Pre-booked	75%	0%
Reservation	24%	0%
On-Demand / Day of trip	1%	0%
Cancelled in advance	92	107
No-shows / Cancelled at door	7	12
Unaccommodated trips	9	14
Number of complaints		

OPERATING EXPENSES

Administration	\$13,034	\$13,337
Operations:		
Internal - Dedicated Service	\$77,768	\$80,562
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,415	\$12,620
Fuel	\$14,677	\$14,649

TOTAL OPERATING EXPENSES

\$115,895 **\$121,169**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,372	\$15,179
Other Operating Revenue	\$656	\$2,176

Total Operating Revenue \$15,028 \$17,355

Federal Contributions

Provincial Contributions \$21,060 \$64,488

Municipal Contributions \$65,653 \$27,500

Other / Donations \$14,153 \$11,826

TOTAL **\$115,895** **\$121,169**

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 1800	Sunday:	to
Saturday:	0800 to 1800	Holiday:	to
Advanced booking notice:	60 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/01/2005	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				☐
Child				☐
Student				☐
Senior				☐
Attendant				☐
Companion				☐
Other	\$12.00 or \$24.00 Depending on distance			

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	4
Other Operations		
Vehicle Mechanics		
General and Administration		2
Other		

TOTAL NUMBER OF EMPLOYEES

1 **6**

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$22.32

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	13%	14%
Net Operating Cost / Capita	\$1.87	\$1.93
Total Exp. / Passenger	\$38.54	\$37.96
Total Exp. / Eligible Passenger	\$45.11	\$46.07
Transportation Exp. / Passenger		
Dedicated Service	\$34.21	\$33.78
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$34.29	\$35.94
OPERATING		
Registrants / Capita	0.0032	0.0042
Passengers / Capita	0.0558	0.0592
Passengers / Registrant	17.28	14.25
Passengers / Hour (Dedicated Service)	2.00	2.13
Kms / Passenger (Dedicated Service)	15.03	13.26
Average Speed (Dedicated Service)	30.14	28.23

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,502	
Wheelchair/Scooter Users	1,128	
Attendants	562	
Companions		
Other (specified)		
TOTAL	3,192	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	4
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Non-Profit Organization
 Accessible taxis:

Peterborough

Peterborough Transit

Contact: Andrew Burdett
 Title: Operations Supervisor
 Telephone: 705-742-7777 x2889
 Fax: 705-742-3741
 Email: aburdett@peterborough.ca

Population served: 80,000
 Service area (km²): 66.9
 Communities served: 1
 Service began: 01/09/1976
 Advisory Committee members: 12
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 887
 Ambulatory: 924
 Attendants:
 Companions:
 Other:
Total: 1,811

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	251,100	234,900
Tot. Veh. Km. - Dedicated Service	251,100	234,900
Rev. Veh. Hrs. - Dedicated Service	15,400	12,600
Tot. Veh. Hrs. - Dedicated Service	15,400	12,600
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	36,400	34,100
Non-Dedicated Service	600	100
TOTAL PASSENGERS	37,000	34,200
Subscription / Pre-booked	40%	40%
Reservation	60%	59%
On-Demand / Day of trip	0%	1%
Cancelled in advance	6,850	7,000
No-shows / Cancelled at door	1,100	800
Unaccommodated trips	50	80
Number of complaints	4	9

OPERATING EXPENSES

Administration	\$104,000	\$120,500
Operations:		
Internal - Dedicated Service	\$604,300	\$628,300
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$8,000	\$900
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$190,600	\$186,000
Fuel	\$57,600	\$58,400
TOTAL OPERATING EXPENSES	\$964,500	\$994,100

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$60,300	\$71,800
Other Operating Revenue		
Total Operating Revenue	\$60,300	\$71,800
Federal Contributions		
Provincial Contributions	\$170,500	\$175,700
Municipal Contributions	\$735,700	\$746,600
Other / Donations		
TOTAL	\$966,500	\$994,100

CAPITAL EXPENSES

Vehicles Purchased	\$338,600	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$338,600	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$166,000	
Municipal Contributions	\$172,600	
Other / Donations		
TOTAL CAPITAL FUNDING	\$338,600	

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2245	Sunday:	0800 to 1930
Saturday:	0700 to 2245	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 03/05/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.25		\$55.00	
Child	\$2.25		\$33.00	
Student	\$2.25		\$50.00	
Senior	\$2.25		\$33.00	
Attendant	\$2.25		\$55.00	
Companion	\$2.25		\$55.00	
Other CNIB - free				

EMPLOYEE DATA

	Full-time	Part-time
Operators	8	4
Other Operations		
Vehicle Mechanics		2
General and Administration	1	3
Other		
TOTAL NUMBER OF EMPLOYEES	9	9

Union Affiliations: Operators: ATU Local 1320
 Mechanics: CUPE Local 504
 Other (specify):

Top Operator Wage Rate: \$23.95

Top Mechanic Wage Rate: \$28.04

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	6%	7%
Net Operating Cost / Capita	\$11.30	\$11.53
Total Exp. / Passenger	\$26.07	\$29.07
Total Exp. / Eligible Passenger	\$27.32	\$30.59
Transportation Exp. / Passenger		
Dedicated Service	\$23.42	\$25.59
Non-Dedicated Service	\$13.33	\$9.00
Transportation Exp. / Hour (Dedicated Service)	\$55.36	\$69.26
OPERATING		
Registrants / Capita	0.0207	0.0226
Passengers / Capita	0.4625	0.4275
Passengers / Registrant	22.40	18.88
Passengers / Hour (Dedicated Service)	2.36	2.71
Kms / Passenger (Dedicated Service)	6.90	6.89
Average Speed (Dedicated Service)	16.31	18.64

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,800	75
Wheelchair/Scooter Users	13,600	25
Attendants	1,700	
Companions		
Other (specified)		
TOTAL	34,100	100

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	10	7	4	4
Small Buses				
Other				
TOTAL DED. VEHICLES	10	7	N/A	N/A
Vehicle ownership:		Municipal		
Vehicle maintenance responsibility:		Municipal		
Accessible taxis:				

Port Hope

Port Hope Specialized Transit Service

Contact: Jeanette Davidson
 Title: Engineering Services Technician
 Telephone: 905-885-2431
 Fax: 905-885-0507
 Email: jdavidson@porthope.ca

Population served: 13,750
 Service area (km²): 13.0
 Communities served: 1
 Service began:
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total:

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 2
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service		19,628		Weekday: 0800 to 1700	Sunday: to
Tot. Veh. Km. - Dedicated Service		19,628		Saturday: to	Holiday: to
Rev. Veh. Hrs. - Dedicated Service		2,025		Advanced booking notice: 0 day(s)	
Tot. Veh. Hrs. - Dedicated Service		2,025		Minimum notice for reservation: 24 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.				FARE STRUCTURE	
PASSENGER DATA				Effective Date 01/01/2008	Tickets/Cards
Dedicated Service		3,673	4,323	Cash	(unit price)
Non-Dedicated Service				Adult \$2.00	Monthly Pass
TOTAL PASSENGERS		3,673	4,323	Child	Free
Subscription / Pre-booked		0%	0%	Student \$2.00	\$50.00
Reservation		100%	100%	Senior \$2.00	\$30.00
On-Demand / Day of trip		0%	0%	Attendant	\$30.00
Cancelled in advance		178	194	Companion	☒
No-shows / Cancelled at door			79	Other	☐
Unaccommodated trips				EMPLOYEE DATA	
Number of complaints				Operators	Full-time
OPERATING EXPENSES				Other Operations	Part-time
Administration		\$7,000	\$7,499	Vehicle Mechanics	
Operations:				General and Administration	
Internal - Dedicated Service				Other	
Contract - Dedicated Service		\$86,305	\$96,255	TOTAL NUMBER OF EMPLOYEES	
Contract - Non-Dedicated Service				Union Affiliations:	
Contract - Taxi Scrip				Operators:	
Maintenance (Vehicles & Facilities)		\$312		Mechanics:	
Fuel				Other (specify):	
TOTAL OPERATING EXPENSES		\$93,617	\$103,754	Top Operator Wage Rate:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Mechanic Wage Rate:	
Passenger Revenue		\$7,402	\$4,905	PERFORMANCE INDICATORS	
Other Operating Revenue				FINANCIAL	
Total Operating Revenue		\$7,402	\$4,905	2009	
Federal Contributions				2010	
Provincial Contributions				R/C Ratio	8%
Municipal Contributions		\$86,215	\$98,849	Net Operating Cost / Capita	\$6.27
Other / Donations				Total Exp. / Passenger	\$25.49
TOTAL		\$93,617	\$103,754	Total Exp. / Eligible Passenger	\$26.88
CAPITAL EXPENSES				Transportation Exp. / Passenger	
Vehicles Purchased				Dedicated Service	\$23.58
Debt Servicing				Non-Dedicated Service	\$22.27
Other Capital Expenses				Transportation Exp. / Hour (Dedicated Service)	\$42.77
TOTAL CAPITAL EXPENSES				OPERATING	
CAPITAL FUNDING SOURCES				Registrants / Capita	
Transit System				Passengers / Capita	0.2671
Federal Contributions				Passengers / Registrant	0.3144
Provincial Contributions				Passengers / Hour (Dedicated Service)	1.81
Municipal Contributions				Kms / Passenger (Dedicated Service)	5.34
Other / Donations				Average Speed (Dedicated Service)	9.69
TOTAL CAPITAL FUNDING				PASSENGER DATA	
				Ded. Service	Non-Ded. Service
				Ambulatory	4,031
				Wheelchair/Scooter Users	292
				Attendants	
				Companions	
				Other (specified)	
				TOTAL	4,323

The specialized service was provided by Coach Canada from January-September 2010. Commencing October 4, 2010, the service provider changed to Burt Transportation Service (BTS). The hours of operation were extended to match those of the conventional system i.e. Monday-Friday 6:00 a.m.-10:00 p.m and on Saturdays from 8:00 5:00. A municipally owned small bus was previously used by Coach Canada and an accessible van is used by BTS.

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	2
Small Buses	1	1	2	
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Municipality/Contracted operator			
Vehicle maintenance responsibility:	Contracted operators			
Accessible taxis:				

Prince Edward County

Quinte Access Transportation

Contact: Shelly Ackers
 Title: Administrator Internal Operations
 Telephone: 613-392-9664
 Fax: 613-392-3872
 Email: sackers@bellnet.ca

Population served: 25,496
 Service area (km²): 1,048.3
 Communities served: 1
 Service began: 05/06/2007
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	242	242
Ambulatory:	472	472
Attendants:	10	10
Companions:		
Other:		
Total:	724	724

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	79,266	83,154
Tot. Veh. Km. - Dedicated Service	82,786	96,132
Rev. Veh. Hrs. - Dedicated Service	2,160	2,315
Tot. Veh. Hrs. - Dedicated Service	2,356	2,723
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,021	5,614
Non-Dedicated Service		
TOTAL PASSENGERS	4,021	5,614
Subscription / Pre-booked	55%	45%
Reservation	40%	52%
On-Demand / Day of trip	5%	3%
Cancelled in advance	481	444
No-shows / Cancelled at door	38	18
Unaccommodated trips	7	10
Number of complaints		

OPERATING EXPENSES

Administration	\$26,810	\$27,712
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$107,678	\$119,490
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		

TOTAL OPERATING EXPENSES **\$134,488** **\$147,202**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$29,095	\$36,213
Other Operating Revenue		

Total Operating Revenue \$29,095 \$36,213

Federal Contributions

Provincial Contributions \$66,094 \$48,003

Municipal Contributions \$19,299 \$42,986

Other / Donations \$20,000 \$20,000

TOTAL **\$134,488** **\$147,202**

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: Available to seniors 65 and over.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	0 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/07/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			☐
Child	\$4.00			☐
Student	\$4.00			☐
Senior	\$4.00			☒
Attendant				☐
Companion	\$4.00			☐
Other	Rates based on Zone; \$4.00 one way trip in Picton/Wellington/Bloomfield			

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	22%	25%
Net Operating Cost / Capita	\$4.13	\$4.35
Total Exp. / Passenger	\$33.45	\$26.22
Total Exp. / Eligible Passenger	\$34.43	\$27.51
Transportation Exp. / Passenger		
Dedicated Service	\$26.78	\$21.28
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$45.70	\$43.88
OPERATING		
Registrants / Capita	0.0285	0.0284
Passengers / Capita	0.1577	0.2202
Passengers / Registrant	5.54	7.75
Passengers / Hour (Dedicated Service)	1.86	2.43
Kms / Passenger (Dedicated Service)	19.71	14.81
Average Speed (Dedicated Service)	36.68	35.92

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,945	
Wheelchair/Scooter Users	1,406	
Attendants	263	
Companions		
Other (specified)		
TOTAL	5,614	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	
Small Buses	1	1	1	4
Other			4	12
TOTAL DED. VEHICLES	2	2	N/A	N/A

Vehicle ownership: Municipality of Quinte West
 Vehicle maintenance responsibility: Non-Profit Organization
 Accessible taxis:

Quinte West

Quinte Access Transportation

Contact: Shelly Ackers
 Title: Administrator
 Telephone: 613-392-9640
 Fax: 613-392-3872
 Email: sackers@bellnet.ca

Population served: 52,950
 Service area (km²): 722.0
 Communities served: 2
 Service began: 17/01/1994
 Advisory Committee members: 8
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	673	673
Ambulatory:	1,375	1,375
Attendants:	75	75
Companions:		
Other:		
Total:	2,123	2,123

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	292,890	341,670
Tot. Veh. Km. - Dedicated Service	301,735	356,277
Rev. Veh. Hrs. - Dedicated Service	10,456	9,715
Tot. Veh. Hrs. - Dedicated Service	11,969	11,329
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	19,015	21,114
Non-Dedicated Service		
TOTAL PASSENGERS	19,015	21,114
Subscription / Pre-booked	55%	43%
Reservation	40%	52%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,421	2,683
No-shows / Cancelled at door	1,288	187
Unaccommodated trips	7	19
Number of complaints		2

OPERATING EXPENSES

Administration	\$96,022	\$141,376
Operations:		
Internal - Dedicated Service	\$262,199	\$234,080
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$49,977	\$58,281
Fuel	\$47,929	\$59,667
TOTAL OPERATING EXPENSES	\$456,126	\$493,404

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$114,424	\$127,591
Other Operating Revenue		\$256
Total Operating Revenue	\$114,424	\$127,847
Federal Contributions		
Provincial Contributions	\$146,975	\$153,586
Municipal Contributions	\$150,141	\$175,953
Other / Donations	\$44,586	\$36,018
TOTAL	\$456,126	\$493,404

CAPITAL EXPENSES

Vehicles Purchased	\$96,790	\$45,318
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$96,790	\$45,318

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$31,279	\$45,318
Municipal Contributions	\$11,962	
Other / Donations	\$53,549	
TOTAL CAPITAL FUNDING	\$96,790	\$45,318

* Other Eligibility Criteria: Seniors 55 and over are eligible.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 0001	Sunday:	0700 to 0001
Saturday:	0700 to 0001	Holiday:	0700 to 0001
Advanced booking notice:	0 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/01/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			☐
Child	\$4.00			☐
Student	\$4.00			☐
Senior	\$4.00			☒
Attendant				☐
Companion	\$4.00			☐
Other				

Rates are Zone Based: \$4 = one way trip within Trenton, Frankford, Bri

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	9
Other Operations	1	
Vehicle Mechanics		
General and Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	5	9

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$15.15

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	25%	26%
Net Operating Cost / Capita	\$6.57	\$6.90
Total Exp. / Passenger	\$23.99	\$23.37
Total Exp. / Eligible Passenger	\$25.36	\$25.67
Transportation Exp. / Passenger		
Dedicated Service	\$18.94	\$16.67
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$30.09	\$31.07
OPERATING		
Registrants / Capita	0.0292	0.0401
Passengers / Capita	0.3657	0.3988
Passengers / Registrant	12.51	9.95
Passengers / Hour (Dedicated Service)	1.82	2.17
Kms / Passenger (Dedicated Service)	15.40	16.18
Average Speed (Dedicated Service)	28.01	35.17

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	13,351	
Wheelchair/Scooter Users	5,872	
Attendants	1,891	
Companions		
Other (specified)		
TOTAL	21,114	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	3	N/A	
Small Buses	3	3	1	3
Other			5	14
TOTAL DED. VEHICLES	6	6	N/A	N/A
Vehicle ownership:	Municipality of Quinte West			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Renfrew

Sunshine Coach Service

Contact: Neil Virgin
 Title: Operations Manager
 Telephone: 613-432-2134
 Fax: 613-432-0957
 Email: sunshinecoach@sunshinecoach.ca

Population served: 20,000
 Service area (km²): 2,293.2
 Communities served: 6
 Service began: 01/03/1985
 Advisory Committee members: 12
 Eligibility Committee members: 12

REGISTRANTS
 Wheelchair/Scooter Users: 300
 Ambulatory: 450
 Attendants:
 Companions:
 Other:
Total: 750

Active
 300
 450
 750

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	262,887	222,287
Tot. Veh. Km. - Dedicated Service	404,442	341,979
Rev. Veh. Hrs. - Dedicated Service	9,034	8,636
Tot. Veh. Hrs. - Dedicated Service	13,898	13,286
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	23,895	21,211
Non-Dedicated Service		
TOTAL PASSENGERS	23,895	21,211
Subscription / Pre-booked	65%	65%
Reservation	25%	25%
On-Demand / Day of trip	10%	10%

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

3

1

OPERATING EXPENSES

Administration	\$91,165	\$94,902
Operations:		
Internal - Dedicated Service	\$329,580	\$316,943
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$21,833	\$24,667
Fuel	\$51,101	\$48,625
TOTAL OPERATING EXPENSES	\$493,679	\$485,137

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$346,223	\$303,700
Other Operating Revenue	\$349	\$1,384
Total Operating Revenue	\$346,572	\$305,084
Federal Contributions		
Provincial Contributions	\$103,575	\$95,881
Municipal Contributions	\$37,400	\$31,900
Other / Donations	\$6,132	\$52,272
TOTAL	\$493,679	\$485,137

CAPITAL EXPENSES

Vehicles Purchased	\$56,687	\$82,341
Debt Servicing	\$17,338	\$17,338
Other Capital Expenses	\$7,636	\$3,525
TOTAL CAPITAL EXPENSES	\$81,661	\$103,204

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$67,378	\$85,866
Municipal Contributions		
Other / Donations	\$14,283	\$17,338
TOTAL CAPITAL FUNDING	\$81,661	\$103,204

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1630	Sunday:	0900 to 2200
Saturday:	1000 to 2200	Holiday:	to
Advanced booking notice:	90 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/01/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.00	\$5.00		☐
Child	\$5.00	\$5.00		☐
Student	\$5.00	\$5.00		☐
Senior	\$5.00	\$5.00		☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	7
Other Operations		1
Vehicle Mechanics		
General and Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	3	9

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$18.59

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	70%	63%
Net Operating Cost / Capita	\$7.36	\$9.00
Total Exp. / Passenger	\$20.66	\$22.87
Total Exp. / Eligible Passenger	\$24.28	\$25.56
Transportation Exp. / Passenger		
Dedicated Service	\$16.85	\$18.40
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$28.96	\$29.37
OPERATING		
Registrants / Capita	0.0375	0.0375
Passengers / Capita	1.1948	1.0606
Passengers / Registrant	31.86	28.28
Passengers / Hour (Dedicated Service)	2.65	2.46
Kms / Passenger (Dedicated Service)	11.00	10.48
Average Speed (Dedicated Service)	29.10	25.74

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,195	
Wheelchair/Scooter Users	7,786	
Attendants	2,168	
Companions		
Other (specified)	62	
TOTAL	21,211	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	6	6	N/A	
Small Buses	1	1	2	4
Other	1	1	4	10
			2	7
TOTAL DED. VEHICLES	8	8	N/A	N/A

Vehicle ownership: Non-Profit Organization
 Vehicle maintenance responsibility: Non-Profit Organization
 Accessible taxis:

Sarnia

Sarnia Care-A-Van

Contact: Mr. Jim Stevens
 Title: Director of Transit
 Telephone: 519-336-3271
 Fax: 519-336-3361
 Email: jim.stevens@sarnia.ca

Population served: 71,919
 Service area (km²): 167.3
 Communities served: 2
 Service began: 01/04/1981
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 713
 Ambulatory: 723
 Attendants:
 Companions:
 Other: 22
Total: 1,458

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service	216,933	216,933	217,013	Weekday: 0630 to 2230	Sunday: 0900 to 1630
Tot. Veh. Km. - Dedicated Service	216,933	217,013	217,013	Saturday: 0800 to 2230	Holiday: to
Rev. Veh. Hrs. - Dedicated Service	12,982	13,088	13,088	Advanced booking notice: 7 day(s)	
Tot. Veh. Hrs. - Dedicated Service	12,982	13,088	13,088	Minimum notice for reservation: 24 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA		2009	2010	FARE STRUCTURE	
Dedicated Service	34,409	34,409	33,252	Effective Date 01/01/2010	Tickets/Cards (unit price)
Non-Dedicated Service				Cash	Monthly Pass
TOTAL PASSENGERS	34,409	34,409	33,252	Adult \$2.25	\$60.00
Subscription / Pre-booked	50%	50%	50%	Child	
Reservation	48%	48%	48%	Student \$2.25	\$2.00
On-Demand / Day of trip	2%	2%	2%	Senior \$2.25	\$2.00
Cancelled in advance	2,946	2,604	2,604	Attendant \$2.25	\$2.00
No-shows / Cancelled at door	158	141	141	Companion \$2.25	\$2.00
Unaccommodated trips	112	124	124	Other College \$150/4-month; Elm/HS \$135/5-month	
Number of complaints	4				
OPERATING EXPENSES		2009	2010	EMPLOYEE DATA	
Administration	\$100,101	\$100,101	\$103,416	Operators	Full-time 6
Operations:				Other Operations	1
Internal - Dedicated Service	\$459,765	\$459,765	\$464,393	Vehicle Mechanics	1
Contract - Dedicated Service				General and Administration	1
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	7
Maintenance (Vehicles & Facilities)	\$93,844	\$93,844	\$87,082		2
Fuel	\$51,566	\$51,566	\$54,187	Union Affiliations: Operators: CAW L456	
TOTAL OPERATING EXPENSES	\$705,276	\$705,276	\$709,078	Mechanics: CAW L456	
				Other (specify): CUPE 3690	
				Top Operator Wage Rate: \$23.03	
				Top Mechanic Wage Rate: \$26.84	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		2009	2010	PERFORMANCE INDICATORS	
Passenger Revenue	\$57,796	\$57,796	\$60,913	FINANCIAL	
Other Operating Revenue	\$491	\$491	\$510	R/C Ratio	8%
Total Operating Revenue	\$58,287	\$58,287	\$61,423	Net Operating Cost / Capita	\$9.06
Federal Contributions				Total Exp. / Passenger	\$20.50
Provincial Contributions	\$107,100	\$107,100	\$88,747	Total Exp. / Eligible Passenger	\$21.94
Municipal Contributions	\$539,889	\$539,889	\$558,908	Transportation Exp. / Passenger	
Other / Donations				Dedicated Service	\$17.59
TOTAL	\$705,276	\$705,276	\$709,078	Non-Dedicated Service	\$18.21
				Transportation Exp. / Hour (Dedicated Service)	\$46.62
CAPITAL EXPENSES		2009	2010	OPERATING	
Vehicles Purchased	\$7,122	\$7,122	\$7,122	Registrants / Capita	0.0180
Debt Servicing	\$18,170	\$18,170	\$17,706	Passengers / Capita	0.4818
Other Capital Expenses	\$7,537	\$7,537	\$17,600	Passengers / Registrant	26.84
TOTAL CAPITAL EXPENSES	\$25,707	\$25,707	\$42,428	Passengers / Hour (Dedicated Service)	2.65
				Kms / Passenger (Dedicated Service)	6.30
CAPITAL FUNDING SOURCES		2009	2010	Average Speed (Dedicated Service)	16.71
Transit System					
Federal Contributions					
Provincial Contributions	\$17,600	\$17,600	\$17,600		
Municipal Contributions	\$25,707	\$25,707	\$24,828		
Other / Donations					
TOTAL CAPITAL FUNDING	\$25,707	\$25,707	\$42,428		

* Other Eligibility Criteria: Blind from Nov 1 - March 31. * In 2010, 18 registered clients took 296 passenger trips. Point Edward service contract revenue for 2010 was \$16,715 and its passenger revenue was \$602.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	20,465	
Wheelchair/Scooter Users	10,855	
Attendants	1,932	
Companions		
Other (specified)		
TOTAL	33,252	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	6	6	N/A	8
Small Buses			3	
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

Sault Ste Marie

Sault Ste Marie Transit Parabus Services

Contact: Sam Piraino
 Title: Area Coordinator Transit/Parking Operations
 Telephone: 705-759-5434
 Fax: 705-759-5834
 Email: s.piraino@cityssm.on.ca

Population served: 69,900
 Service area (km²): 223.5
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 1,829
 Ambulatory: 1,259
 Attendants:
 Companions:
 Other:
Total: 3,088

Active
 1,829
 1,259
 3,088

Total
 1,829
 1,259
 3,088

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☐ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	232,825	221,566
Tot. Veh. Km. - Dedicated Service	232,825	221,566
Rev. Veh. Hrs. - Dedicated Service	16,869	17,421
Tot. Veh. Hrs. - Dedicated Service	16,869	17,421
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	33,472	34,151
Non-Dedicated Service	14,129	13,020
TOTAL PASSENGERS	47,601	47,171
Subscription / Pre-booked	48%	48%
Reservation	51%	51%
On-Demand / Day of trip	1%	1%
Cancelled in advance	639	2,198
No-shows / Cancelled at door	758	394
Unaccommodated trips	796	870
Number of complaints	22	34

OPERATING EXPENSES

Administration	\$48,915	\$4,167
Operations:		
Internal - Dedicated Service	\$527,900	\$676,816
Contract - Dedicated Service		\$128,438
Contract - Non-Dedicated Service	\$126,678	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$65,390	\$59,625
Fuel	\$84,678	\$44,265
TOTAL OPERATING EXPENSES	\$853,561	\$913,311

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$57,859	\$57,279
Other Operating Revenue		
Total Operating Revenue	\$57,859	\$57,279
Federal Contributions		
Provincial Contributions	\$238,144	
Municipal Contributions	\$557,558	\$856,032
Other / Donations		
TOTAL	\$853,561	\$913,311

CAPITAL EXPENSES

Vehicles Purchased	\$95,151	\$93,306
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$95,151	\$93,306

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$95,151	\$93,306
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$95,151	\$93,306

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2400	Sunday:	0800 to 2300
Saturday:	0830 to 2400	Holiday:	0800 to 2300
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/05/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$1.50		☐
Child	\$2.00	\$1.50		☐
Student	\$2.00	\$1.50		☐
Senior	\$2.00	\$1.50		☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	6	4
Other Operations	1	1
Vehicle Mechanics	1	
General and Administration	1	1
Other		

TOTAL NUMBER OF EMPLOYEES

9	6
---	---

Union Affiliations: Operators: ATU Local 1767
 Mechanics: USWA Local 2251
 Other (specify): CUPE Local 67

Top Operator Wage Rate: \$22.20

Top Mechanic Wage Rate: \$25.64

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$11.38	\$12.25
Total Exp. / Passenger	\$17.93	\$19.36
Total Exp. / Eligible Passenger	\$19.73	\$21.60
Transportation Exp. / Passenger		
Dedicated Service	\$20.25	\$26.62
Non-Dedicated Service	\$8.97	
Transportation Exp. / Hour (Dedicated Service)	\$40.19	\$52.19
OPERATING		
Registrants / Capita	0.0420	0.0442
Passengers / Capita	0.6810	0.6748
Passengers / Registrant	16.21	15.28
Passengers / Hour (Dedicated Service)	1.98	1.96
Kms / Passenger (Dedicated Service)	6.96	6.49
Average Speed (Dedicated Service)	13.80	12.72

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,802	13,020
Wheelchair/Scooter Users	17,458	
Attendants	4,891	
Companions		
Other (specified)		
TOTAL	34,151	13,020

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans			Ambulatory
Small Buses	10	6	5
Other			
TOTAL DED. VEHICLES	10	6	N/A

Vehicle ownership: Municipal Transit System
 Vehicle maintenance responsibility: Municipal Transit System
 Accessible taxis:

Schreiber

Schreiber Terrace Bay Handi Transit

Contact: Jonathan Hall
 Title: Clerk
 Telephone: 807-824-2711x225
 Fax: 807-824-3231
 Email: clerk@schreiber.ca

Population served: 2,526
 Service area (km²): 187.8
 Communities served: 2
 Service began: 01/01/1986
 Advisory Committee members: 7
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 10
 Ambulatory: 105
 Attendants: 8
 Companions: 27
 Other: 276
Total: 123

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service		21,930	16,177	Weekday: 0700 to 2300	Sunday: 1000 to 2300
Tot. Veh. Km. - Dedicated Service		38,523	27,052	Saturday: 1000 to 2300	Holiday: 1000 to 2300
Rev. Veh. Hrs. - Dedicated Service		458	328	Advanced booking notice: 1 day(s)	
Tot. Veh. Hrs. - Dedicated Service		739	512	Minimum notice for reservation: 24 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		2,413	1,889	Effective Date 01/09/2009	Tickets/Cards (unit price)
Non-Dedicated Service				Cash	Monthly Pass
TOTAL PASSENGERS		2,413	1,889	Adult \$2.00	Free
Subscription / Pre-booked		0%	0%	Child \$2.00	☐
Reservation		100%	100%	Student \$2.00	☐
On-Demand / Day of trip		0%	0%	Senior \$2.00	☐
Cancelled in advance				Attendant	☒
No-shows / Cancelled at door		11		Companion \$2.00	☐
Unaccommodated trips				Other \$2 in town; \$4 between Schreiber and Terrace Bay	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration		\$5,478	\$56,318	Full-time	Part-time
Operations:				Operators 1	2
Internal - Dedicated Service		\$51,401		Other Operations	1
Contract - Dedicated Service				Vehicle Mechanics	
Contract - Non-Dedicated Service				General and Administration	1
Contract - Taxi Scrip				Other	
Maintenance (Vehicles & Facilities)		\$3,111	\$4,338	TOTAL NUMBER OF EMPLOYEES	1
Fuel		\$6,826	\$7,031		4
TOTAL OPERATING EXPENSES		\$66,815	\$67,687	Union Affiliations: Operators:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Mechanics:	
Passenger Revenue		\$3,536	\$8,068	Other (specify):	
Other Operating Revenue				Top Operator Wage Rate: \$23.80	
Total Operating Revenue		\$3,536	\$8,068	Top Mechanic Wage Rate:	
Federal Contributions				PERFORMANCE INDICATORS	
Provincial Contributions				FINANCIAL	
Municipal Contributions		\$63,279	\$59,619		
Other / Donations					
TOTAL		\$66,815	\$67,687		
CAPITAL EXPENSES					
Vehicles Purchased					
Debt Servicing					
Other Capital Expenses					
TOTAL CAPITAL EXPENSES					
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions					
Other / Donations					
TOTAL CAPITAL FUNDING					

* Other Eligibility Criteria: elderly, visually impaired, cognitively disabled, epilepsy if coupled with physical mobility prevents those from using conventional transit. * New fare structure implemented in Sept 2009 remains in place through 2010. \$2 for rides originating and ending within the communities of Terrace Bay or Schreiber. \$4 for rides between the two communities. * Ridership decline in 2010 was mainly due to seniors and users of the service not using the service as frequently due to bad weather.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,457	
Wheelchair/Scooter Users	348	
Attendants		
Companions	84	
Other (specified)		
TOTAL	1,889	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1		
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

St. Catharines

Paratransit System of St. Catharines

Contact: Graham Morrison
 Title: Manager of Finance and Administration
 Telephone: 905-685-4228 x227
 Fax: 905-685-4050
 Email: gmorrison@yourbus.com

Population served: 132,000
 Service area (km²): 97.0
 Communities served: 2
 Service began: 06/01/1979
 Advisory Committee members: 9
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 250
 Ambulatory: 325
 Attendants:
 Companions:
 Other:
Total: 575

Active
 760
 745
 1,505

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	307,802	344,705
Tot. Veh. Km. - Dedicated Service	307,802	344,705
Rev. Veh. Hrs. - Dedicated Service	15,467	16,671
Tot. Veh. Hrs. - Dedicated Service	15,467	16,671
Non-Dedicated Service - Veh. Km.	29,554	25,936
Non-Dedicated Service - Veh. Hrs.	2,043	1,871

PASSENGER DATA

Dedicated Service	34,376	36,704
Non-Dedicated Service	4,392	3,549
TOTAL PASSENGERS	38,768	40,253
Subscription / Pre-booked	5%	5%
Reservation	93%	93%
On-Demand / Day of trip	2%	2%
Cancelled in advance	1,011	992
No-shows / Cancelled at door	268	267
Unaccommodated trips	1,578	1,369
Number of complaints	10	12

OPERATING EXPENSES

Administration	\$131,532	\$132,700
Operations:		
Internal - Dedicated Service	\$648,437	\$698,821
Contract - Dedicated Service		\$79,547
Contract - Non-Dedicated Service	\$167,330	
Contract - Taxi Scrip		\$82,965
Maintenance (Vehicles & Facilities)	\$203,907	\$209,515
Fuel	\$56,250	\$59,704
TOTAL OPERATING EXPENSES	\$1,207,456	\$1,263,252

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$96,929	\$92,863
Other Operating Revenue		
Total Operating Revenue	\$96,929	\$92,863
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,110,527	\$1,170,389
Other / Donations		
TOTAL	\$1,207,456	\$1,263,252

CAPITAL EXPENSES

Vehicles Purchased	\$50,644	\$82,411
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$50,644	\$82,411

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$16,864	\$27,443
Municipal Contributions	\$33,780	\$54,968
Other / Donations		
TOTAL CAPITAL FUNDING	\$50,644	\$82,411

The data for the specialized transit service for the City of Thorold for 2010: 110 registered clients, 3,549 passenger trips. Thorold service contract revenue for 2010 was \$78,874 and passenger revenue was \$7,901.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	1030 to 1800
Saturday:	0900 to 2300	Holiday:	1030 to 1800
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/04/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.35	\$80.00	☐
Child	\$2.50			☐
Student	\$2.50			☐
Senior	\$2.50			☐
Attendant	\$2.50			☐
Companion	\$2.50			☐
Other				☐

EMPLOYEE DATA

	Full-time	Part-time
Operators	8	
Other Operations	1	
Vehicle Mechanics	1	
General and Administration	1	2
Other		

TOTAL NUMBER OF EMPLOYEES

11	2
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Union Affiliations: Operators: ATU Local 846
 Mechanics: ATU Local 846
 Other (specify):

Top Operator Wage Rate: \$24.65

Top Mechanic Wage Rate: \$29.67

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$8.54	\$8.87
Total Exp. / Passenger	\$31.15	\$31.38
Total Exp. / Eligible Passenger	\$33.19	\$33.15
Transportation Exp. / Passenger		
Dedicated Service	\$26.43	\$28.54
Non-Dedicated Service	\$38.10	\$23.38
Transportation Exp. / Hour (Dedicated Service)	\$58.74	\$62.84
OPERATING		
Registrants / Capita	0.0101	0.0114
Passengers / Capita	0.2982	0.3050
Passengers / Registrant	29.59	26.75
Passengers / Hour (Dedicated Service)	2.22	2.20
Kms / Passenger (Dedicated Service)	8.95	9.39
Average Speed (Dedicated Service)	19.90	20.68

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,647	2,295
Wheelchair/Scooter Users	15,976	1,191
Attendants	1,082	22
Companions	999	41
Other (specified)		
TOTAL	36,704	3,549

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	2	N/A	3
Small Buses	8	6	5	5
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A
Vehicle ownership:	Transit Commission			
Vehicle maintenance responsibility:	Transit Commission			
Accessible taxis:	1			

St. Marys

St. Marys & Area Mobility Service

Contact: Kerri McIntosh
 Title: Coordinator
 Telephone: 519-284-4010
 Fax: 519-284-0261
 Email: mobility@town.stmarys.on.ca

Population served: 10,749
 Service area (km²): 530.2
 Communities served: 3
 Service began: 01/01/1989
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 86
 Ambulatory: 274
 Attendants:
 Companions:
 Other:
Total: 360 360

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number: 16
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service	48,994	52,588	Weekday: 1200 to 2400	Sunday: 1200 to 2400	
Tot. Veh. Km. - Dedicated Service	48,994	52,588	Saturday: 1200 to 2400	Holiday: 1200 to 2400	
Rev. Veh. Hrs. - Dedicated Service			Advanced booking notice: 30 day(s)		
Tot. Veh. Hrs. - Dedicated Service			Minimum notice for reservation: 1 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized		
Non-Dedicated Service - Veh. Hrs.		3,165			
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service	8,325	7,654	Effective Date 01/07/2005	Tickets/Cards	
Non-Dedicated Service	2,433	2,374	Cash	(unit price)	Monthly Pass
TOTAL PASSENGERS	10,758	10,028	Adult \$3.75		Free
Subscription / Pre-booked	25%	30%	Child \$3.75		☐
Reservation	65%	60%	Student \$3.75		☐
On-Demand / Day of trip	10%	10%	Senior \$3.75		☐
Cancelled in advance		1,566	Attendant		☒
No-shows / Cancelled at door		16	Companion		☒
Unaccommodated trips			Other		
Number of complaints					
OPERATING EXPENSES			EMPLOYEE DATA	Full-time	Part-time
Administration	\$55,013	\$64,092	Operators	1	3
Operations:			Other Operations		
Internal - Dedicated Service	\$87,355	\$84,603	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration	1	
Contract - Non-Dedicated Service	\$26,546	\$27,979	Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	2	3
Maintenance (Vehicles & Facilities)	\$4,200	\$4,842	Union Affiliations: Operators:		
Fuel	\$7,961	\$9,756	Mechanics:		
TOTAL OPERATING EXPENSES	\$181,075	\$191,272	Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Operator Wage Rate: \$16.50		
Passenger Revenue	\$83,806	\$70,435	Top Mechanic Wage Rate:		
Other Operating Revenue	\$7,653				
Total Operating Revenue	\$91,459	\$70,435	PERFORMANCE INDICATORS		
Federal Contributions			FINANCIAL	2009	2010
Provincial Contributions	\$78,200	\$71,984	R/C Ratio	51%	37%
Municipal Contributions	\$3,100	\$16,817	Net Operating Cost / Capita	\$8.34	\$11.24
Other / Donations	\$9,412	\$11,501	Total Exp. / Passenger	\$16.83	\$19.07
TOTAL	\$182,171	\$170,737	Total Exp. / Eligible Passenger	\$16.83	\$19.07
CAPITAL EXPENSES			Transportation Exp. / Passenger		
Vehicles Purchased			Dedicated Service	\$11.95	\$12.96
Debt Servicing			Non-Dedicated Service	\$10.91	\$11.79
Other Capital Expenses			Transportation Exp. / Hour (Dedicated Service)		
TOTAL CAPITAL EXPENSES			OPERATING		
CAPITAL FUNDING SOURCES			Registrants / Capita	0.0331	0.0335
Transit System			Passengers / Capita	1.0008	0.9329
Federal Contributions			Passengers / Registrant	30.22	27.86
Provincial Contributions			Passengers / Hour (Dedicated Service)		
Municipal Contributions			Kms / Passenger (Dedicated Service)	5.89	6.87
Other / Donations			Average Speed (Dedicated Service)		
TOTAL CAPITAL FUNDING					

* Eligibility Criteria: An intake process is completed and eligibility is based on our Mandate - To provide transportation to those in St. Marys and surrounding area with varying abilities or recovering from illness or injury. * Non-Dedicated Service is provided by volunteer drivers. * As of April 1st, 2011, the out-of-town fare will be charged based on kilometres travelled. * As of August 1st, 2011, the 1-way fare within the town will increase from \$3.75 to \$4.75; one-way fare for out of town trip will be from \$1.01 per kilometre to \$15.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,660	2,374
Wheelchair/Scooter Users	1,994	
Attendants		
Companions		
Other (specified)		
TOTAL	7,654	2,374

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	2	2	N/A	
Small Buses	1	1	2	3
Other			5	12
TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership:	Non-profit organization			
Vehicle maintenance responsibility:	Non-profit organization			
Accessible taxis:				

St. Thomas

City of St. Thomas - Transit

Contact: Dave White
 Title: Supervisor of Roads & Transportation
 Telephone: 519-631-0368 x 5130
 Fax: 519-631-5542
 Email: dwhite@city.st-thomas.on.ca

Population served: 36,000
 Service area (km²): 35.7
 Communities served: 1
 Service began: 01/04/1990
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 217
 Ambulatory: 383
 Attendants:
 Companions:
 Other:
Total: 600

Active
 217
 383
 600
Total
 217
 383
 600

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0715 to 1845	Sunday: to
Tot. Veh. Km. - Dedicated Service				Saturday: 0915 to 1845	Holiday: to
Rev. Veh. Hrs. - Dedicated Service	6,336		6,350	Advanced booking notice: 1 day(s)	
Tot. Veh. Hrs. - Dedicated Service	6,336		6,350	Minimum notice for reservation: 0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service	23,426		19,560	Effective Date 01/07/2007	
Non-Dedicated Service				Cash	Tickets/Cards
TOTAL PASSENGERS	23,426		19,560	Adult \$2.50	(unit price)
Subscription / Pre-booked	0%		0%	Child \$2.50	Monthly Pass
Reservation	0%		0%	Student \$2.50	\$60.00
On-Demand / Day of trip	0%		0%	Senior \$2.50	\$50.00
Cancelled in advance	1,126		1,306	Attendant \$2.50	\$50.00
No-shows / Cancelled at door	271		293	Companion \$2.50	\$50.00
Unaccommodated trips	413		323	Other Child over 5 - free	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration	\$23,124		\$27,112	Operators	Full-time
Operations:				Other Operations	Part-time
Internal - Dedicated Service				Vehicle Mechanics	
Contract - Dedicated Service	\$212,502		\$216,127	General and Administration	2
Contract - Non-Dedicated Service				Other	1
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	2
Maintenance (Vehicles & Facilities)	\$37,345		\$39,142		1
Fuel				Union Affiliations: Operators:	
TOTAL OPERATING EXPENSES	\$272,971		\$282,380	Mechanics:	
				Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:	
Passenger Revenue	\$45,227		\$54,712	Top Mechanic Wage Rate:	
Other Operating Revenue			\$1,340		
Total Operating Revenue	\$45,227		\$56,053		
Federal Contributions					
Provincial Contributions					
Municipal Contributions	\$227,744		\$226,327		
Other / Donations					
TOTAL	\$272,971		\$282,380		
CAPITAL EXPENSES				PERFORMANCE INDICATORS	
Vehicles Purchased				FINANCIAL	
Debt Servicing				R/C Ratio	2009
Other Capital Expenses				Net Operating Cost / Capita	2010
TOTAL CAPITAL EXPENSES				Total Exp. / Passenger	17%
CAPITAL FUNDING SOURCES				Total Exp. / Eligible Passenger	20%
Transit System				Transportation Exp. / Passenger	\$6.33
Federal Contributions				Dedicated Service	\$11.65
Provincial Contributions				Non-Dedicated Service	\$6.29
Municipal Contributions				Transportation Exp. / Hour (Dedicated Service)	\$14.44
Other / Donations					\$15.19
TOTAL CAPITAL FUNDING					

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	13,073	
Wheelchair/Scooter Users	5,519	
Attendants	968	
Companions		
Other (specified)		
TOTAL	19,560	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	2	2	4	4
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	City Department			
Vehicle maintenance responsibility:	Contractor			
Accessible taxis:				

Stratford

Stratford Mobility Bus

Contact: Michael D. Dack
 Title: Transit Manager
 Telephone: 515-271-0250 x340
 Fax: 519-271-9488
 Email: mdack@city.stratford.on.ca

Population served: 32,000
 Service area (km²): 25.9
 Communities served: 1
 Service began: 15/02/2005
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	298	298
Ambulatory:	350	350
Attendants:		
Companions:		
Other:		
Total:	648	648

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service		70,094	78,169	Weekday: 0800 to 1700	Sunday: 0900 to 1700
Tot. Veh. Km. - Dedicated Service		70,094	78,169	Saturday: 0900 to 1700	Holiday: to
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice: 2 day(s)	
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation: 1 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		14,173	15,605	Effective Date 01/01/2009	Tickets/Cards (unit price)
Non-Dedicated Service				Cash	Monthly Pass
TOTAL PASSENGERS		14,173	15,605	Adult \$2.75	Free
Subscription / Pre-booked		0%	0%	Child	☐
Reservation		0%	0%	Student	☐
On-Demand / Day of trip		0%	0%	Senior	☐
Cancelled in advance			695	Attendant	☒
No-shows / Cancelled at door				Companion	☐
Unaccommodated trips				Other	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration		\$27,933	\$40,892	Operators	Full-time 2 Part-time 4
Operations:				Other Operations	1
Internal - Dedicated Service		\$174,920	\$187,441	Vehicle Mechanics	
Contract - Dedicated Service				General and Administration	1
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	4 4
Maintenance (Vehicles & Facilities)		\$6,002	\$7,465	Union Affiliations: Operators: IBEW 636	
Fuel		\$21,315	\$19,562	Mechanics:	
TOTAL OPERATING EXPENSES		\$230,169	\$255,360	Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate: \$20.09	
Passenger Revenue		\$43,586	\$43,269	Top Mechanic Wage Rate:	
Other Operating Revenue					
Total Operating Revenue		\$43,586	\$43,269		
Federal Contributions					
Provincial Contributions					
Municipal Contributions		\$186,583	\$211,091		
Other / Donations			\$1,000		
TOTAL		\$230,169	\$255,360		
CAPITAL EXPENSES					
Vehicles Purchased					
Debt Servicing					
Other Capital Expenses		\$7,068			
TOTAL CAPITAL EXPENSES		\$7,068			
CAPITAL FUNDING SOURCES					
Transit System					
Federal Contributions					
Provincial Contributions					
Municipal Contributions		\$7,068			
Other / Donations					
TOTAL CAPITAL FUNDING		\$7,068			

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	19%	17%
Net Operating Cost / Capita	\$5.83	\$6.63
Total Exp. / Passenger	\$16.24	\$16.36
Total Exp. / Eligible Passenger	\$16.24	\$16.36
Transportation Exp. / Passenger		
Dedicated Service	\$14.27	\$13.74
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0199	0.0203
Passengers / Capita	0.4429	0.4877
Passengers / Registrant	22.28	24.08
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	4.95	5.01
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	7,901	
Wheelchair/Scooter Users	7,704	
Attendants		
Companions		
Other (specified)		
TOTAL	15,605	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	5	3	4	6
Other				
TOTAL DED. VEHICLES	5	3	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

Sudbury

Sudbury Handi Transit

Contact: Robert Gauthier
 Title: Manager of Transit Operations
 Telephone: 705-675-3333
 Fax: 705-560-4571
 Email: robert.gauthier@sudbury.ca

Population served: 160,000
 Service area (km²): 3,627.0
 Communities served: 1
 Service began: 01/01/2001
 Advisory Committee members: 5
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 862
 Ambulatory: 1,173
 Attendants:
 Companions:
 Other:
Total: 2,035

Active
 862
 1,173
 3,999

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	1,089,409	1,102,691
Tot. Veh. Km. - Dedicated Service	1,089,409	1,102,691
Rev. Veh. Hrs. - Dedicated Service	47,578	47,860
Tot. Veh. Hrs. - Dedicated Service	47,578	47,860
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	112,851	111,743
Non-Dedicated Service	15,887	15,328
TOTAL PASSENGERS	128,738	127,071
Subscription / Pre-booked	70%	70%
Reservation	25%	25%
On-Demand / Day of trip	5%	5%
Cancelled in advance	14,832	12,346
No-shows / Cancelled at door	3,120	3,647
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,703,166	\$2,688,520
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$2,703,166	\$2,688,520

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$261,612	\$261,384
Other Operating Revenue		
Total Operating Revenue	\$261,612	\$261,384
Federal Contributions		
Provincial Contributions	\$133,643	\$141,561
Municipal Contributions	\$2,307,911	\$2,285,575
Other / Donations		
TOTAL	\$2,703,166	\$2,688,520

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: Blind persons who are able to use handi transit independently

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2400	Sunday:	0700 to 2400
Saturday:	0700 to 2400	Holiday:	0700 to 2400
Advanced booking notice:	36 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Dat	01/01/2009	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.05			☐
Child	\$2.05			☐
Student	\$2.05			☐
Senior	\$2.05			☐
Attendant	\$2.05			☐
Companion	\$2.05			☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	19	14
Other Operations	3	1
Vehicle Mechanics	5	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	28	15

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$15.26	\$15.17
Total Exp. / Passenger	\$21.00	\$21.16
Total Exp. / Eligible Passenger	\$22.94	\$23.36
Transportation Exp. / Passenger		
Dedicated Service	\$23.95	\$24.06
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$56.82	\$56.17
OPERATING		
Registrants / Capita	0.0244	0.0250
Passengers / Capita	0.8046	0.7942
Passengers / Registrant	33.00	31.78
Passengers / Hour (Dedicated Service)	2.37	2.33
Kms / Passenger (Dedicated Service)	9.65	9.87
Average Speed (Dedicated Service)	22.90	23.04

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	57,449	15,328
Wheelchair/Scooter Users	42,310	
Attendants	11,984	
Companions		
Other (specified)		
TOTAL	111,743	15,328

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	14	14	6	4
Other				
TOTAL DED. VEHICLES	14	14	N/A	N/A
Vehicle ownership:	Contracted Operator			
Vehicle maintenance responsibility:	Contracted Operator			
Accessible taxis:				

Thunder Bay

Hagi Community Services for Thunder Bay Inc.

Contact: Brenda Deck
 Title: Manager
 Telephone: 807-343-0414
 Fax: 807-344-6140
 Email: bdeck@hagi.ca

Population served: 110,000
 Service area (km²): 325.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 10
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 1,472
 Ambulatory: 7,110
 Attendants:
 Companions:
 Other:
Total: 1,105 8,582

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 3
 Taxi Scrip Program Available: ☒

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	730,786	719,233
Tot. Veh. Km. - Dedicated Service	730,786	719,233
Rev. Veh. Hrs. - Dedicated Service	34,067	33,676
Tot. Veh. Hrs. - Dedicated Service	34,067	33,676
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	88,408	83,449
Non-Dedicated Service	10,247	12,102
TOTAL PASSENGERS	98,655	95,551
Subscription / Pre-booked	51%	46%
Reservation	44%	50%
On-Demand / Day of trip	5%	4%
Cancelled in advance	19,397	17,078
No-shows / Cancelled at door	1,284	1,257
Unaccommodated trips	2,856	4,568
Number of complaints	12	12

OPERATING EXPENSES

Administration	\$192,297	\$201,164
Operations:		
Internal - Dedicated Service	\$1,182,309	\$1,394,826
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$140,832	\$147,715
Maintenance (Vehicles & Facilities)	\$272,945	\$239,708
Fuel	\$155,553	\$162,687
TOTAL OPERATING EXPENSES	\$1,943,936	\$2,146,100

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$197,410	\$235,399
Other Operating Revenue	\$282,701	\$303,891
Total Operating Revenue	\$480,111	\$539,290
Federal Contributions		
Provincial Contributions		\$140,909
Municipal Contributions	\$1,402,424	\$1,465,901
Other / Donations	\$34,928	
TOTAL	\$1,917,463	\$2,146,100

CAPITAL EXPENSES

Vehicles Purchased	\$246,158	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$246,158	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$246,158	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$246,158	

SERVICE HOURS / SCHEDULING

Weekday:	700 to 2300	Sunday:	0900 to 2130
Saturday:	0700 to 2300	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/01/2007	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$3.00		☐
Child	\$3.00	\$3.00		☐
Student	\$3.00	\$3.00		☐
Senior	\$3.00	\$3.00		☒
Attendant				☐
Companion	\$3.00	\$3.00		☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	9	21
Other Operations	3	3
Vehicle Mechanics		
General and Administration	1	1
Other		

TOTAL NUMBER OF EMPLOYEES

13 25
Union Affiliations: Operators: Amalgamated Transit Union Local 966
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$19.21

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	25%	25%
Net Operating Cost / Capita	\$12.95	\$14.61
Total Exp. / Passenger	\$19.70	\$22.46
Total Exp. / Eligible Passenger	\$20.78	\$28.22
Transportation Exp. / Passenger		
Dedicated Service	\$18.22	\$21.54
Non-Dedicated Service	\$13.74	\$12.21
Transportation Exp. / Hour (Dedicated Service)	\$47.28	\$53.37
OPERATING		
Registrants / Capita	0.0742	0.0780
Passengers / Capita	0.8731	0.8687
Passengers / Registrant	11.77	11.13
Passengers / Hour (Dedicated Service)	2.60	2.48
Kms / Passenger (Dedicated Service)	8.27	8.62
Average Speed (Dedicated Service)	21.45	21.36

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	50,213	
Wheelchair/Scooter Users	25,838	
Attendants	4,350	
Companions		
Other (specified)	3,048	12,102
TOTAL	83,449	12,102

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	23	18	4	8
Other				
TOTAL DED. VEHICLES	23	18	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Timmins

Timmins Handy Transit

Contact: Catherine Verreault
 Title: Manager of Transit Operations
 Telephone: 705-360-2600 x3501
 Fax: 705-360-2698
 Email: catherine.verreault@timmins.ca

Population served: 38,000
 Service area (km²): 24.0
 Communities served: 1
 Service began: 01/01/1985
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	399	399
Ambulatory:	289	289
Attendants:	401	401
Companions:		
Other:		
Total:	1,089	1,089

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	121,696	122,059
Tot. Veh. Km. - Dedicated Service	121,696	122,059
Rev. Veh. Hrs. - Dedicated Service	7,327	7,253
Tot. Veh. Hrs. - Dedicated Service	7,327	7,253
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	16,263	16,633
Non-Dedicated Service		
TOTAL PASSENGERS	16,263	16,633
Subscription / Pre-booked	65%	85%
Reservation	0%	0%
On-Demand / Day of trip	35%	15%
Cancelled in advance	2,279	2,037
No-shows / Cancelled at door	622	33
Unaccommodated trips		60
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$298,497	\$292,347
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$23,374	\$18,927
Fuel	\$26,409	\$26,040
TOTAL OPERATING EXPENSES	\$348,280	\$337,314

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$35,430	\$31,452
Other Operating Revenue		

Total Operating Revenue	\$35,430	\$31,452
Federal Contributions		
Provincial Contributions	\$108,297	
Municipal Contributions	\$204,553	\$305,862
Other / Donations		
TOTAL	\$348,280	\$337,314

CAPITAL EXPENSES

Vehicles Purchased	\$108,297	\$103,246
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$108,297	\$103,246

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$108,297	\$103,246
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$108,297	\$103,246

* Wednesday Service Hours: 0700-2100 hrs. * Administration - operating expenses are not recorded separately. * Maintenance - facility expenses not recorded separately this total includes maintenance expenses only. * Part-time drivers operate both conventional and handy transit services and are not reported in the Specialized Transit Services Fact Book.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1800	Sunday:	to
Saturday:	1200 to 1800	Holiday:	to
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	1 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date 01/07/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.75		☐
Child	\$2.75	\$2.25		☐
Student	\$2.75	\$2.25		☐
Senior	\$2.75	\$2.00		☐
Attendant	\$2.75			☐
Companion	\$2.75			☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES 3

Union Affiliations: Operators: CUPE Local 1544
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$22.70

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$8.23	\$8.05
Total Exp. / Passenger	\$21.42	\$20.28
Total Exp. / Eligible Passenger	\$21.42	\$20.76
Transportation Exp. / Passenger		
Dedicated Service	\$21.42	\$20.28
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$47.53	\$46.51
OPERATING		
Registrants / Capita	0.0162	0.0287
Passengers / Capita	0.4280	0.4377
Passengers / Registrant	26.44	15.27
Passengers / Hour (Dedicated Service)	2.22	2.29
Kms / Passenger (Dedicated Service)	7.48	7.34
Average Speed (Dedicated Service)	16.61	16.83

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	16,251	
Wheelchair/Scooter Users		
Attendants	382	
Companions		
Other (specified)		
TOTAL	16,633	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	5	4	5	5
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

Toronto

Wheel-Trans

Contact: Margaret Gomes
 Title: Budget & Research Analyst
 Telephone: 416-393-4963
 Fax: 416-338-0139
 Email: margaret.gomes@ttc.ca

Population served: 2,503,300
 Service area (km²): 630.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 15
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 17,272
 Ambulatory: 23,852
 Attendants:
 Companions:
 Other:
Total: 41,124

Active
 27,952
 38,600
 66,552

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 3
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 2
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	13,461,918	14,173,330
Tot. Veh. Km. - Dedicated Service	14,520,858	15,287,334
Rev. Veh. Hrs. - Dedicated Service	606,291	634,126
Tot. Veh. Hrs. - Dedicated Service	654,879	685,241
Non-Dedicated Service - Veh. Km.	3,343,486	4,679,684
Non-Dedicated Service - Veh. Hrs.	104,493	146,572

PASSENGER DATA

Dedicated Service	2,024,441	2,116,407
Non-Dedicated Service	473,289	654,444
TOTAL PASSENGERS	2,497,730	2,770,851
Subscription / Pre-booked	46%	46%
Reservation	53%	53%
On-Demand / Day of trip	1%	1%
Cancelled in advance	359,563	387,220
No-shows / Cancelled at door	72,254	66,888
Unaccommodated trips	19,101	49,701
Number of complaints	3,092	2,937

OPERATING EXPENSES

Administration	\$11,313,534	\$11,688,968
Operations:		
Internal - Dedicated Service	\$25,286,545	\$28,302,984
Contract - Dedicated Service	\$19,198,667	\$20,151,100
Contract - Non-Dedicated Service	\$8,665,334	\$12,506,900
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,364,061	\$14,023,748
Fuel	\$2,431,744	\$2,640,100
TOTAL OPERATING EXPENSES	\$81,259,885	\$89,313,800

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,220,274	\$5,099,200
Other Operating Revenue		
Total Operating Revenue	\$4,220,274	\$5,099,200
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$77,039,611	\$84,214,600
Other / Donations		
TOTAL	\$81,259,885	\$89,313,800

CAPITAL EXPENSES

Vehicles Purchased	\$5,791,199	\$27,250,000
Debt Servicing		
Other Capital Expenses	\$3,584,380	\$922,000
TOTAL CAPITAL EXPENSES	\$9,375,579	\$28,172,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$9,375,579	\$28,172,000
Other / Donations		
TOTAL CAPITAL FUNDING	\$9,375,579	\$28,172,000

* Other Eligibility Criteria: users who have restricted physical functional mobility.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0700 to 0100
Saturday:	0700 to 0100	Holiday:	0700 to 0100
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	2 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 03/01/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.50	\$121.00	☐
Child	\$0.75	\$0.55		☐
Student	\$2.00	\$1.65	\$99.00	☐
Senior	\$2.00	\$1.65	\$99.00	☐
Attendant				☐
Companion				☐
Other				☐

EMPLOYEE DATA

	Full-time	Part-time
Operators	347	
Other Operations	77	
Vehicle Mechanics	84	
General and Administration	13	
Other		

TOTAL NUMBER OF EMPLOYEES 521

Union Affiliations: Operators: ATU 113
 Mechanics: ATU 113
 Other (specify):

Top Operator Wage Rate: \$29.43

Top Mechanic Wage Rate: \$36.28

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	5%	6%
Net Operating Cost / Capita	\$30.78	\$33.64
Total Exp. / Passenger	\$32.53	\$32.23
Total Exp. / Eligible Passenger	\$32.53	\$32.23
Transportation Exp. / Passenger		
Dedicated Service	\$30.27	\$30.77
Non-Dedicated Service	\$18.31	\$19.11
Transportation Exp. / Hour (Dedicated Service)	\$93.58	\$95.03
OPERATING		
Registrants / Capita	0.0237	0.0266
Passengers / Capita	0.9978	1.1069
Passengers / Registrant	42.05	41.63
Passengers / Hour (Dedicated Service)	3.34	3.34
Kms / Passenger (Dedicated Service)	6.65	6.70
Average Speed (Dedicated Service)	22.20	22.35

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,440,253	645,283
Wheelchair/Scooter Users	676,154	9,161
Attendants		
Companions		
Other (specified)		
TOTAL	2,116,407	654,444

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	60	60	N/A	4
Accessible Vans / Minivans	173	155	2	2
Small Buses	227	160	5	8
Other				
TOTAL DED. VEHICLES	460	375	N/A	N/A
Vehicle ownership:	Small buses - TTC; others - contractor			
Vehicle maintenance responsibility:	Small buses - TTC; others - contractor			
Accessible taxis:	173			

Trent Hills

Venture Van

Contact: Charlotte Clay-Ireland
 Title: Transportation Coordinator
 Telephone: 905-885-9860
 Fax: 905-885-1818
 Email: c.clay-ireland@commcare.ca

Population served: 12,500
 Service area (km²): 509.5
 Communities served: 1
 Service began: 06/05/1992
 Advisory Committee members: 9
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	109	109
Ambulatory:	148	148
Attendants:	76	76
Companions:		
Other:		
Total:	333	333

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service		45,692	68,951	Weekday: 0800 to 1700	Sunday: to
Tot. Veh. Km. - Dedicated Service		56,412	79,210	Saturday: to	Holiday: to
Rev. Veh. Hrs. - Dedicated Service		1,516	2,668	Advanced booking notice: 7 day(s)	
Tot. Veh. Hrs. - Dedicated Service		2,350	2,947	Minimum notice for reservation: 24 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Partially Computerized	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		3,188	3,128	Effective Date 01/01/2010	
Non-Dedicated Service				Cash	Tickets/Cards (unit price)
TOTAL PASSENGERS		3,188	3,128	Adult	\$4.00 \$3.33
Subscription / Pre-booked		50%	50%	Child	\$4.00 \$3.33
Reservation		50%	50%	Student	\$4.00 \$3.33
On-Demand / Day of trip		0%	0%	Senior	\$4.00 \$3.33
Cancelled in advance		351	400	Attendant	
No-shows / Cancelled at door		20	26	Companion	\$4.00 \$3.33
Unaccommodated trips		47	10	Other	
Number of complaints		2	1		
OPERATING EXPENSES				EMPLOYEE DATA	
Administration		\$25,691	\$22,119	Operators	Full-time 1 Part-time 3
Operations:				Other Operations	
Internal - Dedicated Service		\$68,087	\$79,166	Vehicle Mechanics	
Contract - Dedicated Service				General and Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	1 3
Maintenance (Vehicles & Facilities)		\$10,839	\$3,987	Union Affiliations: Operators:	
Fuel		\$7,315	\$12,930	Mechanics:	
TOTAL OPERATING EXPENSES		\$111,932	\$118,202	Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate: \$14.46	
Passenger Revenue		\$19,626	\$21,439	Top Mechanic Wage Rate:	
Other Operating Revenue		\$310	\$267	PERFORMANCE INDICATORS	
Total Operating Revenue		\$19,936	\$21,706	FINANCIAL	
Federal Contributions				R/C Ratio	2009 18% 2010 18%
Provincial Contributions		\$27,914	\$41,618	Net Operating Cost / Capita	\$7.36 \$7.72
Municipal Contributions		\$30,500	\$30,500	Total Exp. / Passenger	\$35.11 \$37.79
Other / Donations		\$33,582	\$24,378	Total Exp. / Eligible Passenger	\$37.66 \$40.12
TOTAL		\$111,932	\$118,202	Transportation Exp. / Passenger	
CAPITAL EXPENSES				Dedicated Service	\$27.05 \$30.72
Vehicles Purchased		\$78,057		Non-Dedicated Service	
Debt Servicing				Transportation Exp. / Hour (Dedicated Service)	\$36.70 \$32.59
Other Capital Expenses				OPERATING	
TOTAL CAPITAL EXPENSES		\$78,057		Registrants / Capita	0.0227 0.0266
CAPITAL FUNDING SOURCES				Passengers / Capita	0.2550 0.2502
Transit System				Passengers / Registrant	11.23 9.39
Federal Contributions		\$972		Passengers / Hour (Dedicated Service)	2.10 1.17
Provincial Contributions		\$66,022		Kms / Passenger (Dedicated Service)	14.33 22.04
Municipal Contributions				Average Speed (Dedicated Service)	30.14 25.84
Other / Donations		\$11,063			
TOTAL CAPITAL FUNDING		\$78,057			

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,158	
Wheelchair/Scooter Users	788	
Attendants	182	
Companions		
Other (specified)		
TOTAL	3,128	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	3	5
Small Buses				
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:		Non-profit organization		
Vehicle maintenance responsibility:		Non-profit organization		
Accessible taxis:				

Wallaceburg

CK Transit Wallaceburg Accessible Service

Contact: Jan Metcalfe
 Title: Engineering Technician
 Telephone: 519-360-1998 x3301
 Fax: 519-436-3240
 Email: janm@chatham-kent.ca

Population served: 11,800
 Service area (km²): 10.7
 Communities served: 1
 Service began: 01/09/1991
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	160	160
Ambulatory:	293	293
Attendants:	167	167
Companions:		
Other:		
Total:	620	620

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 1
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS	2009	2010
Rev. Veh. Km. - Dedicated Service	18,247	19,544
Tot. Veh. Km. - Dedicated Service	18,247	19,544
Rev. Veh. Hrs. - Dedicated Service	3,342	3,398
Tot. Veh. Hrs. - Dedicated Service	3,342	3,398
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		
PASSENGER DATA		
Dedicated Service	4,559	6,160
Non-Dedicated Service		
TOTAL PASSENGERS	4,559	6,160
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	470	298
No-shows / Cancelled at door		
Unaccommodated trips		
Number of complaints		
OPERATING EXPENSES		
Administration	\$10,857	\$10,857
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$101,096	\$113,985
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$111,953	\$124,842
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$12,390	\$15,030
Other Operating Revenue		
Total Operating Revenue	\$12,390	\$15,030
Federal Contributions		
Provincial Contributions		\$7,494
Municipal Contributions	\$99,563	\$102,318
Other / Donations		
TOTAL	\$111,953	\$124,842
CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

SERVICE HOURS / SCHEDULING			
Weekday:	0700 to 1700	Sunday:	0900 to 1700
Saturday:	0900 to 1700	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:			
FARE STRUCTURE			
Effective Date 01/01/2007		Tickets/Cards	
	Cash	(unit price)	Monthly Pass
Adult	\$3.00	\$3.00	
Child	\$3.00	\$3.00	
Student	\$3.00	\$3.00	
Senior	\$3.00	\$3.00	
Attendant			☒
Companion	\$3.00		
Other			
EMPLOYEE DATA		Full-time	Part-time
Operators			
Other Operations			
Vehicle Mechanics			
General and Administration			
Other			
TOTAL NUMBER OF EMPLOYEES			
Union Affiliations:			
Operators:			
Mechanics:			
Other (specify):			
Top Operator Wage Rate:			
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS			
FINANCIAL		2009	2010
R/C Ratio		11%	12%
Net Operating Cost / Capita		\$8.44	\$9.31
Total Exp. / Passenger		\$24.56	\$20.27
Total Exp. / Eligible Passenger		\$25.50	\$21.05
Transportation Exp. / Passenger			
Dedicated Service		\$22.17	\$18.50
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$30.25	\$33.54
OPERATING			
Registrants / Capita		0.0495	0.0525
Passengers / Capita		0.3864	0.5220
Passengers / Registrant		7.81	9.94
Passengers / Hour (Dedicated Service)		1.36	1.81
Kms / Passenger (Dedicated Service)		4.00	3.17
Average Speed (Dedicated Service)		5.46	5.75

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,327	
Wheelchair/Scooter Users	605	
Attendants	228	
Companions		
Other (specified)		
TOTAL	6,160	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	2	1	N/A	4
Small Buses			3	
Other				
TOTAL DED. VEHICLES	2	1	N/A	N/A
Vehicle ownership:		contracted operator		
Vehicle maintenance responsibility:		contracted operator		
Accessible taxis:				

Waterloo Region - Rural

Woolwich Transit Inc. c/o Kiwanis Transit

Contact: Cheryl Fisher
 Title: Manager
 Telephone: 519-669-4533
 Fax: 519-669-3124
 Email: cheryl@k-transit.com

Population served: 61,100
 Service area (km²): 843.0
 Communities served: 3
 Service began: 02/07/1992
 Advisory Committee members: 13
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 523
 Ambulatory: 1,062
 Attendants:
 Companions:
 Other:
Total: 1,585

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☐ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010
Rev. Veh. Km. - Dedicated Service		387,466	422,646
Tot. Veh. Km. - Dedicated Service		387,466	422,646
Rev. Veh. Hrs. - Dedicated Service		11,140	11,768
Tot. Veh. Hrs. - Dedicated Service		11,140	11,768
Non-Dedicated Service - Veh. Km.		36,849	46,232
Non-Dedicated Service - Veh. Hrs.		571	757
PASSENGER DATA			
Dedicated Service		30,410	31,423
Non-Dedicated Service		3,459	3,881
TOTAL PASSENGERS		33,869	35,304
Subscription / Pre-booked		67%	69%
Reservation		32%	30%
On-Demand / Day of trip		1%	1%
Cancelled in advance		8,451	8,754
No-shows / Cancelled at door		188	224
Unaccommodated trips			1,144
Number of complaints			
OPERATING EXPENSES			
Administration		\$97,057	\$132,291
Operations:			
Internal - Dedicated Service		\$477,074	\$432,193
Contract - Dedicated Service			
Contract - Non-Dedicated Service		\$68,789	\$85,431
Contract - Taxi Scrip			
Maintenance (Vehicles & Facilities)		\$82,598	\$99,744
Fuel		\$83,295	\$89,349
TOTAL OPERATING EXPENSES		\$808,813	\$839,008
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			
Passenger Revenue		\$127,265	\$135,146
Other Operating Revenue			
Total Operating Revenue		\$127,265	\$135,146
Federal Contributions			
Provincial Contributions			
Municipal Contributions		\$698,667	\$744,075
Other / Donations			
TOTAL		\$825,932	\$879,221
CAPITAL EXPENSES			
Vehicles Purchased		\$94,637	\$187,618
Debt Servicing			
Other Capital Expenses			
TOTAL CAPITAL EXPENSES		\$94,637	\$187,618
CAPITAL FUNDING SOURCES			
Transit System			
Federal Contributions			
Provincial Contributions			
Municipal Contributions		\$94,637	\$187,618
Other / Donations			
TOTAL CAPITAL FUNDING		\$94,637	\$187,618

* Other Eligibility Criteria: persons with mentally or physical challenges or minimum 65 years are eligible to use the service.

SERVICE HOURS / SCHEDULING			
Weekday:	0600 to 1800	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Fully Computerized		
FARE STRUCTURE			
Effective Date 01/07/2007		Tickets/Cards	
	Cash	(unit price)	Monthly Pass
Adult	\$2.50	\$2.50	
Child	\$2.50	\$2.50	
Student	\$2.50	\$2.50	
Senior	\$2.50	\$2.50	
Attendant			☒
Companion			☐
Other			
EMPLOYEE DATA		Full-time	Part-time
Operators		6	3
Other Operations		1	1
Vehicle Mechanics			
General and Administration		1	
Other			
TOTAL NUMBER OF EMPLOYEES		8	4
Union Affiliations: Operators:			
Mechanics:			
Other (specify):			
Top Operator Wage Rate: \$19.94			
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS			
FINANCIAL		2009	2010
R/C Ratio		16%	16%
Net Operating Cost / Capita		\$13.91	\$11.52
Total Exp. / Passenger		\$23.88	\$23.77
Total Exp. / Eligible Passenger		\$25.17	\$25.18
Transportation Exp. / Passenger			
Dedicated Service		\$21.14	\$19.77
Non-Dedicated Service		\$19.89	\$22.01
Transportation Exp. / Hour (Dedicated Service)		\$57.72	\$52.79
OPERATING			
Registrants / Capita		0.0316	0.0259
Passengers / Capita		0.6912	0.5778
Passengers / Registrant		21.89	22.27
Passengers / Hour (Dedicated Service)		2.73	2.67
Kms / Passenger (Dedicated Service)		12.74	13.45
Average Speed (Dedicated Service)		34.78	35.91

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	22,306	3,881
Wheelchair/Scooter Users	7,132	
Attendants	1,985	
Companions		
Other (specified)		
TOTAL	31,423	3,881

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
	Number		Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	6	5	4	12
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Waterloo Region - Urban

Grand River Transit MobilityPLUS (Urban Area)

Contact: Bonnie Liesemer
 Title: Manager, Finance and Administration (GRT)
 Telephone: 519-585-7597 x7218
 Fax: 519-585-1060
 Email: bliesemer@regionofwaterloo.ca

Population served: 491,210
 Service area (km²): 315.8
 Communities served: 4
 Service began: 01/01/1973
 Advisory Committee members: 12
 Eligibility Committee members: 5

REGISTRANTS
 Wheelchair/Scooter Users: 1,984
 Ambulatory: 2,564
 Attendants:
 Companions:
 Other:
Total: 4,548

Active
 1,984
 2,564
 4,548
Total
 3,041
 4,307
 7,348

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 4
 Taxi Scrip Program Available: ☒

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	1,142,699	1,215,959
Tot. Veh. Km. - Dedicated Service	1,166,019	1,240,775
Rev. Veh. Hrs. - Dedicated Service	55,232	55,232
Tot. Veh. Hrs. - Dedicated Service	60,755	60,755
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	128,886	142,326
Non-Dedicated Service	129,152	131,451
TOTAL PASSENGERS	258,038	273,777
Subscription / Pre-booked	50%	54%
Reservation	50%	46%
On-Demand / Day of trip	0%	0%
Cancelled in advance	23,439	21,319
No-shows / Cancelled at door	6,801	7,141
Unaccommodated trips	227	334
Number of complaints	86	142

OPERATING EXPENSES

Administration	\$741,545	\$743,283
Operations:		
Internal - Dedicated Service	\$3,677,978	\$3,809,477
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,310,560	\$1,285,791
Contract - Taxi Scrip	\$546,413	\$571,193
Maintenance (Vehicles & Facilities)	\$403,679	\$452,996
Fuel	\$268,854	\$301,953
TOTAL OPERATING EXPENSES	\$6,949,029	\$7,164,693

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$492,287	\$508,517
Other Operating Revenue	\$286,866	\$308,682
Total Operating Revenue	\$779,153	\$817,199
Federal Contributions		
Provincial Contributions	\$862,252	\$862,252
Municipal Contributions	\$5,307,624	\$5,485,242
Other / Donations		
TOTAL	\$6,949,029	\$7,164,693

CAPITAL EXPENSES

Vehicles Purchased	\$285,746	\$473,229
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$285,746	\$473,229

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$285,746	\$473,229
Other / Donations		
TOTAL CAPITAL FUNDING	\$285,746	\$473,229

* In June 2008 MobilityPLUS started a Commuter Service for persons with cognitive disabilities. 6,936 passengers were carried in 2010. * All MobilityPLUS registrants have access to TaxiSCRIP as well as complimentary rides on conventional GRT routes. In 2010 there were approximately 105,912 rides provided on GRT conventional transit for registrants of MobilityPLUS. * In 2010 MobilityPLUS also provided 1,813 rides for 67 registered clients in the Township of North Dumfries. This service is contracted to a local taxi company, with expenses of \$21,778 and revenues of \$8,068. * Other Eligibility Criteria: CNIB Registrants. * Service Hours (Exceptions): dialysis trips by taxi starts at 0630 hrs, Thursdays and Fridays late night service until 2500 hrs.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2330	Sunday:	0900 to 2330
Saturday:	0830 to 0100	Holiday:	0900 to 2330
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Dat	01/07/2007	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$2.50		
Child	\$2.50	\$2.50		☒
Student	\$2.50	\$2.50		☐
Senior	\$2.50	\$2.50		☐
Attendant	\$2.50	\$2.50		☐
Companion	\$2.50	\$2.50		☐
Other	Children under 5 free			

EMPLOYEE DATA

	Full-time	Part-time
Operators	32	11
Other Operations	5	7

Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES 45 18

Union Affiliations: Operators: CAW 4304
 Mechanics: CAW 4304
 Other (specify): CUPE 1883, Clerical staff

Top Operator Wage Rate: \$26.24

Top Mechanic Wage Rate: \$29.77

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$12.77	\$12.92
Total Exp. / Passenger	\$26.93	\$26.17
Total Exp. / Eligible Passenger	\$38.10	\$35.65
Transportation Exp. / Passenger		
Dedicated Service	\$33.75	\$32.07
Non-Dedicated Service	\$14.38	\$14.13
Transportation Exp. / Hour (Dedicated Service)	\$71.61	\$75.13
OPERATING		
Registrants / Capita	0.0148	0.0150
Passengers / Capita	0.5341	0.5574
Passengers / Registrant	36.05	37.26
Passengers / Hour (Dedicated Service)	2.33	2.58
Kms / Passenger (Dedicated Service)	8.87	8.54
Average Speed (Dedicated Service)	20.69	22.02

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	66,162	61,127
Wheelchair/Scooter Users	64,823	8,838
Attendants	11,341	
Companions		
Other (specified)		61,486
TOTAL	142,326	131,451

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	29	24	6	7
Small Buses				
Other				
TOTAL DED. VEHICLES	29	24	N/A	N/A
Vehicle ownership:		Transit System		
Vehicle maintenance responsibility:		Transit System		
Accessible taxis:	16			

Welland

Welland Handi-Trans

Contact: Lorraine Denis
 Title: Handi-Trans Co-ordinator
 Telephone: 905-735-1700 ext. 31
 Fax: 905-732-9422
 Email: lorraine.denis@welland.ca

Population served: 50,331
 Service area (km²): 86.0
 Communities served: 1
 Service began: 01/01/1981
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	626	626
Ambulatory:	700	700
Attendants:	220	220
Companions:		
Other:		
Total:	1,546	1,546

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS		2009	2010
Rev. Veh. Km. - Dedicated Service		92,228	91,914
Tot. Veh. Km. - Dedicated Service		97,461	97,235
Rev. Veh. Hrs. - Dedicated Service		5,627	5,611
Tot. Veh. Hrs. - Dedicated Service		6,148	6,140
Non-Dedicated Service - Veh. Km.			
Non-Dedicated Service - Veh. Hrs.			
PASSENGER DATA			
Dedicated Service		17,566	17,443
Non-Dedicated Service			
TOTAL PASSENGERS		17,566	17,443
Subscription / Pre-booked	47%		58%
Reservation	52%		41%
On-Demand / Day of trip	1%		1%
Cancelled in advance		3,166	2,982
No-shows / Cancelled at door		91	104
Unaccommodated trips		350	325
Number of complaints		5	6
OPERATING EXPENSES			
Administration		\$112,513	\$118,161
Operations:			
Internal - Dedicated Service		\$200,532	\$192,047
Contract - Dedicated Service			
Contract - Non-Dedicated Service			
Contract - Taxi Scrip			
Maintenance (Vehicles & Facilities)		\$39,395	\$47,674
Fuel		\$26,155	\$24,064
TOTAL OPERATING EXPENSES		\$378,595	\$381,946
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			
Passenger Revenue		\$37,648	\$37,183
Other Operating Revenue		\$6,095	\$7,434
Total Operating Revenue		\$43,743	\$44,617
Federal Contributions			
Provincial Contributions			
Municipal Contributions		\$334,852	\$337,329
Other / Donations			
TOTAL		\$378,595	\$381,946
CAPITAL EXPENSES			
Vehicles Purchased			
Debt Servicing			
Other Capital Expenses			
TOTAL CAPITAL EXPENSES			
CAPITAL FUNDING SOURCES			
Transit System			
Federal Contributions			
Provincial Contributions			
Municipal Contributions			
Other / Donations			
TOTAL CAPITAL FUNDING			

SERVICE HOURS / SCHEDULING			
Weekday:	0715 to 1900	Sunday:	to
Saturday:	0930 to 1815	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		
FARE STRUCTURE			
Effective Date 02/09/2008			
Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$1.91	
Child	\$2.50	\$1.91	
Student	\$2.50	\$1.91	
Senior	\$2.50	\$1.91	
Attendant	\$2.50	\$1.91	
Companion	\$2.50	\$1.91	
Other	free with CNIB card		
EMPLOYEE DATA		Full-time	Part-time
Operators		2	1
Other Operations			1
Vehicle Mechanics			1
General and Administration		1	1
Other			
TOTAL NUMBER OF EMPLOYEES		3	4
Union Affiliations:	Operators: ATU Local 1633		
	Mechanics: ATU Local 1633		
	Other (specify):		
Top Operator Wage Rate:	\$24.58		
Top Mechanic Wage Rate:	\$30.20		
PERFORMANCE INDICATORS		2009	2010
FINANCIAL			
R/C Ratio		12%	12%
Net Operating Cost / Capita		\$6.65	\$6.70
Total Exp. / Passenger		\$21.55	\$21.90
Total Exp. / Eligible Passenger		\$23.56	\$24.32
Transportation Exp. / Passenger			
Dedicated Service		\$15.15	\$15.12
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$43.28	\$42.96
OPERATING			
Registrants / Capita		0.0280	0.0307
Passengers / Capita		0.3490	0.3466
Passengers / Registrant		12.48	11.28
Passengers / Hour (Dedicated Service)		3.12	3.11
Kms / Passenger (Dedicated Service)		5.25	5.27
Average Speed (Dedicated Service)		16.39	16.38

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,435	
Wheelchair/Scooter Users	6,269	
Attendants	948	
Companions		
Other (specified)	791	
TOTAL	17,443	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	4	3	6	16
Other				
TOTAL DED. VEHICLES	4	3	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

West Elgin

Four Counties Transportation

Contact: Joanne Groch
 Title: Administrator/Treasurer
 Telephone: 519-785-0560
 Fax: 519-785-0644
 Email: jgroch@westelgin.net

Population served: 18,500
 Service area (km²): 1,107.0
 Communities served: 5
 Service began: 01/01/1994
 Advisory Committee members: 7
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 8
 Ambulatory: 97
 Attendants:
 Companions:
 Other:
Total: 105

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☒ Unable to Use
☒ Other Criteria

VEHICLE KILOMETRES & HOURS			SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	2009 49,416	2010 41,421	Weekday: 0900 to 1600	Sunday:	to
Tot. Veh. Km. - Dedicated Service	49,416	41,421	Saturday: to	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service	1,082	993	Advanced booking notice: 1 day(s)		
Tot. Veh. Hrs. - Dedicated Service	1,082	993	Minimum notice for reservation: 24 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Manual		
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	3,755	3,158	Effective Date 01/01/2010	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service			Cash		Free
TOTAL PASSENGERS	3,755	3,158	Adult \$4.00		
Subscription / Pre-booked	100%	100%	Child \$4.00		☐
Reservation	0%	0%	Student \$4.00		☐
On-Demand / Day of trip	0%	0%	Senior \$4.00		☐
Cancelled in advance	219	209	Attendant \$4.00		☐
No-shows / Cancelled at door			Companion \$4.00		☐
Unaccommodated trips			Other \$8.00 Roundtrip Fare		
Number of complaints					
OPERATING EXPENSES			EMPLOYEE DATA		
Administration	\$1,661	\$1,560	Operators	Full-time	Part-time
Operations:			Other Operations		4
Internal - Dedicated Service	\$23,360	\$21,842	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		4
Maintenance (Vehicles & Facilities)	\$4,577	\$1,924	Union Affiliations: Operators:		
Fuel	\$7,700	\$8,332	Mechanics:		
TOTAL OPERATING EXPENSES	\$37,298	\$33,658	Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Operator Wage Rate: \$17.65		
Passenger Revenue	\$16,199	\$12,735	Top Mechanic Wage Rate:		
Other Operating Revenue			PERFORMANCE INDICATORS		
Total Operating Revenue	\$16,199	\$12,735	FINANCIAL		
Federal Contributions			R/C Ratio	2009 43%	2010 38%
Provincial Contributions	\$721	\$450	Net Operating Cost / Capita	\$1.14	\$1.13
Municipal Contributions	\$15,278	\$20,363	Total Exp. / Passenger	\$9.93	\$10.66
Other / Donations	\$5,100	\$110	Total Exp. / Eligible Passenger	\$12.44	\$13.01
TOTAL	\$37,298	\$33,658	Transportation Exp. / Passenger		
CAPITAL EXPENSES			Dedicated Service	\$9.49	\$10.16
Vehicles Purchased			Non-Dedicated Service		
Debt Servicing			Transportation Exp. / Hour (Dedicated Service)	\$32.94	\$32.32
Other Capital Expenses			OPERATING		
TOTAL CAPITAL EXPENSES			Registrants / Capita	0.0054	0.0057
CAPITAL FUNDING SOURCES			Passengers / Capita	0.2030	0.1707
Transit System			Passengers / Registrant	37.55	30.08
Federal Contributions			Passengers / Hour (Dedicated Service)	3.47	3.18
Provincial Contributions			Kms / Passenger (Dedicated Service)	13.16	13.12
Municipal Contributions			Average Speed (Dedicated Service)	45.67	41.71
Other / Donations					
TOTAL CAPITAL FUNDING					

* Other Eligibility Criteria: includes persons with an application signed by a health care professional or doctor. *Contributions by Municipality - Chatham-Kent \$1,841.90, Dawn-Euphemia - \$3,140.67, Newbury - \$125.94, Southwest Middlesex - \$10,783.76, West Elgin - \$4,470.93.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,383	
Wheelchair/Scooter Users	204	
Attendants		
Companions		
Other (specified)	571	
TOTAL	3,158	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	2	16
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Non-profit Organization			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

West Perth

Mitchell & Area Mobility Bus

Contact: Vicky Wolfe Hinz
 Title: Manager of Outreach Services
 Telephone: 519-348-8612 x226
 Fax: 519-348-4420
 Email: maco@ritzlutheranvilla.com

Population served: 9,129
 Service area (km²): 56,700.0
 Communities served: 1
 Service began: 01/09/1985
 Advisory Committee members: 12
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	79	79
Ambulatory:	318	318
Attendants:	49	49
Companions:		
Other:		
Total:	446	446

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	34,167	33,854
Tot. Veh. Km. - Dedicated Service	35,966	35,689
Rev. Veh. Hrs. - Dedicated Service	2,601	2,712
Tot. Veh. Hrs. - Dedicated Service	2,879	2,993
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	6,083	5,399
Non-Dedicated Service		
TOTAL PASSENGERS	6,083	5,399
Subscription / Pre-booked	40%	40%
Reservation	52%	55%
On-Demand / Day of trip	8%	5%
Cancelled in advance	92	94
No-shows / Cancelled at door	2	5
Unaccommodated trips	15	3
Number of complaints	5	4

OPERATING EXPENSES

Administration	\$19,105	\$19,060
Operations:		
Internal - Dedicated Service	\$51,262	\$50,141
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,866	\$8,374
Fuel	\$5,641	\$5,862
TOTAL OPERATING EXPENSES	\$83,874	\$83,437

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,370	\$13,951
Other Operating Revenue	\$19,763	\$24,628
Total Operating Revenue	\$32,133	\$38,579
Federal Contributions		
Provincial Contributions	\$57,314	\$51,929
Municipal Contributions	\$12,000	\$12,000
Other / Donations	\$14,584	\$10,147
TOTAL	\$116,031	\$112,655

CAPITAL EXPENSES

Vehicles Purchased		\$50,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$50,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$50,000
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$50,000

* Service Hours: Mondays/Wednesdays 0900-1300 hrs; Tuesdays 1000-1500 hrs; Thursdays/Fridays 0900-1700 hrs. * Regarding wages-no increase this past year due to Wage Compensation Freeze implemented by the Ministry of Health and since we receive funding from them, we abide by that law. General administrative staff also acts as a spare driver when required. *Ambulatory passenger trips also include wheelchair/scooter users, attendants, and companions.

SERVICE HOURS / SCHEDULING

Weekday:	to	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/07/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.50			☐
Child	\$3.50			☐
Student	\$3.50			☐
Senior	\$3.50			☒
Attendant				☒
Companion				☒
Other	Charter: \$42/hr for driving; \$32 for waiting			

EMPLOYEE DATA

	Full-time	Part-time
Operators		8
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		9

Union Affiliations: Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$18.29

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	38%	46%
Net Operating Cost / Capita	\$5.67	\$4.91
Total Exp. / Passenger	\$13.79	\$15.45
Total Exp. / Eligible Passenger	\$13.79	\$15.45
Transportation Exp. / Passenger		
Dedicated Service	\$10.65	\$11.92
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$22.50	\$21.51
OPERATING		
Registrants / Capita	0.0549	0.0489
Passengers / Capita	0.6663	0.5914
Passengers / Registrant	12.14	12.11
Passengers / Hour (Dedicated Service)	2.34	1.99
Kms / Passenger (Dedicated Service)	5.62	6.27
Average Speed (Dedicated Service)	13.14	12.48

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,399	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	5,399	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	
Small Buses	1	1	2	4
Other			5	12
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Non-profit organization			
Accessible taxis:				

Windsor

Handi-Transit Windsor

Contact: Lori Colenutt
 Title: General Manager
 Telephone: 519-966-0930
 Fax: 519-966-1249
 Email: handtrn@mnsi.net

Population served: 233,687
 Service area (km²): 195.6
 Communities served: 2
 Service began: 01/09/1978
 Advisory Committee members: 11
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 1,872
 Ambulatory: 1,499
 Attendants:
 Companions:
 Other:
Total: 3,371

Active
 1,872
 1,499
 3,371

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number:
☒ Private Non-Profit Org.

Non-Dedicated Service: ☐ Contractors:
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☐ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	291,666	303,013
Tot. Veh. Km. - Dedicated Service	431,090	442,496
Rev. Veh. Hrs. - Dedicated Service	19,968	20,000
Tot. Veh. Hrs. - Dedicated Service	19,968	20,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	50,966	51,031
Non-Dedicated Service		
TOTAL PASSENGERS	50,966	51,031
Subscription / Pre-booked	45%	65%
Reservation	53%	32%
On-Demand / Day of trip	2%	3%
Cancelled in advance	17,073	18,241
No-shows / Cancelled at door	666	651
Unaccommodated trips	66	24
Number of complaints		

OPERATING EXPENSES

Administration	\$353,289	\$330,599
Operations:		
Internal - Dedicated Service	\$591,853	\$622,378
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$79,696	\$84,999
Fuel	\$87,837	\$100,675
TOTAL OPERATING EXPENSES	\$1,112,675	\$1,138,651

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$175,207	\$203,039
Other Operating Revenue	\$13,007	\$9,668
Total Operating Revenue	\$188,214	\$212,707
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$920,590	\$881,675
Other / Donations		
TOTAL	\$1,108,804	\$1,094,382

CAPITAL EXPENSES

Vehicles Purchased	\$214,350	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$214,350	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$214,350	
Other / Donations		
TOTAL CAPITAL FUNDING	\$214,350	

* The data for Windsor also included the specialized transit service for the Town of LaSalle, in 2010, 105 registered clients took 2,487 passenger trips. LaSalle service contract revenue for 2010 was \$46,506.90 and its passenger revenue was \$13,056.75.

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 0030	Sunday:	0800 to 2200
Saturday:	0800 to 0030	Holiday:	0800 to 2200
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	2 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/01/1999	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.30	\$2.30		
Child	\$2.30	\$2.30		
Student	\$2.30	\$2.30		
Senior	\$2.30	\$2.30		
Attendant	\$2.30	\$2.30		
Companion	\$2.30	\$2.30		
Other	LaSalle \$5.25/trip			

EMPLOYEE DATA

	Full-time	Part-time
Operators	5	12
Other Operations	3	2
Vehicle Mechanics		
General and Administration	2	
Other		

TOTAL NUMBER OF EMPLOYEES

10 14

Union Affiliations: Operators: Teamsters Local 879
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$19.65

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	17%	19%
Net Operating Cost / Capita	\$3.96	\$3.96
Total Exp. / Passenger	\$21.83	\$22.31
Total Exp. / Eligible Passenger	\$23.28	\$23.38
Transportation Exp. / Passenger		
Dedicated Service	\$14.90	\$15.83
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.03	\$40.40
OPERATING		
Registrants / Capita	0.0139	0.0144
Passengers / Capita	0.2181	0.2184
Passengers / Registrant	15.68	15.14
Passengers / Hour (Dedicated Service)	2.55	2.55
Kms / Passenger (Dedicated Service)	5.72	5.94
Average Speed (Dedicated Service)	14.61	15.15

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	30,547	
Wheelchair/Scooter Users	18,162	
Attendants	2,322	
Companions		
Other (specified)		
TOTAL	51,031	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	13	12	5	6
Other				
TOTAL DED. VEHICLES	13	12	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Woodstock

City of Woodstock Transit

Contact: Alex Piggott
 Title: Works Superintendent
 Telephone: 519-539-2382 x 3104
 Fax: 519-537-6984
 Email: apiggott@city.woodstock.on.ca

Population served: 37,000
 Service area (km²): 52.0
 Communities served: 1
 Service began: 01/01/1979
 Advisory Committee members: 5
 Eligibility Committee members: 5

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total:

Active

Total

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☐ Private Contractor(s), number:
☐ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 1
 Taxi Scrip Program Available: ☐

Eligibility Criteria: ☒ Unable to Board
☒ Unable to Use
☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	14,647	13,526
Tot. Veh. Km. - Dedicated Service	14,647	13,526
Rev. Veh. Hrs. - Dedicated Service	1,560	1,560
Tot. Veh. Hrs. - Dedicated Service	1,560	1,560
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	2,161	2,215
Non-Dedicated Service	56,536	54,014
TOTAL PASSENGERS	58,697	56,229
Subscription / Pre-booked	95%	95%
Reservation	0%	0%
On-Demand / Day of trip	5%	5%
Cancelled in advance	210	250
No-shows / Cancelled at door	27	63
Unaccommodated trips		
Number of complaints	24	30

OPERATING EXPENSES

Administration	\$12,846	\$12,713
Operations:		
Internal - Dedicated Service	\$17,781	\$17,940
Contract - Dedicated Service		
Contract - Non-Dedicated Service		\$444,373
Contract - Taxi Scrip	\$456,389	
Maintenance (Vehicles & Facilities)	\$15,519	\$17,502
Fuel	\$3,365	\$3,635
TOTAL OPERATING EXPENSES	\$505,900	\$496,163

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$125,018	\$119,487
Other Operating Revenue		
Total Operating Revenue	\$125,018	\$119,487
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$380,882	\$376,676
Other / Donations		
TOTAL	\$505,900	\$496,163

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

Total trips requested only includes dedicated service only

SERVICE HOURS / SCHEDULING

Weekday:	0830 to 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date 01/01/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$1.82		☐
Child	\$2.00	\$1.82		☐
Student	\$2.00	\$1.82		☐
Senior	\$2.00	\$1.82		☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	4
Other Operations		1
Vehicle Mechanics	1	
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	2	5

Union Affiliations: Operators: CUPE 1146
 Mechanics: CUPE 1146
 Other (specify):

Top Operator Wage Rate: \$24.71

Top Mechanic Wage Rate: \$26.93

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	25%	24%
Net Operating Cost / Capita	\$10.29	\$10.18
Total Exp. / Passenger	\$8.62	\$8.82
Total Exp. / Eligible Passenger	\$8.62	\$8.82
Transportation Exp. / Passenger		
Dedicated Service	\$16.97	\$17.64
Non-Dedicated Service	\$8.07	\$8.23
Transportation Exp. / Hour (Dedicated Service)	\$23.50	\$25.05
OPERATING		
Registrants / Capita	0.0151	0.0094
Passengers / Capita	1.5864	1.5197
Passengers / Registrant	105.19	162.51
Passengers / Hour (Dedicated Service)	1.39	1.42
Kms / Passenger (Dedicated Service)	6.78	6.11
Average Speed (Dedicated Service)	9.39	8.67

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,215	54,014
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	2,215	54,014

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	5	15
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:	4			

York Region

YRT- Mobility Plus

Contact: Steven Baldo
 Title: Supervisor Contract Administration
 Telephone: 905 762-1282 x5629
 Fax: 905 762-2110
 Email: steven.baldo@york.ca

Population served: 1,062,000
 Service area (km²): 1,775.0
 Communities served: 9
 Service began: 01/01/2001
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 6,645
 Ambulatory: 2,537
 Attendants:
 Companions:
 Other:
Total: 9,182

Active
 6,645
 2,537
 9,182

Total
 9,182

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 4

Taxi Scrip Program Available: ☒

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2009	2010
Rev. Veh. Km. - Dedicated Service	2,995,169	2,853,804
Tot. Veh. Km. - Dedicated Service	2,995,169	2,853,804
Rev. Veh. Hrs. - Dedicated Service	147,740	158,839
Tot. Veh. Hrs. - Dedicated Service	174,154	187,249
Non-Dedicated Service - Veh. Km.	50,174	31,926
Non-Dedicated Service - Veh. Hrs.	6,433	4,737

PASSENGER DATA

Dedicated Service	291,040	317,270
Non-Dedicated Service	7,754	5,518
TOTAL PASSENGERS	298,794	322,788
Subscription / Pre-booked	47%	57%
Reservation	53%	43%
On-Demand / Day of trip	0%	1%
Cancelled in advance	28,956	39,751
No-shows / Cancelled at door	3,939	4,443
Unaccommodated trips	16	2
Number of complaints	304	742

OPERATING EXPENSES

Administration	\$783,748	\$1,054,696
Operations:		
Internal - Dedicated Service	\$1,550,397	\$1,645,684
Contract - Dedicated Service	\$7,411,578	\$7,706,125
Contract - Non-Dedicated Service	\$99,565	\$277,067
Contract - Taxi Scrip	\$44,169	\$39,548
Maintenance (Vehicles & Facilities)	\$991	\$1,239
Fuel	\$797	\$145
TOTAL OPERATING EXPENSES	\$9,891,245	\$10,724,504

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$659,477	\$713,383
Other Operating Revenue		
Total Operating Revenue	\$659,477	\$713,383
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$9,225,108	\$9,964,327
Other / Donations	\$6,660	\$5,300
TOTAL	\$9,891,245	\$10,683,010

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Top Wage Rates are not available as service is contracted out. * "Family of Service" is a new eligibility criteria started in mid 2010, whereby current customers and new applicants are identify for using conventional YRT/Viva transit services for a portion of their Mobility Plus trip. A Mobility Plus vehicle will pick up passengers from their home and take them to a Bus Terminal (say in the north - Newmarket), the driver escorts to the platform. The customer boards the Conventional Transit bus and travels south to either our main Viva terminal in Richmond Hill or Finch TTC subway if travelling into Toronto. At the Richmond Hill Bus Terminal, another Mobility Plus Vehicle picks up the customer and takes them to their final destination. Mobility Plus saves the cost and time of the one way long trip by providing two shorter trips at the beginning and end legs of the trip.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2400	Sunday:	0600 to 2400
Saturday:	0600 to 2400	Holiday:	0600 to 2400
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date 01/01/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25	\$2.60	\$105.00	☐
Child				☐
Student				☐
Senior				☒
Attendant				☐
Companion	\$3.25	\$2.60	\$105.00	
Other	Zone 2 = \$4.25, Zone 3 = \$5.25, Zone 2 Pass = \$150.00			

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations	6	9
Vehicle Mechanics		
General and Administration	7	1
Other		

TOTAL NUMBER OF EMPLOYEES

13 10

Union Affiliations:

Operators:
 Mechanics:
 Other (specify): CUPE LOCAL 905

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2009	2010
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$8.94	\$9.43
Total Exp. / Passenger	\$33.10	\$33.22
Total Exp. / Eligible Passenger	\$37.67	\$37.97
Transportation Exp. / Passenger		
Dedicated Service	\$30.80	\$29.48
Non-Dedicated Service	\$18.54	\$57.38
Transportation Exp. / Hour (Dedicated Service)	\$51.47	\$49.95
OPERATING		
Registrants / Capita	0.0078	0.0087
Passengers / Capita	0.2894	0.3039
Passengers / Registrant	36.95	35.15
Passengers / Hour (Dedicated Service)	1.97	2.00
Kms / Passenger (Dedicated Service)	10.29	8.99
Average Speed (Dedicated Service)	20.27	17.97

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	216,217	4,936
Wheelchair/Scooter Users	61,234	68
Attendants	31,848	435
Companions	7,630	79
Other (specified)	341	
TOTAL	317,270	5,518

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	33	27	Wheelchair	Ambulatory
Accessible Vans / Minivans	28	25	N/A	3
Small Buses	17	12	2	2
Other			5	10
TOTAL DED. VEHICLES	78	64	N/A	N/A

Vehicle ownership: Small Buses-Transit System, Acc. Mini-Vans
 Vehicle maintenance responsibility: Private Operation
 Accessible taxis: