

Ontario Specialized Transit Services Fact Book

2011 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 2010 and 2011, 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.

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Supplementary Notes Please contact CUTA's Research and Technical Services Department for any corrections or comments. Copyright © 2012 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)		
Abstract The Ontario Specialized Transit Services Fact Book – 2011 Operating Data contains operating statistics collected from 79 Ontario specialized transit systems which provide transit services for persons with disabilities. The Fact Book provides detailed data for 2010 and 2011, 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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Table of Contents

List of Specialized Transit Systems	g1
Supplementary Notes	g2
I. Ontario Summary	g3
II. Population Group Summaries	g5
• Population Group 1 (population > 150,000).....	g6
• Population Group 2 (population between 50,000 and 150,000).....	g7
• Population Group 3 (population < 50,000).....	g8
III. Individual Transit System Data	1
IV. Appendix - Specialized Transit Statistics Glossary	A1

LIST OF SPECIALIZED TRANSIT SYSTEMS

Municipality	Page	Municipality	Page
Bancroft	2	Milton	42
Barrie (BACT)	3	Niagara Falls	43
Belleville	4	Niagara Region.....	44
Blind River (Liberty Express Liberté)	5	North Bay	45
Brantford (Operation Lift Inc.)	6	North Perth	46
Brockville	7	Oakville	47
Burlington	8	Orillia	48
Caledon	9	Ottawa (Para Transpo)	49
Chapleau	10	Owen Sound	50
Chatham	11	Parry Sound.....	51
Cobourg.....	12	Peel Region (TransHelp)	52
Cochrane	13	Pembroke	53
Collingwood	14	Perth East.....	54
Cornwall	15	Peterborough	55
Cramahe.....	16	Peterborough County (Caremobile).....	56
Dryden	17	Port Hope	57
Durham Region.....	18	Prince Edward County.....	58
Dysart et Al	19	Quinte West.....	59
Elliot Lake	20	Renfrew (Sunshine Coach Service).....	60
Espanola	21	Sarnia	61
Fort Erie.....	22	Sault Ste Marie	62
Fort Frances	23	Schreiber	63
Greenstone.....	24	St. Catharines	64
Guelph	25	St. Marys	65
Halton Hills	26	St. Thomas	66
Hamilton	27	Stratford	67
Hanover (Saugeen Mobility and Regional Transit)	28	Sudbury	68
Hearst	29	Thunder Bay (HAGI).....	69
Ingersoll	30	Timmins	70
Kapuskasing	31	Toronto (Wheel-Trans)	71
Kawartha Lakes (Rural) *	32	Trent Hills (Campbellford) (Venture Van)	72
Kawartha Lakes (Urban).....	33	Wallaceburg.....	73
Kenora	34	Waterloo Region - Rural	74
Kingston (Kingston Access Bus).....	35	Waterloo Region - Urban	75
Lanark County	36	Welland	76
Leamington (Erie Shore Community Transit).....	37	West Elgin (Four Counties Transportation)	77
London	38	West Perth (Mitchell and Area Mobility Bus)	78
Machin	39	Windsor (Handi-Transit)	79
Meaford (Georgian Handivan)	40	Woodstock	80
Midland	41	York Region (YRT - Mobility PLUS).....	81

Note: The 2011 data for Kawartha Lakes (Rural) were not available.

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 2012 Dedicated Gas Tax allocation.

Strikes / Service Interruptions Information:

There were no reported strikes or service interruptions in 2010 and 2011.

I. ONTARIO SUMMARY

Ontario Summary

Number of Systems Reporting:	79	Systems with Dedicated Service:	77	96%	REGISTRANTS	Active	Total
Population served:	11,569,314	Operated by:			Wheelchair/Scooter Users:	46,807	72,263
Service area (km²):	104,167.9	Transit System/Municipality:	36	45%	Ambulatory:	73,677	97,685
Communities served:	161	Private Contractor:	27	34%	Attendants:	2,812	3,843
Eligibility Criteria:		Private Non-Profit Organization:	32	40%	Companions:	587	609
Unable to Board:	65%	Systems with Non-Dedicated Service:	33	41%	Other:	996	4,025
Unable to Use:	64%	Systems with a Taxi Scrip Program:	9	11%	Total:	125,731	179,534
Other Criteria:	51%						

OPERATING DATA

	2010	2011
Number of transit systems reporting	80	79
Rev. Veh. Km. - Dedicated Service	42,598,528	44,774,207
Tot. Veh. Km. - Dedicated Service	45,464,999	47,813,121
Rev. Veh. Hrs. - Dedicated Service	2,083,346	2,197,341
Tot. Veh. Hrs. - Dedicated Service	2,259,413	2,339,465
Non-Dedicated Service - Veh. Km.	5,869,033	3,944,849
Non-Dedicated Service - Veh. Hrs.	238,494	148,830

PASSENGER DATA

Dedicated Service	5,515,939	5,790,972
Non-Dedicated Service	1,586,979	1,470,875
TOTAL PASSENGERS	7,102,918	7,261,847
Subscription / Pre-booked	46%	44%
Reservation	45%	45%
On-Demand / Day of trip	11%	11%
Cancelled in advance	911,811	876,130
No-shows / Cancelled at door	141,643	172,464
Unaccommodated trips	132,300	177,570
Number of complaints	5,720	7,337

OPERATING EXPENSES

Administration	\$26,699,166	\$27,058,380
Operations:		
Internal - Dedicated Service	\$74,542,077	\$79,754,609
Contract - Dedicated Service	\$44,601,963	\$47,386,049
Contract - Non-Dedicated Service	\$26,072,751	\$24,733,134
Contract - Taxi Scrip	\$2,390,957	\$2,514,692
Maintenance (Vehicles & Facilities)	\$23,290,753	\$24,788,340
Fuel	\$7,623,926	\$9,539,269
TOTAL OPERATING EXPENSES	\$205,221,594	\$215,774,473

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,949,142	\$16,751,369
Other Operating Revenue	\$1,021,548	\$1,326,188
Total Operating Revenue	\$17,970,690	\$18,077,557
Federal Contributions	\$25,339	
Provincial Contributions	\$7,042,726	\$7,951,559
Municipal Contributions	\$179,781,372	\$189,278,830
Other / Donations	\$517,041	\$521,988
TOTAL	\$205,337,168	\$215,829,934

CAPITAL EXPENSES

Vehicles Purchased	\$33,081,979	\$5,402,984
Debt Servicing	\$35,044	\$10,234
Other Capital Expenses	\$2,933,637	\$8,972,810
TOTAL CAPITAL EXPENSES	\$36,050,660	\$14,386,028

CAPITAL FUNDING SOURCE

Transit System	\$1,247,766	\$176,656
Federal Contributions	\$3,415,707	\$6,759,698
Provincial Contributions	\$1,773,289	\$1,980,545
Municipal Contributions	\$29,444,942	\$4,906,542
Other / Donations	\$98,956	\$562,588
TOTAL CAPITAL FUNDING	\$35,980,660	\$14,386,029

SCHEDULING

Advanced booking notice:	19 day(s)
Minimum notice for reservation:	23. hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.17	\$2.69	\$73.93
Child	\$2.83	\$2.57	\$52.24
Student	\$3.13	\$2.63	\$61.14
Senior	\$3.08	\$2.58	\$54.60
Attendant	\$2.80	\$2.62	\$76.00
Companion	\$2.88	\$2.48	\$69.30

EMPLOYEE DATA

	Full-time	Part-time
Operators	935	263
Other Operations	186	51
Vehicle Mechanics	121	12
General and Administration	127	30
Other	23	4

TOTAL NUMBER OF EMPLOYEES 1,392 360

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$19.84

Average Top Mechanic Wage Rate: \$28.54

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$16.57	\$17.12
Total Exp. / Passenger	\$28.92	\$29.74
Total Exp. / Eligible Passenger	\$31.24	\$32.35
Transportation Exp. / Passenger		
Dedicated Service	\$27.23	\$27.91
Non-Dedicated Service	\$18.26	\$18.89
Transportation Exp. / Hour (Dedicated Service)	\$65.68	\$68.28
OPERATING		
Registrants / Capita	0.0180	0.0155
Passengers / Capita	0.6274	0.6277
Passengers / Registrant	34.88	40.35
Passengers / Hour (Dedicated Service)	2.59	2.57
Kms / Passenger (Dedicated Service)	8.20	8.24
Average Speed (Dedicated Service)	21.32	21.32

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,494,224	1,198,796
Wheelchair/Scooter Users	1,878,203	105,450
Attendants	265,820	22,170
Companions	90,782	17,942
Other (specified)	61,942	126,516
TOTAL	5,790,971	1,470,874

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	198	184	Wheelchair	Ambulatory
Accessible Vans / Minivans	363	316	N/A	1
Small Buses	742	588	3	6
Other	23	23		
TOTAL DED. VEHICLES	1,326	1,111	N/A	N/A
Accessible taxis:	237			

II. POPULATION GROUP SUMMARIES

Population Group 1 (>150,000)

Number of Systems Reporting:	14	Systems with Dedicated Service:	14	100%	REGISTRANTS	Active	Total
Population served:	9,239,797	Operated by:			Wheelchair/Scooter Users:	33,255	53,026
Service area (km²):	16,897.8	Transit System/Municipality:	8	57%	Ambulatory:	51,863	61,857
Communities served:	46	Private Contractor:	7	50%	Attendants:	694	1,160
Eligibility Criteria:		Private Non-Profit Organization:	5	36%	Companions:	28	33
Unable to Board:	79%	Systems with Non-Dedicated Service:	12	86%	Other:	932	3,936
Unable to Use:	71%	Systems with a Taxi Scrip Program:	5	36%	Total:	86,772	120,012
Other Criteria:	50%						

OPERATING DATA

	2010	2011
Number of transit systems reporting	14	14
Rev. Veh. Km. - Dedicated Service	35,583,902	38,002,959
Tot. Veh. Km. - Dedicated Service	38,188,876	40,750,049
Rev. Veh. Hrs. - Dedicated Service	1,726,871	1,858,136
Tot. Veh. Hrs. - Dedicated Service	1,888,330	1,984,349
Non-Dedicated Service - Veh. Km.	4,816,975	3,788,302
Non-Dedicated Service - Veh. Hrs.	174,490	140,137

PASSENGER DATA

Dedicated Service	4,516,679	4,823,471
Non-Dedicated Service	1,429,807	1,317,903
TOTAL PASSENGERS	5,946,486	6,141,374
Subscription / Pre-booked	59%	50%
Reservation	46%	45%
On-Demand / Day of trip	5%	5%
Cancelled in advance	791,406	744,185
No-shows / Cancelled at door	132,226	161,113
Unaccommodated trips	118,224	162,246
Number of complaints	5,379	6,917

OPERATING EXPENSES

Administration	\$23,541,017	\$24,192,204
Operations:		
Internal - Dedicated Service	\$64,610,402	\$69,402,289
Contract - Dedicated Service	\$39,327,786	\$41,699,511
Contract - Non-Dedicated Service	\$25,014,982	\$23,597,627
Contract - Taxi Scrip	\$2,146,188	\$2,346,152
Maintenance (Vehicles & Facilities)	\$21,154,189	\$22,510,747
Fuel	\$6,210,704	\$7,842,839
TOTAL OPERATING EXPENSES	\$182,005,267	\$191,591,369

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,161,912	\$13,174,273
Other Operating Revenue	\$510,260	\$562,766
Total Operating Revenue	\$13,672,172	\$13,737,039
Federal Contributions		
Provincial Contributions	\$3,427,151	\$4,045,946
Municipal Contributions	\$164,801,665	\$173,762,370
Other / Donations	\$21,150	\$7,953
TOTAL	\$181,922,138	\$191,553,308

CAPITAL EXPENSES

Vehicles Purchased	\$31,333,824	\$2,589,199
Debt Servicing		
Other Capital Expenses	\$2,905,780	\$8,688,096
TOTAL CAPITAL EXPENSES	\$34,239,604	\$11,277,295

CAPITAL FUNDING SOURCE

Transit System	\$1,247,766	\$176,656
Federal Contributions	\$3,188,403	\$6,759,698
Provincial Contributions	\$707,347	\$92,041
Municipal Contributions	\$29,096,088	\$3,759,324
Other / Donations		\$489,577
TOTAL CAPITAL FUNDING	\$34,239,604	\$11,277,296

SCHEDULING

Advanced booking notice:	11 day(s)
Minimum notice for reservation:	24.1 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.80	\$2.97	\$100.00
Child	\$2.20	\$2.54	\$102.50
Student	\$2.66	\$2.82	\$87.80
Senior	\$2.66	\$2.76	\$74.75
Attendant	\$2.61	\$2.52	\$97.00
Companion	\$2.78	\$2.52	\$103.33

EMPLOYEE DATA

	Full-time	Part-time
Operators	800	110
Other Operations	160	29
Vehicle Mechanics	111	
General and Administration	92	1
Other	17	3

TOTAL NUMBER OF EMPLOYEES	1,180	143
* Contract employees are not necessarily included in the Employee Statistics		

Average Top Operator Wage Rate:	\$23.71
Average Top Mechanic Wage Rate:	\$31.44

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$18.85	\$19.25
Total Exp. / Passenger	\$30.61	\$31.20
Total Exp. / Eligible Passenger	\$32.87	\$33.76
Transportation Exp. / Passenger		
Dedicated Service	\$29.07	\$29.33
Non-Dedicated Service	\$19.20	\$19.90
Transportation Exp. / Hour (Dedicated Service)	\$69.53	\$71.29
OPERATING		
Registrants / Capita	0.0161	0.0130
Passengers / Capita	0.6660	0.6647
Passengers / Registrant	41.43	51.17
Passengers / Hour (Dedicated Service)	2.62	2.60
Kms / Passenger (Dedicated Service)	8.26	8.28
Average Speed (Dedicated Service)	21.67	21.51

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,876,765	1,112,867
Wheelchair/Scooter Users	1,598,740	86,779
Attendants	210,801	19,576
Companions	83,254	17,421
Other (specified)	53,910	81,259
TOTAL	4,823,470	1,317,902

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	185	172	Wheelchair	Ambulatory
Accessible Vans / Minivans	289	251	N/A	1
Small Buses	560	440	1	5
Other	21	21	3	1
TOTAL DED. VEHICLES	1,055	884	N/A	N/A
Accessible taxis:	221			

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

Number of Systems Reporting:	20	Systems with Dedicated Service:	19	95%	REGISTRANTS	Active	Total
Population served:	1,504,047	Operated by:			Wheelchair/Scooter Users:	8,252	12,659
Service area (km²):	11,863.5	Transit System/Municipality:	7	35%	Ambulatory:	13,145	25,199
Communities served:	41	Private Contractor:	3	15%	Attendants:	781	781
Eligibility Criteria:		Private Non-Profit Organization:	10	50%	Companions:	97	97
Unable to Board:	70%	Systems with Non-Dedicated Service:	12	60%	Other:		24
Unable to Use:	65%	Systems with a Taxi Scrip Program:	3	15%	Total:	22,275	38,760
Other Criteria:	45%						

OPERATING DATA

	2010	2011
Number of transit systems reporting	20	20
Rev. Veh. Km. - Dedicated Service	5,208,631	4,933,687
Tot. Veh. Km. - Dedicated Service	5,271,626	5,010,348
Rev. Veh. Hrs. - Dedicated Service	256,512	236,516
Tot. Veh. Hrs. - Dedicated Service	261,516	242,605
Non-Dedicated Service - Veh. Km.	1,010,309	109,057
Non-Dedicated Service - Veh. Hrs.	59,116	4,085

PASSENGER DATA

Dedicated Service	618,199	567,083
Non-Dedicated Service	69,618	75,462
TOTAL PASSENGERS	687,817	642,545
Subscription / Pre-booked	34%	36%
Reservation	57%	59%
On-Demand / Day of trip	9%	6%
Cancelled in advance	91,894	102,782
No-shows / Cancelled at door	7,393	7,116
Unaccommodated trips	12,538	10,356
Number of complaints	161	239

OPERATING EXPENSES

Administration	\$2,079,712	\$1,679,062
Operations:		
Internal - Dedicated Service	\$7,379,109	\$7,503,225
Contract - Dedicated Service	\$2,725,711	\$2,887,538
Contract - Non-Dedicated Service	\$416,385	\$552,372
Contract - Taxi Scrip	\$244,769	\$168,540
Maintenance (Vehicles & Facilities)	\$1,513,413	\$1,529,746
Fuel	\$1,001,372	\$1,178,035
TOTAL OPERATING EXPENSES	\$15,360,472	\$15,498,518

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,248,020	\$2,085,080
Other Operating Revenue	\$380,241	\$542,477
Total Operating Revenue	\$2,628,261	\$2,627,556
Federal Contributions		
Provincial Contributions	\$2,197,434	\$2,132,653
Municipal Contributions	\$10,524,134	\$10,719,840
Other / Donations	\$223,434	\$116,325
TOTAL	\$15,573,263	\$15,596,374

CAPITAL EXPENSES

Vehicles Purchased	\$1,092,576	\$1,452,653
Debt Servicing	\$17,706	\$10,234
Other Capital Expenses	\$22,600	\$264,039
TOTAL CAPITAL EXPENSES	\$1,132,882	\$1,726,926

CAPITAL FUNDING SOURCE

Transit System		
Federal Contributions	\$198,192	
Provincial Contributions	\$516,485	\$739,785
Municipal Contributions	\$344,854	\$926,341
Other / Donations	\$3,352	\$60,800
TOTAL CAPITAL FUNDING	\$1,062,883	\$1,726,926

SCHEDULING

Advanced booking notice:	23 day(s)
Minimum notice for reservation:	26.4 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.94	\$2.27	\$68.00
Child	\$2.91	\$2.26	\$33.13
Student	\$2.88	\$2.24	\$56.50
Senior	\$2.92	\$2.24	\$47.83
Attendant	\$2.59	\$2.29	\$55.00
Companion	\$2.71	\$2.32	\$64.00

EMPLOYEE DATA

	Full-time	Part-time
Operators	101	70
Other Operations	20	13
Vehicle Mechanics	4	5
General and Administration	20	15
Other	3	1

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$20.98

Average Top Mechanic Wage Rate: \$28.69

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	17%	17%
Net Operating Cost / Capita	\$8.10	\$8.56
Total Exp. / Passenger	\$22.33	\$24.12
Total Exp. / Eligible Passenger	\$25.18	\$27.21
Transportation Exp. / Passenger		
Dedicated Service	\$20.41	\$23.10
Non-Dedicated Service	\$11.68	\$11.43
Transportation Exp. / Hour (Dedicated Service)	\$47.74	\$53.71
OPERATING		
Registrants / Capita	0.0250	0.0258
Passengers / Capita	0.4376	0.4272
Passengers / Registrant	17.50	16.58
Passengers / Hour (Dedicated Service)	2.40	2.39
Kms / Passenger (Dedicated Service)	8.47	8.72
Average Speed (Dedicated Service)	20.31	20.86

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	349,466	38,576
Wheelchair/Scooter Users	175,948	5,692
Attendants	32,643	2,049
Companions	5,501	521
Other (specified)	3,525	28,624
TOTAL	567,083	75,462

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	8	8	Wheelchair	Ambulatory
Accessible Vans / Minivans	31	26	N/A	1
Small Buses	114	90	3	6
Other				
TOTAL DED. VEHICLES	153	124	N/A	N/A
Accessible taxis:	8			

Population Group 3 (<50,000)

Number of Systems Reporting:	46	Systems with Dedicated Service:	44	96%	REGISTRANTS	Active	Total
Population served:	825,470	Operated by:			Wheelchair/Scooter Users:	5,300	6,578
Service area (km²):	75,406.7	Transit System/Municipality:	21	46%	Ambulatory:	8,669	10,629
Communities served:	74	Private Contractor:	17	37%	Attendants:	1,337	1,902
Eligibility Criteria:		Private Non-Profit Organization:	17	37%	Companions:	462	479
Unable to Board:	59%	Systems with Non-Dedicated Service:	9	20%	Other:	64	65
Unable to Use:	61%	Systems with a Taxi Scrip Program:	1	2%	Total:	16,684	20,762
Other Criteria:	54%						

OPERATING DATA

	2010	2011
Number of transit systems reporting	46	46
Rev. Veh. Km. - Dedicated Service	1,805,995	1,837,561
Tot. Veh. Km. - Dedicated Service	2,004,497	2,052,724
Rev. Veh. Hrs. - Dedicated Service	99,963	102,689
Tot. Veh. Hrs. - Dedicated Service	109,567	112,511
Non-Dedicated Service - Veh. Km.	41,749	47,490
Non-Dedicated Service - Veh. Hrs.	4,888	4,608

PASSENGER DATA

Dedicated Service	381,061	400,418
Non-Dedicated Service	87,554	77,510
TOTAL PASSENGERS	468,615	477,928
Subscription / Pre-booked	47%	45%
Reservation	39%	38%
On-Demand / Day of trip	14%	17%
Cancelled in advance	28,511	29,163
No-shows / Cancelled at door	2,024	4,235
Unaccommodated trips	1,538	4,968
Number of complaints	180	181

OPERATING EXPENSES

Administration	\$1,078,437	\$1,187,114
Operations:		
Internal - Dedicated Service	\$2,552,566	\$2,849,096
Contract - Dedicated Service	\$2,548,467	\$2,799,000
Contract - Non-Dedicated Service	\$641,384	\$583,136
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$623,152	\$747,847
Fuel	\$411,850	\$518,394
TOTAL OPERATING EXPENSES	\$7,855,855	\$8,684,586

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,539,210	\$1,492,016
Other Operating Revenue	\$131,047	\$220,945
Total Operating Revenue	\$1,670,257	\$1,712,962
Federal Contributions	\$25,339	
Provincial Contributions	\$1,418,141	\$1,772,959
Municipal Contributions	\$4,455,573	\$4,796,621
Other / Donations	\$272,456	\$397,710
TOTAL	\$7,841,766	\$8,680,251

CAPITAL EXPENSES

Vehicles Purchased	\$655,578	\$1,361,132
Debt Servicing	\$17,338	
Other Capital Expenses	\$5,257	\$20,675
TOTAL CAPITAL EXPENSES	\$678,173	\$1,381,807

CAPITAL FUNDING SOURCE

Transit System		
Federal Contributions	\$29,112	
Provincial Contributions	\$549,457	\$1,148,719
Municipal Contributions	\$4,000	\$220,877
Other / Donations	\$95,604	\$12,211
TOTAL CAPITAL FUNDING	\$678,173	\$1,381,807

SCHEDULING

Advanced booking notice:	20 day(s)
Minimum notice for reservation:	21.2 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.37	\$2.82	\$51.24
Child	\$2.98	\$2.77	\$36.67
Student	\$3.36	\$2.77	\$44.09
Senior	\$3.25	\$2.70	\$40.24
Attendant	\$3.10	\$3.06	
Companion	\$3.02	\$2.61	\$40.55

EMPLOYEE DATA

	Full-time	Part-time
Operators	34	83
Other Operations	6	9
Vehicle Mechanics	6	7
General and Administration	15	14
Other	3	

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$17.60

Average Top Mechanic Wage Rate: \$26.22

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	21%	20%
Net Operating Cost / Capita	\$7.71	\$8.65
Total Exp. / Passenger	\$16.96	\$18.40
Total Exp. / Eligible Passenger	\$18.62	\$20.40
Transportation Exp. / Passenger		
Dedicated Service	\$16.34	\$17.53
Non-Dedicated Service	\$7.21	\$7.54
Transportation Exp. / Hour (Dedicated Service)	\$42.03	\$46.03
OPERATING		
Registrants / Capita	0.0256	0.0255
Passengers / Capita	0.5707	0.5790
Passengers / Registrant	22.41	22.17
Passengers / Hour (Dedicated Service)	2.58	2.57
Kms / Passenger (Dedicated Service)	6.72	6.66
Average Speed (Dedicated Service)	17.72	18.84

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	267,993	47,353
Wheelchair/Scooter Users	103,515	12,979
Attendants	22,376	545
Companions	2,027	
Other (specified)	4,507	16,633
TOTAL	400,418	77,510

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	5	4	Wheelchair	Ambulatory
Accessible Vans / Minivans	43	39	N/A	1
Small Buses	68	58	3	7
Other	2	2		
TOTAL DED. VEHICLES	118	103	N/A	N/A
Accessible taxis:	8			

III. INDIVIDUAL TRANSIT SYSTEM DATA

Bancroft

Community Care North Hastings

Contact: John Keith
 Title: Manager Transportation Services
 Telephone: 613-332-4700 x28
 Fax: 613-332-0432
 Email: jkeith@comcarenh.org

Population served: 15,303
 Service area (km²): 3,388.0
 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

	2010	2011
Rev. Veh. Km. - Dedicated Service	35,520	35,520
Tot. Veh. Km. - Dedicated Service	35,722	35,722
Rev. Veh. Hrs. - Dedicated Service	1,898	1,898
Tot. Veh. Hrs. - Dedicated Service	1,932	1,932
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	4,113	4,662
Non-Dedicated Service		
TOTAL PASSENGERS	4,113	4,662
Subscription / Pre-booked	90%	90%
Reservation	0%	0%
On-Demand / Day of trip	10%	10%
Cancelled in advance	156	164
No-shows / Cancelled at door	12	14
Unaccommodated trips	8	6
Number of complaints	3	3

OPERATING EXPENSES

Administration	\$14,879	\$17,519
Operations:		
Internal - Dedicated Service	\$64,988	\$76,525
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,828	\$12,782
Fuel	\$9,496	\$9,970
TOTAL OPERATING EXPENSES	\$99,191	\$116,796

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,421	\$18,188
Other Operating Revenue	\$60,655	\$22,543
Total Operating Revenue	\$76,076	\$40,731
Federal Contributions		
Provincial Contributions		\$55,202
Municipal Contributions	\$17,515	\$12,483
Other / Donations	\$5,600	\$8,380
TOTAL	\$99,191	\$116,796

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	\$9,112
Provincial Contributions	
Municipal Contributions	\$4,000
Other / Donations	\$73,266
TOTAL CAPITAL FUNDING	\$86,378

* Service commenced on May 3, 2010. 2011 is the first year to have 12-month service. * Fare: Cash - Adult \$10 to \$20; Student/Senior \$9 to \$18, Ticket - Adult/Student/Senior \$5 to \$12.50. * Other Eligibility Criteria: under age of 55 and be registered with qualified agencies; over age of 55 is required to contact Senior Home Support.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1700	Sunday:	to
Saturday:	0900 to 1500	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	77%	35%
Net Operating Cost / Capita	\$1.51	\$4.97
Total Exp. / Passenger	\$24.12	\$25.05
Total Exp. / Eligible Passenger	\$24.38	\$25.38
Transportation Exp. / Passenger		
Dedicated Service	\$20.50	\$21.29
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$43.64	\$51.39
OPERATING		
Registrants / Capita	0.0135	0.0135
Passengers / Capita	0.2695	0.3047
Passengers / Registrant	19.97	22.63
Passengers / Hour (Dedicated Service)	2.17	2.46
Kms / Passenger (Dedicated Service)	8.64	7.62
Average Speed (Dedicated Service)	18.71	18.71

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,445	
Wheelchair/Scooter Users	156	
Attendants	61	
Companions		
Other (specified)		
TOTAL	4,662	

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	Active	Total
Wheelchair/Scooter Users:	1,859	1,859
Ambulatory:	1,911	1,911
Attendants:		
Companions:		
Other:		
Total:	3,770	3,770

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	326,585	353,770
Tot. Veh. Km. - Dedicated Service	326,585	353,770
Rev. Veh. Hrs. - Dedicated Service	22,823	23,121
Tot. Veh. Hrs. - Dedicated Service	22,823	23,121
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	41,603	41,862
Non-Dedicated Service	1,383	1,527
TOTAL PASSENGERS	42,986	43,389
Subscription / Pre-booked	28%	25%
Reservation	69%	71%
On-Demand / Day of trip	3%	4%
Cancelled in advance	9,417	9,346
No-shows / Cancelled at door	950	1,024
Unaccommodated trips	869	1,227
Number of complaints	15	30

OPERATING EXPENSES

Administration	\$20,972	\$18,681
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,199,065	\$1,305,817
Contract - Non-Dedicated Service	\$19,640	\$24,259
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,011	\$9,988
Fuel	\$29,080	\$45,013
TOTAL OPERATING EXPENSES	\$1,286,769	\$1,403,758

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$94,687	\$79,722
Other Operating Revenue		

Total Operating Revenue	\$94,687	\$79,722
Federal Contributions		
Provincial Contributions	\$300,000	\$250,000
Municipal Contributions	\$892,082	\$1,074,036
Other / Donations		
TOTAL	\$1,286,769	\$1,403,758

CAPITAL EXPENSES

Vehicles Purchased	\$81,334	
Debt Servicing		
Other Capital Expenses		\$177,039
TOTAL CAPITAL EXPENSES	\$81,334	\$177,039

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$26,840	
Municipal Contributions	\$54,494	\$177,039
Other / Donations		
TOTAL CAPITAL FUNDING	\$81,334	\$177,039

Established Fare Parity May 1, 2011

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:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/05/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.40	\$77.00	☐
Child	\$2.75	\$2.10	\$33.25	☐
Student	\$2.75	\$2.10	\$59.50	☐
Senior	\$2.40	\$2.10	\$50.50	☒
Attendant				☐
Companion	\$2.75	\$2.40	\$77.00	☐
Other	under 5 ride free			

EMPLOYEE DATA

	Full-time	Part-time
Operators	11	1
Other Operations	1	1
Vehicle Mechanics	2	
General and Administration	2	
Other	2	
TOTAL NUMBER OF EMPLOYEES	18	2

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

Top Operator Wage Rate: \$20.59

Top Mechanic Wage Rate: \$27.27

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$8.45	\$9.39
Total Exp. / Passenger	\$29.93	\$32.35
Total Exp. / Eligible Passenger	\$34.23	\$37.26
Transportation Exp. / Passenger		
Dedicated Service	\$29.95	\$32.51
Non-Dedicated Service	\$14.20	\$15.89
Transportation Exp. / Hour (Dedicated Service)	\$54.60	\$58.86
OPERATING		
Registrants / Capita	0.0204	0.0267
Passengers / Capita	0.3049	0.3077
Passengers / Registrant	14.95	11.51
Passengers / Hour (Dedicated Service)	1.82	1.81
Kms / Passenger (Dedicated Service)	7.85	8.45
Average Speed (Dedicated Service)	14.31	15.30

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	23,073	1,077
Wheelchair/Scooter Users	13,265	256
Attendants	5,524	194
Companions		
Other (specified)		
TOTAL	41,862	1,527

VEHICLE DATA

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

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

Belleville

Belleville Transit

Contact: Matt Coffey
 Title: Transit Planner
 Telephone: 613-962-4344
 Fax: 613-967-4721
 Email: mcoffey@city.belleville.on.ca

Population served: 49,454
 Service area (km²): 247.0
 Communities served: 1
 Service began:
 Advisory Committee members: 6
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 498
 Ambulatory: 244
 Attendants:
 Companions:
 Other: 58
Total: 800

Active
 498
 244
 58
800

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	63,763	59,866
Tot. Veh. Km. - Dedicated Service	63,763	59,866
Rev. Veh. Hrs. - Dedicated Service	5,057	4,946
Tot. Veh. Hrs. - Dedicated Service	5,057	4,946
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	10,302	10,341
Non-Dedicated Service		
TOTAL PASSENGERS	10,302	10,341
Subscription / Pre-booked	0%	0%
Reservation	0%	100%
On-Demand / Day of trip	0%	0%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints 10

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service \$203,270

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES \$203,270 \$227,069

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$15,504

Other Operating Revenue

Total Operating Revenue \$15,504

Federal Contributions

Provincial Contributions

Municipal Contributions \$187,766

Other / Donations

TOTAL \$203,270 \$227,069

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: approved by medical professional

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1800 Sunday: to
 Saturday: 1000 to 1600 Holiday: to
 Advanced booking notice: day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date	06/07/2009	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$1.90	\$1.73	\$57.00	☐
Child				☐
Student	\$1.90	\$1.73	\$57.00	☐
Senior	\$1.90	\$1.73	\$50.00	☐
Attendant				☐
Companion				☐
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

	2010	2011
FINANCIAL		
R/C Ratio	8%	2%
Net Operating Cost / Capita	\$5.07	\$4.51
Total Exp. / Passenger	\$19.73	\$21.96
Total Exp. / Eligible Passenger	\$20.30	\$22.24
Transportation Exp. / Passenger		
Dedicated Service	\$19.73	\$21.96
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.20	\$45.91
OPERATING		
Registrants / Capita	0.0176	0.0162
Passengers / Capita	0.2784	0.2091
Passengers / Registrant	15.85	12.93
Passengers / Hour (Dedicated Service)	2.04	2.09
Kms / Passenger (Dedicated Service)	6.19	5.79
Average Speed (Dedicated Service)	12.61	12.10

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

Wheelchair/Scooter Users 10,210

Attendants 131

Companions

Other (specified)

TOTAL 10,341

VEHICLE DATA

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

TOTAL DED. VEHICLES

Number	Veh. Peak
3	2
3	2

Avg. Capacity per Veh.	
Wheelchair	Ambulatory
N/A	
4	
N/A	N/A

Vehicle ownership: Municipality (1); Contracted Operator (2)

Vehicle maintenance responsibility: Operator (Routine); Municipality (Major)

Accessible taxis:

Blind River

Liberty Express Liberte

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

Population served: 3,549
 Service area (km²): 330.0
 Communities served: 1
 Service began: 01/01/1995
 Advisory Committee members: 2
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	29	40
Ambulatory:	64	122
Attendants:	14	57
Companions:		
Other:		
Total:	107	219

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	17,700	26,788
Tot. Veh. Km. - Dedicated Service	17,700	26,788
Rev. Veh. Hrs. - Dedicated Service	2,463	1,837
Tot. Veh. Hrs. - Dedicated Service	2,463	1,837
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	651	1,213
Non-Dedicated Service		
TOTAL PASSENGERS	651	1,213
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

	2010	2011
Administration	\$9,093	\$10,441
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$24,965	\$30,900
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$462	\$2,240
Fuel	\$5,550	\$11,220
TOTAL OPERATING EXPENSES	\$40,071	\$54,801

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$2,493	\$6,925
Other Operating Revenue		
Total Operating Revenue	\$2,493	\$6,925
Federal Contributions		
Provincial Contributions	\$16,465	\$28,750
Municipal Contributions	\$23,800	\$19,126
Other / Donations		
TOTAL	\$42,758	\$54,801

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

* In 2011 more seniors registered and used the service.

SERVICE HOURS / SCHEDULING

Weekday: 0830 to 1600 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 0.0 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: \$18.33
 Top Mechanic Wage Rate: \$23.55

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	6%	13%
Net Operating Cost / Capita	\$10.30	\$13.49
Total Exp. / Passenger	\$61.55	\$45.18
Total Exp. / Eligible Passenger	\$61.74	\$53.15
Transportation Exp. / Passenger		
Dedicated Service	\$47.58	\$36.57
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$12.58	\$24.15
OPERATING		
Registrants / Capita	0.0247	0.0617
Passengers / Capita	0.1784	0.3418
Passengers / Registrant	7.23	5.54
Passengers / Hour (Dedicated Service)	0.26	0.66
Kms / Passenger (Dedicated Service)	27.19	22.08
Average Speed (Dedicated Service)	7.19	14.58

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	830	
Wheelchair/Scooter Users	201	
Attendants	182	
Companions		
Other (specified)		
TOTAL	1,213	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	5	15
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Municipality
 Accessible taxis:

Brantford

Operation Lift Inc.

Contact: Tina Topper-Hauck
 Title: Finance/HR Manager
 Telephone: 519-756-2170 x117
 Fax: 519-756-2147
 Email: topper-hauck@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:	438	438
Ambulatory:	1,021	971
Attendants:	428	428
Companions:	97	97
Other:		
Total:	1,984	1,934

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	367,322	395,648
Tot. Veh. Km. - Dedicated Service	367,322	395,648
Rev. Veh. Hrs. - Dedicated Service	22,726	21,507
Tot. Veh. Hrs. - Dedicated Service	22,726	21,507
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	67,160	72,535
Non-Dedicated Service		
TOTAL PASSENGERS	67,160	72,535
Subscription / Pre-booked	45%	45%
Reservation	2%	2%
On-Demand / Day of trip	53%	53%
Cancelled in advance	10,066	17,061
No-shows / Cancelled at door	551	879
Unaccommodated trips	190	38
Number of complaints	7	11

OPERATING EXPENSES

	2010	2011
Administration	\$547,953	\$323,948
Operations:		
Internal - Dedicated Service	\$678,632	\$977,768
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$151,735	\$148,933
Fuel	\$107,801	\$144,414
TOTAL OPERATING EXPENSES	\$1,486,121	\$1,595,063

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$207,045	\$220,229
Other Operating Revenue		
Total Operating Revenue	\$207,045	\$220,229
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,299,102	\$1,355,333
Other / Donations	\$9,199	\$11,386
TOTAL	\$1,515,346	\$1,586,948

CAPITAL EXPENSES

	2010	2011
Vehicles Purchased	\$198,192	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$198,192	

CAPITAL FUNDING SOURCES

	2010	2011
Transit System		
Federal Contributions	\$198,192	
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$198,192	

* Other Eligibility Criteria: an individual cannot use conventional transit system.

SERVICE HOURS / SCHEDULING

	2010	2011
Weekday: 0730 to 2300		
Sunday: 0800 to 2000		
Saturday: 0800 to 2300		
Holiday: 0800 to 2000		
Advanced booking notice: 7 day(s)		
Minimum notice for reservation: 0.0 hour(s)		
Reservations / Scheduling: Fully Computerized		

FARE STRUCTURE

Effective Date	01/01/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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				
Veterans ride free; \$6 for same day service				

EMPLOYEE DATA

	Full-time	Part-time
Operators	10	5
Other Operations	2	2
Vehicle Mechanics		
General and Administration	5	
Other		
TOTAL NUMBER OF EMPLOYEES	17	7

Union Affiliations: Operators: ATU
 Mechanics:
 Other (specify): ATU (Dispatcher/Admin Asst)

Top Operator Wage Rate: \$19.39

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$13.75	\$14.78
Total Exp. / Passenger	\$22.13	\$21.99
Total Exp. / Eligible Passenger	\$23.54	\$23.39
Transportation Exp. / Passenger		
Dedicated Service	\$13.97	\$17.52
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$41.28	\$59.10
OPERATING		
Registrants / Capita	0.0167	0.0208
Passengers / Capita	0.7222	0.7800
Passengers / Registrant	43.36	37.51
Passengers / Hour (Dedicated Service)	2.96	3.37
Kms / Passenger (Dedicated Service)	5.47	5.45
Average Speed (Dedicated Service)	16.16	18.40

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	42,797	
Wheelchair/Scooter Users	25,387	
Attendants	1,450	
Companions	2,901	
Other (specified)		
TOTAL	72,535	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	13	10	4	7
Other				
TOTAL DED. VEHICLES	13	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 of 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: 385
 Ambulatory: 266
 Attendants: 320
 Companions:
 Other:
Total: 971

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	74,983	60,293
Tot. Veh. Km. - Dedicated Service	74,983	60,293
Rev. Veh. Hrs. - Dedicated Service	5,120	5,314
Tot. Veh. Hrs. - Dedicated Service	5,120	5,580
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	15,577	14,077
Non-Dedicated Service		
TOTAL PASSENGERS	15,577	14,077
Subscription / Pre-booked	0%	58%
Reservation	0%	40%
On-Demand / Day of trip	0%	2%
Cancelled in advance	1,990	1,679
No-shows / Cancelled at door	128	133
Unaccommodated trips	123	87
Number of complaints	58	5

OPERATING EXPENSES

Administration	\$9,741	\$13,425
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$291,580	\$291,453
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,532	\$14,924
Fuel	\$20,722	\$35,093
TOTAL OPERATING EXPENSES	\$332,574	\$354,895

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,760	\$19,650
Other Operating Revenue	\$22,279	\$21,477
Total Operating Revenue	\$44,039	\$41,127
Federal Contributions		
Provincial Contributions	\$43,564	\$43,564
Municipal Contributions	\$244,971	\$270,204
Other / Donations		
TOTAL	\$332,574	\$354,895

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		

* In previous years, the contractor charged the city at a flat rate by supplying the buses, fuel, and maintenance. The contractor also provided additional bus service to accommodate the clients upon request. A new paratransit contract was introduced in 2010. Under this new contract agreement, the city supplies the buses, maintenance and fuel. The contractor is now scheduling more efficient service and ensure multiple passengers are on the bus at the same time. * Employment numbers refer to city staff only - no employment statistics from the contractor.

SERVICE HOURS / SCHEDULING

Weekday:	0645 to 1815	Sunday:	to
Saturday:	0845 to 1815	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/01/2006				
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	Other Fare Media: 40 ride pass for \$55.			

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: \$28.04

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$15.94	\$17.33
Total Exp. / Passenger	\$21.35	\$25.21
Total Exp. / Eligible Passenger	\$24.26	\$28.15
Transportation Exp. / Passenger		
Dedicated Service	\$20.73	\$24.26
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$63.05	\$61.20
OPERATING		
Registrants / Capita	0.0507	0.0536
Passengers / Capita	0.8604	0.7776
Passengers / Registrant	16.97	14.50
Passengers / Hour (Dedicated Service)	3.04	2.65
Kms / Passenger (Dedicated Service)	4.81	4.28
Average Speed (Dedicated Service)	14.65	11.35

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,661	
Wheelchair/Scooter Users	5,946	
Attendants	1,470	
Companions		
Other (specified)		
TOTAL	14,077	

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: 175,800
 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:	1,314	1,314
Ambulatory:	1,938	1,938
Attendants:		
Companions:		
Other:		
Total:	3,252	3,252

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	267,845	198,444
Tot. Veh. Km. - Dedicated Service	275,945	206,941
Rev. Veh. Hrs. - Dedicated Service	14,002	14,573
Tot. Veh. Hrs. - Dedicated Service	14,425	15,023
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	39,336	40,718
Non-Dedicated Service	13,853	14,564
TOTAL PASSENGERS	53,189	55,282
Subscription / Pre-booked	50%	50%
Reservation	49%	49%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,326	3,311
No-shows / Cancelled at door	256	231
Unaccommodated trips	691	304
Number of complaints		

OPERATING EXPENSES

Administration	\$25,289	\$23,345
Operations:		
Internal - Dedicated Service	\$587,818	\$677,463
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$73,251	\$96,158
Contract - Taxi Scrip	\$64,022	\$70,267
Maintenance (Vehicles & Facilities)	\$261,388	\$193,477
Fuel	\$64,904	\$82,659
TOTAL OPERATING EXPENSES	\$1,076,672	\$1,143,369

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$110,604	\$158,715
Other Operating Revenue	\$48,615	\$214
Total Operating Revenue	\$159,219	\$158,929
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$917,453	\$984,440
Other / Donations		
TOTAL	\$1,076,672	\$1,143,369

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$10,029
TOTAL CAPITAL EXPENSES		\$10,029

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$10,029
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$10,029

* 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.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2230	Sunday:	0900 to 1730
Saturday:	0900 to 2230	Holiday:	0900 to 1730
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/04/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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	3
Other Operations	2	
Vehicle Mechanics	1	
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

10 3

Union Affiliations: Operators: CUPE 2723
 Mechanics: CUPE 2723
 Other (specify):

Top Operator Wage Rate: \$24.36

Top Mechanic Wage Rate: \$30.25

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	15%	14%
Net Operating Cost / Capita	\$5.55	\$5.60
Total Exp. / Passenger	\$20.24	\$20.68
Total Exp. / Eligible Passenger	\$23.94	\$24.48
Transportation Exp. / Passenger		
Dedicated Service	\$23.24	\$23.42
Non-Dedicated Service	\$9.91	\$11.43
Transportation Exp. / Hour (Dedicated Service)	\$63.37	\$63.48
OPERATING		
Registrants / Capita	0.0181	0.0185
Passengers / Capita	0.3215	0.3145
Passengers / Registrant	17.78	17.00
Passengers / Hour (Dedicated Service)	2.81	2.79
Kms / Passenger (Dedicated Service)	6.81	4.87
Average Speed (Dedicated Service)	19.13	13.62

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	23,531	7,059
Wheelchair/Scooter Users	15,663	456
Attendants	1,524	
Companions		
Other (specified)		7,049
TOTAL	40,718	14,564

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
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: 905-951-7911
 Email: fdavy@ccs4u.org

Population served: 59,460
 Service area (km²): 647.0
 Communities served: 1
 Service began: 01/01/1988
 Advisory Committee members: 17
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 380
 Ambulatory: 380
 Attendants:
 Companions:
 Other:
Total: 380

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	244,400	251,600
Tot. Veh. Km. - Dedicated Service	245,128	252,568
Rev. Veh. Hrs. - Dedicated Service	9,412	9,632
Tot. Veh. Hrs. - Dedicated Service	9,516	9,743
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	17,826	21,711
Non-Dedicated Service		
TOTAL PASSENGERS	17,826	21,711
Subscription / Pre-booked	30%	40%
Reservation	69%	59%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,360	3,181
No-shows / Cancelled at door	451	272
Unaccommodated trips		
Number of complaints	4	8

OPERATING EXPENSES

Administration	\$46,216	\$49,715
Operations:		
Internal - Dedicated Service	\$322,648	\$421,472
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$214	\$26
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$29,376	\$16,094
Fuel	\$25,538	\$35,882
TOTAL OPERATING EXPENSES	\$423,992	\$523,189

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$100,313	\$105,490
Other Operating Revenue		
Total Operating Revenue	\$100,313	\$105,490
Federal Contributions		
Provincial Contributions	\$271,277	\$360,579
Municipal Contributions	\$24,802	\$26,692
Other / Donations	\$65,541	\$30,428
TOTAL	\$461,933	\$523,189

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 6 buses with ramps; four Ford 450 and two Ford 350. * We have run our program with 3 buses out daily until Nov 2011, we then started running with 4 buses out daily.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 1800	Sunday:	0600 to 1400
Saturday:	0600 to 1800	Holiday:	0600 to 1800
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/05/2009	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$4.00			☐
Child				☐
Student				☐
Senior	\$4.00			☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	5
Other Operations	3	
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	5	5

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	24%	20%
Net Operating Cost / Capita	\$5.68	\$7.02
Total Exp. / Passenger	\$23.79	\$24.10
Total Exp. / Eligible Passenger	\$23.79	\$25.35
Transportation Exp. / Passenger		
Dedicated Service	\$21.18	\$21.81
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$39.68	\$48.59
OPERATING		
Registrants / Capita	0.0055	0.0064
Passengers / Capita	0.3127	0.3651
Passengers / Registrant	56.77	57.13
Passengers / Hour (Dedicated Service)	1.89	2.25
Kms / Passenger (Dedicated Service)	13.71	11.59
Average Speed (Dedicated Service)	25.97	26.12

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	20,637	
Wheelchair/Scooter Users		
Attendants	1,074	
Companions		
Other (specified)		
TOTAL	21,711	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans			Ambulatory
Small Buses	6	4	3
Other			10
TOTAL DED. VEHICLES	6	4	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@chapleau.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.

2010
 1,313
 1,313

SERVICE HOURS / SCHEDULING

Weekday: 0845 to 1445 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

2,397
2,028

TOTAL PASSENGERS

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

2,397
 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

\$30,543
\$34,277

Maintenance (Vehicles & Facilities)

\$60,350
\$29,168

Fuel

TOTAL OPERATING EXPENSES

\$90,893
\$63,445

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$5,278
\$7,124

Total Operating Revenue

\$5,278
\$7,124

Federal Contributions

Provincial Contributions

\$52,610
\$20,000

Municipal Contributions

\$33,006
\$36,321

Other / Donations

TOTAL

\$90,893
\$63,445

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 and persons with disabilities.

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: \$29.10

PERFORMANCE INDICATORS

FINANCIAL

	2010	2011
R/C Ratio	6%	11%
Net Operating Cost / Capita	\$41.32	\$27.18
Total Exp. / Passenger	\$37.92	\$31.28
Total Exp. / Eligible Passenger	\$37.92	\$31.28
Transportation Exp. / Passenger		
Dedicated Service	\$37.92	\$31.28
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$69.23	\$48.32

OPERATING

Registrants / Capita		
Passengers / Capita	1.1569	0.9788
Passengers / Registrant		
Passengers / Hour (Dedicated Service)	1.83	1.54
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory	2,028	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	2,028	

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:

Chatham

CK Transit Chatham Accessible Service

Contact: Jan Metcalfe
 Title: Engineering Technologist
 Telephone: 519-360-1998 x3301
 Fax: 519-436-3240
 Email: jan.metcalfe@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:	636	636
Ambulatory:	454	454
Attendants:	575	575
Companions:		
Other:		
Total:	1,665	1,665

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	113,414	126,707
Tot. Veh. Km. - Dedicated Service	113,414	126,707
Rev. Veh. Hrs. - Dedicated Service	3,750	3,708
Tot. Veh. Hrs. - Dedicated Service	3,750	3,708
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	22,250	23,094
Non-Dedicated Service		
TOTAL PASSENGERS	22,250	23,094
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	6	1
No-shows / Cancelled at door	53	48
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2010	2011
Administration	\$10,855	\$10,855
Operations:		
Internal - Dedicated Service		\$4,076
Contract - Dedicated Service	\$393,196	\$418,627
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$6,763	\$18,960
TOTAL OPERATING EXPENSES	\$410,814	\$452,518

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$49,084	\$54,015
Other Operating Revenue		
Total Operating Revenue	\$49,084	\$54,015
Federal Contributions		
Provincial Contributions	\$76,845	\$84,481
Municipal Contributions	\$284,885	\$314,022
Other / Donations		
TOTAL	\$410,814	\$452,518

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:	Sunday:
0800 to 1800	0900 to 1700	
Saturday: 0800 to 1800	Holiday: to	
Advanced booking notice:	1 day(s)	
Minimum notice for reservation:	24.0 hour(s)	
Reservations / Scheduling:	Manual	

FARE STRUCTURE

Effective Date	01/01/2007	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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

	2010	2011
FINANCIAL		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$8.22	\$9.06
Total Exp. / Passenger	\$18.46	\$19.59
Total Exp. / Eligible Passenger	\$22.89	\$24.58
Transportation Exp. / Passenger		
Dedicated Service	\$17.98	\$19.12
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$106.66	\$119.11
OPERATING		
Registrants / Capita	0.0328	0.0378
Passengers / Capita	0.5057	0.5249
Passengers / Registrant	15.43	13.87
Passengers / Hour (Dedicated Service)	5.93	6.23
Kms / Passenger (Dedicated Service)	5.10	5.49
Average Speed (Dedicated Service)	30.24	34.17

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,413	
Wheelchair/Scooter Users		
Attendants	4,681	
Companions		
Other (specified)		
TOTAL	23,094	

VEHICLE DATA

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

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

Cobourg

Wheels

Contact: Renee Champagne
 Title: Admin Assistant
 Telephone: 905-372-4555
 Fax: 905-372-1533
 Email: rchampagne@cobourg.ca

Population served: 18,000
 Service area (km²): 13.0
 Communities served: 1
 Service began: 01/01/1984
 Advisory Committee members: 8
 Eligibility Committee members: 4

REGISTRANTS
 Wheelchair/Scooter Users: 189
 Ambulatory: 191
 Attendants: 123
 Companions: 4
 Other: 4
Total: 507

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	29,711	30,346
Tot. Veh. Km. - Dedicated Service	29,711	30,346
Rev. Veh. Hrs. - Dedicated Service	1,938	2,000
Tot. Veh. Hrs. - Dedicated Service	1,938	2,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	5,857	5,285
Non-Dedicated Service	2,931	4,318
TOTAL PASSENGERS	8,788	9,603
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	371	372
No-shows / Cancelled at door	239	459
Unaccommodated trips	209	547
Number of complaints	25	112

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$76,732 \$87,975
 Contract - Non-Dedicated Service \$34,304 \$50,910
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES \$111,036 \$138,886

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$17,576	\$19,206
Other Operating Revenue		

Total Operating Revenue \$17,576 \$19,206

Federal Contributions

Provincial Contributions

Municipal Contributions \$93,460 \$119,680

Other / Donations

TOTAL \$111,036 \$138,886

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/Elderly. * Passengers - Ambulatory also include Wheelchair/Scooter Users, Attendants, and Companions.

SERVICE HOURS / SCHEDULING

	2010	2011
Weekday: 0615 to 1945		
Saturday: 0815 to 1845		
Sunday: 0845 to 1600		
Holiday: 1115 to 1700		
Advanced booking notice: day(s)		
Minimum notice for reservation: 2.0 hour(s)		
Reservations / Scheduling: Partially Computerized		

FARE STRUCTURE

Effective Date	01/01/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$1.60	\$60.00	☐
Child	\$2.00	\$1.60	\$25.00	☐
Student	\$2.00	\$1.60	\$50.00	☐
Senior	\$2.00	\$1.60	\$30.00	☒
Attendant				☐
Companion	\$2.00	\$1.60	\$50.00	☐
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

	2010	2011
FINANCIAL		
R/C Ratio	16%	14%
Net Operating Cost / Capita	\$5.19	\$6.65
Total Exp. / Passenger	\$12.63	\$14.46
Total Exp. / Eligible Passenger	\$12.63	\$14.46
Transportation Exp. / Passenger		
Dedicated Service	\$13.10	\$16.65
Non-Dedicated Service	\$11.70	\$11.79
Transportation Exp. / Hour (Dedicated Service)	\$39.59	\$43.99
OPERATING		
Registrants / Capita	0.0239	0.0282
Passengers / Capita	0.4882	0.5335
Passengers / Registrant	20.44	18.94
Passengers / Hour (Dedicated Service)	3.02	2.64
Kms / Passenger (Dedicated Service)	5.07	5.74
Average Speed (Dedicated Service)	15.33	15.17

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,285	4,318
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	5,285	4,318

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	1	2
Small Buses	1	1	3	5
Other			4	7
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 x221
 Fax: 705-272-6068
 Email: jeannine.cheff@cochraneontario.com

Population served: 5,457
 Service area (km²): 538.7
 Communities served: 1
 Service began: 01/01/1993
 Advisory Committee members: 7
 Eligibility Committee members: 7

REGISTRANTS
 Wheelchair/Scooter Users: 36
 Ambulatory: 84
 Attendants:
 Companions:
 Other:
Total: 120

Active
 36
 84
 120

Total
 36
 84
 120

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.

2010

2011

SERVICE HOURS / SCHEDULING

Weekday: to Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling:

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

3,153

3,108

TOTAL PASSENGERS

3,153

3,108

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

0%

0%

0%

0%

100%

100%

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

\$4,669

\$9,119

\$28,779

\$30,306

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

\$33,448

\$39,425

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$15,740

\$17,192

\$121

Total Operating Revenue

\$15,861

\$17,192

Federal Contributions

Provincial Contributions

\$9,331

\$16,675

Municipal Contributions

\$8,256

\$5,558

Other / Donations

TOTAL

\$33,448

\$39,425

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

\$44,242

TOTAL CAPITAL EXPENSES

\$44,242

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$33,182

\$11,060

TOTAL CAPITAL FUNDING

\$44,242

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

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

R/C Ratio

2010

2011

Net Operating Cost / Capita

47%

44%

Total Exp. / Passenger

\$3.47

\$4.07

Total Exp. / Eligible Passenger

\$10.61

\$12.69

Transportation Exp. / Passenger

\$10.61

\$12.69

Dedicated Service

Non-Dedicated Service

\$9.13

\$9.75

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0193

0.0220

Passengers / Capita

0.6215

0.5695

Passengers / Registrant

32.17

25.90

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

3,108

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL

3,108

VEHICLE DATA

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

TOTAL DED. VEHICLES

Number

Veh. Peak

Avg. Capacity per Veh.

Wheelchair

N/A

Ambulatory

N/A

N/A

Vehicle ownership:

Vehicle maintenance responsibility:

Accessible taxis:

* Other Eligibility Criteria: Signed application by either a Medical Doctor or a Nurse Practitioner. * The van was purchased by the municipality and a contract agreement with PT Taxi is in place to provide services to the people of Cochrane. The other Taxi advised us that his vehicle was in need of repairs and he was not in the position to be able to continue to offer this service. PT Taxi offers 24/7 service and all clients are satisfied with the enhanced services that he offers.

Collingwood

Canadian Red Cross Contract (c/o Collingwood)

Contact: Dianne Tripp
 Title: Fleet Coordinator
 Telephone: 705-721-3313 x5275
 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	Active	Total
Wheelchair/Scooter Users:	118	118
Ambulatory:	305	305
Attendants:		
Companions:		
Other:		
Total:	423	423

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	45,279	47,502
Tot. Veh. Km. - Dedicated Service	45,279	48,471
Rev. Veh. Hrs. - Dedicated Service	4,959	
Tot. Veh. Hrs. - Dedicated Service	4,959	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	11,356	11,992
Non-Dedicated Service		
TOTAL PASSENGERS	11,356	11,992
Subscription / Pre-booked	75%	75%
Reservation	20%	20%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,526	2,638
No-shows / Cancelled at door	125	72
Unaccommodated trips	65	160
Number of complaints		6

OPERATING EXPENSES

Administration	\$12,413	\$13,254
Operations:		
Internal - Dedicated Service	\$14,502	\$19,666
Contract - Dedicated Service	\$61,167	\$62,631
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,745	\$14,885
Fuel	\$9,022	\$16,525
TOTAL OPERATING EXPENSES	\$105,850	\$126,961

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$29,526	\$31,179
Other Operating Revenue		
Total Operating Revenue	\$29,526	\$31,179
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$50,000	\$50,000
Other / Donations		
TOTAL	\$79,526	\$81,179

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 changed from \$2.60 to \$2.55 in April and increased to \$3.25 in December 2011. * Other Eligibility Criteria: seniors and people with physical disabilities who cannot access public transit.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1800	Sunday:	to
Saturday:	0700 to 1800	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	01/12/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.25			☐
Child				☐
Student				☐
Senior	\$3.25			☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators		6
Other Operations		
Vehicle Mechanics		
General and Administration	3	1
Other		
TOTAL NUMBER OF EMPLOYEES	3	7

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

Top Operator Wage Rate: \$14.87

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	28%	25%
Net Operating Cost / Capita	\$3.63	\$4.56
Total Exp. / Passenger	\$9.32	\$10.59
Total Exp. / Eligible Passenger	\$9.32	\$10.59
Transportation Exp. / Passenger		
Dedicated Service	\$8.23	\$9.48
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$18.84	
OPERATING		
Registrants / Capita	0.0229	0.0201
Passengers / Capita	0.5408	0.5711
Passengers / Registrant	23.61	28.35
Passengers / Hour (Dedicated Service)	2.29	
Kms / Passenger (Dedicated Service)	3.99	3.96
Average Speed (Dedicated Service)	9.13	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,797	
Wheelchair/Scooter Users	7,195	
Attendants		
Companions		
Other (specified)		
TOTAL	11,992	

VEHICLE DATA

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

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

Cornwall

Cornwall Transit

Contact: Len Tapp
 Title: Division Manager
 Telephone: 613-930-2787 x2252
 Fax: 613-932-9906
 Email: ltapp@cornwall.ca

Population served: 46,340
 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:	488	488
Ambulatory:	910	910
Attendants:	56	56
Companions:	425	425
Other:		
Total:	1,879	1,879

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	205,034	213,886
Tot. Veh. Km. - Dedicated Service	220,467	213,886
Rev. Veh. Hrs. - Dedicated Service	11,840	12,689
Tot. Veh. Hrs. - Dedicated Service	12,701	12,689
Non-Dedicated Service - Veh. Km.	11,339	12,844
Non-Dedicated Service - Veh. Hrs.	723	937

PASSENGER DATA

Dedicated Service	33,283	37,280
Non-Dedicated Service	3,308	4,361
TOTAL PASSENGERS	36,591	41,641
Subscription / Pre-booked	43%	42%
Reservation	57%	0%
On-Demand / Day of trip	0%	58%
Cancelled in advance	8,129	8,330
No-shows / Cancelled at door	358	346
Unaccommodated trips		141
Number of complaints		

OPERATING EXPENSES

Administration	\$226,546	\$237,601
Operations:		
Internal - Dedicated Service	\$561,943	\$614,579
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$27,096	\$34,649
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$207,502	\$174,957
Fuel	\$57,958	\$63,001
TOTAL OPERATING EXPENSES	\$1,081,045	\$1,124,787

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$81,895	\$79,781
Other Operating Revenue		
Total Operating Revenue	\$81,895	\$79,781
Federal Contributions		
Provincial Contributions	\$200,972	\$191,686
Municipal Contributions	\$798,728	\$853,320
Other / Donations		
TOTAL	\$1,081,595	\$1,124,787

CAPITAL EXPENSES

Vehicles Purchased		\$460,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$460,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$460,000
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$460,000

* Cornwall Transit increased its non-dedicated budget to accommodate more ambulatory passengers and more diligent users in its shared ride accommodations.
 * It started tracking number of unaccommodated trip requests in the last quarter of 2011.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2345	Sunday:	to
Saturday:	0630 to 2345	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/05/2011				
Adult	\$2.50	\$1.90		☐
Child	\$2.25	\$1.50		☐
Student	\$2.50	\$1.70		☐
Senior	\$2.50	\$1.70		☒
Attendant				☐
Companion	\$2.50	\$1.70		
Other	Comm. Pass (ODSP & SA) 25 for \$36			

EMPLOYEE DATA

	Full-time	Part-time
Operators	6	2
Other Operations	2	
Vehicle Mechanics	1	
General and Administration	2	
Other	1	
TOTAL NUMBER OF EMPLOYEES	12	2

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

Top Operator Wage Rate: \$21.29

Top Mechanic Wage Rate: \$23.64

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$21.72	\$22.55
Total Exp. / Passenger	\$29.54	\$27.01
Total Exp. / Eligible Passenger	\$33.21	\$30.72
Transportation Exp. / Passenger		
Dedicated Service	\$24.86	\$22.87
Non-Dedicated Service	\$8.19	\$7.95
Transportation Exp. / Hour (Dedicated Service)	\$65.14	\$67.19
OPERATING		
Registrants / Capita	0.0385	0.0406
Passengers / Capita	0.7955	0.8986
Passengers / Registrant	20.64	22.16
Passengers / Hour (Dedicated Service)	2.81	2.94
Kms / Passenger (Dedicated Service)	6.16	5.74
Average Speed (Dedicated Service)	17.32	16.86

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	20,739	4,120
Wheelchair/Scooter Users	11,751	
Attendants	4,790	241
Companions		
Other (specified)		
TOTAL	37,280	4,361

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	8	5	4	18
Other				
TOTAL DED. VEHICLES	8	5	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
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: 5
 Ambulatory: 154
 Attendants:
 Companions:
 Other:
Total: 159

Active
 5
 154
 159

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	44,734	53,137
Tot. Veh. Km. - Dedicated Service	66,403	90,728
Rev. Veh. Hrs. - Dedicated Service	1,146	990
Tot. Veh. Hrs. - Dedicated Service	1,738	1,929
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,350	3,224
Non-Dedicated Service		
TOTAL PASSENGERS	1,350	3,224
Subscription / Pre-booked	60%	60%
Reservation	10%	10%
On-Demand / Day of trip	30%	30%
Cancelled in advance	374	1,249
No-shows / Cancelled at door	25	57
Unaccommodated trips	269	2
Number of complaints		

OPERATING EXPENSES

Administration	\$16,464	\$10,658
Operations:		
Internal - Dedicated Service	\$63,639	\$68,531
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,398	\$2,430
Fuel	\$4,741	\$12,318
TOTAL OPERATING EXPENSES	\$89,242	\$93,937

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,266	\$15,603
Other Operating Revenue		
Total Operating Revenue	\$7,266	\$15,603
Federal Contributions		
Provincial Contributions		\$30,000
Municipal Contributions	\$14,567	\$12,000
Other / Donations	\$67,409	\$36,334
TOTAL	\$89,241	\$93,937

CAPITAL EXPENSES

Vehicles Purchased	\$45,000	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$45,000	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$20,000	
Provincial Contributions	\$20,000	
Municipal Contributions		
Other / Donations	\$5,000	
TOTAL CAPITAL FUNDING	\$45,000	

As of July 2010 Northumberland Transportation Initiative (NTI) increased its service from 2 days to 4 days per week (Mon, Tues, Thurs & Fri). * Riders must pre-register for the service and book rides at least 24 hours in advance. * The service covers Cramahe and Alnwick/Haldimand Townships. * NTI also operates in the Municipality of Trent Hills which was reported with Trent Hills.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1800	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	08/11/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$5.00			☐
Child	\$2.50			☐
Student	\$5.00			☐
Senior	\$5.00			☐
Attendant				☐
Companion				☐
Other	\$2.50 (in town fee)			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$14.14

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	8%	17%
Net Operating Cost / Capita	\$3.33	\$3.18
Total Exp. / Passenger	\$66.11	\$29.14
Total Exp. / Eligible Passenger	\$66.11	\$29.14
Transportation Exp. / Passenger		
Dedicated Service	\$53.91	\$25.83
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$41.86	\$43.17
OPERATING		
Registrants / Capita	0.0053	0.0065
Passengers / Capita	0.0548	0.1309
Passengers / Registrant	10.38	20.28
Passengers / Hour (Dedicated Service)	1.18	3.26
Kms / Passenger (Dedicated Service)	33.14	16.48
Average Speed (Dedicated Service)	39.03	53.67

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,952	
Wheelchair/Scooter Users	272	
Attendants		
Companions		
Other (specified)		
TOTAL	3,224	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	1		Wheelchair N/A
Accessible Vans / Minivans	2	2	4
Small Buses			
Other			
TOTAL DED. VEHICLES	3	2	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: 7,615
 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

	2010	2011
Rev. Veh. Km. - Dedicated Service	16,749	16,512
Tot. Veh. Km. - Dedicated Service	16,843	16,606
Rev. Veh. Hrs. - Dedicated Service	1,418	1,550
Tot. Veh. Hrs. - Dedicated Service	2,925	2,913
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	5,497	5,389
Non-Dedicated Service		
TOTAL PASSENGERS	5,497	5,389
Subscription / Pre-booked	80%	80%
Reservation	15%	15%
On-Demand / Day of trip	5%	5%
Cancelled in advance	45	49
No-shows / Cancelled at door	12	16
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2010	2011
Administration	\$10,983	\$10,467
Operations:		
Internal - Dedicated Service	\$46,078	\$51,076
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,742	\$6,957
Fuel	\$7,479	\$10,115
TOTAL OPERATING EXPENSES	\$72,282	\$78,614

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$2,280	\$2,421
Other Operating Revenue	\$73	\$37
Total Operating Revenue	\$2,353	\$2,458
Federal Contributions		
Provincial Contributions	\$10,352	\$15,965
Municipal Contributions	\$58,900	\$58,900
Other / Donations	\$677	\$1,291
TOTAL	\$72,282	\$78,614

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: 24.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date	01/01/2009	Tickets/Cards (unit price)	Monthly Pass	Free
Cash	\$3.00			
Adult	\$3.00			☐
Child				☐
Student				☐
Senior	\$1.50			☐
Attendant	\$3.00			☐
Companion	\$3.00			☐
Other	Home Support Service \$1.50 and School Board \$4.50/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: \$19.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	3%	3%
Net Operating Cost / Capita	\$8.53	\$10.00
Total Exp. / Passenger	\$13.15	\$14.59
Total Exp. / Eligible Passenger	\$13.86	\$17.09
Transportation Exp. / Passenger		
Dedicated Service	\$11.15	\$12.65
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$20.96	\$23.39
OPERATING		
Registrants / Capita	0.0323	0.0348
Passengers / Capita	0.6708	0.7077
Passengers / Registrant	20.74	20.34
Passengers / Hour (Dedicated Service)	3.88	3.48
Kms / Passenger (Dedicated Service)	3.05	3.06
Average Speed (Dedicated Service)	11.81	10.65

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,090	
Wheelchair/Scooter Users	511	
Attendants	434	
Companions		
Other (specified)	354	
TOTAL	5,389	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
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: 636,915
 Service area (km²): 2,537.0
 Communities served: 8
 Service began: 01/01/2006
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,355	1,355
Ambulatory:	2,010	2,010
Attendants:		
Companions:		
Other:		
Total:	3,365	3,365

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	923,303	974,619
Tot. Veh. Km. - Dedicated Service	923,303	974,619
Rev. Veh. Hrs. - Dedicated Service	47,892	48,932
Tot. Veh. Hrs. - Dedicated Service	47,892	48,932
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	99,531	104,022
Non-Dedicated Service	48,842	56,210
TOTAL PASSENGERS	148,373	160,232
Subscription / Pre-booked	60%	65%
Reservation	35%	32%
On-Demand / Day of trip	5%	3%
Cancelled in advance	24,569	24,271
No-shows / Cancelled at door	1,066	1,137
Unaccommodated trips	1,352	1,422
Number of complaints	10	6

OPERATING EXPENSES

Administration	\$809,831	\$861,273
Operations:		
Internal - Dedicated Service	\$2,504,885	\$2,656,652
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$772,712	\$885,726
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$784,091	\$849,508
Fuel	\$245,711	\$307,424
TOTAL OPERATING EXPENSES	\$5,117,229	\$5,560,583

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$374,389	\$358,189
Other Operating Revenue	\$9,449	\$9,241
Total Operating Revenue	\$383,838	\$367,430
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$4,733,392	\$5,193,153
Other / Donations		
TOTAL	\$5,117,229	\$5,560,583

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 0100	Sunday:	0600 to 0100
Saturday:	0600 to 0100	Holiday:	0600 to 0100
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/07/2009	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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	ODSP Pass for \$39 per month			

EMPLOYEE DATA

	Full-time	Part-time
Operators	21	9
Other Operations	2	2
Vehicle Mechanics		
General and Administration	4	
Other		
TOTAL NUMBER OF EMPLOYEES	27	11

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

Top Operator Wage Rate: \$28.41
 Top Mechanic Wage Rate: \$34.00

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$7.62	\$8.15
Total Exp. / Passenger	\$34.49	\$34.70
Total Exp. / Eligible Passenger	\$34.49	\$34.70
Transportation Exp. / Passenger		
Dedicated Service	\$35.51	\$36.66
Non-Dedicated Service	\$15.82	\$15.76
Transportation Exp. / Hour (Dedicated Service)	\$73.81	\$77.94
OPERATING		
Registrants / Capita	0.0052	0.0053
Passengers / Capita	0.2388	0.2516
Passengers / Registrant	45.91	47.62
Passengers / Hour (Dedicated Service)	2.08	2.13
Kms / Passenger (Dedicated Service)	9.28	9.37
Average Speed (Dedicated Service)	19.28	19.92

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	67,511	36,481
Wheelchair/Scooter Users	36,511	19,729
Attendants		
Companions		
Other (specified)		
TOTAL	104,022	56,210

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	30	24	4	6
Small Buses				
Other				
TOTAL DED. VEHICLES	30	24	N/A	N/A

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

Dysart et Al

Dysart Special Transit Service

Contact: Barbara Swannell
 Title: Treasurer
 Telephone: 705-457-1740 x23
 Fax: 705-457-1964
 Email: bswannell@dysartetal.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

	2010	2011
Rev. Veh. Km. - Dedicated Service	5,068	4,451
Tot. Veh. Km. - Dedicated Service	6,764	5,935
Rev. Veh. Hrs. - Dedicated Service	295	299
Tot. Veh. Hrs. - Dedicated Service	387	399
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,016	1,360
Non-Dedicated Service		
TOTAL PASSENGERS	1,016	1,360
Subscription / Pre-booked	70%	75%
Reservation	27%	23%
On-Demand / Day of trip	3%	2%
Cancelled in advance	4	
No-shows / Cancelled at door	2	
Unaccommodated trips	4	6
Number of complaints		

OPERATING EXPENSES

Administration	\$6,902	\$6,780
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$6,969	\$7,180
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,065	\$836
Fuel	\$2,223	\$2,251
TOTAL OPERATING EXPENSES	\$17,159	\$17,047

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,659	\$7,957
Other Operating Revenue		
Total Operating Revenue	\$6,659	\$7,957
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$10,500	\$9,090
Other / Donations		
TOTAL	\$17,159	\$17,047

CAPITAL EXPENSES

Vehicles Purchased	\$90,813	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$90,813	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$90,813	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$90,813	

* 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.

SERVICE HOURS / SCHEDULING

Weekday:	0900 to 1500	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	3 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date	15/04/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult				☐
Child				☐
Student				☐
Senior				☐
Attendant				☐
Companion				☐
Other				☐

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

5

Union Affiliations:

Operators: CUPE 2142
 Mechanics: CUPE 2142
 Other (specify):

Top Operator Wage Rate: \$18.00

Top Mechanic Wage Rate: \$22.47

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	39%	47%
Net Operating Cost / Capita	\$1.62	\$1.40
Total Exp. / Passenger	\$16.89	\$12.53
Total Exp. / Eligible Passenger	\$18.45	\$14.11
Transportation Exp. / Passenger		
Dedicated Service	\$10.10	\$7.55
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$26.50	\$25.73
OPERATING		
Registrants / Capita	0.0209	0.0209
Passengers / Capita	0.1563	0.2092
Passengers / Registrant	7.47	10.00
Passengers / Hour (Dedicated Service)	3.44	4.55
Kms / Passenger (Dedicated Service)	4.99	3.27
Average Speed (Dedicated Service)	17.18	14.89

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	854	
Wheelchair/Scooter Users	354	
Attendants	152	
Companions		
Other (specified)		
TOTAL	1,360	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans			
Small Buses	1	1	4
Other			8
TOTAL DED. VEHICLES	1	1	N/A

Vehicle ownership: The Municipality of Dysart et al

Vehicle maintenance responsibility: The Municipality of Dysart et al

Accessible taxis:

Elliot Lake

Elliot Lake Handi - Lift Bus

Contact: Norman Mann
 Title: Community Services Coordinator
 Telephone: 705-848-2019 x233
 Fax: 705-848-1306
 Email: norm@huronlodge.ca

Population served: 11,500
 Service area (km²): 16.0
 Communities served: 1
 Service began: 01/01/1988
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 80
 Ambulatory: 130
 Attendants:
 Companions:
 Other:
Total: 210

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	21,680	22,905
Tot. Veh. Km. - Dedicated Service	23,240	22,905
Rev. Veh. Hrs. - Dedicated Service	1,907	1,950
Tot. Veh. Hrs. - Dedicated Service	1,950	1,950
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	6,597	6,025
Non-Dedicated Service		
TOTAL PASSENGERS	6,597	6,025
Subscription / Pre-booked	75%	60%
Reservation	24%	38%
On-Demand / Day of trip	1%	2%
Cancelled in advance	105	100
No-shows / Cancelled at door	105	100
Unaccommodated trips	157	150
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$49,315	\$48,226
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$17,044	\$27,126
Fuel	\$6,836	\$7,353
TOTAL OPERATING EXPENSES	\$73,195	\$82,705

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,494	\$10,160
Other Operating Revenue		
Total Operating Revenue	\$10,494	\$10,160
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$62,701	\$72,545
Other / Donations		
TOTAL	\$73,195	\$82,705

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:	21 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date	01/01/2007	Tickets/Cards (unit price)	Monthly Pass	Free
		Cash		
Adult	\$2.00			☐
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	1	
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

	2	2
--	---	---

Union Affiliations: Operators: CUPE 1880
 Mechanics: CUPE 170
 Other (specify):

Top Operator Wage Rate: \$15.98

Top Mechanic Wage Rate: \$27.11

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	14%	12%
Net Operating Cost / Capita	\$5.45	\$6.31
Total Exp. / Passenger	\$11.10	\$13.73
Total Exp. / Eligible Passenger	\$13.95	\$16.28
Transportation Exp. / Passenger		
Dedicated Service	\$11.10	\$13.73
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.54	\$42.41
OPERATING		
Registrants / Capita	0.0174	0.0183
Passengers / Capita	0.5737	0.5239
Passengers / Registrant	32.99	28.69
Passengers / Hour (Dedicated Service)	3.46	3.09
Kms / Passenger (Dedicated Service)	3.29	3.80
Average Speed (Dedicated Service)	11.37	11.75

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,673	
Wheelchair/Scooter Users	1,407	
Attendants		
Companions	945	
Other (specified)		
TOTAL	6,025	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans			Ambulatory
Small Buses	2	1	
Other			
TOTAL DED. VEHICLES	2	1	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
 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	Active	Total
Wheelchair/Scooter Users:	21	21
Ambulatory:	88	88
Attendants:		
Companions:	3	3
Other:		
Total:	112	112

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.

2010 2011

PASSENGER DATA

Dedicated Service	4,064	4,617
Non-Dedicated Service		
TOTAL PASSENGERS	4,064	4,617
Subscription / Pre-booked	90%	95%
Reservation	0%	0%
On-Demand / Day of trip	10%	5%

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

OPERATING EXPENSES

Administration	\$1,347	\$1,495
Operations:		
Internal - Dedicated Service	\$40,339	\$43,090
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$466	\$82
Fuel	\$4,158	\$5,914
TOTAL OPERATING EXPENSES	\$46,310	\$50,581

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,159	\$11,542
Other Operating Revenue		

Total Operating Revenue	\$10,159	\$11,542
Federal Contributions		
Provincial Contributions	\$3,471	\$30,965
Municipal Contributions	\$32,680	\$8,074
Other / Donations		
TOTAL	\$46,310	\$50,581

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. * the increase in ridership is mainly due to aging population and increase in hours of service.

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1630 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date	01/07/2004	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				

EMPLOYEE DATA

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

Union Affiliations: Operators:
 Mechanics: CUPE Local 435
 Other (specify):

Top Operator Wage Rate: \$16.50
 Top Mechanic Wage Rate: \$31.10

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	22%	23%
Net Operating Cost / Capita	\$7.12	\$7.69
Total Exp. / Passenger	\$11.40	\$10.96
Total Exp. / Eligible Passenger	\$11.40	\$11.18
Transportation Exp. / Passenger		
Dedicated Service	\$11.06	\$10.63
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0160	0.0221
Passengers / Capita	0.8002	0.9090
Passengers / Registrant	50.17	41.22
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,647	
Wheelchair/Scooter Users	878	
Attendants		
Companions	92	
Other (specified)		
TOTAL	4,617	

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 x2401
 Fax: 905-871-6411
 Email: cstout@forterie.on.ca

Population served: 29,960
 Service area (km²): 168.0
 Communities served: 1
 Service began: 03/07/2007
 Advisory Committee members: 4
 Eligibility Committee members: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	51	142
Ambulatory:	231	663
Attendants:	10	24
Companions:	4	9
Other:		
Total:	296	838

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	84,294	79,644
Tot. Veh. Km. - Dedicated Service	84,294	79,644
Rev. Veh. Hrs. - Dedicated Service	3,500	3,500
Tot. Veh. Hrs. - Dedicated Service	3,500	3,500
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	10,977	10,621
Non-Dedicated Service		
TOTAL PASSENGERS	10,977	10,621
Subscription / Pre-booked	55%	62%
Reservation	44%	37%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,384	2,095
No-shows / Cancelled at door	24	24
Unaccommodated trips	32	87
Number of complaints	4	7

OPERATING EXPENSES

Administration	\$3,529	\$4,259
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$124,396	\$149,412
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,635	\$15,757
Fuel		
TOTAL OPERATING EXPENSES	\$139,561	\$169,428

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,614	\$13,776
Other Operating Revenue		
Total Operating Revenue	\$9,614	\$13,776
Federal Contributions		
Provincial Contributions	\$115,380	\$151,380
Municipal Contributions	\$14,567	\$4,272
Other / Donations		
TOTAL	\$139,561	\$169,428

CAPITAL EXPENSES

Vehicles Purchased		\$54,094
Debt Servicing		
Other Capital Expenses		\$473
TOTAL CAPITAL EXPENSES		\$54,567

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$21,083
Municipal Contributions		\$21,273
Other / Donations		\$12,211
TOTAL CAPITAL FUNDING		\$54,567

SERVICE HOURS / SCHEDULING

Weekday:	0830 to 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	03/07/2007	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult		\$2.00		☐
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	2010	2011
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$4.34	\$5.20
Total Exp. / Passenger	\$12.71	\$15.95
Total Exp. / Eligible Passenger	\$13.39	\$16.86
Transportation Exp. / Passenger		
Dedicated Service	\$12.39	\$15.55
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.87	\$47.19
OPERATING		
Registrants / Capita	0.0229	0.0280
Passengers / Capita	0.3668	0.3545
Passengers / Registrant	16.05	12.67
Passengers / Hour (Dedicated Service)	3.14	3.03
Kms / Passenger (Dedicated Service)	7.68	7.50
Average Speed (Dedicated Service)	24.08	22.76

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,253	
Wheelchair/Scooter Users	1,794	
Attendants	464	
Companions	110	
Other (specified)		
TOTAL	10,621	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	2	3	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 Handi-van

Contact: Jason Kabel
 Title: Manager of Community Services
 Telephone: 807-274-4561 x11
 Fax: 807-274-3799
 Email: jkabel@fort-frances.com

Population served: 8,301
 Service area (km²): 25.9
 Communities served: 1
 Service began: 01/12/1986
 Advisory Committee members: 3
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 257

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	35,465	33,296
Tot. Veh. Km. - Dedicated Service	35,465	33,296
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	8,964	9,564
Non-Dedicated Service	17,740	16,783
TOTAL PASSENGERS	26,704	26,347
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	1,623	1,714
No-shows / Cancelled at door		
Unaccommodated trips		
Number of complaints	1	

OPERATING EXPENSES

Administration	\$21,018	\$15,357
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$116,065	\$126,803
Contract - Non-Dedicated Service	\$36,276	\$42,259
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,096	\$7,774
Fuel	\$8,603	\$11,270
TOTAL OPERATING EXPENSES	\$195,057	\$203,463

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,384	\$19,460
Other Operating Revenue		
Total Operating Revenue	\$14,384	\$19,460
Federal Contributions		
Provincial Contributions	\$77,135	\$79,721
Municipal Contributions	\$87,900	\$87,249
Other / Donations	\$15,638	\$17,033
TOTAL	\$195,057	\$203,463

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$2,409
TOTAL CAPITAL EXPENSES		\$2,409

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$2,409
Other / Donations		
TOTAL CAPITAL FUNDING		\$2,409

* Other Eligibility Criteria: Medical authorization required. * Passenger - Non-Dedicated Service includes 17,554 and 16,633 low income residents passenger trips in 2010 and 2011 respectively.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators		
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: \$28.59

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	7%	10%
Net Operating Cost / Capita	\$22.30	\$22.17
Total Exp. / Passenger	\$7.30	\$7.72
Total Exp. / Eligible Passenger	\$21.32	\$20.95
Transportation Exp. / Passenger		
Dedicated Service	\$15.37	\$15.25
Non-Dedicated Service	\$2.04	\$2.52
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0286	0.0310
Passengers / Capita	3.2956	3.1740
Passengers / Registrant	115.10	102.52
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	3.96	3.48
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	9,564	150
Attendants		
Companions		
Other (specified)		16,633
TOTAL	9,564	16,783

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: 807-854-1947
 Email: barb.madder@greenstone.ca

Population served: 5,000
 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

	2010	2011
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	2,565	2,998
Tot. Veh. Hrs. - Dedicated Service	2,565	2,998
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	4,246	5,178
Non-Dedicated Service		
TOTAL PASSENGERS	4,246	5,178
Subscription / Pre-booked	0%	35%
Reservation	0%	0%
On-Demand / Day of trip	100%	65%

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

OPERATING EXPENSES

	2010	2011
Administration	\$11,789	\$10,851
Operations:		
Internal - Dedicated Service	\$29,670	\$29,109
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,645	\$12,790
Fuel	\$8,244	\$7,037
TOTAL OPERATING EXPENSES	\$61,348	\$59,787

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$1,114	\$1,785
Other Operating Revenue		
Total Operating Revenue	\$1,114	\$1,785
Federal Contributions		
Provincial Contributions	\$56,205	\$45,184
Municipal Contributions	\$4,029	\$12,818
Other / Donations		
TOTAL	\$61,348	\$59,787

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: Paratransit vehicles are used to provide services for seniors which include grocery shopping, social activities, and medical appointments. * 2010 data did not include the Home Support ridership funded by the MOH-LHIN program. The Home Support ridership was recorded under Other Passenger Trips in 2011.

SERVICE HOURS / SCHEDULING

Weekday: 0900 to 1700 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

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

EMPLOYEE DATA

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

Union Affiliations: Operators: CUPE 3045
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$24.47
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	2%	3%
Net Operating Cost / Capita	\$11.15	\$11.60
Total Exp. / Passenger	\$14.45	\$11.55
Total Exp. / Eligible Passenger	\$14.45	\$14.43
Transportation Exp. / Passenger		
Dedicated Service	\$11.67	\$9.45
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$19.32	\$16.32
OPERATING		
Registrants / Capita	0.0306	0.0330
Passengers / Capita	0.7863	1.0356
Passengers / Registrant	25.73	31.38
Passengers / Hour (Dedicated Service)	1.66	1.73
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,128	
Wheelchair/Scooter Users	16	
Attendants		
Companions		
Other (specified)	1,034	
TOTAL	5,178	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans			
Small Buses	2	2	14
Other			
TOTAL DED. VEHICLES	2	2	N/A

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Municipality
 Accessible taxis:

Guelph

Guelph Transit Mobility Services

Contact: Michael Anders
 Title: General Manager, Community Connectivity and
 Telephone: 519-822-1260 x2795
 Fax: 519 822-1322
 Email: michael.anders@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: 373
 Ambulatory: 951
 Attendants:
 Companions:
 Other:
Total: 1,324

Active
 373
 951
 Total
 1,324

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	232,244	199,921
Tot. Veh. Km. - Dedicated Service	232,244	199,921
Rev. Veh. Hrs. - Dedicated Service	13,020	11,141
Tot. Veh. Hrs. - Dedicated Service	13,020	11,141
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	34,446	35,576
Non-Dedicated Service	13,613	12,890
TOTAL PASSENGERS	48,059	48,466
Subscription / Pre-booked	19%	19%
Reservation	80%	80%
On-Demand / Day of trip	1%	1%
Cancelled in advance	9,166	8,865
No-shows / Cancelled at door	402	402
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2010	2011
Administration	\$39,762	\$39,200
Operations:		
Internal - Dedicated Service	\$561,699	\$620,100
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$113,573	\$102,400
Contract - Taxi Scrip	\$15,842	\$15,500
Maintenance (Vehicles & Facilities)		
Fuel	\$50,000	
TOTAL OPERATING EXPENSES	\$780,876	\$777,200

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$78,043	\$78,000
Other Operating Revenue		\$17,000
Total Operating Revenue	\$78,043	\$95,000
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$702,833	\$682,200
Other / Donations		
TOTAL	\$780,876	\$777,200

CAPITAL EXPENSES

	2010	2011
Vehicles Purchased	\$299,572	\$538,603
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$299,572	\$538,603

CAPITAL FUNDING SOURCES

	2010	2011
Transit System		
Federal Contributions		
Provincial Contributions	\$229,572	\$407,558
Municipal Contributions		\$131,045
Other / Donations		
TOTAL CAPITAL FUNDING	\$229,572	\$538,603

SERVICE HOURS / SCHEDULING

	2010	2011
Weekday: 0540 to 0100	Sunday: 0900 to 1900	
Saturday: 0540 to 0100	Holiday: 0900 to 1900	
Advanced booking notice: 7 day(s)		
Minimum notice for reservation: 24.0 hour(s)		
Reservations / Scheduling: Partially Computerized		

FARE STRUCTURE

	2010	2011
Effective Date 01/09/2011		
Cash	Tickets/Cards (unit price)	Monthly Pass
Adult \$3.00	\$2.30	
Child		
Student \$3.00	\$2.30	
Senior \$3.00	\$2.30	
Attendant \$3.00	\$2.30	
Companion		
Other		

EMPLOYEE DATA

	2010	2011
Operators	5	4
Other Operations	2	
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	7	4

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

Top Operator Wage Rate: \$25.45
 Top Mechanic Wage Rate: \$29.90

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	10%	12%
Net Operating Cost / Capita	\$5.86	\$5.69
Total Exp. / Passenger	\$16.25	\$16.04
Total Exp. / Eligible Passenger	\$16.86	\$16.69
Transportation Exp. / Passenger		
Dedicated Service	\$17.76	\$17.43
Non-Dedicated Service	\$9.51	\$9.15
Transportation Exp. / Hour (Dedicated Service)	\$46.98	\$55.66
OPERATING		
Registrants / Capita	0.0119	0.0110
Passengers / Capita	0.4005	0.4039
Passengers / Registrant	33.70	36.61
Passengers / Hour (Dedicated Service)	2.65	3.19
Kms / Passenger (Dedicated Service)	6.74	5.62
Average Speed (Dedicated Service)	17.84	17.94

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	23,248	10,496
Wheelchair/Scooter Users	10,806	2,013
Attendants		
Companions	1,522	381
Other (specified)		
TOTAL	35,576	12,890

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	10	8	5	4
Other				
TOTAL DED. VEHICLES	10	8	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	Active	Total
Wheelchair/Scooter Users:	165	165
Ambulatory:	1,217	1,217
Attendants:		
Companions:		
Other:		
Total:	1,382	1,382

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	125,072	128,221
Tot. Veh. Km. - Dedicated Service	125,072	128,221
Rev. Veh. Hrs. - Dedicated Service	8,000	8,320
Tot. Veh. Hrs. - Dedicated Service	8,000	8,320
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	16,483	19,089
Non-Dedicated Service	11,719	17,202
TOTAL PASSENGERS	28,202	36,291
Subscription / Pre-booked	0%	0%
Reservation	99%	99%
On-Demand / Day of trip	1%	1%
Cancelled in advance	348	378
No-shows / Cancelled at door	68	49
Unaccommodated trips	24	37
Number of complaints		3

OPERATING EXPENSES

Administration	\$186,698	\$204,165
Operations:		
Internal - Dedicated Service	\$62,520	\$63,600
Contract - Dedicated Service	\$249,850	\$216,225
Contract - Non-Dedicated Service		\$131,000
Contract - Taxi Scrip	\$81,212	
Maintenance (Vehicles & Facilities)	\$64,500	\$63,700
Fuel		
TOTAL OPERATING EXPENSES	\$644,780	\$678,690

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$76,140	\$91,300
Other Operating Revenue		
Total Operating Revenue	\$76,140	\$91,300
Federal Contributions		
Provincial Contributions	\$224,600	\$262,500
Municipal Contributions	\$344,040	\$324,890
Other / Donations		
TOTAL	\$644,780	\$678,690

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

The Town of Halton Hills does not have public transit, so our eligibility criteria is as follows: * Other Eligibility Criteria: cognitive disability. * ActiVan is a public transportation service operated by the Town of Halton Hills for both person with disabilities and seniors. Any person with a physical, medical or cognitive disability and everyone aged sixty-five or older may apply. * Please note the ridership growth is due to the aging population, as our service provides rides to anyone 65 years and older.

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:	36.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/01/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$2.00		☐
Child	\$2.00	\$2.00		☐
Student	\$2.00	\$2.00		☐
Senior	\$2.00	\$2.00		☒
Attendant				☐
Companion	\$2.00	\$2.00		
Other	caregiver's ride for free			

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: \$28.19

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$10.34	\$10.68
Total Exp. / Passenger	\$22.86	\$18.70
Total Exp. / Eligible Passenger	\$39.12	\$35.55
Transportation Exp. / Passenger		
Dedicated Service	\$22.86	\$18.00
Non-Dedicated Service	\$6.93	\$7.62
Transportation Exp. / Hour (Dedicated Service)	\$47.11	\$41.29
OPERATING		
Registrants / Capita	0.0202	0.0251
Passengers / Capita	0.5128	0.6598
Passengers / Registrant	25.41	26.26
Passengers / Hour (Dedicated Service)	2.06	2.29
Kms / Passenger (Dedicated Service)	7.59	6.72
Average Speed (Dedicated Service)	15.63	15.41

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	16,413	
Wheelchair/Scooter Users	2,676	
Attendants		
Companions		
Other (specified)		17,202
TOTAL	19,089	17,202

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			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: 3

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: 7,581
 Ambulatory: 1,118
 Attendants:
 Companions:
 Other: 3,004
Total: 11,703

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	4,294,806	4,452,305
Tot. Veh. Km. - Dedicated Service	4,294,806	4,452,305
Rev. Veh. Hrs. - Dedicated Service	193,951	188,037
Tot. Veh. Hrs. - Dedicated Service	193,951	188,037
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	426,444	431,806
Non-Dedicated Service	145,028	140,915
TOTAL PASSENGERS	571,472	572,721
Subscription / Pre-booked	47%	45%
Reservation	25%	26%
On-Demand / Day of trip	28%	29%
Cancelled in advance	82,179	88,470
No-shows / Cancelled at door	12,757	14,175
Unaccommodated trips	11,450	7,356
Number of complaints	487	830

OPERATING EXPENSES

Administration	\$3,239,556	\$3,257,885
Operations:		
Internal - Dedicated Service	\$6,726,276	\$7,043,663
Contract - Dedicated Service	\$1,700,951	\$1,785,684
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$1,246,290	\$1,216,024
Maintenance (Vehicles & Facilities)	\$1,060,919	\$1,231,978
Fuel	\$675,239	\$802,282
TOTAL OPERATING EXPENSES	\$14,649,231	\$15,337,516

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,754,010	\$1,747,167
Other Operating Revenue	\$5,842	\$7,415
Total Operating Revenue	\$1,759,852	\$1,754,582
Federal Contributions		
Provincial Contributions	\$884,926	\$1,613,920
Municipal Contributions	\$11,988,953	\$11,966,560
Other / Donations	\$15,500	\$2,454
TOTAL	\$14,649,231	\$15,337,516

CAPITAL EXPENSES

Vehicles Purchased	\$1,868,292	\$176,656
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$1,868,292	\$176,656

CAPITAL FUNDING SOURCES

Transit System	\$1,247,766	\$176,656
Federal Contributions		
Provincial Contributions	\$620,526	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$1,868,292	\$176,656

* 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:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/01/2010	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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	126	
Other Operations	14	
Vehicle Mechanics	6	
General and Administration	26	
Other	6	

TOTAL NUMBER OF EMPLOYEES

178

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

Top Operator Wage Rate: \$23.07

Top Mechanic Wage Rate: \$26.96

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$25.13	\$26.48
Total Exp. / Passenger	\$25.63	\$26.78
Total Exp. / Eligible Passenger	\$27.53	\$29.20
Transportation Exp. / Passenger		
Dedicated Service	\$23.83	\$25.16
Non-Dedicated Service	\$8.59	\$8.63
Transportation Exp. / Hour (Dedicated Service)	\$52.40	\$57.77
OPERATING		
Registrants / Capita	0.0245	0.0228
Passengers / Capita	1.1140	1.1164
Passengers / Registrant	45.53	48.94
Passengers / Hour (Dedicated Service)	2.20	2.30
Kms / Passenger (Dedicated Service)	10.07	10.31
Average Speed (Dedicated Service)	22.14	23.68

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	151,667	135,224
Wheelchair/Scooter Users	232,678	5,691
Attendants	29,124	
Companions	18,337	
Other (specified)		
TOTAL	431,806	140,915

VEHICLE DATA

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

Vehicle ownership: Buses - Non-Profit; Cars - Private Contractor
 Vehicle maintenance responsibility: Buses - Non-Profit; Cars - Private Contractor
 Accessible taxis:

Hanover

Saugeen Mobility and Regional Transit

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

Population served: 44,748
 Service area (km²): 2,448.7
 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: **517** **517**

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		2010	2011	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				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: day(s)	
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation: 24.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service	21,373	20,098		Effective Date 01/01/2010	Tickets/Cards (unit price)
Non-Dedicated Service				Cash	Monthly Pass
TOTAL PASSENGERS	21,373	20,098		Adult \$6.80	Free
Subscription / Pre-booked	35%	35%		Child \$6.80	☐
Reservation	60%	60%		Student \$6.80	☐
On-Demand / Day of trip	5%	5%		Senior \$6.80	☐
Cancelled in advance				Attendant	☒
No-shows / Cancelled at door				Companion	☒
Unaccommodated trips				Other out of town fares are hour rate and mileage	
Number of complaints	6	8		EMPLOYEE DATA	
OPERATING EXPENSES				Full-time	Part-time
Administration	\$146,844	\$149,193		Operators 8	3
Operations:				Other Operations 1	1
Internal - Dedicated Service	\$269,108	\$315,944		Vehicle Mechanics	
Contract - Dedicated Service				General and Administration 1	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	10
Maintenance (Vehicles & Facilities)	\$28,130	\$37,123			4
Fuel	\$43,783	\$54,230		Union Affiliations: Operators:	
TOTAL OPERATING EXPENSES	\$487,865	\$556,490		Mechanics:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Other (specify):	
Passenger Revenue	\$133,962	\$94,915		Top Operator Wage Rate: \$14.75	
Other Operating Revenue	\$250	\$44,439		Top Mechanic Wage Rate:	
Total Operating Revenue	\$134,212	\$139,354		PERFORMANCE INDICATORS	
Federal Contributions				FINANCIAL	2010
Provincial Contributions	\$49,323	\$94,268		R/C Ratio	28%
Municipal Contributions	\$300,401	\$319,828		Net Operating Cost / Capita	\$7.90
Other / Donations	\$3,929	\$3,040		Total Exp. / Passenger	\$22.83
TOTAL	\$487,865	\$556,490		Total Exp. / Eligible Passenger	\$22.83
CAPITAL EXPENSES				Transportation Exp. / Passenger	
Vehicles Purchased	\$137,736	\$145,270		Dedicated Service	\$15.96
Debt Servicing				Non-Dedicated Service	\$20.27
Other Capital Expenses	\$1,732	\$7,515		Transportation Exp. / Hour (Dedicated Service)	
TOTAL CAPITAL EXPENSES	\$139,468	\$152,785		OPERATING	
CAPITAL FUNDING SOURCES				Registrants / Capita	0.0121
Transit System				Passengers / Capita	0.4776
Federal Contributions				Passengers / Registrant	39.65
Provincial Contributions	\$139,468	\$152,785		Passengers / Hour (Dedicated Service)	
Municipal Contributions				Kms / Passenger (Dedicated Service)	
Other / Donations				Average Speed (Dedicated Service)	
TOTAL CAPITAL FUNDING	\$139,468	\$152,785			

* Began providing service in the Township of Southgate on August 1, 2011. * Other Eligibility Criteria: Frail, elderly, mentally or physically disabled. * Ambulatory passenger trips also include Wheelchair/Scooter Users, Attendants, and Companions.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	20,098	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	20,098	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	5
Accessible Vans / Minivans	8	8	2	3
Small Buses	4	4	6	12
Other	1	1	12	12
TOTAL DED. VEHICLES	14	14	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: 6,113
 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: 312
 Attendants: 12
 Companions: 12
 Other: 369
Total: 369

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		2010	2011	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service				Weekday:	0800 to 1700	Sunday:	to
Tot. Veh. Km. - Dedicated Service				Saturday:	0900 to 1500	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice: 1 day(s)			
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation: 0.0 hour(s)			
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual			
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA				FARE STRUCTURE			
Dedicated Service		10,853	10,981	Effective Date	01/01/2006	Tickets/Cards (unit price)	Monthly Pass Free
Non-Dedicated Service				Cash			
TOTAL PASSENGERS		10,853	10,981	Adult	\$2.50	\$2.27	
Subscription / Pre-booked		5%	5%	Child	\$2.50	\$2.27	☐
Reservation		0%	0%	Student	\$2.50	\$2.27	☐
On-Demand / Day of trip		95%	95%	Senior	\$2.50	\$2.27	☐
Cancelled in advance				Attendant	\$2.50	\$2.27	☐
No-shows / Cancelled at door				Companion	\$2.50	\$2.27	☐
Unaccommodated trips				Other			
Number of complaints				EMPLOYEE DATA			
OPERATING EXPENSES						Full-time	Part-time
Administration		\$11,293	\$11,565	Operators		2	1
Operations:				Other Operations			
Internal - Dedicated Service				Vehicle Mechanics			3
Contract - Dedicated Service		\$112,933	\$115,647	General and Administration			
Contract - Non-Dedicated Service				Other			
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES		2	4
Maintenance (Vehicles & Facilities)				Union Affiliations: Operators:			
Fuel				Mechanics:			
TOTAL OPERATING EXPENSES		\$124,226	\$127,212	Other (specify):			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate: \$13.50			
Passenger Revenue		\$27,133	\$27,453	Top Mechanic Wage Rate: \$20.00			
Other Operating Revenue				PERFORMANCE INDICATORS			
Total Operating Revenue		\$27,133	\$27,453	FINANCIAL			
Federal Contributions				R/C Ratio			
Provincial Contributions		\$55,000	\$54,285	Net Operating Cost / Capita			
Municipal Contributions		\$35,593	\$38,474	Total Exp. / Passenger			
Other / Donations		\$6,500	\$7,000	Total Exp. / Eligible Passenger			
TOTAL		\$124,226	\$127,212	Transportation Exp. / Passenger			
CAPITAL EXPENSES				Dedicated Service			
Vehicles Purchased				Non-Dedicated Service			
Debt Servicing				Transportation Exp. / Hour (Dedicated Service)			
Other Capital Expenses				OPERATING			
TOTAL CAPITAL EXPENSES				Registrants / Capita			
CAPITAL FUNDING SOURCES				Passengers / Capita			
Transit System				Passengers / Registrant			
Federal Contributions				Passengers / Hour (Dedicated Service)			
Provincial Contributions				Kms / Passenger (Dedicated Service)			
Municipal Contributions				Average Speed (Dedicated Service)			
Other / Donations							
TOTAL CAPITAL FUNDING							

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

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	9,224	
Wheelchair/Scooter Users	1,647	
Attendants	110	
Companions		
Other (specified)		
TOTAL	10,981	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	4	16
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Contracted Operator			
Vehicle maintenance responsibility:	Contracted Operator			
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:	26	72
Ambulatory:	46	203
Attendants:	10	17
Companions:		
Other:	2	3
Total:	84	295

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.

2010 2011

PASSENGER DATA

Dedicated Service 1,145 1,412
 Non-Dedicated Service 3,140 2,789
TOTAL PASSENGERS 4,285 4,201
 Subscription / Pre-booked 2% 2%
 Reservation 97% 97%
 On-Demand / Day of trip 1% 1%

Cancelled in advance 300 1,825
 No-shows / Cancelled at door 2 1
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

Administration \$48,085 \$47,435
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$17,747 \$45,084
 Contract - Non-Dedicated Service \$20,651
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES \$86,483 \$92,519

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$12,834 \$13,104
 Other Operating Revenue

Total Operating Revenue \$12,834 \$13,104

Federal Contributions

Provincial Contributions

Municipal Contributions \$73,649 \$79,415

Other / Donations

TOTAL \$86,483 \$92,519

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

* Contract - Dedicated Service expense also covered the expenses for Non-Dedicated Services in 2011. * Vision impaired is other eligibility criteria. * Friday Service hours 0800 - 2200 hours.

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 2100 Sunday: 0800 to 1700
 Saturday: 0800 to 2100 Holiday: 0800 to 1700

Advanced booking notice: 14 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Fully Computerized

FARE STRUCTURE

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

EMPLOYEE DATA

Operators Full-time Part-time
 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	2010	2011
R/C Ratio	15%	14%
Net Operating Cost / Capita	\$5.95	\$6.41
Total Exp. / Passenger	\$20.18	\$22.02
Total Exp. / Eligible Passenger	\$20.18	\$25.11
Transportation Exp. / Passenger		
Dedicated Service	\$15.50	\$31.93
Non-Dedicated Service	\$6.58	
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0229	0.0238
Passengers / Capita	0.3460	0.3392
Passengers / Registrant	15.09	14.24
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		2,523
Wheelchair/Scooter Users	1,162	
Attendants	250	266
Companions		
Other (specified)		
TOTAL	1,412	2,789

VEHICLE DATA

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

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

Kapuskasing

KAP Accessible Bus Service

Contact: Marc Dupont
 Title: Treasurer
 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: 01/01/1990
 Advisory Committee members: 6
 Eligibility Committee members: 6

REGISTRANTS

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

Active

Total

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		2010	2011	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 1545	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: 24.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service	16,634	15,611		Effective Date 01/01/2010	
Non-Dedicated Service				Cash	Tickets/Cards (unit price)
TOTAL PASSENGERS	16,634	15,611		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	146	103		Companion \$2.00	\$16.66
Unaccommodated trips	89			Other	
Number of complaints	3	2			
OPERATING EXPENSES				EMPLOYEE DATA	
Administration	\$21,131	\$7,801		Operators	Full-time
Operations:				Other Operations	Part-time
Internal - Dedicated Service				Vehicle Mechanics	
Contract - Dedicated Service	\$99,318	\$116,076		General and Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	
Maintenance (Vehicles & Facilities)	\$2,260	\$3,185		Union Affiliations: Operators:	
Fuel				Mechanics:	
TOTAL OPERATING EXPENSES	\$122,709	\$127,062		Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:	
Passenger Revenue	\$18,021	\$18,161		Top Mechanic Wage Rate:	
Other Operating Revenue		\$431		PERFORMANCE INDICATORS	
Total Operating Revenue	\$18,021	\$18,592		FINANCIAL	
Federal Contributions				R/C Ratio	2010
Provincial Contributions	\$61,436	\$49,720		Net Operating Cost / Capita	2011
Municipal Contributions	\$43,252	\$49,004		Total Exp. / Passenger	15%
Other / Donations		\$9,746		Total Exp. / Eligible Passenger	\$12.32
TOTAL	\$122,709	\$127,062		Transportation Exp. / Passenger	\$12.76
CAPITAL EXPENSES				Dedicated Service	\$7.38
Vehicles Purchased				Non-Dedicated Service	\$8.14
Debt Servicing				Transportation Exp. / Hour (Dedicated Service)	\$7.61
Other Capital Expenses				OPERATING	\$7.64
TOTAL CAPITAL EXPENSES				Registrants / Capita	0.0667
CAPITAL FUNDING SOURCES				Passengers / Capita	1.9569
Transit System				Passengers / Registrant	29.34
Federal Contributions				Passengers / Hour (Dedicated Service)	
Provincial Contributions				Kms / Passenger (Dedicated Service)	
Municipal Contributions				Average Speed (Dedicated Service)	
Other / Donations					
TOTAL CAPITAL FUNDING					

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 net daily fee which includes the expenses for driver, fuel, labour for maintenance, and booking. The Municipality is responsible for the maintenance expense associated with its own bus. The second bus provided by the contractor is paid at a set rate inclusive of all expenses. Employment statistics for the service are not available from the contractor.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	13,426	
Wheelchair/Scooter Users	1,790	
Attendants	395	
Companions		
Other (specified)		
TOTAL	15,611	

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 Operator (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:
 Service area (km²):
 Communities served:
 Service began:
 Advisory Committee members: N/A
 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	2010	2011
Rev. Veh. Km. - Dedicated Service	433,917	
Tot. Veh. Km. - Dedicated Service	433,917	
Rev. Veh. Hrs. - Dedicated Service	21,070	
Tot. Veh. Hrs. - Dedicated Service	21,070	
Non-Dedicated Service - Veh. Km.	871,323	
Non-Dedicated Service - Veh. Hrs.	53,956	
PASSENGER DATA		
Dedicated Service	70,325	
Non-Dedicated Service		
TOTAL PASSENGERS	70,325	
Subscription / Pre-booked	5%	
Reservation	85%	
On-Demand / Day of trip	10%	
Cancelled in advance	2,105	
No-shows / Cancelled at door	528	
Unaccommodated trips	1,750	
Number of complaints	36	
OPERATING EXPENSES		
Administration	\$183,834	
Operations:		
Internal - Dedicated Service	\$612,136	
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$61,707	
Fuel	\$61,494	
TOTAL OPERATING EXPENSES	\$919,171	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$249,000	
Other Operating Revenue		
Total Operating Revenue	\$249,000	
Federal Contributions		
Provincial Contributions	\$569,871	
Municipal Contributions		
Other / Donations	\$100,300	
TOTAL	\$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	

* 2011 data were not available.

SERVICE HOURS / SCHEDULING				
Weekday:	to	Sunday:	to	
Saturday:	to	Holiday:	to	
Advanced booking notice:	day(s)			
Minimum notice for reservation:	0.0 hour(s)			
Reservations / Scheduling:				
FARE STRUCTURE				
Effective Date		Tickets/Cards	Monthly Pass	Free
	Cash	(unit price)		
Adult				☐
Child				☐
Student				☐
Senior				☐
Attendant				☐
Companion				☐
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		2010	2011	
R/C Ratio		27%		
Net Operating Cost / Capita		\$9.18		
Total Exp. / Passenger		\$13.07		
Total Exp. / Eligible Passenger		\$15.75		
Transportation Exp. / Passenger				
Dedicated Service		\$10.46		
Non-Dedicated Service				
Transportation Exp. / Hour (Dedicated Service)		\$34.90		
OPERATING				
Registrants / Capita		0.0480		
Passengers / Capita		0.9634		
Passengers / Registrant		20.05		
Passengers / Hour (Dedicated Service)		3.34		
Kms / Passenger (Dedicated Service)		6.17		
Average Speed (Dedicated Service)		20.59		

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

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

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Kawartha Lakes (Urban)

LIMO		Population served:	19,361	REGISTRANTS	Active	Total
Contact: Todd Bryant		Service area (km²):	25.0	Wheelchair/Scooter Users:	700	700
Title: Transit Supervisor		Communities served:	1	Ambulatory:		
Telephone: 705-324-9411 x1102		Service began:	01/01/2001	Attendants:		
Fax: 705-324-1155		Advisory Committee members:	10	Companions:		
Email: tbryant@city.kawarthalakes.on.ca		Eligibility Committee members:	N/A	Other:		
				Total:	700	700
Dedicated Serv. Operated by: ☒ Transit System/Municipality		Non-Dedicated Service: ☐ Contractors:		Eligibility Criteria: ☒ Unable to Board		
☐ Private Contractor(s), number:		Taxi Scrip Program Available: ☐		☒ Unable to Use		
☐ Private Non-Profit Org.				☒ Other Criteria		

VEHICLE KILOMETRES & HOURS	2010	2011	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service		39,520	Weekday: 0800 to 1700	Sunday:	to	
Tot. Veh. Km. - Dedicated Service		41,320	Saturday: 1000 to 1700	Holiday:	to	
Rev. Veh. Hrs. - Dedicated Service		2,548	Advanced booking notice:	60 day(s)		
Tot. Veh. Hrs. - Dedicated Service		2,860	Minimum notice for reservation:	0.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling:	Manual		
Non-Dedicated Service - Veh. Hrs.						
PASSENGER DATA			FARE STRUCTURE			
Dedicated Service	5,513	6,051	Effective Date 07/09/2010	Tickets/Cards	Monthly Pass	Free
Non-Dedicated Service			Cash	(unit price)		
TOTAL PASSENGERS	5,513	6,051	Adult	\$2.00	\$1.66	\$60.00
Subscription / Pre-booked	0%	50%	Child	\$1.00		
Reservation	0%	45%	Student	\$1.50	\$1.43	\$50.00
On-Demand / Day of trip	0%	5%	Senior	\$1.50	\$1.43	\$50.00
Cancelled in advance		600	Attendant			☒
No-shows / Cancelled at door			Companion			☒
Unaccommodated trips		2,496	Other	Children 5 and under ride free		
Number of complaints						
OPERATING EXPENSES			EMPLOYEE DATA	Full-time	Part-time	
Administration			Operators		2	
Operations:			Other Operations		1	
Internal - Dedicated Service			Vehicle Mechanics			
Contract - Dedicated Service			General and Administration			
Contract - Non-Dedicated Service			Other			
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		3	
Maintenance (Vehicles & Facilities)			Union Affiliations:	Operators: CUPE 855		
Fuel				Mechanics: CUPE 855		
TOTAL OPERATING EXPENSES				Other (specify): CUPE 855 (Admin)		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Operator Wage Rate: \$20.04			
Passenger Revenue			Top Mechanic Wage Rate: \$24.00			
Other Operating Revenue						
Total Operating Revenue			PERFORMANCE INDICATORS			
Federal Contributions			FINANCIAL	2010	2011	
Provincial Contributions			R/C Ratio			
Municipal Contributions			Net Operating Cost / Capita			
Other / Donations			Total Exp. / Passenger			
TOTAL			Total Exp. / Eligible Passenger			
CAPITAL EXPENSES			Transportation Exp. / Passenger			
Vehicles Purchased			Dedicated Service			
Debt Servicing			Non-Dedicated Service			
Other Capital Expenses			Transportation Exp. / Hour (Dedicated Service)			
TOTAL CAPITAL EXPENSES			OPERATING			
CAPITAL FUNDING SOURCES			Registrants / Capita	0.0549	0.0362	
Transit System			Passengers / Capita	0.2848	0.3125	
Federal Contributions			Passengers / Registrant	5.19	8.64	
Provincial Contributions			Passengers / Hour (Dedicated Service)		2.37	
Municipal Contributions			Kms / Passenger (Dedicated Service)		6.53	
Other / Donations			Average Speed (Dedicated Service)		15.51	
TOTAL CAPITAL FUNDING						

Please note under the employee statistics all our drivers can operate both conventional and specialized transit buses. The Administration assistant provides support for both services including dispatching. Specialized Transit Financial Data (Revenue and Expense) has been consolidated with the 2011 Urban Transit Statistics report.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	6,051	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	6,051	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	5	12
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipal Transit System			
Vehicle maintenance responsibility:	Municipal Fleet Services			
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): 29.0
 Communities served: 1
 Service began: 16/06/1980
 Advisory Committee members: 5
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	77	77
Ambulatory:	92	92
Attendants:	35	35
Companions:		
Other:		
Total:	204	204

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	44,940	42,051
Tot. Veh. Km. - Dedicated Service	45,859	42,354
Rev. Veh. Hrs. - Dedicated Service	3,126	2,783
Tot. Veh. Hrs. - Dedicated Service	3,279	2,934
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	8,156	7,294
Non-Dedicated Service		
TOTAL PASSENGERS	8,156	7,294
Subscription / Pre-booked	90%	90%
Reservation	6%	6%
On-Demand / Day of trip	4%	4%
Cancelled in advance	24	25
No-shows / Cancelled at door	6	6
Unaccommodated trips	8	10
Number of complaints	2	2

OPERATING EXPENSES

Administration	\$24,565	\$25,133
Operations:		
Internal - Dedicated Service	\$63,709	\$56,608
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,452	\$16,607
Fuel	\$10,943	\$13,174
TOTAL OPERATING EXPENSES	\$113,669	\$111,522

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$40,426	\$37,678
Other Operating Revenue		
Total Operating Revenue	\$40,426	\$37,678
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$81,803	\$81,803
Other / Donations	\$8,466	\$18,859
TOTAL	\$130,695	\$138,340

CAPITAL EXPENSES

Vehicles Purchased		\$91,382
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$91,382

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$91,382	
Other / Donations		
TOTAL CAPITAL FUNDING	\$91,382	

* Other Eligibility Criteria: Doctor Recommended

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1700	Sunday:	to
Saturday:	0700 to 1500	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/03/2008				
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

	Full-time	Part-time
Operators		4
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

4

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

Top Operator Wage Rate: \$15.22

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	36%	34%
Net Operating Cost / Capita	\$4.58	\$4.62
Total Exp. / Passenger	\$13.94	\$15.29
Total Exp. / Eligible Passenger	\$15.32	\$16.80
Transportation Exp. / Passenger		
Dedicated Service	\$10.92	\$11.84
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$27.17	\$29.44
OPERATING		
Registrants / Capita	0.0139	0.0128
Passengers / Capita	0.5098	0.4559
Passengers / Registrant	36.74	35.75
Passengers / Hour (Dedicated Service)	2.61	2.62
Kms / Passenger (Dedicated Service)	5.51	5.77
Average Speed (Dedicated Service)	14.38	15.11

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,313	
Wheelchair/Scooter Users	5,325	
Attendants	656	
Companions		
Other (specified)		
TOTAL	7,294	

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 Services

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

Population served: 123,363
 Service area (km²): 451.2
 Communities served: 1
 Service began: 01/09/1967
 Advisory Committee members: 11
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	823	1,611
Ambulatory:	486	949
Attendants:		
Companions:		
Other:		
Total:	1,309	2,560

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	462,913	518,339
Tot. Veh. Km. - Dedicated Service	487,276	518,339
Rev. Veh. Hrs. - Dedicated Service	24,655	25,581
Tot. Veh. Hrs. - Dedicated Service	28,156	28,636
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	61,345	64,434
Non-Dedicated Service	3,122	2,007
TOTAL PASSENGERS	64,467	66,441
Subscription / Pre-booked	52%	50%
Reservation	48%	50%
On-Demand / Day of trip	0%	0%
Cancelled in advance	18,209	16,052
No-shows / Cancelled at door	1,152	1,204
Unaccommodated trips	2,607	1,778
Number of complaints		

OPERATING EXPENSES

Administration	\$316,926	\$332,530
Operations:		
Internal - Dedicated Service	\$1,171,604	\$1,232,497
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$31,845	\$18,349
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$261,339	\$201,846
Fuel	\$122,308	\$173,587
TOTAL OPERATING EXPENSES	\$1,904,022	\$1,958,809

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$153,328	\$155,064
Other Operating Revenue	\$20,482	\$65,857
Total Operating Revenue	\$173,810	\$220,921
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,732,497	\$1,785,571
Other / Donations	\$350	\$1,600
TOTAL	\$1,906,657	\$2,008,092

CAPITAL EXPENSES

Vehicles Purchased		\$294,138
Debt Servicing		
Other Capital Expenses		\$29,562
TOTAL CAPITAL EXPENSES		\$323,700

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$323,700
Other / Donations		
TOTAL CAPITAL FUNDING		\$323,700

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:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	01/07/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50			☐
Child	\$2.50			☐
Student	\$2.50			☐
Senior	\$2.50			☐
Attendant	\$2.50			☐
Companion	\$2.50			☐
Other				

EMPLOYEE DATA

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

Union Affiliations: Operators: CAW 4266
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$19.14

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	9%	11%
Net Operating Cost / Capita	\$11.36	\$14.09
Total Exp. / Passenger	\$29.53	\$29.48
Total Exp. / Eligible Passenger	\$33.22	\$33.34
Transportation Exp. / Passenger		
Dedicated Service	\$25.35	\$24.95
Non-Dedicated Service	\$10.20	\$9.14
Transportation Exp. / Hour (Dedicated Service)	\$55.24	\$56.15
OPERATING		
Registrants / Capita	0.0165	0.0208
Passengers / Capita	0.4231	0.5386
Passengers / Registrant	25.60	25.95
Passengers / Hour (Dedicated Service)	2.49	2.52
Kms / Passenger (Dedicated Service)	7.55	8.04
Average Speed (Dedicated Service)	18.78	20.26

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	26,391	2,007
Wheelchair/Scooter Users	30,361	
Attendants		
Companions	7,682	
Other (specified)		
TOTAL	64,434	2,007

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1		6
Small Buses	19	15	5	5
Other				
TOTAL DED. VEHICLES	20	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: 71,995
 Service area (km²): 3,000.0
 Communities served: 9
 Service began: 01/01/1991
 Advisory Committee members: 7
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 103
 Ambulatory: 499
 Attendants:
 Companions:
 Other:
Total: 602

Active
 103
 499
 602
Total
 305
 3,505
 3,810

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	2010	2011
Rev. Veh. Km. - Dedicated Service	400,886	540,000
Tot. Veh. Km. - Dedicated Service	400,886	544,000
Rev. Veh. Hrs. - Dedicated Service	12,769	14,145
Tot. Veh. Hrs. - Dedicated Service	12,769	14,975
Non-Dedicated Service - Veh. Km.	36,084	10,300
Non-Dedicated Service - Veh. Hrs.	1,149	515
PASSENGER DATA		
Dedicated Service	13,419	16,888
Non-Dedicated Service	1,081	1,030
TOTAL PASSENGERS	14,500	17,918
Subscription / Pre-booked	5%	5%
Reservation	90%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	861	2,490
No-shows / Cancelled at door	125	194
Unaccommodated trips	135	194
Number of complaints	12	6
OPERATING EXPENSES		
Administration	\$168,052	\$126,000
Operations:		
Internal - Dedicated Service	\$214,686	\$393,000
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$15,516	\$10,750
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$21,815	\$38,250
Fuel	\$45,500	\$62,750
TOTAL OPERATING EXPENSES	\$465,569	\$630,750
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$417,974	\$480,125
Other Operating Revenue		\$8,588
Total Operating Revenue	\$417,974	\$488,713
Federal Contributions		
Provincial Contributions	\$73,000	\$212,000
Municipal Contributions	\$81,500	\$82,000
Other / Donations	\$40	\$1,405
TOTAL	\$572,514	\$784,118
CAPITAL EXPENSES		
Vehicles Purchased	\$52,806	\$105,000
Debt Servicing		
Other Capital Expenses	\$5,000	\$24,000
TOTAL CAPITAL EXPENSES	\$57,806	\$129,000
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions	\$57,806	\$129,000
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$57,806	\$129,000

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

SERVICE HOURS / SCHEDULING		
Weekday:	0500 to 2200	Sunday: to
Saturday:	to	Holiday: to
Advanced booking notice:	180 day(s)	
Minimum notice for reservation:	1.0 hour(s)	
Reservations / Scheduling:	Fully Computerized	
FARE STRUCTURE		
Effective Date	01/01/2011	
Cash	Tickets/Cards	Monthly Pass
	(unit price)	Free
Adult		☐
Child		☐
Student		☐
Senior		☐
Attendant		☐
Companion		☐
Other	\$15 in town, max. \$70 Ottawa/Kingston	☐
EMPLOYEE DATA	Full-time	Part-time
Operators	12	
Other Operations	2	
Vehicle Mechanics		
General and Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	16	
Union Affiliations:	Operators:	
	Mechanics:	
	Other (specify):	
Top Operator Wage Rate:	\$14.75	
Top Mechanic Wage Rate:		
PERFORMANCE INDICATORS		
FINANCIAL	2010	2011
R/C Ratio	90%	77%
Net Operating Cost / Capita	\$0.67	\$1.97
Total Exp. / Passenger	\$32.11	\$35.20
Total Exp. / Eligible Passenger	\$33.86	\$36.38
Transportation Exp. / Passenger		
Dedicated Service	\$21.02	\$29.25
Non-Dedicated Service	\$14.35	\$10.44
Transportation Exp. / Hour (Dedicated Service)	\$22.08	\$32.99
OPERATING		
Registrants / Capita	0.0422	0.0529
Passengers / Capita	0.2028	0.2489
Passengers / Registrant	4.80	4.70
Passengers / Hour (Dedicated Service)	1.05	1.19
Kms / Passenger (Dedicated Service)	29.87	31.98
Average Speed (Dedicated Service)	31.40	38.18

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	15,606	1,030
Wheelchair/Scooter Users	702	
Attendants	580	
Companions		
Other (specified)		
TOTAL	16,888	1,030

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	8	8	N/A
Accessible Vans / Minivans	4	4	3
Small Buses			
Other			
TOTAL DED. VEHICLES	12	12	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: 519-326-8629 x344
 Fax: 519-326-8697
 Email: mwybenga@secc.on.ca

Population served: 53,236
 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:	177	177
Ambulatory:	360	360
Attendants:		
Companions:		
Other:		
Total:	537	537

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	93,991	107,506
Tot. Veh. Km. - Dedicated Service	93,991	107,506
Rev. Veh. Hrs. - Dedicated Service	5,200	6,900
Tot. Veh. Hrs. - Dedicated Service	5,200	6,900
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	8,590	9,758
Non-Dedicated Service		
TOTAL PASSENGERS	8,590	9,758
Subscription / Pre-booked	43%	39%
Reservation	55%	60%
On-Demand / Day of trip	2%	1%
Cancelled in advance	601	459
No-shows / Cancelled at door	334	258
Unaccommodated trips	352	28
Number of complaints	2	

OPERATING EXPENSES

	2010	2011
Administration	\$10,818	\$12,463
Operations:		
Internal - Dedicated Service	\$170,641	\$190,950
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,910	\$28,299
Fuel	\$17,684	\$28,768
TOTAL OPERATING EXPENSES	\$213,053	\$260,480

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$53,783	\$73,286
Other Operating Revenue	\$2,492	\$1,261
Total Operating Revenue	\$56,275	\$74,547
Federal Contributions		
Provincial Contributions	\$135,256	\$164,921
Municipal Contributions	\$21,012	\$21,012
Other / Donations	\$510	
TOTAL	\$213,053	\$260,480

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: 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: Leamington \$5,000, Kingsville \$5,000, and Chatham-Kent \$5,000; fundraising and interest \$10,172.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	01/04/2006	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$5.00			
Child	\$5.00			
Student	\$5.00			
Senior	\$5.00			
Attendant	\$2.50			
Companion	\$2.50			
Other	Elsewhere in Windsor/Essex County \$10.00; after hours, fees based on c			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.48

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	26%	29%
Net Operating Cost / Capita	\$3.07	\$3.49
Total Exp. / Passenger	\$24.80	\$26.69
Total Exp. / Eligible Passenger	\$27.54	\$29.58
Transportation Exp. / Passenger		
Dedicated Service	\$23.54	\$25.42
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.89	\$35.94
OPERATING		
Registrants / Capita	0.0099	0.0101
Passengers / Capita	0.1684	0.1833
Passengers / Registrant	16.94	18.17
Passengers / Hour (Dedicated Service)	1.65	1.41
Kms / Passenger (Dedicated Service)	10.94	11.02
Average Speed (Dedicated Service)	18.08	15.58

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,580	
Wheelchair/Scooter Users	2,227	
Attendants	951	
Companions		
Other (specified)		
TOTAL	9,758	

VEHICLE DATA

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

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

London

London Community Transportation Brokerage

Contact: Kelly Paleczny
 Title: Director of Finance and Administration
 Telephone: 519-451-1340 x366
 Fax: 519-451-0153
 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	Active	Total
Wheelchair/Scooter Users:	1,638	1,639
Ambulatory:	2,458	2,458
Attendants:		
Companions:		
Other:		
Total:	4,096	4,097

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

	2010	2011
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	85,097	90,973
Tot. Veh. Hrs. - Dedicated Service	85,097	90,973
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.	11,592	11,621

PASSENGER DATA

Dedicated Service	207,750	231,067
Non-Dedicated Service	30,213	23,923
TOTAL PASSENGERS	237,963	254,990
Subscription / Pre-booked	30%	30%
Reservation	61%	61%
On-Demand / Day of trip	9%	9%
Cancelled in advance	34,861	36,311
No-shows / Cancelled at door	3,774	4,297
Unaccommodated trips	5,995	5,967
Number of complaints	86	86

OPERATING EXPENSES

Administration	\$90,512	\$94,952
Operations:		
Internal - Dedicated Service	\$575,682	\$646,084
Contract - Dedicated Service	\$2,770,689	\$3,072,380
Contract - Non-Dedicated Service	\$324,323	\$330,983
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$3,761,206	\$4,144,399

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$417,231	\$461,876
Other Operating Revenue		
Total Operating Revenue	\$417,231	\$461,876
Federal Contributions		
Provincial Contributions	\$449,875	\$659,623
Municipal Contributions	\$2,894,100	\$3,022,900
Other / Donations		
TOTAL	\$3,761,206	\$4,144,399

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:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	01/12/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$1.90	\$81.00	☐
Child	\$1.35	\$1.10		☐
Student	\$2.75	\$1.54		☐
Senior	\$2.75	\$1.43	\$57.50	☒
Attendant				☐
Companion	\$2.75			
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations	7	
Vehicle Mechanics		
General and Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	9	

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$9.16	\$10.08
Total Exp. / Passenger	\$15.81	\$16.25
Total Exp. / Eligible Passenger	\$17.68	\$18.46
Transportation Exp. / Passenger		
Dedicated Service	\$16.11	\$16.09
Non-Dedicated Service	\$10.73	\$13.84
Transportation Exp. / Hour (Dedicated Service)	\$39.32	\$40.87
OPERATING		
Registrants / Capita	0.0109	0.0112
Passengers / Capita	0.6516	0.6982
Passengers / Registrant	59.55	62.24
Passengers / Hour (Dedicated Service)	2.44	2.54
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	120,320	21,530
Wheelchair/Scooter Users	80,213	2,392
Attendants	30,533	
Companions		
Other (specified)		
TOTAL	231,066	23,922

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	6	6	
Accessible Vans / Minivans			
Small Buses	23	23	4
Other	1	1	12
TOTAL DED. VEHICLES	30	30	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: 807-227-5433
 Email: clerktreasurer@visitmachin.com

Population served: 968
 Service area (km²): 288.9
 Communities served: 1
 Service began: 01/01/1991
 Advisory Committee members: 6
 Eligibility Committee members: 6

REGISTRANTS
 Wheelchair/Scooter Users: 2
 Ambulatory: 90
 Attendants:
 Companions:
 Other:
Total: 92

Active
 2
 90
 92

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 1,050
 Tot. Veh. Hrs. - Dedicated Service 1,075
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA

Dedicated Service 6,545
 Non-Dedicated Service

TOTAL PASSENGERS

Subscription / Pre-booked 100%
 Reservation 0%
 On-Demand / Day of trip 0%

Cancelled in advance
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints 1

OPERATING EXPENSES

Administration \$1,000
 Operations:
 Internal - Dedicated Service \$23,184
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities) \$4,190

Fuel \$5,652

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$8,687
 Other Operating Revenue

Total Operating Revenue \$8,687

Federal Contributions \$25,339

Provincial Contributions \$17,823

Municipal Contributions \$4,588

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: 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: 365 day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date 01/01/2011

Cash

Adult \$3.50

Child

Student

Senior \$3.50

Attendant

Companion \$3.50

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: \$15.00

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

Passengers / Capita

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ambulatory

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL

VEHICLE DATA

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

TOTAL DED. VEHICLES

Vehicle ownership: Municipality

Vehicle maintenance responsibility: Municipality

Accessible taxis:

Full-time

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$15.00

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

Passengers / Capita

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ambulatory

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL

VEHICLE DATA

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

TOTAL DED. VEHICLES

Vehicle ownership: Municipality

Vehicle maintenance responsibility: Municipality

Accessible taxis:

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: \$15.00

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

Passengers / Capita

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ambulatory

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL

VEHICLE DATA

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

TOTAL DED. VEHICLES

Vehicle ownership: Municipality

Vehicle maintenance responsibility: Municipality

Accessible taxis:

Meaford

Georgian HandiVan

Contact: Bill Monahan
 Title: President
 Telephone: 519-538-9147
 Fax:
 Email: bill@homebuttons.ca

Population served: 10,000
 Service area (km²): 100.0
 Communities served: 1
 Service began: 01/06/1990
 Advisory Committee members: 6
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 21
 Ambulatory: 70
 Attendants: 8
 Companions:
 Other:
Total: 99

Active
 21
 70
 8
 175

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	35,000	35,000
Tot. Veh. Km. - Dedicated Service	35,000	35,000
Rev. Veh. Hrs. - Dedicated Service	1,585	1,634
Tot. Veh. Hrs. - Dedicated Service	2,000	2,024
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	6,571	6,059
Non-Dedicated Service		
TOTAL PASSENGERS	6,571	6,059
Subscription / Pre-booked	30%	0%
Reservation	60%	0%
On-Demand / Day of trip	10%	0%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service		
Contract - Dedicated Service	\$55,371	\$58,323
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		

Maintenance (Vehicles & Facilities) \$11,315 \$13,537

Fuel \$6,171 \$3,534

TOTAL OPERATING EXPENSES **\$72,857** **\$75,394**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,633	\$7,930
Other Operating Revenue	\$20,050	\$20,990

Total Operating Revenue \$31,683 \$28,920

Federal Contributions

Provincial Contributions \$14,568

Municipal Contributions \$41,174 \$31,906

Other / Donations

TOTAL **\$72,857** **\$75,394**

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

Gasoline should be approx. \$8,000.00. Part way through the year the municipality began refueling from the municipal yard and didn't keep track of the quantities or cost.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	8.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date	01/01/2005	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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	2010	2011
R/C Ratio	43%	38%
Net Operating Cost / Capita	\$4.12	\$4.65
Total Exp. / Passenger	\$11.09	\$12.44
Total Exp. / Eligible Passenger	\$11.17	\$21.77
Transportation Exp. / Passenger		
Dedicated Service	\$11.09	\$12.44
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$36.43	\$37.25
OPERATING		
Registrants / Capita	0.0175	0.0175
Passengers / Capita	0.6571	0.6059
Passengers / Registrant	37.55	34.62
Passengers / Hour (Dedicated Service)	4.15	3.71
Kms / Passenger (Dedicated Service)	5.33	5.78
Average Speed (Dedicated Service)	22.08	21.42

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,929	
Wheelchair/Scooter Users	535	
Attendants	150	
Companions		
Other (specified)	2,445	
TOTAL	6,059	

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: Doug Collette
 Title: Technical Services Manager
 Telephone: 705-526-4275 x2221
 Fax: 705-526-9971
 Email: dcollette@midland.ca

Population served: 12,500
 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:
 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

	2010	2011
Rev. Veh. Km. - Dedicated Service	21,689	31,566
Tot. Veh. Km. - Dedicated Service	21,689	31,566
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,533	3,878
Non-Dedicated Service		
TOTAL PASSENGERS	3,533	3,878
Subscription / Pre-booked	20%	0%
Reservation	75%	0%
On-Demand / Day of trip	5%	0%
Cancelled in advance	283	226
No-shows / Cancelled at door	2	60
Unaccommodated trips	9	3
Number of complaints		

OPERATING EXPENSES

Administration	\$9,341	\$9,533
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$58,889	\$69,706
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$877	\$1,730
Fuel	\$5,176	\$4,630
TOTAL OPERATING EXPENSES	\$74,283	\$85,599

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,490	\$8,235
Other Operating Revenue		
Total Operating Revenue	\$6,490	\$8,235
Federal Contributions		
Provincial Contributions	\$60,238	\$40,590
Municipal Contributions	\$7,556	\$36,774
Other / Donations		
TOTAL	\$74,284	\$85,599

CAPITAL EXPENSES

Vehicles Purchased		\$128,630
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$128,630

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$128,630
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$128,630

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$17.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	9%	10%
Net Operating Cost / Capita	\$4.06	\$6.19
Total Exp. / Passenger	\$21.03	\$22.07
Total Exp. / Eligible Passenger	\$22.57	\$23.15
Transportation Exp. / Passenger		
Dedicated Service	\$18.38	\$19.61
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0232	0.0268
Passengers / Capita	0.2116	0.3102
Passengers / Registrant	9.13	11.58
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	6.14	8.14
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,431	
Wheelchair/Scooter Users	1,267	
Attendants	180	
Companions		
Other (specified)		
TOTAL	3,878	

VEHICLE DATA

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

Vehicle ownership: Municipal Transit System
 Vehicle maintenance responsibility: Municipal Transit System
 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: 92,000
 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:	73	73
Ambulatory:	231	231
Attendants:	81	81
Companions:		
Other:		
Total:	385	385

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.

2010 2011

PASSENGER DATA

Dedicated Service 2,946
 Non-Dedicated Service 475
TOTAL PASSENGERS 3,421
 Subscription / Pre-booked 0%
 Reservation 0%
 On-Demand / Day of trip 0%

Cancelled in advance 390
 No-shows / Cancelled at door 105
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$134,988
 Contract - Non-Dedicated Service \$10,029
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES \$145,017

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$7,993
 Other Operating Revenue

Total Operating Revenue \$7,993

Federal Contributions

Provincial Contributions

Municipal Contributions \$137,024

Other / Donations

TOTAL \$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

New paratransit service delivery commenced in July 2011 utilizing a fully non-dedicated taxi-based system.

SERVICE HOURS / SCHEDULING

Weekday: 0730 to 1730 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date	02/02/2004	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00			☐
Child	\$3.00			☐
Student	\$3.00			☐
Senior	\$3.00			☒
Attendant				☐
Companion	\$3.00			
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	2010	2011
R/C Ratio	6%	9%
Net Operating Cost / Capita	\$1.52	\$0.89
Total Exp. / Passenger	\$42.39	\$24.42
Total Exp. / Eligible Passenger	\$42.39	\$24.42
Transportation Exp. / Passenger		
Dedicated Service	\$45.82	\$51.92
Non-Dedicated Service	\$21.11	\$9.14
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0043	0.0042
Passengers / Capita	0.0380	0.0400
Passengers / Registrant	8.91	9.57
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,315	2,368
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	1,315	2,368

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	2	1	3	4
Other				
TOTAL DED. VEHICLES	2	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: 82,997
 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: 640
 Ambulatory: 657
 Attendants:
 Companions:
 Other:
Total: 1,297

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	180,403	200,472
Tot. Veh. Km. - Dedicated Service	180,403	200,472
Rev. Veh. Hrs. - Dedicated Service	9,707	9,744
Tot. Veh. Hrs. - Dedicated Service	9,707	9,744
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	23,371	27,809
Non-Dedicated Service	23	38
TOTAL PASSENGERS	23,394	27,847
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	2,708	2,964
No-shows / Cancelled at door	130	206
Unaccommodated trips	180	415
Number of complaints		

OPERATING EXPENSES

Administration	\$22,004	\$19,989
Operations:		
Internal - Dedicated Service	\$383,932	\$408,357
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$497	\$535
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$59,395	\$99,492
Fuel	\$44,721	\$53,244
TOTAL OPERATING EXPENSES	\$510,549	\$581,617

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$47,106	\$53,432
Other Operating Revenue	\$63,482	\$77,550
Total Operating Revenue	\$110,588	\$130,983
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$398,428	\$398,428
Other / Donations		
TOTAL	\$509,016	\$529,411

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: includes any individual that is visually or cognitively impaired. * We do not have any taxi companies under contract, we just call if only if needed due to breakdown or emergency.

SERVICE HOURS / SCHEDULING

Weekday:	0750 to 1930	Sunday:	0920 to 1930
Saturday:	0920 to 2300	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	01/07/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.30		☐
Child	\$2.50	\$2.30		☐
Student	\$2.50	\$2.30		☐
Senior	\$2.50	\$2.30		☐
Attendant	\$2.50	\$2.30		☐
Companion	\$2.50	\$2.30		☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	4	8
Other Operations	1	1
Vehicle Mechanics		
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	5	10

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

Top Operator Wage Rate: \$21.83

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	22%	23%
Net Operating Cost / Capita	\$4.86	\$5.43
Total Exp. / Passenger	\$21.82	\$20.89
Total Exp. / Eligible Passenger	\$21.82	\$20.89
Transportation Exp. / Passenger		
Dedicated Service	\$20.88	\$20.18
Non-Dedicated Service	\$21.61	\$14.07
Transportation Exp. / Hour (Dedicated Service)	\$50.28	\$57.58
OPERATING		
Registrants / Capita	0.0145	0.0156
Passengers / Capita	0.2844	0.3355
Passengers / Registrant	19.63	21.47
Passengers / Hour (Dedicated Service)	2.41	2.85
Kms / Passenger (Dedicated Service)	7.72	7.21
Average Speed (Dedicated Service)	18.58	20.57

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	20,604	36
Wheelchair/Scooter Users	7,205	2
Attendants		
Companions		
Other (specified)		
TOTAL	27,809	38

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: Associate Director Fleet Service & Niagara Spe
 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: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	171	646
Ambulatory:	189	708
Attendants:	52	194
Companions:	3	8
Other:		
Total:	415	1,556

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	428,261	397,158
Tot. Veh. Km. - Dedicated Service	428,261	397,158
Rev. Veh. Hrs. - Dedicated Service	12,224	12,657
Tot. Veh. Hrs. - Dedicated Service	12,224	12,657
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	13,975	15,223
Non-Dedicated Service		
TOTAL PASSENGERS	13,975	15,223
Subscription / Pre-booked	68%	67%
Reservation	31%	30%
On-Demand / Day of trip	1%	3%
Cancelled in advance	1,307	1,502
No-shows / Cancelled at door	3	8
Unaccommodated trips	21	161
Number of complaints	5	5

OPERATING EXPENSES

	2010	2011
Administration		\$100,000
Operations:		
Internal - Dedicated Service	\$585,419	\$532,796
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$105,769	\$58,638
Fuel	\$84,303	\$96,629
TOTAL OPERATING EXPENSES	\$775,491	\$788,063

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$105,551	\$93,240
Other Operating Revenue		\$5,375
Total Operating Revenue	\$105,551	\$98,615
Federal Contributions		
Provincial Contributions	\$464,531	\$130,721
Municipal Contributions	\$205,410	\$558,727
Other / Donations		
TOTAL	\$775,491	\$788,063

CAPITAL EXPENSES

	2010	2011
Vehicles Purchased		\$489,577
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$489,577

CAPITAL FUNDING SOURCES

	2010	2011
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		\$489,577
TOTAL CAPITAL FUNDING		\$489,577

SERVICE HOURS / SCHEDULING

	2010	2011
Weekday: 0700 to 2200		
Saturday: 0800 to 1600		
Sunday: to		
Holiday: to		
Advanced booking notice: 2 day(s)		
Minimum notice for reservation: 48.0 hour(s)		
Reservations / Scheduling: Partially Computerized		

FARE STRUCTURE

Effective Date	06/11/2006	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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: \$31.75

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$1.54	\$1.58
Total Exp. / Passenger	\$55.49	\$51.77
Total Exp. / Eligible Passenger	\$65.29	\$59.71
Transportation Exp. / Passenger		
Dedicated Service	\$55.49	\$45.20
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$63.44	\$54.36
OPERATING		
Registrants / Capita	0.0032	0.0036
Passengers / Capita	0.0321	0.0350
Passengers / Registrant	10.17	9.78
Passengers / Hour (Dedicated Service)	1.14	1.20
Kms / Passenger (Dedicated Service)	30.64	26.09
Average Speed (Dedicated Service)	35.03	31.38

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,295	
Wheelchair/Scooter Users	6,903	
Attendants	1,935	
Companions	90	
Other (specified)		
TOTAL	15,223	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans			
Small Buses	6	5	6
Other			16
TOTAL DED. VEHICLES	6	5	N/A

Vehicle ownership: Regional Municipality
 Vehicle maintenance responsibility: Regional Municipality
 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: 913
 Ambulatory: 828
 Attendants:
 Companions:
 Other:
Total: 1,741

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	167,825	171,853
Tot. Veh. Km. - Dedicated Service	167,825	171,853
Rev. Veh. Hrs. - Dedicated Service	10,492	10,604
Tot. Veh. Hrs. - Dedicated Service	10,492	10,604
Non-Dedicated Service - Veh. Km.	30,734	27,300
Non-Dedicated Service - Veh. Hrs.	1,383	1,154

PASSENGER DATA

Dedicated Service	30,751	29,584
Non-Dedicated Service	8,672	9,194
TOTAL PASSENGERS	39,423	38,778
Subscription / Pre-booked	48%	0%
Reservation	0%	0%
On-Demand / Day of trip	52%	0%
Cancelled in advance	9,474	9,011
No-shows / Cancelled at door	363	446
Unaccommodated trips	525	637
Number of complaints	10	9

OPERATING EXPENSES

Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service	\$2,370	\$744
Contract - Dedicated Service	\$369,338	\$367,603
Contract - Non-Dedicated Service	\$87,621	\$93,352
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$92,714	\$79,514
Fuel	\$52,581	\$67,867
TOTAL OPERATING EXPENSES	\$623,207	\$627,662

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$82,583	\$83,595
Other Operating Revenue		
Total Operating Revenue	\$82,583	\$83,595
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$540,624	\$544,067
Other / Donations		
TOTAL	\$623,207	\$627,662

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 2300
Saturday:	0830 to 2300	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/04/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$2.25		☐
Child	\$2.50	\$2.25		☐
Student	\$2.50	\$2.25		☐
Senior	\$2.50	\$2.25		☐
Attendant	\$2.50	\$2.25		☐
Companion	\$2.50	\$2.25		☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	6
Other Operations	2	2
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	5	8

Union Affiliations: Operators: Teamsters Union Local 230
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$17.61

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$9.65	\$9.72
Total Exp. / Passenger	\$15.81	\$16.19
Total Exp. / Eligible Passenger	\$18.15	\$19.26
Transportation Exp. / Passenger		
Dedicated Service	\$16.81	\$17.43
Non-Dedicated Service	\$10.10	\$10.15
Transportation Exp. / Hour (Dedicated Service)	\$49.28	\$48.64
OPERATING		
Registrants / Capita	0.0266	0.0311
Passengers / Capita	0.7040	0.6925
Passengers / Registrant	26.51	22.27
Passengers / Hour (Dedicated Service)	2.93	2.79
Kms / Passenger (Dedicated Service)	5.46	5.81
Average Speed (Dedicated Service)	16.00	16.21

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,591	6,601
Wheelchair/Scooter Users	13,606	797
Attendants	4,387	1,796
Companions		
Other (specified)		
TOTAL	29,584	9,194

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	6	6	5	7
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A

Vehicle ownership: Municipal Transit System
 Vehicle maintenance responsibility: Municipal 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:	57	57
Ambulatory:	221	221
Attendants:	51	51
Companions:		
Other:		
Total:	329	329

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	35,917	34,334
Tot. Veh. Km. - Dedicated Service	35,917	34,334
Rev. Veh. Hrs. - Dedicated Service	2,269	2,041
Tot. Veh. Hrs. - Dedicated Service	2,269	2,041
Non-Dedicated Service - Veh. Km.	30,410	34,646
Non-Dedicated Service - Veh. Hrs.	1,000	1,085

PASSENGER DATA

Dedicated Service	6,210	6,268
Non-Dedicated Service	894	1,200
TOTAL PASSENGERS	7,104	7,468
Subscription / Pre-booked	68%	73%
Reservation	30%	23%
On-Demand / Day of trip	2%	4%
Cancelled in advance	1,022	1,204
No-shows / Cancelled at door	137	154
Unaccommodated trips	23	63
Number of complaints		1

OPERATING EXPENSES

Administration	\$18,809	\$47,432
Operations:		
Internal - Dedicated Service	\$94,060	\$57,347
Contract - Dedicated Service	\$748	
Contract - Non-Dedicated Service	\$12,141	\$12,542
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,369	\$17,300
Fuel	\$5,389	\$11,379
TOTAL OPERATING EXPENSES	\$139,516	\$146,000

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$41,055	\$51,959
Other Operating Revenue		
Total Operating Revenue	\$41,055	\$51,959
Federal Contributions		
Provincial Contributions	\$75,141	\$65,857
Municipal Contributions	\$10,817	\$21,365
Other / Donations	\$362	\$6,819
TOTAL	\$127,375	\$146,000

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 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. Volunteer transportation rates are based upon a mileage rate of \$.37/km; VON Perth-Huron is a part of EasyRide - an integrated transportation system in Perth and Huron Counties. All bookings are taken by the EasyRide office (central coordination) and scheduling of vehicles is through Trapeze Novus, a web-based scheduling software program which all partnering agencies have access to. Non-Dedicated Service is provided by VON Volunteers.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1800	Sunday:	0900 to 1300
Saturday:	to	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	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: \$11.50

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	29%	36%
Net Operating Cost / Capita	\$8.04	\$7.67
Total Exp. / Passenger	\$19.64	\$19.55
Total Exp. / Eligible Passenger	\$21.89	\$21.35
Transportation Exp. / Passenger		
Dedicated Service	\$17.48	\$13.72
Non-Dedicated Service	\$13.58	\$10.45
Transportation Exp. / Hour (Dedicated Service)	\$47.85	\$42.15
OPERATING		
Registrants / Capita	0.0282	0.0269
Passengers / Capita	0.5797	0.6094
Passengers / Registrant	20.59	22.70
Passengers / Hour (Dedicated Service)	2.74	3.07
Kms / Passenger (Dedicated Service)	5.78	5.48
Average Speed (Dedicated Service)	15.83	16.82

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,931	1,162
Wheelchair/Scooter Users	745	
Attendants	592	38
Companions		
Other (specified)		
TOTAL	6,268	1,200

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
Accessible Vans / Minivans	1	1	1 3
Small Buses	1	1	4 10
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 x3937
 Fax: 905-338-4703
 Email: rgovender@oakville.ca

Population served: 182,500
 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: 287
 Ambulatory: 745
 Attendants: 137
 Companions:
 Other:
Total: 1,169

Active
 287
 745
 137
1,993

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	241,029	235,979
Tot. Veh. Km. - Dedicated Service	241,029	235,979
Rev. Veh. Hrs. - Dedicated Service	13,945	14,015
Tot. Veh. Hrs. - Dedicated Service	13,945	14,015
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	29,337	30,788
Non-Dedicated Service	16,728	21,263
TOTAL PASSENGERS	46,065	52,051
Subscription / Pre-booked	43%	43%
Reservation	57%	57%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,993	3,831
No-shows / Cancelled at door	558	725
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2010	2011
Administration	\$88,056	\$122,947
Operations:		
Internal - Dedicated Service	\$609,521	\$605,432
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$210,096	\$309,773
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$49,732	\$37,743
Fuel	\$52,914	\$69,015
TOTAL OPERATING EXPENSES	\$1,010,320	\$1,144,910

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$92,943	\$84,631
Other Operating Revenue		
Total Operating Revenue	\$92,943	\$84,631

	2010	2011
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$917,377	\$1,060,279
Other / Donations		
TOTAL	\$1,010,320	\$1,144,910

CAPITAL EXPENSES

	2010	2011
Vehicles Purchased		\$421,552
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$421,552

CAPITAL FUNDING SOURCES

	2010	2011
Transit System		
Federal Contributions		\$44,520
Provincial Contributions		
Municipal Contributions		\$377,032
Other / Donations		
TOTAL CAPITAL FUNDING		\$421,552

SERVICE HOURS / SCHEDULING

	2010	2011
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: 48.0 hour(s)		
Reservations / Scheduling: Fully Computerized		

FARE STRUCTURE

	2010	2011
Effective Date 03/07/2011		
Cash	Tickets/Cards	Monthly Pass
Adult \$3.00	\$2.65	\$94.00
Child		
Student \$3.00	\$2.15	\$60.00
Senior \$3.00	\$1.75	\$50.00
Attendant \$3.00		
Companion \$3.00		
Other Gus Pass \$28; GO co-fare \$0.65; Children < 5 free		

EMPLOYEE DATA

	2010	2011
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

	2010	2011
FINANCIAL		
R/C Ratio	9%	7%
Net Operating Cost / Capita	\$5.08	\$5.81
Total Exp. / Passenger	\$21.93	\$22.00
Total Exp. / Eligible Passenger	\$23.45	\$23.61
Transportation Exp. / Passenger		
Dedicated Service	\$24.28	\$23.13
Non-Dedicated Service	\$12.56	\$14.57
Transportation Exp. / Hour (Dedicated Service)	\$51.07	\$50.82
OPERATING		
Registrants / Capita	0.0084	0.0109
Passengers / Capita	0.2552	0.2852
Passengers / Registrant	30.39	26.12
Passengers / Hour (Dedicated Service)	2.10	2.20
Kms / Passenger (Dedicated Service)	8.22	7.66
Average Speed (Dedicated Service)	17.28	16.84

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	19,111	18,392
Wheelchair/Scooter Users	8,875	2,107
Attendants	1,947	764
Companions	855	
Other (specified)		
TOTAL	30,788	21,263

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
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: 2

Orillia

Orillia Wheelchair Limousine Service

Contact: Karen Strain
 Title: Secretary - Operations
 Telephone: 705-325-8434
 Fax: 705-326-3373
 Email: kstrain@orillia.ca

Population served: 32,140
 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: 325
 Ambulatory: 325
 Attendants: 325
 Companions: 325
 Other: 325
Total: 325

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	22,180	29,246
Tot. Veh. Km. - Dedicated Service	22,180	29,246
Rev. Veh. Hrs. - Dedicated Service	2,863	2,914
Tot. Veh. Hrs. - Dedicated Service	2,863	2,914
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,657	4,698
Non-Dedicated Service		
TOTAL PASSENGERS	4,657	4,698
Subscription / Pre-booked	95%	90%
Reservation	0%	5%
On-Demand / Day of trip	5%	5%
Cancelled in advance	24	59
No-shows / Cancelled at door	10	51
Unaccommodated trips	41	134
Number of complaints	16	2

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$106,679	\$118,218
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$106,679	\$118,218

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,594	\$11,922
Other Operating Revenue		
Total Operating Revenue	\$12,594	\$11,922
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$94,085	\$105,796
Other / Donations		\$500
TOTAL	\$106,679	\$118,218

CAPITAL EXPENSES

Vehicles Purchased		\$186,135
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$186,135

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$186,135
Other / Donations		
TOTAL CAPITAL FUNDING		\$186,135

* 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:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date	01/01/2006	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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

	2010	2011
FINANCIAL		
R/C Ratio	12%	10%
Net Operating Cost / Capita	\$2.97	\$3.31
Total Exp. / Passenger	\$22.91	\$25.16
Total Exp. / Eligible Passenger	\$24.67	\$26.97
Transportation Exp. / Passenger		
Dedicated Service	\$22.91	\$25.16
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.26	\$40.57
OPERATING		
Registrants / Capita	0.0116	0.0101
Passengers / Capita	0.1468	0.1462
Passengers / Registrant	12.65	14.46
Passengers / Hour (Dedicated Service)	1.63	1.61
Kms / Passenger (Dedicated Service)	4.76	6.23
Average Speed (Dedicated Service)	7.75	10.04

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	4,384	
Attendants	314	
Companions		
Other (specified)		
TOTAL	4,698	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	6	10
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Contractor Operator
 Accessible taxis:

Ottawa

Para Transpo

Contact: Karen Barton
 Title: Section Manager, Booking, Scheduling and CS
 Telephone: 613-842-3636 x2593
 Fax: 613-244-4329
 Email: Karen.Barton@ottawa.ca

Population served: 927,118
 Service area (km²): 2,778.0
 Communities served: 1
 Service began: 01/01/1974
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	2,893	4,122
Ambulatory:	6,756	9,538
Attendants:		
Companions:		
Other:		
Total:	9,649	13,660

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	5,586,286	5,497,121
Tot. Veh. Km. - Dedicated Service	6,423,696	6,313,071
Rev. Veh. Hrs. - Dedicated Service	242,999	239,006
Tot. Veh. Hrs. - Dedicated Service	299,925	257,194
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	519,335	538,307
Non-Dedicated Service	316,922	342,347
TOTAL PASSENGERS	836,257	880,654
Subscription / Pre-booked	90%	55%
Reservation	34%	39%
On-Demand / Day of trip	6%	6%
Cancelled in advance	108,846	109,098
No-shows / Cancelled at door	23,791	24,734
Unaccommodated trips	45,327	52,609
Number of complaints	231	692

OPERATING EXPENSES

Administration	\$2,156,190	\$2,270,165
Operations:		
Internal - Dedicated Service	\$13,249,766	\$12,630,972
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$7,958,666	\$8,780,249
Contract - Taxi Scrip	\$191,766	\$176,248
Maintenance (Vehicles & Facilities)	\$2,950,551	\$2,682,673
Fuel	\$1,517,484	\$1,512,872
TOTAL OPERATING EXPENSES	\$28,024,423	\$28,053,179

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,385,383	\$2,360,184
Other Operating Revenue	\$10,883	\$13,953
Total Operating Revenue	\$2,396,266	\$2,374,137
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$25,628,157	\$25,679,042
Other / Donations		
TOTAL	\$28,024,423	\$28,053,179

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$231,868	\$27,263
TOTAL CAPITAL EXPENSES	\$231,868	\$27,263

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$231,868	\$27,263
Other / Donations		
TOTAL CAPITAL FUNDING	\$231,868	\$27,263

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0630 to 0100
Saturday:	0630 to 0100	Holiday:	0630 to 0100
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/07/2011			\$94.00	
Adult	\$3.25	\$2.60		
Child	\$1.60	\$1.30		
Student	\$3.25	\$2.60	\$75.00	
Senior	\$3.25	\$2.60	\$37.00	
Attendant				☒
Companion	\$3.25	\$2.60		
Other	Community pass \$32.00			

EMPLOYEE DATA

	Full-time	Part-time
Operators	184	10
Other Operations	23	11
Vehicle Mechanics	11	
General and Administration	14	
Other	6	
TOTAL NUMBER OF EMPLOYEES	238	21

Union Affiliations: Operators: ATU Local 279
 Mechanics: ATU Local 279
 Other (specify): Bus Attendants ATU 279; General Admin ATU

Top Operator Wage Rate: \$24.37

Top Mechanic Wage Rate: \$31.40

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$32.02	\$27.70
Total Exp. / Passenger	\$33.51	\$31.85
Total Exp. / Eligible Passenger	\$37.50	\$35.80
Transportation Exp. / Passenger		
Dedicated Service	\$34.12	\$31.26
Non-Dedicated Service	\$25.72	\$26.16
Transportation Exp. / Hour (Dedicated Service)	\$59.07	\$65.42
OPERATING		
Registrants / Capita	0.0214	0.0147
Passengers / Capita	1.0449	0.9499
Passengers / Registrant	48.78	64.47
Passengers / Hour (Dedicated Service)	2.14	2.25
Kms / Passenger (Dedicated Service)	10.76	10.21
Average Speed (Dedicated Service)	22.99	23.00

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	266,176	269,199
Wheelchair/Scooter Users	205,004	43,264
Attendants	29,216	14,456
Companions	37,911	15,428
Other (specified)		
TOTAL	538,307	342,347

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: 519-376-5817
 Email: brenda.wilson@millergroup.ca

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: 201
 Ambulatory: 118
 Attendants: 189
 Companions:
 Other:
Total: 508

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	24,224	23,726
Tot. Veh. Km. - Dedicated Service	25,114	24,460
Rev. Veh. Hrs. - Dedicated Service	2,250	2,250
Tot. Veh. Hrs. - Dedicated Service	2,330	2,325
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,760	4,857
Non-Dedicated Service		
TOTAL PASSENGERS	4,760	4,857
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	622	701
No-shows / Cancelled at door	23	37
Unaccommodated trips	43	16
Number of complaints	15	16

OPERATING EXPENSES

Administration	\$20,338	\$20,175
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$87,925	\$115,338
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$24,436	
Fuel	\$6,073	\$8,108
TOTAL OPERATING EXPENSES	\$138,772	\$143,622

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,660	\$13,712
Other Operating Revenue		
Total Operating Revenue	\$12,660	\$13,712
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$126,112	\$129,910
Other / Donations		
TOTAL	\$138,772	\$143,622

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:	3 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/01/2005				
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	2010	2011
R/C Ratio	9%	10%
Net Operating Cost / Capita	\$5.73	\$5.90
Total Exp. / Passenger	\$29.15	\$29.57
Total Exp. / Eligible Passenger	\$31.84	\$31.61
Transportation Exp. / Passenger		
Dedicated Service	\$24.88	\$25.42
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$50.83	\$53.10
OPERATING		
Registrants / Capita	0.0215	0.0231
Passengers / Capita	0.2164	0.2208
Passengers / Registrant	10.06	9.56
Passengers / Hour (Dedicated Service)	2.12	2.16
Kms / Passenger (Dedicated Service)	5.09	4.88
Average Speed (Dedicated Service)	10.77	10.54

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,784	
Wheelchair/Scooter Users	1,759	
Attendants	314	
Companions		
Other (specified)		
TOTAL	4,857	

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

Contact: Martha Vincent
 Title: Administrative Assistant
 Telephone: 705-746-2101 x236
 Fax: 705-746-2506
 Email: mvincent@townofparrysound.com

Population served: 6,191
 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: 10
 Ambulatory: 10
 Attendants: 10
 Companions: 10
 Other: 10
Total: 10

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

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.

2010
 936
 936
 936

SERVICE HOURS / SCHEDULING

Weekday: 0930 to 1430 Sunday: to
 Saturday: 0900 to 1645 Holiday: to
 Advanced booking notice: day(s)
 Minimum notice for reservation: 72.0 hour(s)
 Reservations / Scheduling: Fully Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

613 824

TOTAL PASSENGERS

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

613 824
 0% 0%
 100% 100%
 0% 0%

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

FARE STRUCTURE

Effective Date 01/07/2011
Cash
 Adult \$3.00
 Child \$3.00
 Student \$3.00
 Senior \$3.00
 Attendant
 Companion \$3.00
 Other
Tickets/Cards (unit price) \$2.75
Monthly Pass
Free

OPERATING EXPENSES

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

\$924 \$127

TOTAL OPERATING EXPENSES

\$28,292 \$35,435

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$1,225 \$2,034

Total Operating Revenue

\$1,225 \$2,034

Federal Contributions

Provincial Contributions

\$16,975 \$23,170

Municipal Contributions

\$10,092 \$10,232

Other / Donations

TOTAL

\$28,292 \$35,436

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

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

R/C Ratio 4% 6%
 Net Operating Cost / Capita \$4.65 \$5.40
 Total Exp. / Passenger \$46.15 \$43.00
 Total Exp. / Eligible Passenger \$46.15 \$43.00
 Transportation Exp. / Passenger
 Dedicated Service \$44.65 \$42.85
 Non-Dedicated Service
 Transportation Exp. / Hour (Dedicated Service) \$29.24 \$37.72

OPERATING

Registrants / Capita 0.0033 0.0016
 Passengers / Capita 0.1054 0.1331
 Passengers / Registrant 32.26 82.40
 Passengers / Hour (Dedicated Service) 0.65 0.88
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory
 Wheelchair/Scooter Users
 Attendants
 Companions
 Other (specified)
TOTAL

824
 824

VEHICLE DATA

Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses
 Other
TOTAL DED. VEHICLES

Number
 Veh. Peak
 1 1
 1 1

Avg. Capacity per Veh.
 Wheelchair N/A
 Ambulatory
 4
 N/A N/A

Vehicle ownership: Private Operation
 Vehicle maintenance responsibility: Private Operation
 Accessible taxis:

Peel Region

TransHelp

Contact: Maarit Varga
 Title: Coordinator, Technical & Customer Services
 Telephone: 905-791-7800 x6856
 Fax: 905-277-5864
 Email: maarit.varga@peelregion.ca

Population served: 1,296,814
 Service area (km²): 1,253.0
 Communities served: 3
 Service began: 01/06/1981
 Advisory Committee members: 9
 Eligibility Committee members: 9

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	3,614	3,614
Ambulatory:	5,419	5,419
Attendants:		
Companions:		
Other:	932	932
Total:	9,965	9,965

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 6
☒ 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

	2010	2011
Rev. Veh. Km. - Dedicated Service	3,730,662	4,328,606
Tot. Veh. Km. - Dedicated Service	4,187,460	4,842,630
Rev. Veh. Hrs. - Dedicated Service	176,049	205,612
Tot. Veh. Hrs. - Dedicated Service	191,610	223,928
Non-Dedicated Service - Veh. Km.	105,365	101,046
Non-Dedicated Service - Veh. Hrs.	11,589	10,021

PASSENGER DATA

	2010	2011
Dedicated Service	380,849	441,323
Non-Dedicated Service	48,358	63,842
TOTAL PASSENGERS	429,207	505,165
Subscription / Pre-booked	40%	40%
Reservation	55%	55%
On-Demand / Day of trip	5%	5%
Cancelled in advance	35,239	38,675
No-shows / Cancelled at door	6,099	7,909
Unaccommodated trips	720	2,678
Number of complaints	739	1,030

OPERATING EXPENSES

	2010	2011
Administration	\$2,997,112	\$2,409,960
Operations:		
Internal - Dedicated Service	\$4,218,907	\$4,323,208
Contract - Dedicated Service	\$4,310,401	\$5,149,422
Contract - Non-Dedicated Service	\$1,574,330	\$1,825,840
Contract - Taxi Scrip	\$33,369	\$230,644
Maintenance (Vehicles & Facilities)	\$1,117,418	\$845,920
Fuel	\$404,968	\$446,426
TOTAL OPERATING EXPENSES	\$14,656,505	\$15,231,420

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$982,951	\$907,751
Other Operating Revenue	\$96,639	\$114,205

	2010	2011
Total Operating Revenue	\$1,079,590	\$1,021,956
Federal Contributions		
Provincial Contributions	\$624,006	\$638,198
Municipal Contributions	\$12,952,908	\$13,571,266
Other / Donations		
TOTAL	\$14,656,504	\$15,231,420

CAPITAL EXPENSES

	2010	2011
Vehicles Purchased	\$1,742,303	\$1,031,593
Debt Servicing		
Other Capital Expenses	\$1,751,912	\$6,530,242
TOTAL CAPITAL EXPENSES	\$3,494,215	\$7,561,835

CAPITAL FUNDING SOURCES

	2010	2011
Transit System		
Federal Contributions	\$3,188,403	\$6,705,149
Provincial Contributions	\$86,821	\$92,041
Municipal Contributions	\$218,991	\$764,646
Other / Donations		
TOTAL CAPITAL FUNDING	\$3,494,215	\$7,561,836

* Other Eligibility Criteria - cognitive & behavioural disabilities. * In 2011 the increase in demand was due to expansion of family of services and accommodation of client with non-physical disabilities.

SERVICE HOURS / SCHEDULING

	2010	2011
Weekday: 0600 to 0100		
Saturday: 0600 to 0100		
Sunday: 0600 to 0100		
Holiday: 0600 to 0100		
Advanced booking notice: 7 day(s)		
Minimum notice for reservation: 24.0 hour(s)		
Reservations / Scheduling: Fully Computerized		

FARE STRUCTURE

Effective Date	01/01/2009	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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	46	24
Other Operations	8	
Vehicle Mechanics	2	
General and Administration	14	
Other	5	3
TOTAL NUMBER OF EMPLOYEES	75	27

Union Affiliations: Operators: CUPE 966
 Mechanics: CUPE 966
 Other (specify):

Top Operator Wage Rate: \$26.46

Top Mechanic Wage Rate: \$31.31

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$10.91	\$10.96
Total Exp. / Passenger	\$34.15	\$30.15
Total Exp. / Eligible Passenger	\$45.66	\$40.54
Transportation Exp. / Passenger		
Dedicated Service	\$26.39	\$24.39
Non-Dedicated Service	\$33.25	\$32.21
Transportation Exp. / Hour (Dedicated Service)	\$52.46	\$48.07
OPERATING		
Registrants / Capita	0.0062	0.0077
Passengers / Capita	0.3447	0.3895
Passengers / Registrant	55.21	50.69
Passengers / Hour (Dedicated Service)	2.16	2.15
Kms / Passenger (Dedicated Service)	9.80	9.81
Average Speed (Dedicated Service)	21.19	21.05

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	194,767	51,120
Wheelchair/Scooter Users	129,845	
Attendants	53,999	3,955
Companions	10,207	1,919
Other (specified)	52,505	6,848
TOTAL	441,323	63,842

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	60	50	N/A	4
Accessible Vans / Minivans	30	24	1	4
Small Buses	66	43	4	6
Other	20	20	4	6
TOTAL DED. VEHICLES	176	137	N/A	N/A

Vehicle ownership: Regional Municipality & Non-Profit Organization
 Vehicle maintenance responsibility: Regional Municipality / Private Operation
 Accessible taxis: 30

Pembroke

Pembroke Handi Bus

Contact: Dan Callaghan
 Title: Manager
 Telephone: 613-735-6998
 Fax: 613-735-8632
 Email: pembrokehandibus@bellnet.ca

Population served: 20,000
 Service area (km²): 91.2
 Communities served: 4
 Service began: 01/08/1989
 Advisory Committee members: 9
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 180
 Ambulatory: 249
 Attendants:
 Companions:
 Other:
Total: 429

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.

2010

2011

SERVICE HOURS / SCHEDULING

Weekday: 0700 to 1700 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service 15,061
 Non-Dedicated Service
TOTAL PASSENGERS 15,061
 Subscription / Pre-booked 0%
 Reservation 0%
 On-Demand / Day of trip 0%

15,193

Cancelled in advance 256
 No-shows / Cancelled at door 60
 Unaccommodated trips
 Number of complaints

208
75

OPERATING EXPENSES

Administration \$84,371
 Operations:
 Internal - Dedicated Service \$107,909
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

\$92,552

\$113,963

Maintenance (Vehicles & Facilities) \$29,112
 Fuel \$16,480
TOTAL OPERATING EXPENSES \$237,872

\$41,179

\$23,643

\$271,337

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$63,335
 Other Operating Revenue

\$63,002

Total Operating Revenue \$63,335

\$63,002

Federal Contributions

Provincial Contributions \$100,000

\$110,000

Municipal Contributions \$37,500

\$37,500

Other / Donations \$32,467

\$60,315

TOTAL \$233,302

\$270,817

CAPITAL EXPENSES

Vehicles Purchased \$192,614

\$192,614

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

\$192,614

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions \$192,614

\$192,614

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING \$192,614

\$192,614

FARE STRUCTURE

Effective Date 01/03/2010
Cash
 Adult \$5.00
 Child \$5.00
 Student \$5.00
 Senior \$5.00
 Attendant
 Companion
 Other Service Animals Free

Tickets/Cards
 (unit price)

Monthly Pass

Free

☐
☐
☐
☒
☒

EMPLOYEE DATA

Operators 3
 Other Operations
 Vehicle Mechanics
 General and Administration 1
 Other
TOTAL NUMBER OF EMPLOYEES 4

Full-time

Part-time

2

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

Top Operator Wage Rate: \$15.80

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 27%
 Net Operating Cost / Capita \$6.98
 Total Exp. / Passenger \$15.79
 Total Exp. / Eligible Passenger \$18.69
 Transportation Exp. / Passenger
 Dedicated Service \$10.19
 Non-Dedicated Service
 Transportation Exp. / Hour (Dedicated Service) \$11.77

2010

2011

OPERATING

Registrants / Capita 0.0167
 Passengers / Capita 0.6024
 Passengers / Registrant 36.12
 Passengers / Hour (Dedicated Service)
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

0.0167

0.0215

0.6024

0.7597

36.12

35.41

PASSENGER DATA

Ded. Service 9,567
 Non-Ded. Service 3,237
 Ambulatory 2,389
 Wheelchair/Scooter Users
 Attendants
 Companions
 Other (specified)
TOTAL 15,193

Ded. Service

Non-Ded. Service

VEHICLE DATA

Non-Accessible Cars
 Accessible Vans / Minivans 2
 Small Buses 3
 Other
TOTAL DED. VEHICLES 5

Number
Veh. Peak

Avg. Capacity per Veh.
Wheelchair
Ambulatory

N/A
 2
 4
 4
 14
 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	Active	Total
Wheelchair/Scooter Users:	61	61
Ambulatory:	756	756
Attendants:	2	2
Companions:	18	18
Other:		
Total:	837	837

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	63,388	48,656
Tot. Veh. Km. - Dedicated Service	63,788	63,656
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	8,391	11,734
Non-Dedicated Service		
TOTAL PASSENGERS	8,391	11,734
Subscription / Pre-booked	3%	15%
Reservation	73%	70%
On-Demand / Day of trip	25%	15%
Cancelled in advance	774	1,374
No-shows / Cancelled at door	22	31
Unaccommodated trips	52	43
Number of complaints		2

OPERATING EXPENSES

Administration	\$2,991	\$2,012
Operations:		
Internal - Dedicated Service	\$66,695	\$99,306
Contract - Dedicated Service	\$57,435	\$72,147
Contract - Non-Dedicated Service	\$9,785	\$16,431
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,333	\$9,900
Fuel	\$18,615	\$20,612
TOTAL OPERATING EXPENSES	\$159,854	\$220,408

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$97,515	\$132,704
Other Operating Revenue		
Total Operating Revenue	\$97,515	\$132,704
Federal Contributions		
Provincial Contributions	\$20,339	\$68,467
Municipal Contributions	\$30,000	\$7,500
Other / Donations	\$12,000	\$12,237
TOTAL	\$159,854	\$220,908

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: frail, cognitive impairment, seniors, disabled (physically/mental). * The fare changed from \$4.00 to \$4.25 on April 1, 2011 and from \$4.25 to \$4.50 June 1, 2011 due to increases in fuel expenses.

SERVICE HOURS / SCHEDULING

Weekday:	0830 to 1600	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/06/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$4.50			☐
Child	\$0.50			☐
Student	\$4.50			☐
Senior	\$4.50			☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$12.50

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	61%	60%
Net Operating Cost / Capita	\$5.19	\$7.31
Total Exp. / Passenger	\$19.05	\$18.78
Total Exp. / Eligible Passenger	\$20.20	\$20.17
Transportation Exp. / Passenger		
Dedicated Service	\$17.53	\$17.21
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0483	0.0698
Passengers / Capita	0.6993	0.9778
Passengers / Registrant	14.49	14.02
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	7.55	4.15
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,821	
Wheelchair/Scooter Users	1,108	
Attendants	10	
Companions	795	
Other (specified)		
TOTAL	11,734	

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	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

Peterborough Transit

Contact: Andrew Burdett
 Title: Operations Supervisor
 Telephone: 705-742-7777 x 2889
 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: 735
 Ambulatory: 764
 Attendants:
 Companions:
 Other:
Total: 1,499

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	234,900	239,600
Tot. Veh. Km. - Dedicated Service	234,900	239,600
Rev. Veh. Hrs. - Dedicated Service	12,600	14,600
Tot. Veh. Hrs. - Dedicated Service	12,600	14,600
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	34,100	34,700
Non-Dedicated Service	100	100
TOTAL PASSENGERS	34,200	34,800
Subscription / Pre-booked	40%	39%
Reservation	59%	60%
On-Demand / Day of trip	1%	1%
Cancelled in advance	7,000	9,000
No-shows / Cancelled at door	800	800
Unaccommodated trips	80	150
Number of complaints	9	6

OPERATING EXPENSES

Administration	\$120,500	\$121,600
Operations:		
Internal - Dedicated Service	\$628,300	\$646,900
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$900	\$800
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$186,000	\$173,400
Fuel	\$58,400	\$74,300
TOTAL OPERATING EXPENSES	\$994,100	\$1,017,000

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$71,800	\$73,100
Other Operating Revenue		
Total Operating Revenue	\$71,800	\$73,100
Federal Contributions		
Provincial Contributions	\$175,700	\$169,400
Municipal Contributions	\$746,600	\$774,500
Other / Donations		
TOTAL	\$994,100	\$1,017,000

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 2245	Sunday:	0800 to 1930
Saturday:	0700 to 2245	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
03/05/2009				
Adult	\$2.25	\$2.00	\$55.00	☐
Child	\$2.25	\$2.00	\$33.00	☐
Student	\$2.25	\$2.00	\$50.00	☐
Senior	\$2.25	\$2.00	\$33.00	☐
Attendant	\$2.25	\$2.00	\$55.00	☐
Companion	\$2.25	\$2.00	\$55.00	☐
Other	free with CNIB card			

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: \$24.95

Top Mechanic Wage Rate: \$28.53

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$11.53	\$11.80
Total Exp. / Passenger	\$29.07	\$29.22
Total Exp. / Eligible Passenger	\$30.59	\$30.73
Transportation Exp. / Passenger		
Dedicated Service	\$25.59	\$25.78
Non-Dedicated Service	\$9.00	\$8.00
Transportation Exp. / Hour (Dedicated Service)	\$69.26	\$61.27
OPERATING		
Registrants / Capita	0.0226	0.0187
Passengers / Capita	0.4275	0.4350
Passengers / Registrant	18.88	23.22
Passengers / Hour (Dedicated Service)	2.71	2.38
Kms / Passenger (Dedicated Service)	6.89	6.90
Average Speed (Dedicated Service)	18.64	16.41

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,100	70
Wheelchair/Scooter Users	14,900	30
Attendants	1,700	
Companions		
Other (specified)		
TOTAL	34,700	100

VEHICLE DATA

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

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Municipality
 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: 60,289
 Service area (km²): 3,877.2
 Communities served: 8
 Service began: 18/01/1992
 Advisory Committee members: 6
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	56	106
Ambulatory:	46	82
Attendants:		
Companions:		
Other:		
Total:	102	188

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	42,339	49,051
Tot. Veh. Km. - Dedicated Service	84,678	98,102
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

	2010	2011
Dedicated Service	3,192	3,078
Non-Dedicated Service		
TOTAL PASSENGERS	3,192	3,078
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	107	125
No-shows / Cancelled at door	12	10
Unaccommodated trips	14	54
Number of complaints		

OPERATING EXPENSES

	2010	2011
Administration	\$13,337	\$14,410
Operations:		
Internal - Dedicated Service	\$80,562	\$86,358
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,620	\$14,870
Fuel	\$14,649	\$20,949
TOTAL OPERATING EXPENSES	\$121,169	\$136,587

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$15,179	\$19,644
Other Operating Revenue	\$2,176	\$3,184
Total Operating Revenue	\$17,355	\$22,828
Federal Contributions		
Provincial Contributions	\$64,488	\$79,906
Municipal Contributions	\$27,500	\$27,500
Other / Donations	\$11,826	\$6,353
TOTAL	\$121,169	\$136,587

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:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date	01/04/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult				☐
Child				☐
Student				☐
Senior				☒
Attendant				☒
Companion				☒
Other	\$15 or \$30 depending on distance			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$22.77

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	14%	17%
Net Operating Cost / Capita	\$1.93	\$1.89
Total Exp. / Passenger	\$37.96	\$44.38
Total Exp. / Eligible Passenger	\$46.07	\$51.43
Transportation Exp. / Passenger		
Dedicated Service	\$33.78	\$39.69
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.94	\$40.73
OPERATING		
Registrants / Capita	0.0042	0.0031
Passengers / Capita	0.0592	0.0511
Passengers / Registrant	14.25	16.37
Passengers / Hour (Dedicated Service)	2.13	2.05
Kms / Passenger (Dedicated Service)	13.26	15.94
Average Speed (Dedicated Service)	28.23	32.70

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,329	
Wheelchair/Scooter Users	1,327	
Attendants	422	
Companions		
Other (specified)		
TOTAL	3,078	

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:

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): 13.1
 Communities served: 1
 Service began: 14/04/1969
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	35	35
Ambulatory:	169	169
Attendants:		
Companions:	2	2
Other:		
Total:	206	206

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		2010	2011	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0700 to 2100	Sunday: to
Tot. Veh. Km. - Dedicated Service				Saturday: 0900 to 1700	Holiday: to
Rev. Veh. Hrs. - Dedicated Service			4,262	Advanced booking notice: day(s)	
Tot. Veh. Hrs. - Dedicated Service			4,262	Minimum notice for reservation: 24.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		4,323	7,103	Effective Date 01/01/2008	Tickets/Cards (unit price)
Non-Dedicated Service				Cash	Monthly Pass
TOTAL PASSENGERS		4,323	7,103	Adult \$2.00	Free
Subscription / Pre-booked		0%	0%	Child	☒
Reservation		100%	100%	Student \$2.00	☐
On-Demand / Day of trip		0%	0%	Senior \$2.00	☐
Cancelled in advance		194		Attendant	☐
No-shows / Cancelled at door		79		Companion	☒
Unaccommodated trips				Other	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration		\$7,499	\$7,000	Operators	Full-time
Operations:				Other Operations	Part-time
Internal - Dedicated Service				Vehicle Mechanics	
Contract - Dedicated Service		\$96,255	\$110,939	General and Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	
Maintenance (Vehicles & Facilities)				Union Affiliations: Operators:	
Fuel				Mechanics:	
TOTAL OPERATING EXPENSES		\$103,754	\$117,939	Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate:	
Passenger Revenue		\$4,905	\$4,961	Top Mechanic Wage Rate:	
Other Operating Revenue				PERFORMANCE INDICATORS	
Total Operating Revenue		\$4,905	\$4,961		
Federal Contributions				FINANCIAL	2010
Provincial Contributions				R/C Ratio	2011
Municipal Contributions		\$98,849	\$112,978	Net Operating Cost / Capita	5%
Other / Donations				Total Exp. / Passenger	4%
TOTAL		\$103,754	\$117,939	Total Exp. / Eligible Passenger	\$7.19
CAPITAL EXPENSES				Transportation Exp. / Passenger	\$24.00
Vehicles Purchased				Dedicated Service	\$24.00
Debt Servicing				Non-Dedicated Service	\$22.27
Other Capital Expenses				Transportation Exp. / Hour (Dedicated Service)	\$15.62
TOTAL CAPITAL EXPENSES				OPERATING	
CAPITAL FUNDING SOURCES				Registrants / Capita	0.0150
Transit System				Passengers / Capita	0.3144
Federal Contributions				Passengers / Registrant	0.5166
Provincial Contributions				Passengers / Hour (Dedicated Service)	34.48
Municipal Contributions				Kms / Passenger (Dedicated Service)	1.67
Other / Donations				Average Speed (Dedicated Service)	
TOTAL CAPITAL FUNDING					

* Commencing October 2010, the service has been provided by Burt Transportaton Service (BTS). * The operating hours of the service were reduced from Monday-Friday 6:00am-10:00pm and 8:00am-5:00pm on Saturdays to Monday-Friday 7:00am-9:00pm and 9:00am-5:00pm on Saturdays. The change was effective as of June 6, 2011.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	7,103	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	7,103	

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

Prince Edward County

Prince Edward County

Contact: Shelly Ackers
 Title: Administrator Internal Operations
 Telephone: 613-392-9640
 Fax: 613-392-3872
 Email: sackers@bellnet.ca

Population served: 25,490
 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:	237	237
Ambulatory:	543	543
Attendants:	12	12
Companions:		
Other:		
Total:	792	792

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	83,154	107,379
Tot. Veh. Km. - Dedicated Service	96,132	118,004
Rev. Veh. Hrs. - Dedicated Service	2,315	2,178
Tot. Veh. Hrs. - Dedicated Service	2,723	2,465
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,614	5,806
Non-Dedicated Service		
TOTAL PASSENGERS	5,614	5,806
Subscription / Pre-booked	45%	25%
Reservation	52%	70%
On-Demand / Day of trip	3%	5%
Cancelled in advance	444	290
No-shows / Cancelled at door	18	370
Unaccommodated trips	10	92
Number of complaints		6

OPERATING EXPENSES

Administration	\$27,712	\$26,486
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$119,490	\$110,134
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$147,202	\$136,620

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,213	\$41,263
Other Operating Revenue		
Total Operating Revenue	\$36,213	\$41,263
Federal Contributions		
Provincial Contributions	\$48,003	\$51,296
Municipal Contributions	\$42,986	\$24,061
Other / Donations	\$20,000	\$20,000
TOTAL	\$147,202	\$136,620

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		

* Prince Edward County contracted its specialized transit services with Quinte Access and Montgomery Transit in 2011. The contract administration is provided by the County's Recreation, Parks and Culture Department. * Other Eligibility Criteria: seniors 65 years.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.00			☐
Child	\$5.00			☐
Student	\$5.00			☐
Senior	\$5.00			☒
Attendant				☐
Companion	\$5.00			
Other	based on a zone structure			

EMPLOYEE DATA

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

Union Affiliations:

Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	25%	30%
Net Operating Cost / Capita	\$4.35	\$3.74
Total Exp. / Passenger	\$26.22	\$23.53
Total Exp. / Eligible Passenger	\$27.51	\$25.30
Transportation Exp. / Passenger		
Dedicated Service	\$21.28	\$18.97
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$43.88	\$44.68
OPERATING		
Registrants / Capita	0.0284	0.0311
Passengers / Capita	0.2202	0.2278
Passengers / Registrant	7.75	7.33
Passengers / Hour (Dedicated Service)	2.43	2.67
Kms / Passenger (Dedicated Service)	14.81	18.49
Average Speed (Dedicated Service)	35.92	49.30

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,007	
Wheelchair/Scooter Users	1,393	
Attendants	406	
Companions		
Other (specified)		
TOTAL	5,806	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
Accessible Vans / Minivans	1	1	1 4
Small Buses	1	1	4 12
Other			
TOTAL DED. VEHICLES	2	2	N/A N/A

Vehicle ownership: Municipality
 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: shelly@quinteaccess.org

Population served: 52,920
 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:	713	713
Ambulatory:	1,460	1,460
Attendants:	82	82
Companions:		
Other:		
Total:	2,255	2,255

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	341,670	321,655
Tot. Veh. Km. - Dedicated Service	356,277	337,740
Rev. Veh. Hrs. - Dedicated Service	9,715	9,225
Tot. Veh. Hrs. - Dedicated Service	11,329	10,974
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	21,114	21,838
Non-Dedicated Service		
TOTAL PASSENGERS	21,114	21,838
Subscription / Pre-booked	43%	43%
Reservation	52%	54%
On-Demand / Day of trip	5%	3%
Cancelled in advance	2,683	2,408
No-shows / Cancelled at door	187	96
Unaccommodated trips	19	16
Number of complaints	2	

OPERATING EXPENSES

	2010	2011
Administration	\$141,376	\$143,557
Operations:		
Internal - Dedicated Service	\$234,080	\$252,536
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$58,281	\$76,686
Fuel	\$59,667	\$63,902
TOTAL OPERATING EXPENSES	\$493,404	\$536,680

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$127,591	\$148,081
Other Operating Revenue	\$256	

	2010	2011
Total Operating Revenue	\$127,847	\$148,081
Federal Contributions		
Provincial Contributions	\$153,586	\$140,863
Municipal Contributions	\$175,953	\$181,178
Other / Donations	\$36,018	\$66,558
TOTAL	\$493,404	\$536,680

CAPITAL EXPENSES

	2010	2011
Vehicles Purchased	\$45,318	\$79,843
Debt Servicing		
Other Capital Expenses		\$60,800
TOTAL CAPITAL EXPENSES	\$45,318	\$140,643

CAPITAL FUNDING SOURCES

	2010	2011
Transit System		
Federal Contributions		
Provincial Contributions	\$45,318	
Municipal Contributions		\$79,843
Other / Donations		\$60,800
TOTAL CAPITAL FUNDING	\$45,318	\$140,643

SERVICE HOURS / SCHEDULING

	2010	2011
Weekday: 0700 to 0001		
Sunday: 0700 to 0001		
Saturday: 0700 to 0001		
Holiday: 0700 to 0001		
Advanced booking notice: day(s)		
Minimum notice for reservation: 24.0 hour(s)		
Reservations / Scheduling: Partially Computerized		

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.00			☐
Child	\$5.00			☐
Student	\$5.00			☐
Senior	\$5.00			☒
Attendant				☐
Companion	\$5.00			
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	8
Other Operations		1
Vehicle Mechanics		
General and Administration	2	2
Other		
TOTAL NUMBER OF EMPLOYEES	5	11

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

Top Operator Wage Rate: \$15.45

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	26%	28%
Net Operating Cost / Capita	\$6.90	\$7.34
Total Exp. / Passenger	\$23.37	\$24.58
Total Exp. / Eligible Passenger	\$25.67	\$26.63
Transportation Exp. / Passenger		
Dedicated Service	\$16.67	\$18.00
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$31.07	\$35.82
OPERATING		
Registrants / Capita	0.0401	0.0426
Passengers / Capita	0.3988	0.4127
Passengers / Registrant	9.95	9.68
Passengers / Hour (Dedicated Service)	2.17	2.37
Kms / Passenger (Dedicated Service)	16.18	14.73
Average Speed (Dedicated Service)	35.17	34.87

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	14,170	
Wheelchair/Scooter Users	5,986	
Attendants	1,682	
Companions		
Other (specified)		
TOTAL	21,838	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	2	1	3
Small Buses	3	3	5	14
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A

Vehicle ownership: Municipality
 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): .0
 Communities served: 6
 Service began: 01/03/1985
 Advisory Committee members: 10
 Eligibility Committee members: 10

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	300	300
Ambulatory:	450	450
Attendants:		
Companions:		
Other:		
Total:	750	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

	2010	2011
Rev. Veh. Km. - Dedicated Service	222,287	204,236
Tot. Veh. Km. - Dedicated Service	341,979	314,208
Rev. Veh. Hrs. - Dedicated Service	8,636	8,726
Tot. Veh. Hrs. - Dedicated Service	13,286	13,425
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	21,211	23,695
Non-Dedicated Service		
TOTAL PASSENGERS	21,211	23,695
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 1 1

OPERATING EXPENSES

Administration	\$94,902	\$114,780
Operations:		
Internal - Dedicated Service	\$316,943	\$365,803
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$24,667	\$29,321
Fuel	\$48,625	\$57,208
TOTAL OPERATING EXPENSES	\$485,137	\$567,112

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$303,700	\$282,314
Other Operating Revenue	\$1,384	\$2,080
Total Operating Revenue	\$305,084	\$284,394
Federal Contributions		
Provincial Contributions	\$95,881	\$125,105
Municipal Contributions	\$31,900	\$21,700
Other / Donations	\$52,272	\$135,913
TOTAL	\$485,137	\$567,112

CAPITAL EXPENSES

Vehicles Purchased	\$82,341	\$58,765
Debt Servicing	\$17,338	
Other Capital Expenses	\$3,525	\$10,278
TOTAL CAPITAL EXPENSES	\$103,204	\$69,043

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$85,866	\$69,043
Municipal Contributions		
Other / Donations	\$17,338	
TOTAL CAPITAL FUNDING	\$103,204	\$69,043

* Number of Registrants: based on estimates only due to no automated system for tracking. * Passenger Statistics: based on estimates due to no automated system to support stats. * Operating Statistics - Revenue Vehicle Hours and Kilometres vs Deadheading ratio is 65% vs 35% .

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:	0.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	01/01/2009	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				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	6
Other Operations		1
Vehicle Mechanics		
General and Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	3	8

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

Top Operator Wage Rate: \$19.16

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	63%	50%
Net Operating Cost / Capita	\$9.00	\$14.14
Total Exp. / Passenger	\$22.87	\$23.93
Total Exp. / Eligible Passenger	\$25.56	\$26.89
Transportation Exp. / Passenger		
Dedicated Service	\$18.40	\$19.09
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$29.37	\$33.69
OPERATING		
Registrants / Capita	0.0375	0.0375
Passengers / Capita	1.0606	1.1848
Passengers / Registrant	28.28	31.59
Passengers / Hour (Dedicated Service)	2.46	2.72
Kms / Passenger (Dedicated Service)	10.48	8.62
Average Speed (Dedicated Service)	25.74	23.41

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,865	
Wheelchair/Scooter Users	9,225	
Attendants	2,532	
Companions		
Other (specified)	73	
TOTAL	23,695	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
Accessible Vans / Minivans	7	7	2 4
Small Buses	1	1	4 10
Other	1	1	2 6
TOTAL DED. VEHICLES	9	9	N/A N/A

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

Sarnia

Sarnia Care-A-Van

Contact: 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: 784
 Ambulatory: 815
 Attendants:
 Companions:
 Other: 24
Total: 1,623

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	217,013	221,694
Tot. Veh. Km. - Dedicated Service	217,013	221,694
Rev. Veh. Hrs. - Dedicated Service	13,088	13,072
Tot. Veh. Hrs. - Dedicated Service	13,088	13,072
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	33,252	35,063
Non-Dedicated Service		
TOTAL PASSENGERS	33,252	35,063
Subscription / Pre-booked	50%	50%
Reservation	48%	48%
On-Demand / Day of trip	2%	2%
Cancelled in advance	2,604	2,940
No-shows / Cancelled at door	141	182
Unaccommodated trips	124	112
Number of complaints		

OPERATING EXPENSES

Administration	\$103,416	\$93,703
Operations:		
Internal - Dedicated Service	\$464,393	\$483,693
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$87,082	\$90,402
Fuel	\$54,187	\$72,009
TOTAL OPERATING EXPENSES	\$709,078	\$739,807

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$60,913	\$61,956
Other Operating Revenue	\$510	\$492
Total Operating Revenue	\$61,423	\$62,448
Federal Contributions		
Provincial Contributions	\$88,747	\$104,242
Municipal Contributions	\$558,908	\$573,117
Other / Donations		
TOTAL	\$709,078	\$739,807

CAPITAL EXPENSES

Vehicles Purchased	\$7,122	\$1,503
Debt Servicing	\$17,706	\$10,234
Other Capital Expenses	\$17,600	\$2,200
TOTAL CAPITAL EXPENSES	\$42,428	\$13,937

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$17,600	\$7,939
Municipal Contributions	\$24,828	\$5,998
Other / Donations		
TOTAL CAPITAL FUNDING	\$42,428	\$13,937

* Other Eligibility Criteria: Blind from Nov 1 - March 31 each year. * Attendant (Support person) rides for FREE starting April 1, 2010. * Sarnia Transit will eliminate the registration fees in January 1, 2012. * In 2011, 37 registered clients took 346 passenger trips. Point Edward service contract revenue for 2011 was \$21,874 and its passenger revenue was \$1,010.50.

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2230	Sunday:	0900 to 1630
Saturday:	0800 to 2230	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/01/2010				
Adult	\$2.25	\$2.00	\$60.00	☒
Child				☐
Student	\$2.25	\$2.00	\$60.00	☐
Senior	\$2.25	\$2.00	\$60.00	☒
Attendant				☐
Companion	\$2.25	\$2.00	\$60.00	
Other	College \$150/4-mth, Elm/HS \$135/5-mth; Children<5 free			

EMPLOYEE DATA

	Full-time	Part-time
Operators	6	
Other Operations	1	
Vehicle Mechanics		1
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	7	2

Union Affiliations: Operators: CAW L456
 Mechanics: CAW L456
 Other (specify): CUPE 3690 - Office

Top Operator Wage Rate: \$23.84

Top Mechanic Wage Rate: \$27.79

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$9.01	\$9.42
Total Exp. / Passenger	\$21.32	\$21.10
Total Exp. / Eligible Passenger	\$22.64	\$22.06
Transportation Exp. / Passenger		
Dedicated Service	\$18.21	\$18.43
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$46.28	\$49.43
OPERATING		
Registrants / Capita	0.0203	0.0226
Passengers / Capita	0.4624	0.4875
Passengers / Registrant	22.81	21.60
Passengers / Hour (Dedicated Service)	2.54	2.68
Kms / Passenger (Dedicated Service)	6.53	6.32
Average Speed (Dedicated Service)	16.58	16.96

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	23,693	
Wheelchair/Scooter Users	9,847	
Attendants	1,236	
Companions	287	
Other (specified)		
TOTAL	35,063	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	6	6	N/A	8
Small Buses				
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: Mr. Sam Piraino
 Title: Area Coordinator Transit/Parking
 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	Active	Total
Wheelchair/Scooter Users:	1,596	1,596
Ambulatory:	1,241	1,241
Attendants:		
Companions:		
Other:		
Total:	2,837	2,837

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	221,566	230,399
Tot. Veh. Km. - Dedicated Service	221,566	230,399
Rev. Veh. Hrs. - Dedicated Service	17,421	16,675
Tot. Veh. Hrs. - Dedicated Service	17,421	16,675
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	34,151	32,801
Non-Dedicated Service	13,020	12,388
TOTAL PASSENGERS	47,171	45,189
Subscription / Pre-booked	48%	49%
Reservation	51%	50%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,198	2,371
No-shows / Cancelled at door	394	450
Unaccommodated trips	870	578
Number of complaints	34	30

OPERATING EXPENSES

Administration	\$4,167	\$20,035
Operations:		
Internal - Dedicated Service	\$676,816	\$665,694
Contract - Dedicated Service	\$128,438	\$140,516
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$59,625	\$59,196
Fuel	\$44,265	\$83,361
TOTAL OPERATING EXPENSES	\$913,311	\$968,802

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$57,279	\$60,449
Other Operating Revenue		

Total Operating Revenue	\$57,279	\$60,449
Federal Contributions		
Provincial Contributions		\$243,951
Municipal Contributions	\$856,032	\$664,402
Other / Donations		
TOTAL	\$913,311	\$968,802

CAPITAL EXPENSES

Vehicles Purchased	\$93,306
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$93,306

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$93,306
Municipal Contributions	
Other / Donations	
TOTAL CAPITAL FUNDING	\$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:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/03/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.25	\$1.50		☐
Child	\$2.25	\$1.50		☐
Student	\$2.25	\$1.50		☐
Senior	\$2.25	\$1.50		☒
Attendant				☐
Companion	\$2.25			
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

Union Affiliations:	Operators: ATU Local 1767
	Mechanics: USWA Local 2251
	Other (specify): CUPE Local 67

Top Operator Wage Rate: \$22.76

Top Mechanic Wage Rate: \$26.28

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$12.25	\$13.00
Total Exp. / Passenger	\$19.36	\$21.44
Total Exp. / Eligible Passenger	\$21.60	\$23.90
Transportation Exp. / Passenger		
Dedicated Service	\$26.62	\$28.92
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$52.19	\$56.90
OPERATING		
Registrants / Capita	0.0442	0.0406
Passengers / Capita	0.6748	0.6465
Passengers / Registrant	15.28	15.93
Passengers / Hour (Dedicated Service)	1.96	1.97
Kms / Passenger (Dedicated Service)	6.49	7.02
Average Speed (Dedicated Service)	12.72	13.82

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,555	12,388
Wheelchair/Scooter Users	17,594	
Attendants	4,652	
Companions		
Other (specified)		
TOTAL	32,801	12,388

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	10	6	5	5
Other				
TOTAL DED. VEHICLES	10	6	N/A	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: 807-824-2711 x225
 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	Active	Total
Wheelchair/Scooter Users:	9	76
Ambulatory:	112	276
Attendants:		
Companions:	10	22
Other:		
Total:	131	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

	2010	2011
Rev. Veh. Km. - Dedicated Service	16,177	46,586
Tot. Veh. Km. - Dedicated Service	27,052	62,843
Rev. Veh. Hrs. - Dedicated Service	328	918
Tot. Veh. Hrs. - Dedicated Service	512	1,194
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,889	3,340
Non-Dedicated Service		
TOTAL PASSENGERS	1,889	3,340
Subscription / Pre-booked	0%	0%
Reservation	100%	0%
On-Demand / Day of trip	0%	0%

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

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service	\$56,318	\$60,021
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,338	\$3,519
Fuel	\$7,031	\$10,018
TOTAL OPERATING EXPENSES	\$67,687	\$73,558

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,068	\$9,880
Other Operating Revenue		
Total Operating Revenue	\$8,068	\$9,880
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$59,619	\$63,679
Other / Donations		
TOTAL	\$67,687	\$73,559

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.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2300	Sunday:	1000 to 2300
Saturday:	1000 to 2300	Holiday:	1000 to 2300
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date	01/09/2009	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00			☐
Child	\$2.00			☐
Student	\$2.00			☐
Senior	\$2.00			☒
Attendant				☐
Companion	\$2.00			
Other	\$2 in town; \$4 between Schreiber and Terrace Bay			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$23.80

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$23.60	\$25.21
Total Exp. / Passenger	\$35.83	\$22.02
Total Exp. / Eligible Passenger	\$37.50	\$22.60
Transportation Exp. / Passenger		
Dedicated Service	\$35.83	\$22.02
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$132.20	\$61.56
OPERATING		
Registrants / Capita	0.1093	0.1481
Passengers / Capita	0.7478	1.3223
Passengers / Registrant	6.84	8.93
Passengers / Hour (Dedicated Service)	5.76	3.63
Kms / Passenger (Dedicated Service)	8.56	13.95
Average Speed (Dedicated Service)	49.32	50.70

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,581	
Wheelchair/Scooter Users	674	
Attendants		
Companions	85	
Other (specified)		
TOTAL	3,340	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	2
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: Debbie Grandbois
 Title: Paratransit Supervisor
 Telephone: 905-685-4228 x250
 Fax: 905-685-4050
 Email: dgrandbois@yourbus.com

Population served: 130,000
 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: 262
 Ambulatory: 301
 Attendants:
 Companions:
 Other:
Total: 563

Active
 756
 745
 1,501

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	344,705	289,368
Tot. Veh. Km. - Dedicated Service	344,705	289,368
Rev. Veh. Hrs. - Dedicated Service	16,671	15,208
Tot. Veh. Hrs. - Dedicated Service	16,671	15,208
Non-Dedicated Service - Veh. Km.	25,936	24,120
Non-Dedicated Service - Veh. Hrs.	1,871	1,684

PASSENGER DATA

Dedicated Service	33,155	30,371
Non-Dedicated Service	3,549	3,551
TOTAL PASSENGERS	36,704	33,922
Subscription / Pre-booked	5%	7%
Reservation	93%	90%
On-Demand / Day of trip	2%	3%
Cancelled in advance	992	1,091
No-shows / Cancelled at door	267	216
Unaccommodated trips	1,369	849
Number of complaints	12	11

OPERATING EXPENSES

Administration	\$132,700	\$144,864
Operations:		
Internal - Dedicated Service	\$698,821	\$690,119
Contract - Dedicated Service	\$79,547	\$79,720
Contract - Non-Dedicated Service	\$82,965	\$77,286
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$209,515	\$221,601
Fuel	\$59,704	\$67,410
TOTAL OPERATING EXPENSES	\$1,263,252	\$1,281,000

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$92,863	\$94,046
Other Operating Revenue		
Total Operating Revenue	\$92,863	\$94,046
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,170,389	\$1,186,954
Other / Donations		
TOTAL	\$1,263,252	\$1,281,000

CAPITAL EXPENSES

Vehicles Purchased	\$82,411	\$173,201
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$82,411	\$173,201

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$27,443	
Municipal Contributions	\$54,968	\$173,201
Other / Donations		
TOTAL CAPITAL FUNDING	\$82,411	\$173,201

St. Catharines Paratransit System provided taxi service for the Thorold contract service. The 2011 data for this service: 107 registered clients, 3,480 passenger trips. Thorold service contract revenue for 2011 was \$78,503 and passenger revenue was \$9,232.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 2000
Saturday:	0900 to 2300	Holiday:	1030 to 1800
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/04/2007	Tickets/Cards (unit price)	Monthly Pass	Free
Cash		\$2.35	\$80.00	
Adult	\$2.50			☐
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		
Vehicle Mechanics	1	
General and Administration	1	2
Other	1	
TOTAL NUMBER OF EMPLOYEES	11	2

Union Affiliations: Operators: ATU Local 846
 Mechanics: ATU Local 846
 Other (specify):

Top Operator Wage Rate: \$25.40

Top Mechanic Wage Rate: \$30.41

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$8.87	\$9.13
Total Exp. / Passenger	\$34.42	\$37.76
Total Exp. / Eligible Passenger	\$36.49	\$39.69
Transportation Exp. / Passenger		
Dedicated Service	\$31.60	\$34.86
Non-Dedicated Service	\$23.38	\$21.76
Transportation Exp. / Hour (Dedicated Service)	\$62.84	\$69.62
OPERATING		
Registrants / Capita	0.0114	0.0116
Passengers / Capita	0.2781	0.2609
Passengers / Registrant	24.39	22.60
Passengers / Hour (Dedicated Service)	1.99	2.00
Kms / Passenger (Dedicated Service)	10.40	9.53
Average Speed (Dedicated Service)	20.68	19.03

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	16,834	1,057
Wheelchair/Scooter Users	12,086	2,295
Attendants	660	59
Companions	791	140
Other (specified)		
TOTAL	30,371	3,551

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
Accessible Vans / Minivans	3	2	3
Small Buses	8	6	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: 01/01/1991
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 105
 Ambulatory: 455
 Attendants:
 Companions:
 Other:
Total: 560

Active
 105
 455
 560

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

Non-Dedicated Service: ☒ Contractors: 14
 Taxi Scrip Program Available: ☐

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

VEHICLE KILOMETRES & HOURS

	2010	2011
Rev. Veh. Km. - Dedicated Service	52,588	39,748
Tot. Veh. Km. - Dedicated Service	52,588	39,748
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.	3,165	2,586

PASSENGER DATA

	2010	2011
Dedicated Service	7,654	10,061
Non-Dedicated Service	2,374	1,810
TOTAL PASSENGERS	10,028	11,871
Subscription / Pre-booked	30%	30%
Reservation	60%	59%
On-Demand / Day of trip	10%	11%
Cancelled in advance	1,566	151
No-shows / Cancelled at door	16	36
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2010	2011
Administration	\$64,092	\$52,637
Operations:		
Internal - Dedicated Service	\$84,603	\$122,283
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$27,979	\$22,943
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,842	\$5,793
Fuel	\$9,756	\$10,539
TOTAL OPERATING EXPENSES	\$191,272	\$214,195

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$70,435	\$67,055
Other Operating Revenue		
Total Operating Revenue	\$70,435	\$67,055
Federal Contributions		
Provincial Contributions	\$71,984	\$97,139
Municipal Contributions	\$16,817	\$17,850
Other / Donations	\$11,501	\$9,915
TOTAL	\$170,737	\$191,960

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	

As of August 1, 2011, out of St. Marys' fare were changed from a flat rate to a per kilometre rate. The rates for medical and non-medical transportation are at \$0.34/km and \$0.56/km respectively. The extra \$0.22/km for medical transportation is reimbursed from partnering agency, St. Marys & Area Home Support Services. The 1 way fare in St. Marys was increased from \$3.75 to \$4.75 for the first time in over 5 years. * 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.

SERVICE HOURS / SCHEDULING

	2010	2011
Weekday:	1200 to 2400	Sunday: 1200 to 2400
Saturday:	1200 to 2400	Holiday: 1200 to 2400
Advanced booking notice:	30 day(s)	
Minimum notice for reservation:	1.0 hour(s)	
Reservations / Scheduling:	Fully Computerized	

FARE STRUCTURE

	2010	2011
Effective Date	01/08/2011	
Cash		
Adult	\$4.75	
Child	\$4.75	
Student	\$4.75	
Senior	\$4.75	
Attendant		
Companion		
Other	Per km out of town trips	

EMPLOYEE DATA

	2010	2011
Operators	1	3
Other Operations		
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	2	3

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

Top Operator Wage Rate: \$16.50

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	37%	31%
Net Operating Cost / Capita	\$11.24	\$13.69
Total Exp. / Passenger	\$19.07	\$18.04
Total Exp. / Eligible Passenger	\$19.07	\$18.04
Transportation Exp. / Passenger		
Dedicated Service	\$12.96	\$13.78
Non-Dedicated Service	\$11.79	\$12.68
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0335	0.0521
Passengers / Capita	0.9329	1.1044
Passengers / Registrant	27.86	21.20
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	6.87	3.95
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,262	1,810
Wheelchair/Scooter Users	1,799	
Attendants		
Companions		
Other (specified)		
TOTAL	10,061	1,810

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			
Accessible Vans / Minivans	2	2	3
Small Buses	1	1	12
Other			
TOTAL DED. VEHICLES	3	3	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 and Transportation
 Telephone: 519-631-0368 x5130
 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:
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 100
 Ambulatory: 525
 Attendants:
 Companions:
 Other:
Total: 625

Active
 100
 525
 625

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

	2010	2011
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	6,350	6,313
Tot. Veh. Hrs. - Dedicated Service	6,350	6,313
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	19,560	20,140
Non-Dedicated Service		
TOTAL PASSENGERS	19,560	20,140
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	1,306	1,105
No-shows / Cancelled at door	293	317
Unaccommodated trips	323	553
Number of complaints		

OPERATING EXPENSES

Administration	\$27,112	\$32,119
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$216,127	\$220,764
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$39,142	\$43,910
Fuel		
TOTAL OPERATING EXPENSES	\$282,380	\$296,794

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$54,712	\$71,348
Other Operating Revenue	\$1,340	\$1,781
Total Operating Revenue	\$56,053	\$73,129
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$226,327	\$223,665
Other / Donations		
TOTAL	\$282,380	\$296,794

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: for persons with a disability who are unable to use St. Thomas Transit conventional fixed-route bus service.

SERVICE HOURS / SCHEDULING

Weekday:	0715 to 1845	Sunday:	to
Saturday:	0915 to 1845	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/07/2007				
Adult	\$2.50	\$2.00	\$60.00	☒
Child	\$2.50	\$1.50	\$50.00	☐
Student	\$2.50	\$1.50	\$50.00	☐
Senior	\$2.50	\$1.50	\$50.00	☒
Attendant				☒
Companion				☒
Other	Children under 5 ride free			

EMPLOYEE DATA

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

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	20%	25%
Net Operating Cost / Capita	\$6.29	\$6.21
Total Exp. / Passenger	\$14.44	\$14.74
Total Exp. / Eligible Passenger	\$15.19	\$15.60
Transportation Exp. / Passenger		
Dedicated Service	\$13.05	\$13.14
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.20	\$41.93
OPERATING		
Registrants / Capita	0.0167	0.0174
Passengers / Capita	0.5433	0.5594
Passengers / Registrant	32.60	32.22
Passengers / Hour (Dedicated Service)	3.08	3.19
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	13,180	
Wheelchair/Scooter Users	5,850	
Attendants	1,110	
Companions		
Other (specified)		
TOTAL	20,140	

VEHICLE DATA

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

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Contractor
 Accessible taxis:

Stratford

Stratford Mobilty Bus

Contact: Michael D. Dack
 Title: Cemetery and Transit Manager
 Telephone: 519-271-0250 x340
 Fax: 519-271-9488
 Email: mdack@city.stratford.on.ca

Population served: 32,000
 Service area (km²): 25.3
 Communities served: 1
 Service began: 15/02/2005
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 298
 Ambulatory: 350
 Attendants:
 Companions:
 Other:
Total: 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

Rev. Veh. Km. - Dedicated Service 78,169
 Tot. Veh. Km. - Dedicated Service 78,169
 Rev. Veh. Hrs. - Dedicated Service
 Tot. Veh. Hrs. - Dedicated Service
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

PASSENGER DATA

Dedicated Service 15,605
 Non-Dedicated Service
TOTAL PASSENGERS 15,605
 Subscription / Pre-booked 0%
 Reservation 0%
 On-Demand / Day of trip 0%

Cancelled in advance 695
 No-shows / Cancelled at door
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

Administration \$40,892
 Operations:
 Internal - Dedicated Service \$187,441
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities) \$7,465
 Fuel \$19,562

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$43,269
 Other Operating Revenue

Total Operating Revenue \$43,269

Federal Contributions

Provincial Contributions

Municipal Contributions \$211,091

Other / Donations \$1,000

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

* Friday Service Hours: 0820-2240 hrs.

SERVICE HOURS / SCHEDULING

Weekday: 0820 to 1700 Sunday: 0820 to 1600
 Saturday: 0820 to 1700 Holiday: to
 Advanced booking notice: 10 day(s)
 Minimum notice for reservation: 2.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date 01/01/2009
Cash
 Adult \$2.75
 Child
 Student
 Senior
 Attendant
 Companion
 Other
Tickets/Cards (unit price)
 Monthly Pass
 Free

EMPLOYEE DATA

Operators 2 Full-time 4 Part-time
 Other Operations 1
 Vehicle Mechanics 2
 General and Administration 1
 Other 1
TOTAL NUMBER OF EMPLOYEES 6 5

Union Affiliations: Operators: IBEW 136
 Mechanics: IBEW 136
 Other (specify):

Top Operator Wage Rate: \$20.54

Top Mechanic Wage Rate: \$27.36

PERFORMANCE INDICATORS

FINANCIAL
 R/C Ratio 17% 20%
 Net Operating Cost / Capita \$6.63 \$6.17
 Total Exp. / Passenger \$16.36 \$13.99
 Total Exp. / Eligible Passenger \$16.36 \$13.99
 Transportation Exp. / Passenger
 Dedicated Service \$13.74 \$13.99
 Non-Dedicated Service
 Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita 0.0203 0.0203
 Passengers / Capita 0.4877 0.5545
 Passengers / Registrant 24.08 27.38
 Passengers / Hour (Dedicated Service)
 Kms / Passenger (Dedicated Service) 5.01
 Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service Non-Ded. Service
 Ambulatory 9,772
 Wheelchair/Scooter Users 7,972
 Attendants
 Companions
 Other (specified)
TOTAL 17,744

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	4	3	4	6
Other				
TOTAL DED. VEHICLES	4	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	Active	Total
Wheelchair/Scooter Users:	792	2,177
Ambulatory:	700	2,842
Attendants:	505	829
Companions:	25	25
Other:		
Total:	2,022	5,873

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	1,102,691	1,033,460
Tot. Veh. Km. - Dedicated Service	1,102,691	1,033,460
Rev. Veh. Hrs. - Dedicated Service	47,860	47,741
Tot. Veh. Hrs. - Dedicated Service	47,860	47,741
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	111,743	111,093
Non-Dedicated Service	15,328	14,149
TOTAL PASSENGERS	127,071	125,242
Subscription / Pre-booked	70%	70%
Reservation	25%	25%
On-Demand / Day of trip	5%	5%
Cancelled in advance	12,346	12,238
No-shows / Cancelled at door	3,647	2,983
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2010	2011
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,688,520	\$2,824,131
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$2,688,520	\$2,824,131

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$261,384	\$262,269
Other Operating Revenue		
Total Operating Revenue	\$261,384	\$262,269
Federal Contributions		
Provincial Contributions	\$141,561	\$141,232
Municipal Contributions	\$2,285,575	\$2,420,630
Other / Donations		
TOTAL	\$2,688,520	\$2,824,131

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

	2010	2011
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:	48.0 hour(s)	
Reservations / Scheduling:	Partially Computerized	

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.10			☐
Child	\$2.10			☐
Student	\$2.10			☐
Senior	\$2.10			☒
Attendant	\$2.10			☐
Companion	\$2.10			
Other	Attendant is free if required by physician on application form.			

EMPLOYEE DATA

	Full-time	Part-time
Operators	19	21
Other Operations	3	
Vehicle Mechanics	5	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	28	21

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

Top Operator Wage Rate: \$19.10
 Top Mechanic Wage Rate: \$31.50

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$15.17	\$16.01
Total Exp. / Passenger	\$21.16	\$22.55
Total Exp. / Eligible Passenger	\$23.36	\$25.14
Transportation Exp. / Passenger		
Dedicated Service	\$24.06	\$25.42
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$56.17	\$59.16
OPERATING		
Registrants / Capita	0.0250	0.0367
Passengers / Capita	0.7942	0.7828
Passengers / Registrant	31.78	21.33
Passengers / Hour (Dedicated Service)	2.33	2.33
Kms / Passenger (Dedicated Service)	9.87	9.30
Average Speed (Dedicated Service)	23.04	21.65

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	57,810	14,149
Wheelchair/Scooter Users	40,363	
Attendants	12,920	
Companions		
Other (specified)		
TOTAL	111,093	14,149

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	14	14		
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 Independence

Contact: Brenda Deck
 Title: Manager
 Telephone: 807-343-0414 x2
 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: 201
 Ambulatory: 858
 Attendants:
 Companions:
 Other:
Total: 1,059

Active
 201
 858
 8,943

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	719,233	706,918
Tot. Veh. Km. - Dedicated Service	719,233	706,918
Rev. Veh. Hrs. - Dedicated Service	33,676	34,138
Tot. Veh. Hrs. - Dedicated Service	33,676	34,138
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	83,449	82,823
Non-Dedicated Service	12,102	11,422
TOTAL PASSENGERS	95,551	94,245
Subscription / Pre-booked	46%	48%
Reservation	50%	48%
On-Demand / Day of trip	4%	4%
Cancelled in advance	17,078	19,077
No-shows / Cancelled at door	1,257	1,204
Unaccommodated trips	4,568	4,421
Number of complaints	12	120

OPERATING EXPENSES

Administration	\$201,164	\$206,214
Operations:		
Internal - Dedicated Service	\$1,394,826	\$1,395,324
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$147,715	\$153,040
Maintenance (Vehicles & Facilities)	\$239,708	\$282,985
Fuel	\$162,687	\$218,993
TOTAL OPERATING EXPENSES	\$2,146,100	\$2,256,556

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$235,399	\$178,703
Other Operating Revenue	\$303,891	\$429,178
Total Operating Revenue	\$539,290	\$607,881
Federal Contributions		
Provincial Contributions	\$140,909	\$144,291
Municipal Contributions	\$1,465,901	\$1,508,999
Other / Donations		\$195
TOTAL	\$2,146,100	\$2,261,366

CAPITAL EXPENSES

Vehicles Purchased		\$277,740
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$277,740

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$277,740
Other / Donations		
TOTAL CAPITAL FUNDING		\$277,740

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2300	Sunday:	0900 to 2130
Saturday:	0700 to 2300	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/01/2007	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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	13
Other Operations	3	3
Vehicle Mechanics		
General and Administration	1	1
Other		

TOTAL NUMBER OF EMPLOYEES

13 17

Union Affiliations: Operators: ATU Local 966
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$19.61

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	25%	27%
Net Operating Cost / Capita	\$14.61	\$14.99
Total Exp. / Passenger	\$22.46	\$23.94
Total Exp. / Eligible Passenger	\$28.22	\$29.94
Transportation Exp. / Passenger		
Dedicated Service	\$21.54	\$22.91
Non-Dedicated Service	\$12.21	\$13.40
Transportation Exp. / Hour (Dedicated Service)	\$53.37	\$55.58
OPERATING		
Registrants / Capita	0.0780	0.0813
Passengers / Capita	0.8687	0.8568
Passengers / Registrant	11.13	10.54
Passengers / Hour (Dedicated Service)	2.48	2.43
Kms / Passenger (Dedicated Service)	8.62	8.54
Average Speed (Dedicated Service)	21.36	20.71

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	51,395	
Wheelchair/Scooter Users	23,982	
Attendants	4,563	
Companions		
Other (specified)	2,883	11,422
TOTAL	82,823	11,422

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	24	20	4	8
Other				
TOTAL DED. VEHICLES	24	20	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:	256	256
Ambulatory:	104	104
Attendants:	1	1
Companions:		
Other:		
Total:	361	361

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	122,059	121,696
Tot. Veh. Km. - Dedicated Service	122,059	121,696
Rev. Veh. Hrs. - Dedicated Service	7,253	7,327
Tot. Veh. Hrs. - Dedicated Service	7,253	7,327
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	16,633	15,215
Non-Dedicated Service		
TOTAL PASSENGERS	16,633	15,215
Subscription / Pre-booked	85%	78%
Reservation	0%	20%
On-Demand / Day of trip	15%	2%
Cancelled in advance	2,037	793
No-shows / Cancelled at door	33	1,029
Unaccommodated trips	60	355
Number of complaints		

OPERATING EXPENSES

Administration		\$74,735
Operations:		
Internal - Dedicated Service	\$292,347	\$261,620
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,927	\$158,697
Fuel	\$26,040	\$33,366
TOTAL OPERATING EXPENSES	\$337,314	\$528,418

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$31,452	\$51,911
Other Operating Revenue		
TOTAL	\$31,452	\$51,911

Total Operating Revenue	\$31,452	\$51,911
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$305,862	\$476,507
Other / Donations		
TOTAL	\$337,314	\$528,418

CAPITAL EXPENSES

Vehicles Purchased	\$103,246
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$103,246

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	\$103,246
Municipal Contributions	
Other / Donations	
TOTAL CAPITAL FUNDING	\$103,246

* Wednesdays Service Hours: 0700-2100 hrs. * Administration - operating expenses was not recorded separately in 2010. * Maintenance - facility expenses are not recorded separately. * Part time drivers operate both conventional and handy transit services and are not counted separately. The employment statistics indicates qualified handy transit part time drivers.

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:	1.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date	01/01/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.75		☐
Child	\$2.75	\$2.50		☐
Student	\$2.75	\$2.50		☐
Senior	\$2.75	\$2.25		☐
Attendant	\$2.75			☐
Companion	\$2.75			☐
Other				

EMPLOYEE DATA

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

Union Affiliations: Operators: CUPE Local 1544
 Mechanics: CUPE Local 1544
 Other (specify):

Top Operator Wage Rate: \$23.16
 Top Mechanic Wage Rate: \$28.06

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	9%	10%
Net Operating Cost / Capita	\$8.05	\$12.54
Total Exp. / Passenger	\$20.28	\$34.73
Total Exp. / Eligible Passenger	\$20.76	\$35.52
Transportation Exp. / Passenger		
Dedicated Service	\$20.28	\$29.82
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$46.51	\$61.92
OPERATING		
Registrants / Capita	0.0287	0.0095
Passengers / Capita	0.4377	0.4004
Passengers / Registrant	15.27	42.15
Passengers / Hour (Dedicated Service)	2.29	2.08
Kms / Passenger (Dedicated Service)	7.34	8.00
Average Speed (Dedicated Service)	16.83	16.61

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	14,875	
Wheelchair/Scooter Users		
Attendants	340	
Companions		
Other (specified)		
TOTAL	15,215	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	5	3	5	5
Other				
TOTAL DED. VEHICLES	5	3	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: 2,615,000
 Service area (km²): 630.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 15
 Eligibility Committee members: 15

REGISTRANTS
 Wheelchair/Scooter Users: 16,200
 Ambulatory: 24,800
 Attendants:
 Companions:
 Other:
Total: 41,000

Active
 16,200
 24,800
 41,000

Total
 16,200
 24,800
 41,000

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	14,173,330	15,731,555
Tot. Veh. Km. - Dedicated Service	15,287,334	16,966,482
Rev. Veh. Hrs. - Dedicated Service	634,126	723,736
Tot. Veh. Hrs. - Dedicated Service	685,241	777,190
Non-Dedicated Service - Veh. Km.	4,679,684	3,637,135
Non-Dedicated Service - Veh. Hrs.	146,572	113,032

PASSENGER DATA

Dedicated Service	2,116,407	2,286,535
Non-Dedicated Service	654,444	487,129
TOTAL PASSENGERS	2,770,851	2,773,664
Subscription / Pre-booked	46%	46%
Reservation	53%	53%
On-Demand / Day of trip	1%	1%
Cancelled in advance	387,220	323,130
No-shows / Cancelled at door	66,888	90,166
Unaccommodated trips	49,701	87,374
Number of complaints	2,937	3,196

OPERATING EXPENSES

Administration	\$11,688,968	\$11,930,396
Operations:		
Internal - Dedicated Service	\$28,302,984	\$32,397,912
Contract - Dedicated Service	\$20,151,100	\$20,775,707
Contract - Non-Dedicated Service	\$12,506,900	\$9,781,251
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,023,748	\$15,627,438
Fuel	\$2,640,100	\$3,668,477
TOTAL OPERATING EXPENSES	\$89,313,800	\$94,181,181

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,099,200	\$5,122,483
Other Operating Revenue		
Total Operating Revenue	\$5,099,200	\$5,122,483
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$84,214,600	\$89,058,698
Other / Donations		
TOTAL	\$89,313,800	\$94,181,181

CAPITAL EXPENSES

Vehicles Purchased	\$27,250,000	
Debt Servicing		
Other Capital Expenses	\$922,000	\$2,091,000
TOTAL CAPITAL EXPENSES	\$28,172,000	\$2,091,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$28,172,000	\$2,091,000
Other / Donations		
TOTAL CAPITAL FUNDING	\$28,172,000	\$2,091,000

* 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:	2.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
03/01/2010			\$121.00	
Adult	\$3.00	\$2.50		
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	334	
Other Operations	77	
Vehicle Mechanics	85	
General and Administration	9	
Other		

TOTAL NUMBER OF EMPLOYEES

505

Union Affiliations: Operators: ATU 113
 Mechanics: ATU 113
 Other (specify):

Top Operator Wage Rate: \$29.59

Top Mechanic Wage Rate: \$36.28

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$33.64	\$34.06
Total Exp. / Passenger	\$32.23	\$33.96
Total Exp. / Eligible Passenger	\$32.23	\$33.96
Transportation Exp. / Passenger		
Dedicated Service	\$30.77	\$31.69
Non-Dedicated Service	\$19.11	\$20.08
Transportation Exp. / Hour (Dedicated Service)	\$95.03	\$93.25
OPERATING		
Registrants / Capita	0.0266	0.0157
Passengers / Capita	1.1069	1.0607
Passengers / Registrant	41.63	67.65
Passengers / Hour (Dedicated Service)	3.34	3.16
Kms / Passenger (Dedicated Service)	6.70	6.88
Average Speed (Dedicated Service)	22.35	21.74

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,623,361	481,123
Wheelchair/Scooter Users	663,174	6,006
Attendants		
Companions		
Other (specified)		
TOTAL	2,286,535	487,129

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	60	60	N/A	3
Accessible Vans / Minivans	173	155	2	2
Small Buses	227	160	4	8
Other				
TOTAL DED. VEHICLES	460	375	N/A	N/A

Vehicle ownership: Small buses - TTC

Vehicle maintenance responsibility: Small buses - TTC

Accessible taxis: 173

Trent Hills

Venture Van

Contact: Charlotte Clay-Ireland
 Title: Transportation Program Co-ordinator
 Telephone: 705-653-1411
 Fax: 705-653-1471
 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: 12
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	125	125
Ambulatory:	172	172
Attendants:	83	83
Companions:		
Other:		
Total:	380	380

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	68,951	93,797
Tot. Veh. Km. - Dedicated Service	79,210	112,779
Rev. Veh. Hrs. - Dedicated Service	2,668	3,742
Tot. Veh. Hrs. - Dedicated Service	2,947	4,495
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	3,128	3,721
Non-Dedicated Service		
TOTAL PASSENGERS	3,128	3,721
Subscription / Pre-booked	50%	50%
Reservation	50%	50%
On-Demand / Day of trip	0%	0%
Cancelled in advance	400	214
No-shows / Cancelled at door	26	338
Unaccommodated trips	10	15
Number of complaints	1	2

OPERATING EXPENSES

	2010	2011
Administration	\$22,119	\$37,119
Operations:		
Internal - Dedicated Service	\$79,166	\$114,273
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,987	\$12,575
Fuel	\$12,930	\$18,820
TOTAL OPERATING EXPENSES	\$118,202	\$182,787

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$21,439	\$27,891
Other Operating Revenue	\$267	\$78
Total Operating Revenue	\$21,706	\$27,969
Federal Contributions		
Provincial Contributions	\$41,618	\$80,385
Municipal Contributions	\$30,500	\$45,213
Other / Donations	\$24,378	\$29,220
TOTAL	\$118,202	\$182,787

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	

* Added new service to provide additional access to transportation in the Trent Hills area.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	01/01/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$4.00	\$3.33		☐
Child	\$4.00	\$3.33		☐
Student	\$4.00	\$3.33		☐
Senior	\$4.00	\$3.33		☒
Attendant				☐
Companion	\$4.00	\$3.33		
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$14.71

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	18%	15%
Net Operating Cost / Capita	\$7.72	\$12.39
Total Exp. / Passenger	\$37.79	\$49.12
Total Exp. / Eligible Passenger	\$40.12	\$49.90
Transportation Exp. / Passenger		
Dedicated Service	\$30.72	\$39.15
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$32.59	\$32.41
OPERATING		
Registrants / Capita	0.0266	0.0304
Passengers / Capita	0.2502	0.2977
Passengers / Registrant	9.39	9.79
Passengers / Hour (Dedicated Service)	1.17	0.99
Kms / Passenger (Dedicated Service)	22.04	25.21
Average Speed (Dedicated Service)	25.84	25.07

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,994	
Wheelchair/Scooter Users	1,669	
Attendants	58	
Companions		
Other (specified)		
TOTAL	3,721	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	2	1
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	3	3	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 Technologist
 Telephone: 519-360-1998 x3301
 Fax: 519-436-3240
 Email: jan.metcalfe@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:	157	157
Ambulatory:	332	332
Attendants:	166	166
Companions:		
Other:		
Total:	655	655

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	19,544	21,150
Tot. Veh. Km. - Dedicated Service	19,544	21,150
Rev. Veh. Hrs. - Dedicated Service	3,398	3,352
Tot. Veh. Hrs. - Dedicated Service	3,398	3,352
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	6,160	7,392
Non-Dedicated Service		
TOTAL PASSENGERS	6,160	7,392
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	298	531
No-shows / Cancelled at door		
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2010	2011
Administration	\$10,857	\$10,857
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$113,985	\$126,761
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		

TOTAL OPERATING EXPENSES **\$124,842** **\$137,618**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$15,030	\$16,107
Other Operating Revenue		

	2010	2011
Total Operating Revenue	\$15,030	\$16,107
Federal Contributions		
Provincial Contributions	\$7,494	\$8,838
Municipal Contributions	\$102,318	\$112,673
Other / Donations		
TOTAL	\$124,842	\$137,618

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	Sunday
0700 to 1700		0900 to 1700
Saturday: 0900 to 1700		Holiday: to
Advanced booking notice:	1 day(s)	
Minimum notice for reservation:	24.0 hour(s)	
Reservations / Scheduling:	Manual	

FARE STRUCTURE

Effective Date	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/01/2007				
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

	2010	2011
FINANCIAL		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$9.31	\$10.30
Total Exp. / Passenger	\$20.27	\$18.62
Total Exp. / Eligible Passenger	\$21.05	\$19.15
Transportation Exp. / Passenger		
Dedicated Service	\$18.50	\$17.15
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$33.54	\$37.82
OPERATING		
Registrants / Capita	0.0525	0.0555
Passengers / Capita	0.5220	0.6264
Passengers / Registrant	9.94	11.29
Passengers / Hour (Dedicated Service)	1.81	2.21
Kms / Passenger (Dedicated Service)	3.17	2.86
Average Speed (Dedicated Service)	5.75	6.31

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,558	
Wheelchair/Scooter Users	629	
Attendants	205	
Companions		
Other (specified)		
TOTAL	7,392	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	1	3	4
Small Buses				
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: 54,000
 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: 627
 Ambulatory: 1,069
 Attendants:
 Companions:
 Other:
Total: 1,696

Active
 627
 1,069
 1,696

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	422,646	438,158
Tot. Veh. Km. - Dedicated Service	422,646	438,158
Rev. Veh. Hrs. - Dedicated Service	11,011	11,470
Tot. Veh. Hrs. - Dedicated Service	12,268	12,738
Non-Dedicated Service - Veh. Km.	46,232	47,337
Non-Dedicated Service - Veh. Hrs.	757	732

PASSENGER DATA

Dedicated Service	31,423	32,741
Non-Dedicated Service	3,881	3,752
TOTAL PASSENGERS	35,304	36,493
Subscription / Pre-booked	69%	66%
Reservation	30%	32%
On-Demand / Day of trip	1%	2%
Cancelled in advance	8,754	9,327
No-shows / Cancelled at door	224	276
Unaccommodated trips	1,144	1,300
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$564,484	\$709,379
Contract - Non-Dedicated Service	\$85,431	\$90,317
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$99,744	\$74,627
Fuel	\$89,349	\$109,078
TOTAL OPERATING EXPENSES	\$839,008	\$983,401

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$135,146	\$137,315
Other Operating Revenue		

Total Operating Revenue	\$135,146	\$137,315
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$744,075	\$846,086
Other / Donations		
TOTAL	\$879,221	\$983,401

CAPITAL EXPENSES

Vehicles Purchased	\$187,618	\$81,475
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$187,618	\$81,475

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$187,618	\$81,475
Other / Donations		
TOTAL CAPITAL FUNDING	\$187,618	\$81,475

* 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:	48.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	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				☐
Companion				
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	7	2
Other Operations	1	1
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	9	3

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

Top Operator Wage Rate: \$20.54

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	16%	14%
Net Operating Cost / Capita	\$11.52	\$15.67
Total Exp. / Passenger	\$23.77	\$26.95
Total Exp. / Eligible Passenger	\$25.18	\$28.84
Transportation Exp. / Passenger		
Dedicated Service	\$23.98	\$27.28
Non-Dedicated Service	\$22.01	\$24.07
Transportation Exp. / Hour (Dedicated Service)	\$61.43	\$70.11
OPERATING		
Registrants / Capita	0.0259	0.0314
Passengers / Capita	0.5778	0.6758
Passengers / Registrant	22.27	21.52
Passengers / Hour (Dedicated Service)	2.85	2.85
Kms / Passenger (Dedicated Service)	13.45	13.38
Average Speed (Dedicated Service)	38.38	38.20

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,124	3,453
Wheelchair/Scooter Users	8,217	299
Attendants	2,400	
Companions		
Other (specified)		
TOTAL	32,741	3,752

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
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 Mobility/PLUS (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: 489,100
 Service area (km²): 315.8
 Communities served: 4
 Service began: 01/01/1973
 Advisory Committee members: 12
 Eligibility Committee members: 5

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,400	3,362
Ambulatory:	1,677	4,028
Attendants:		
Companions:		
Other:		
Total:	3,077	7,390

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	1,215,959	1,297,303
Tot. Veh. Km. - Dedicated Service	1,240,775	1,323,779
Rev. Veh. Hrs. - Dedicated Service	55,232	55,775
Tot. Veh. Hrs. - Dedicated Service	60,755	61,353
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	142,326	142,414
Non-Dedicated Service	131,451	145,470
TOTAL PASSENGERS	273,777	287,884
Subscription / Pre-booked	54%	53%
Reservation	46%	47%
On-Demand / Day of trip	0%	0%
Cancelled in advance	21,319	22,247
No-shows / Cancelled at door	7,141	8,091
Unaccommodated trips	334	2,576
Number of complaints	142	196

OPERATING EXPENSES

	2010	2011
Administration	\$743,283	\$841,172
Operations:		
Internal - Dedicated Service	\$3,809,477	\$3,909,590
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,285,791	\$1,433,363
Contract - Taxi Scrip	\$571,193	\$623,933
Maintenance (Vehicles & Facilities)	\$452,996	\$690,530
Fuel	\$301,953	\$390,014
TOTAL OPERATING EXPENSES	\$7,164,693	\$7,888,602

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$508,517	\$467,093
Other Operating Revenue	\$308,682	\$346,425
TOTAL	\$817,199	\$813,518

	2010	2011
Federal Contributions		
Provincial Contributions	\$862,252	\$862,252
Municipal Contributions	\$5,485,242	\$6,212,382
Other / Donations		
TOTAL	\$7,164,693	\$7,888,152

CAPITAL EXPENSES

	2010	2011
Vehicles Purchased	\$473,229	\$175,683
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$473,229	\$175,683

CAPITAL FUNDING SOURCES

	2010	2011
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$473,229	\$175,683
Other / Donations		
TOTAL CAPITAL FUNDING	\$473,229	\$175,683

* Other Eligibility Criteria: CNIB Registrants. * In June 2008 MobilityPLUS started a Commuter Service for persons with cognitive disabilities, in 2011 - 8,741 passengers were carried. All MobilityPLUS registrants have access to TaxiSCRIP as well as complimentary rides on conventional GRT routes. In 2011, there were approximately 119,941 rides provided on GRT conventional transit for registrants of MobilityPLUS. In 2011, MobilityPLUS also provided 2,490 rides for 73 registered clients in the Township of North Dumfries. This service is contracted to a local taxi company, with expenses of \$29,648 and revenues of \$10,362.

SERVICE HOURS / SCHEDULING

	2010	2011
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:	48.0 hour(s)	
Reservations / Scheduling:	Fully Computerized	

FARE STRUCTURE

Effective Date	01/07/2012	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	34	12
Other Operations	5	4
Vehicle Mechanics		
General and Administration	9	
Other		
TOTAL NUMBER OF EMPLOYEES	48	16

Union Affiliations: Operators: CAW 4304
 Mechanics: CAW 4304
 Other (specify): CUPE 1883, Clerical Staff

Top Operator Wage Rate: \$26.76

Top Mechanic Wage Rate: \$30.37

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$12.92	\$14.47
Total Exp. / Passenger	\$26.17	\$27.40
Total Exp. / Eligible Passenger	\$35.65	\$37.77
Transportation Exp. / Passenger		
Dedicated Service	\$32.07	\$35.04
Non-Dedicated Service	\$14.13	\$14.14
Transportation Exp. / Hour (Dedicated Service)	\$75.13	\$81.33
OPERATING		
Registrants / Capita	0.0150	0.0151
Passengers / Capita	0.5574	0.5886
Passengers / Registrant	37.26	38.96
Passengers / Hour (Dedicated Service)	2.58	2.55
Kms / Passenger (Dedicated Service)	8.54	9.11
Average Speed (Dedicated Service)	22.02	23.26

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	64,215	71,045
Wheelchair/Scooter Users	66,538	7,063
Attendants	11,661	
Companions		
Other (specified)		67,362
TOTAL	142,414	145,470

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	30	25	6	7
Small Buses				
Other				
TOTAL DED. VEHICLES	30	25	N/A	N/A

Vehicle ownership: Regional Transit System
 Vehicle maintenance responsibility: Regional Transit System
 Accessible taxis: 16

Welland

WellTrans

Contact: Lorraine Denis
 Title: WellTrans Co-ordinator
 Telephone: 905-735-1700 x3102
 Fax: 905-732-9422
 Email: lorraine.denis@welland.ca

Population served: 50,331
 Service area (km²): 86.0
 Communities served: 1
 Service began: 01/08/1981
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	696	696
Ambulatory:	772	772
Attendants:	190	190
Companions:		
Other:		
Total:	1,658	1,658

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	91,914	87,853
Tot. Veh. Km. - Dedicated Service	97,235	94,410
Rev. Veh. Hrs. - Dedicated Service	5,611	5,514
Tot. Veh. Hrs. - Dedicated Service	6,140	6,145
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	17,443	17,541
Non-Dedicated Service		
TOTAL PASSENGERS	17,443	17,541
Subscription / Pre-booked	58%	61%
Reservation	41%	38%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,982	2,688
No-shows / Cancelled at door	104	120
Unaccommodated trips	325	300
Number of complaints	6	5

OPERATING EXPENSES

	2010	2011
Administration	\$118,161	\$121,936
Operations:		
Internal - Dedicated Service	\$192,047	\$206,610
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$47,674	\$51,709
Fuel	\$24,064	\$30,096
TOTAL OPERATING EXPENSES	\$381,946	\$410,351

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$37,183	\$38,325
Other Operating Revenue	\$7,434	\$5,223
Total Operating Revenue	\$44,617	\$43,548
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$337,329	\$366,803
Other / Donations		
TOTAL	\$381,946	\$410,351

CAPITAL EXPENSES

	2010	2011
Vehicles Purchased		\$195,288
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$195,288

CAPITAL FUNDING SOURCES

	2010	2011
Transit System		
Federal Contributions		
Provincial Contributions		\$195,288
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$195,288

Welland Handi-Trans renamed as WellTrans in August 2011.

SERVICE HOURS / SCHEDULING

	2010	2011
Weekday:	0715 to 1900	Sunday: to
Saturday:	0930 to 1815	Holiday: to
Advanced booking notice:	14 day(s)	
Minimum notice for reservation:	24.0 hour(s)	
Reservations / Scheduling:	Fully Computerized	

FARE STRUCTURE

	2010	2011
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

	2010	2011
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: \$25.33

Top Mechanic Wage Rate: \$31.11

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$6.70	\$7.29
Total Exp. / Passenger	\$21.90	\$23.39
Total Exp. / Eligible Passenger	\$24.32	\$26.41
Transportation Exp. / Passenger		
Dedicated Service	\$15.12	\$16.44
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$42.96	\$46.93
OPERATING		
Registrants / Capita	0.0307	0.0329
Passengers / Capita	0.3466	0.3485
Passengers / Registrant	11.28	10.58
Passengers / Hour (Dedicated Service)	3.11	3.18
Kms / Passenger (Dedicated Service)	5.27	5.01
Average Speed (Dedicated Service)	16.38	15.93

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,402	
Wheelchair/Scooter Users	6,135	
Attendants	1,362	
Companions		
Other (specified)	642	
TOTAL	17,541	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	4	3	5	14
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: 4
 Ambulatory: 66
 Attendants:
 Companions:
 Other:
Total: 70

Active
 4
 66
 70

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	54,954	62,036
Tot. Veh. Km. - Dedicated Service	54,954	62,036
Rev. Veh. Hrs. - Dedicated Service	1,495	1,615
Tot. Veh. Hrs. - Dedicated Service	1,495	1,615
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	3,158	2,937
Non-Dedicated Service		
TOTAL PASSENGERS	3,158	2,937
Subscription / Pre-booked	100%	100%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	209	110
No-shows / Cancelled at door		7
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2010	2011
Administration	\$1,560	\$4,949
Operations:		
Internal - Dedicated Service	\$21,842	\$34,024
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,924	\$8,957
Fuel	\$8,332	\$14,145
TOTAL OPERATING EXPENSES	\$33,658	\$62,075

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$12,735	\$15,655
Other Operating Revenue		
Total Operating Revenue	\$12,735	\$15,655
Federal Contributions		
Provincial Contributions	\$450	\$22,011
Municipal Contributions	\$20,363	\$24,409
Other / Donations	\$110	
TOTAL	\$33,658	\$62,075

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: includes persons with an application signed by a health care professional or doctor. * Municipal Contributions: Chatham-Kent - \$3,218.33, Dawn-Euphemia - \$3,907.97, Southwest Middlesex - \$13,040.49, Newbury - \$62.69, West Elgin - \$4,179.65. * Provincial Dedicated Gas Tax Funds are used for the New Initiatives Program providing on-demand supplementary services during weekend service hours. The majority of these users are seniors. The cost and revenues incurred in this program were not included in 2010.

SERVICE HOURS / SCHEDULING

	Weekday:	Sunday:
0900 to 1600	to	to
Saturday:	to	Holiday:
Advanced booking notice:	1 day(s)	
Minimum notice for reservation:	24.0 hour(s)	
Reservations / Scheduling:	Manual	

FARE STRUCTURE

Effective Date	01/01/2010	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$4.00			☐
Child	\$4.00			☐
Student	\$4.00			☐
Senior	\$4.00			☐
Attendant	\$4.00			☐
Companion	\$4.00			☐
Other	\$8 Round Trip Fare			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$19.18
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	38%	25%
Net Operating Cost / Capita	\$1.13	\$2.51
Total Exp. / Passenger	\$10.66	\$21.14
Total Exp. / Eligible Passenger	\$13.01	\$26.57
Transportation Exp. / Passenger		
Dedicated Service	\$10.16	\$19.45
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$21.47	\$35.37
OPERATING		
Registrants / Capita	0.0057	0.0038
Passengers / Capita	0.1707	0.1588
Passengers / Registrant	30.08	41.96
Passengers / Hour (Dedicated Service)	2.11	1.82
Kms / Passenger (Dedicated Service)	17.40	21.12
Average Speed (Dedicated Service)	36.76	38.41

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,080	
Wheelchair/Scooter Users	256	
Attendants		
Companions		
Other (specified)	601	
TOTAL	2,937	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			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 ext 226
 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: 1

REGISTRANTS
 Wheelchair/Scooter Users: 98
 Ambulatory: 247
 Attendants: 36
 Companions: 36
 Other:
Total: 381

Active
 98
 247
 36
 36
 381

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	33,854	32,419
Tot. Veh. Km. - Dedicated Service	35,689	33,569
Rev. Veh. Hrs. - Dedicated Service	2,712	2,598
Tot. Veh. Hrs. - Dedicated Service	2,993	2,775
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,399	4,705
Non-Dedicated Service		
TOTAL PASSENGERS	5,399	4,705
Subscription / Pre-booked	40%	50%
Reservation	55%	45%
On-Demand / Day of trip	5%	5%
Cancelled in advance	94	56
No-shows / Cancelled at door	5	6
Unaccommodated trips	3	2
Number of complaints	4	2

OPERATING EXPENSES

Administration	\$19,060	\$20,934
Operations:		
Internal - Dedicated Service	\$50,141	\$40,562
Contract - Dedicated Service		
Contract - Non-Dedicated Service		\$2,965
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,374	\$4,654
Fuel	\$5,862	\$6,605
TOTAL OPERATING EXPENSES	\$83,437	\$75,720

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,951	\$14,731
Other Operating Revenue	\$24,628	\$10,902
Total Operating Revenue	\$38,579	\$25,633
Federal Contributions		
Provincial Contributions	\$51,929	\$55,864
Municipal Contributions	\$12,000	\$12,000
Other / Donations	\$10,147	\$19,107
TOTAL	\$112,655	\$112,604

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 wage, no increase last 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.

SERVICE HOURS / SCHEDULING

Weekday:	to	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/04/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.75			☐
Child	\$3.75			☐
Student	\$3.75			☐
Senior	\$3.75			☒
Attendant				☒
Companion				☒
Other	charter: \$42/hr driving; \$32/hr 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	2010	2011
R/C Ratio	46%	34%
Net Operating Cost / Capita	\$4.91	\$5.49
Total Exp. / Passenger	\$15.45	\$16.09
Total Exp. / Eligible Passenger	\$15.45	\$16.09
Transportation Exp. / Passenger		
Dedicated Service	\$11.92	\$11.01
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$21.51	\$18.67
OPERATING		
Registrants / Capita	0.0489	0.0417
Passengers / Capita	0.5914	0.5154
Passengers / Registrant	12.11	12.35
Passengers / Hour (Dedicated Service)	1.99	1.81
Kms / Passenger (Dedicated Service)	6.27	6.89
Average Speed (Dedicated Service)	12.48	12.48

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,705	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	4,705	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
Accessible Vans / Minivans	1	1	2 4
Small Buses	1	1	5 12
Other			
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: 1,521
 Ambulatory: 1,951
 Attendants:
 Companions:
 Other:
Total: 3,472

Active
 1,521
 1,951
 3,472

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	303,013	330,358
Tot. Veh. Km. - Dedicated Service	442,496	477,574
Rev. Veh. Hrs. - Dedicated Service	20,000	21,346
Tot. Veh. Hrs. - Dedicated Service	20,000	21,346
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2010	2011
Dedicated Service	51,031	55,510
Non-Dedicated Service		
TOTAL PASSENGERS	51,031	55,510
Subscription / Pre-booked	65%	45%
Reservation	32%	52%
On-Demand / Day of trip	3%	3%
Cancelled in advance	18,241	19,280
No-shows / Cancelled at door	651	770
Unaccommodated trips	24	19
Number of complaints		

OPERATING EXPENSES

	2010	2011
Administration	\$330,599	\$386,665
Operations:		
Internal - Dedicated Service	\$622,378	\$591,106
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$84,999	\$90,357
Fuel	\$100,675	\$135,443
TOTAL OPERATING EXPENSES	\$1,138,651	\$1,203,571

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2010	2011
Passenger Revenue	\$203,039	\$234,921
Other Operating Revenue	\$9,668	\$81
Total Operating Revenue	\$212,707	\$235,002
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$881,675	\$881,675
Other / Donations		
TOTAL	\$1,094,382	\$1,116,677

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

* The data for Windsor also included the specialized transit service for the Town of LaSalle. In 2011, 112 registered clients took 2,637 passenger trips. LaSalle service contract revenue for 2011 was \$49,311.90 and its passenger revenue was \$13,844.25.

SERVICE HOURS / SCHEDULING

	2010	2011
Weekday: 0630 to 0030		
Saturday: 0800 to 0030		
Sunday: 0800 to 2200		
Holiday: 0800 to 2200		
Advanced booking notice: 28 day(s)		
Minimum notice for reservation: 2.0 hour(s)		
Reservations / Scheduling: Partially Computerized		

FARE STRUCTURE

Effective Date	01/10/1999	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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: \$20.24

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	19%	20%
Net Operating Cost / Capita	\$3.96	\$4.14
Total Exp. / Passenger	\$22.31	\$21.68
Total Exp. / Eligible Passenger	\$23.38	\$22.68
Transportation Exp. / Passenger		
Dedicated Service	\$15.83	\$14.72
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.40	\$38.27
OPERATING		
Registrants / Capita	0.0144	0.0149
Passengers / Capita	0.2184	0.2375
Passengers / Registrant	15.14	15.99
Passengers / Hour (Dedicated Service)	2.55	2.60
Kms / Passenger (Dedicated Service)	5.94	5.95
Average Speed (Dedicated Service)	15.15	15.48

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	31,689	
Wheelchair/Scooter Users	21,373	
Attendants	2,448	
Companions		
Other (specified)		
TOTAL	55,510	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
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

Contact: Alex Piggott
 Title: Works Superintendent
 Telephone: 519-539-2382 x3140
 Fax: 519-537-6984
 Email: apiggott@city.woodstock.on.ca

Population served: 38,000
 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: 98
 Ambulatory: 295
 Attendants:
 Companions:
 Other:
Total: 393

Active
 98
 295
 903

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

	2010	2011
Rev. Veh. Km. - Dedicated Service	13,526	13,562
Tot. Veh. Km. - Dedicated Service	13,526	13,562
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	2,215	4,083
Non-Dedicated Service	54,014	43,141
TOTAL PASSENGERS	56,229	47,224
Subscription / Pre-booked	95%	5%
Reservation	0%	0%
On-Demand / Day of trip	5%	95%
Cancelled in advance	250	
No-shows / Cancelled at door	63	108
Unaccommodated trips		
Number of complaints	30	

OPERATING EXPENSES

Administration	\$12,713	\$18,459
Operations:		
Internal - Dedicated Service	\$17,940	\$37,389
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$444,373	\$370,131
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$17,502	\$14,473
Fuel	\$3,635	\$7,861
TOTAL OPERATING EXPENSES	\$496,163	\$448,313

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$119,487	\$8,814
Other Operating Revenue		\$96,188
Total Operating Revenue	\$119,487	\$105,002
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$376,676	\$343,311
Other / Donations		
TOTAL	\$496,163	\$448,313

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 1630	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date	01/07/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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 Local 1146
 Mechanics: CUPE Local 1146
 Other (specify):

Top Operator Wage Rate: \$24.71

Top Mechanic Wage Rate: \$27.81

PERFORMANCE INDICATORS

FINANCIAL	2010	2011
R/C Ratio	24%	23%
Net Operating Cost / Capita	\$10.18	\$9.03
Total Exp. / Passenger	\$8.82	\$9.49
Total Exp. / Eligible Passenger	\$8.82	\$9.49
Transportation Exp. / Passenger		
Dedicated Service	\$17.64	\$14.63
Non-Dedicated Service	\$8.23	\$8.58
Transportation Exp. / Hour (Dedicated Service)	\$25.05	\$38.28
OPERATING		
Registrants / Capita	0.0094	0.0238
Passengers / Capita	1.5197	1.2427
Passengers / Registrant	162.51	52.30
Passengers / Hour (Dedicated Service)	1.42	2.62
Kms / Passenger (Dedicated Service)	6.11	3.32
Average Speed (Dedicated Service)	8.67	8.69

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,083	30,312
Wheelchair/Scooter Users		12,829
Attendants		
Companions		
Other (specified)		
TOTAL	4,083	43,141

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans			Ambulatory
Small Buses	1	1	5
Other			15
TOTAL DED. VEHICLES	1	1	N/A

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Municipality
 Accessible taxis: 6

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: 1,086,000
 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: 1,247
 Ambulatory: 2,734
 Attendants:
 Companions:
 Other:
Total: 3,981

Active
 1,247
 2,734
 10,126

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 4
☐ 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

	2010	2011
Rev. Veh. Km. - Dedicated Service	2,853,804	3,007,712
Tot. Veh. Km. - Dedicated Service	2,853,804	3,007,712
Rev. Veh. Hrs. - Dedicated Service	158,839	170,152
Tot. Veh. Hrs. - Dedicated Service	187,249	197,324
Non-Dedicated Service - Veh. Km.	31,926	50,121
Non-Dedicated Service - Veh. Hrs.	4,737	5,463

PASSENGER DATA

Dedicated Service	317,270	330,231
Non-Dedicated Service	5,518	6,084
TOTAL PASSENGERS	322,788	336,315
Subscription / Pre-booked	57%	47%
Reservation	43%	53%
On-Demand / Day of trip	1%	0%
Cancelled in advance	39,751	45,769
No-shows / Cancelled at door	4,443	4,683
Unaccommodated trips	2	2
Number of complaints	742	876

OPERATING EXPENSES

Administration	\$1,054,696	\$1,560,914
Operations:		
Internal - Dedicated Service	\$1,645,684	\$2,154,913
Contract - Dedicated Service	\$7,706,125	\$8,092,187
Contract - Non-Dedicated Service	\$277,067	\$135,934
Contract - Taxi Scrip	\$39,548	\$29,036
Maintenance (Vehicles & Facilities)	\$1,239	\$639
Fuel	\$145	\$158,013
TOTAL OPERATING EXPENSES	\$10,724,504	\$12,131,636

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$713,383	\$760,691
Other Operating Revenue		
Total Operating Revenue	\$713,383	\$760,691
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$9,964,327	\$11,367,047
Other / Donations	\$5,300	\$3,899
TOTAL	\$10,683,010	\$12,131,637

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 status started in mid 2010, whereby current customers and new applicants use conventional YRT/Viva transit services for a portion of their overall trip. A Mobility Plus vehicle will pick up passengers from their home and take them to a Bus Terminal, the driver escorts to the platform. The customer boards the conventional transit bus and travels to another terminal subway if travelling into Toronto. At the terminal, another Mobility Plus Vehicle may pick up the customer and take 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:	18.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date	01/01/2009	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.25	\$2.60	\$105.00	☐
Child				☐
Student				☐
Senior				☒
Attendant				☐
Companion	\$3.25	\$2.60	\$105.00	☐
Other				

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):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2010	2011
FINANCIAL		
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$9.43	\$10.47
Total Exp. / Passenger	\$33.22	\$36.07
Total Exp. / Eligible Passenger	\$37.97	\$41.72
Transportation Exp. / Passenger		
Dedicated Service	\$29.48	\$31.51
Non-Dedicated Service	\$57.38	\$27.12
Transportation Exp. / Hour (Dedicated Service)	\$49.95	\$52.73
OPERATING		
Registrants / Capita	0.0087	0.0093
Passengers / Capita	0.3039	0.3097
Passengers / Registrant	35.15	33.21
Passengers / Hour (Dedicated Service)	2.00	1.94
Kms / Passenger (Dedicated Service)	8.99	9.11
Average Speed (Dedicated Service)	17.97	17.68

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	223,921	5,538
Wheelchair/Scooter Users	61,239	71
Attendants	35,494	401
Companions	8,172	74
Other (specified)	1,405	
TOTAL	330,231	6,084

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	36	33	N/A	3
Accessible Vans / Minivans	25	22	2	2
Small Buses	17	12	5	10
Other				
TOTAL DED. VEHICLES	78	67	N/A	N/A

Vehicle ownership: Small Buses-Transit System, Others-Private Op
 Vehicle maintenance responsibility: Private Operation
 Accessible taxis:

IV. APPENDIX - 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)	=	$\frac{\text{Passengers (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$
Kilometres / Passengers (Dedicated Service)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Passengers (Dedicated Service)}}$
Average Speed (Dedicated Service)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$