

Ontario Specialized Transit Services Fact Book 2012 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 2011 and 2012, 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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License Administrator
Canadian Urban Transit Association
Phone: 416-365-9800; extension 113
E-mail: techservices@cutaactu.ca

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Prepared By Tammy Siu Industry Data Coordinator		Performing Agency Canadian Urban Transit Association 55 York Street, Suite 1401 Toronto, CANADA M5J 1R7 Telephone: 416-365-9800 E-mail: techservices@cutaactu.ca Website: www.cutaactu.ca
Project Manager Wendy Reuter Director of Research and Technical Services		Sponsoring Agency Ontario Ministry of Transportation Division Services and Program Management Office 27th Floor 777 Bay Street Toronto, ON M7A 2J8 Telephone: 416-585-7141 E-mail: rita.debartolo@ontario.ca Website: www.mto.gov.on.ca
Supplementary Notes Please contact CUTA's Research and Technical Services Department for any corrections or comments. Copyright © 2013 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)		
Abstract The Ontario Specialized Transit Services Fact Book – 2012 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 2011 and 2012, along with key performance indicators, for each of the specialized transit systems. The report also provides summary information for the province and population groups.		
Key Words Specialized Transit; Paratransit; Handi Transit; Transit Services for the Disabled; Operating and Financial Statistics; Performance Indicators		Language RTS-13-21: English
No. of Pages 98		Distribution Available to Ontario transit systems

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Note: The data for Kawartha Lakes (Rural) was not available in this Fact Book.

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 Ontario gas tax funding as part of the 2013 Dedicated Gas Tax allocation.

I. ONTARIO SUMMARY

Ontario Summary

Number of Systems Reporting:	79	Systems with Dedicated Service:	76	96%	REGISTRANTS	Active	Total
Population served:	11,822,447	Operated by:			Wheelchair/Scooter Users:	42,959	71,724
Service area (km²):	614,974.4	Transit System/Municipality:	36	46%	Ambulatory:	66,524	103,796
Communities served:	162	Private Contractor:	24	30%	Attendants:	3,001	3,564
Eligibility Criteria:		Private Non-Profit Organization:	32	41%	Companions:	234	253
Unable to Board:	67%	Systems with Non-Dedicated Service:	31	39%	Other:	1,409	4,316
Unable to Use:	65%	Systems with a Taxi Scrip Program:	9	11%	Total:	115,038	184,691
Other Criteria:	51%						

OPERATING DATA

	2011	2012
Number of transit systems reporting	79	79
Rev. Veh. Km. - Dedicated Service	44,774,207	45,529,761
Tot. Veh. Km. - Dedicated Service	47,813,121	51,476,961
Rev. Veh. Hrs. - Dedicated Service	2,197,341	2,250,651
Tot. Veh. Hrs. - Dedicated Service	2,339,465	2,511,286
Non-Dedicated Service - Veh. Km.	3,944,849	5,053,469
Non-Dedicated Service - Veh. Hrs.	148,830	184,936

PASSENGER DATA

Dedicated Service	5,790,972	5,933,343
Non-Dedicated Service	1,470,875	1,619,792
TOTAL PASSENGERS	7,261,847	7,553,135
Subscription / Pre-booked	44%	47%
Reservation	45%	43%
On-Demand / Day of trip	11%	12%
Cancelled in advance	876,130	1,438,259
No-shows / Cancelled at door	172,464	174,358
Unaccommodated trips	177,570	194,886
Number of complaints	7,337	7,398

OPERATING EXPENSES

Administration	\$27,058,380	\$30,511,299
Operations:		
Internal - Dedicated Service	\$79,754,609	\$85,686,146
Contract - Dedicated Service	\$47,386,049	\$49,113,110
Contract - Non-Dedicated Service	\$24,733,134	\$28,128,215
Contract - Taxi Scrip	\$2,514,692	\$2,533,353
Maintenance (Vehicles & Facilities)	\$24,788,340	\$25,655,450
Fuel	\$9,539,269	\$9,676,578
TOTAL OPERATING EXPENSES	\$215,774,473	\$231,304,150

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,751,369	\$17,849,548
Other Operating Revenue	\$1,326,188	\$869,278
Total Operating Revenue	\$18,077,557	\$18,718,826
Federal Contributions		\$9,375
Provincial Contributions	\$7,951,559	\$7,077,529
Municipal Contributions	\$189,278,830	\$204,962,763
Other / Donations	\$521,988	\$562,430
TOTAL	\$215,829,934	\$231,330,923

CAPITAL EXPENSES

Vehicles Purchased	\$5,402,984	\$34,518,045
Debt Servicing	\$10,234	\$10,234
Other Capital Expenses	\$8,972,810	\$6,524,400
TOTAL CAPITAL EXPENSES	\$14,386,028	\$41,052,679

CAPITAL FUNDING SOURCE

Transit System	\$176,656	
Federal Contributions	\$6,759,698	\$2,925,511
Provincial Contributions	\$1,980,545	\$2,442,253
Municipal Contributions	\$4,906,542	\$35,473,418
Other / Donations	\$562,588	\$300,921
TOTAL CAPITAL FUNDING	\$14,386,029	\$41,142,103

* Note that all transit systems do not always report all data items.

SCHEDULING

Advanced booking notice:	19 day(s)
Minimum notice for reservation:	23.3 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.27	\$2.69	\$71.60
Child	\$2.93	\$2.51	\$50.70
Student	\$3.19	\$2.57	\$59.24
Senior	\$3.16	\$2.48	\$51.00
Attendant	\$2.84	\$2.69	\$66.67
Companion	\$2.98	\$2.68	\$69.17

EMPLOYEE DATA

	Full-time	Part-time
Operators	934	265
Other Operations	185	60
Vehicle Mechanics	116	12
General and Administration	127	33
Other	20	7

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$20.47

Average Top Mechanic Wage Rate: \$29.35

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$17.12	\$18.01
Total Exp. / Passenger	\$29.74	\$30.65
Total Exp. / Eligible Passenger	\$32.35	\$33.30
Transportation Exp. / Passenger		
Dedicated Service	\$27.91	\$28.71
Non-Dedicated Service	\$18.89	\$19.10
Transportation Exp. / Hour (Dedicated Service)	\$68.28	\$67.07
OPERATING		
Registrants / Capita	0.0155	0.0156
Passengers / Capita	0.6277	0.6389
Passengers / Registrant	40.40	40.80
Passengers / Hour (Dedicated Service)	2.57	2.58
Kms / Passenger (Dedicated Service)	8.24	8.10
Average Speed (Dedicated Service)	21.32	20.99

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,580,477	1,308,071
Wheelchair/Scooter Users	1,922,230	142,409
Attendants	266,942	26,739
Companions	91,732	17,106
Other (specified)	71,961	125,466
TOTAL	5,933,342	1,619,791

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	259	191	N/A	
Accessible Vans / Minivans	358	320		1
Small Buses	781	608	3	7
Other	27	27		
TOTAL DED. VEHICLES	1,425	1,146	N/A	N/A
Accessible taxis:	237			

II. POPULATION GROUP SUMMARIES

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London	38	Cochrane.....	13
Niagara Region.....	44	Collingwood	14
Oakville	47	Cornwall	15
Ottawa (Para Transpo)	49	Cramahe.....	16
Peel Region (TransHelp)	52	Dryden.....	17
Toronto (Wheel-Trans)	70	Dysart et Al.....	19
Waterloo Region - Urban	74	Elliot Lake	20
Windsor (Handi-Transit).....	78	Espanola	21
York Region (YRT - Mobility PLUS).....	80	Fort Erie.....	22
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Barrie (BACT)	3	Hearst	30
Brantford (Operation Lift Inc.)	6	Ingersoll	31
Caledon	9	Kapuskasing.....	32
Greater Sudbury	24	Kawartha Lakes (Urban).....	33
Guelph	26	Kenora	34
Halton Hills	27	Machin.....	39
Hanover (Saugeen Mobility and Regional Transit)	29	Meaford (Georgian Handivan)	40
Kingston (Kingston Access Bus).....	35	Midland.....	41
Lanark County	36	North Perth	46
Leamington (Erie Shore Community Transit).....	37	Orillia	48
Milton	42	Owen Sound	50
Niagara Falls	43	Parry Sound.....	51
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St. Catharines	64	St. Marys	65
Thunder Bay (HAGI)	68	St. Thomas	66
Waterloo Region - Rural	73	Stratford	67
Welland	75	Timmins	69
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Population Group 3 (Population < 50,000)		Wallaceburg.....	72
Bancroft	2	West Elgin (Four Counties Transportation)	76
Belleville	4	West Perth (Mitchell and Area Mobility Bus)	77
Blind River (Liberty Express Liberté)	5	Woodstock	79

Note: The data for Kawartha Lakes (Rural) was not available in this Fact Book.

Population Group 1 (>150,000)

Number of Systems Reporting:	12	Systems with Dedicated Service:	12	100%	REGISTRANTS	Active	Total
Population served:	9,182,884	Operated by:			Wheelchair/Scooter Users:	25,097	49,060
Service area (km²):	12,819.8	Transit System/Municipality:	8	67%	Ambulatory:	41,183	66,535
Communities served:	44	Private Contractor:	5	42%	Attendants:	213	336
Eligibility Criteria:		Private Non-Profit Organization:	4	33%	Companions:	29	36
Unable to Board:	75%	Systems with Non-Dedicated Service:	10	83%	Other:	1,380	4,285
Unable to Use:	67%	Systems with a Taxi Scrip Program:	6	50%	Total:	67,902	120,252
Other Criteria:	58%						

OPERATING DATA

	2011	2012
Number of transit systems reporting	12	12
Rev. Veh. Km. - Dedicated Service	36,451,160	36,484,121
Tot. Veh. Km. - Dedicated Service	39,198,250	41,852,498
Rev. Veh. Hrs. - Dedicated Service	1,784,814	1,831,225
Tot. Veh. Hrs. - Dedicated Service	1,907,972	2,071,483
Non-Dedicated Service - Veh. Km.	3,788,302	4,931,640
Non-Dedicated Service - Veh. Hrs.	140,137	180,450

PASSENGER DATA

Dedicated Service	4,647,944	4,770,033
Non-Dedicated Service	1,301,747	1,449,149
TOTAL PASSENGERS	5,949,691	6,219,182
Subscription / Pre-booked	49%	49%
Reservation	46%	47%
On-Demand / Day of trip	5%	5%
Cancelled in advance	715,895	1,286,125
No-shows / Cancelled at door	156,926	158,068
Unaccommodated trips	160,468	180,014
Number of complaints	6,917	7,009

OPERATING EXPENSES

Administration	\$23,859,674	\$26,832,716
Operations:		
Internal - Dedicated Service	\$68,169,792	\$74,071,182
Contract - Dedicated Service	\$38,875,380	\$40,416,266
Contract - Non-Dedicated Service	\$23,579,278	\$26,603,827
Contract - Taxi Scrip	\$2,346,152	\$2,362,912
Maintenance (Vehicles & Facilities)	\$22,308,901	\$22,870,380
Fuel	\$7,669,252	\$7,898,276
TOTAL OPERATING EXPENSES	\$186,808,429	\$201,055,560

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,756,940	\$13,463,337
Other Operating Revenue	\$496,909	\$512,308
Total Operating Revenue	\$13,253,849	\$13,975,645
Federal Contributions		
Provincial Contributions	\$3,904,714	\$3,063,844
Municipal Contributions	\$169,556,169	\$183,940,548
Other / Donations	\$6,353	\$38,322
TOTAL	\$186,721,085	\$201,018,359

CAPITAL EXPENSES

Vehicles Purchased	\$2,295,061	\$32,718,823
Debt Servicing		
Other Capital Expenses	\$8,658,534	\$6,421,868
TOTAL CAPITAL EXPENSES	\$10,953,595	\$39,140,691

CAPITAL FUNDING SOURCE

Transit System	\$176,656	
Federal Contributions	\$6,759,698	\$2,925,511
Provincial Contributions	\$92,041	\$1,663,696
Municipal Contributions	\$3,435,624	\$34,633,981
Other / Donations	\$489,577	\$6,928
TOTAL CAPITAL FUNDING	\$10,953,596	\$39,230,116

* Note that all transit systems do not always report all data items.

SCHEDULING

Advanced booking notice:	9 day(s)
Minimum notice for reservation:	23.2 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.06	\$2.95	\$98.53
Child	\$2.26	\$2.46	\$68.38
Student	\$2.89	\$2.69	\$81.96
Senior	\$2.78	\$2.54	\$63.09
Attendant	\$2.83	\$2.65	\$100.00
Companion	\$3.07	\$3.31	\$107.67

EMPLOYEE DATA

	Full-time	Part-time
Operators	768	64
Other Operations	155	37
Vehicle Mechanics	102	
General and Administration	90	
Other	16	5

TOTAL NUMBER OF EMPLOYEES

1,131 **106**

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$25.10

Average Top Mechanic Wage Rate: \$31.91

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$19.38	\$20.37
Total Exp. / Passenger	\$31.40	\$32.33
Total Exp. / Eligible Passenger	\$33.94	\$34.92
Transportation Exp. / Passenger		
Dedicated Service	\$29.48	\$30.45
Non-Dedicated Service	\$19.92	\$19.99
Transportation Exp. / Hour (Dedicated Service)	\$71.82	\$70.12
OPERATING		
Registrants / Capita	0.0125	0.0131
Passengers / Capita	0.6643	0.6773
Passengers / Registrant	53.32	51.72
Passengers / Hour (Dedicated Service)	2.60	2.60
Kms / Passenger (Dedicated Service)	8.25	8.05
Average Speed (Dedicated Service)	21.52	21.01

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,869,523	1,208,117
Wheelchair/Scooter Users	1,559,429	120,207
Attendants	199,011	24,961
Companions	75,694	16,181
Other (specified)	66,375	79,682
TOTAL	4,770,032	1,449,148

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	247	179	N/A	
Accessible Vans / Minivans	286	255	1	1
Small Buses	558	426	3	5
Other	25	25		1
TOTAL DED. VEHICLES	1,116	885	N/A	N/A
Accessible taxis:	222			

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

Number of Systems Reporting:	22	Systems with Dedicated Service:	21	95%	REGISTRANTS	Active	Total
Population served:	1,856,702	Operated by:			Wheelchair/Scooter Users:	12,186	16,312
Service area (km²):	16,099.2	Transit System/Municipality:	8	36%	Ambulatory:	16,463	26,860
Communities served:	51	Private Contractor:	3	14%	Attendants:	922	1,175
Eligibility Criteria:		Private Non-Profit Organization:	11	50%	Companions:	85	85
Unable to Board:	73%	Systems with Non-Dedicated Service:	14	64%	Other:	25	25
Unable to Use:	68%	Systems with a Taxi Scrip Program:	2	9%	Total:	30,232	45,135
Other Criteria:	50%						

OPERATING DATA

	2011	2012
Number of transit systems reporting	22	22
Rev. Veh. Km. - Dedicated Service	6,485,486	6,907,610
Tot. Veh. Km. - Dedicated Service	6,562,147	7,248,255
Rev. Veh. Hrs. - Dedicated Service	309,838	312,078
Tot. Veh. Hrs. - Dedicated Service	318,982	321,281
Non-Dedicated Service - Veh. Km.	109,057	67,130
Non-Dedicated Service - Veh. Hrs.	4,085	2,322

PASSENGER DATA

Dedicated Service	762,708	775,816
Non-Dedicated Service	91,618	111,676
TOTAL PASSENGERS	854,326	887,492
Subscription / Pre-booked	38%	39%
Reservation	56%	53%
On-Demand / Day of trip	5%	8%
Cancelled in advance	131,072	118,425
No-shows / Cancelled at door	11,303	13,397
Unaccommodated trips	12,134	11,875
Number of complaints	247	205

OPERATING EXPENSES

Administration	\$2,160,785	\$2,624,419
Operations:		
Internal - Dedicated Service	\$9,051,666	\$8,889,351
Contract - Dedicated Service	\$5,711,669	\$5,788,621
Contract - Non-Dedicated Service	\$570,721	\$1,047,773
Contract - Taxi Scrip	\$168,540	\$170,441
Maintenance (Vehicles & Facilities)	\$1,768,715	\$1,984,197
Fuel	\$1,405,852	\$1,274,457
TOTAL OPERATING EXPENSES	\$20,837,948	\$21,779,259

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,597,328	\$2,909,183
Other Operating Revenue	\$652,773	\$186,065
Total Operating Revenue	\$3,250,100	\$3,095,248
Federal Contributions		
Provincial Contributions	\$2,368,153	\$2,371,106
Municipal Contributions	\$15,245,869	\$16,186,632
Other / Donations	\$120,965	\$173,525
TOTAL	\$20,985,087	\$21,826,511

CAPITAL EXPENSES

Vehicles Purchased	\$1,892,061	\$1,366,044
Debt Servicing	\$10,234	\$10,234
Other Capital Expenses	\$301,116	\$101,246
TOTAL CAPITAL EXPENSES	\$2,203,411	\$1,477,524

CAPITAL FUNDING SOURCE

Transit System		
Federal Contributions		
Provincial Contributions	\$892,570	\$352,593
Municipal Contributions	\$1,250,041	\$839,437
Other / Donations	\$60,800	\$285,493
TOTAL CAPITAL FUNDING	\$2,203,411	\$1,477,523

* Note that all transit systems do not always report all data items.

SCHEDULING

Advanced booking notice:	24 day(s)
Minimum notice for reservation:	27.5 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.18	\$2.30	\$69.14
Child	\$3.21	\$2.22	\$42.75
Student	\$3.13	\$2.16	\$56.83
Senior	\$3.16	\$2.11	\$49.75
Attendant	\$2.63	\$2.29	\$55.00
Companion	\$2.77	\$2.28	\$65.00

EMPLOYEE DATA

	Full-time	Part-time
Operators	140	114
Other Operations	26	18
Vehicle Mechanics	8	5
General and Administration	25	16
Other	2	2

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$21.08

Average Top Mechanic Wage Rate: \$29.69

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	16%	14%
Net Operating Cost / Capita	\$9.60	\$10.06
Total Exp. / Passenger	\$24.39	\$24.54
Total Exp. / Eligible Passenger	\$27.39	\$27.59
Transportation Exp. / Passenger		
Dedicated Service	\$23.52	\$23.12
Non-Dedicated Service	\$11.36	\$12.30
Transportation Exp. / Hour (Dedicated Service)	\$54.74	\$54.25
OPERATING		
Registrants / Capita	0.0260	0.0243
Passengers / Capita	0.4663	0.4780
Passengers / Registrant	17.91	19.66
Passengers / Hour (Dedicated Service)	2.39	2.41
Kms / Passenger (Dedicated Service)	8.75	8.90
Average Speed (Dedicated Service)	20.93	21.53

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	448,809	62,125
Wheelchair/Scooter Users	264,089	14,507
Attendants	45,679	1,161
Companions	14,459	925
Other (specified)	2,780	32,958
TOTAL	775,816	111,676

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	9	9	N/A	
Accessible Vans / Minivans	41	37		1
Small Buses	155	125	3	7
Other	1	1		
TOTAL DED. VEHICLES	206	172	N/A	N/A
Accessible taxis:	6			

Population Group 3 (<50,000)

Number of Systems Reporting:	45	Systems with Dedicated Service:	43	96%	REGISTRANTS	Active	Total
Population served:	782,861	Operated by:			Wheelchair/Scooter Users:	5,676	6,352
Service area (km²):	586,055.3	Transit System/Municipality:	20	44%	Ambulatory:	8,878	10,401
Communities served:	67	Private Contractor:	16	36%	Attendants:	1,866	2,053
Eligibility Criteria:		Private Non-Profit Organization:	17	38%	Companions:	120	132
Unable to Board:	62%	Systems with Non-Dedicated Service:	7	16%	Other:	4	6
Unable to Use:	62%	Systems with a Taxi Scrip Program:	1	2%	Total:	16,904	19,304
Other Criteria:	49%						

OPERATING DATA

	2011	2012
Number of transit systems reporting	45	45
Rev. Veh. Km. - Dedicated Service	1,837,561	2,138,030
Tot. Veh. Km. - Dedicated Service	2,052,724	2,376,208
Rev. Veh. Hrs. - Dedicated Service	102,689	107,348
Tot. Veh. Hrs. - Dedicated Service	112,511	118,522
Non-Dedicated Service - Veh. Km.	47,490	54,699
Non-Dedicated Service - Veh. Hrs.	4,608	2,164

PASSENGER DATA

Dedicated Service	380,320	387,494
Non-Dedicated Service	77,510	58,967
TOTAL PASSENGERS	457,830	446,461
Subscription / Pre-booked	46%	50%
Reservation	37%	36%
On-Demand / Day of trip	17%	17%
Cancelled in advance	29,163	33,709
No-shows / Cancelled at door	4,235	2,893
Unaccommodated trips	4,968	2,997
Number of complaints	173	184

OPERATING EXPENSES

Administration	\$1,037,921	\$1,054,164
Operations:		
Internal - Dedicated Service	\$2,533,152	\$2,725,613
Contract - Dedicated Service	\$2,799,000	\$2,908,223
Contract - Non-Dedicated Service	\$583,136	\$476,615
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$710,724	\$800,873
Fuel	\$464,164	\$503,845
TOTAL OPERATING EXPENSES	\$8,128,096	\$8,469,332

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,397,101	\$1,477,028
Other Operating Revenue	\$176,506	\$170,905
Total Operating Revenue	\$1,573,608	\$1,647,933
Federal Contributions		\$9,375
Provincial Contributions	\$1,678,691	\$1,642,579
Municipal Contributions	\$4,476,793	\$4,835,583
Other / Donations	\$394,670	\$350,583
TOTAL	\$8,123,761	\$8,486,053

CAPITAL EXPENSES

Vehicles Purchased	\$1,215,862	\$433,178
Debt Servicing		
Other Capital Expenses	\$13,160	\$1,286
TOTAL CAPITAL EXPENSES	\$1,229,022	\$434,464

CAPITAL FUNDING SOURCE

Transit System		
Federal Contributions		
Provincial Contributions	\$995,934	\$425,964
Municipal Contributions	\$220,877	
Other / Donations	\$12,211	\$8,500
TOTAL CAPITAL FUNDING	\$1,229,022	\$434,464

* Note that all transit systems do not always report all data items.

SCHEDULING

Advanced booking notice:	20 day(s)
Minimum notice for reservation:	21.4 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.37	\$2.81	\$51.77
Child	\$2.95	\$2.70	\$39.73
Student	\$3.29	\$2.76	\$44.77
Senior	\$3.24	\$2.66	\$42.07
Attendant	\$3.03	\$2.98	\$45.00
Companion	\$3.07	\$2.53	\$43.42

EMPLOYEE DATA

	Full-time	Part-time
Operators	26	87
Other Operations	4	5
Vehicle Mechanics	6	7
General and Administration	12	17
Other	2	

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$18.33

Average Top Mechanic Wage Rate: \$27.37

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	19%	19%
Net Operating Cost / Capita	\$8.61	\$8.95
Total Exp. / Passenger	\$17.99	\$19.30
Total Exp. / Eligible Passenger	\$20.04	\$21.19
Transportation Exp. / Passenger		
Dedicated Service	\$17.39	\$18.26
Non-Dedicated Service	\$7.54	\$8.05
Transportation Exp. / Hour (Dedicated Service)	\$46.03	\$47.97
OPERATING		
Registrants / Capita	0.0260	0.0250
Passengers / Capita	0.5864	0.5703
Passengers / Registrant	22.01	22.22
Passengers / Hour (Dedicated Service)	2.57	2.59
Kms / Passenger (Dedicated Service)	6.66	6.75
Average Speed (Dedicated Service)	18.84	18.75

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	262,145	37,829
Wheelchair/Scooter Users	98,712	7,695
Attendants	22,252	617
Companions	1,579	
Other (specified)	2,806	12,826
TOTAL	387,494	58,967

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	3	3	N/A	
Accessible Vans / Minivans	31	28		1
Small Buses	68	57	3	7
Other	1	1		
TOTAL DED. VEHICLES	103	89	N/A	N/A
Accessible taxis:	9			

III. INDIVIDUAL TRANSIT SYSTEM DATA

Bancroft

Community Care North Hastings

Contact: John Keith
 Title: Manager Transporstation 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:	12	12
Ambulatory:	216	216
Attendants:	4	4
Companions:		
Other:		
Total:	232	232

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	35,520	40,060
Tot. Veh. Km. - Dedicated Service	35,722	40,293
Rev. Veh. Hrs. - Dedicated Service	1,898	1,728
Tot. Veh. Hrs. - Dedicated Service	1,932	1,758
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,662	5,241
Non-Dedicated Service		
TOTAL PASSENGERS	4,662	5,241
Subscription / Pre-booked	90%	90%
Reservation	0%	0%
On-Demand / Day of trip	10%	10%
Cancelled in advance	164	132
No-shows / Cancelled at door	14	13
Unaccommodated trips	6	5
Number of complaints	3	7

OPERATING EXPENSES

Administration	\$17,519	\$27,722
Operations:		
Internal - Dedicated Service	\$76,525	\$120,130
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,782	\$27,004
Fuel	\$9,970	\$9,959
TOTAL OPERATING EXPENSES	\$116,796	\$184,815

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,188	\$25,410
Other Operating Revenue	\$22,543	\$22,817
Total Operating Revenue	\$40,731	\$48,227
Federal Contributions		\$9,375
Provincial Contributions	\$55,202	\$104,536
Municipal Contributions	\$12,483	\$18,204
Other / Donations	\$8,380	\$4,473
TOTAL	\$116,796	\$184,815

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

* Fares - Cash: Adult \$10-20, Student/Senior \$9-18; Ticket: \$5-\$12.50

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 Dat	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 distance			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	35%	26%
Net Operating Cost / Capita	\$4.97	\$8.93
Total Exp. / Passenger	\$25.05	\$35.26
Total Exp. / Eligible Passenger	\$25.38	\$35.29
Transportation Exp. / Passenger		
Dedicated Service	\$21.29	\$29.97
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$51.39	\$89.36
OPERATING		
Registrants / Capita	0.0135	0.0152
Passengers / Capita	0.3047	0.3425
Passengers / Registrant	22.63	22.59
Passengers / Hour (Dedicated Service)	2.46	3.03
Kms / Passenger (Dedicated Service)	7.62	7.64
Average Speed (Dedicated Service)	18.71	23.18

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,076	
Wheelchair/Scooter Users	161	
Attendants	4	
Companions		
Other (specified)		
TOTAL	5,241	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	4	1	2	16
Other				
TOTAL DED. VEHICLES	4	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: Transit Coordinator
 Telephone: 705-739-4220 ext 449
 Fax: 705-739-4238
 Email: jmacdonald@barrie.ca

Population served: 143,000
 Service area (km²): 100.0
 Communities served: 1
 Service began: 01/02/1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 1,823
 Ambulatory: 1,843
 Attendants:
 Companions:
 Other:
Total: 3,666

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	353,770	342,271
Tot. Veh. Km. - Dedicated Service	353,770	342,271
Rev. Veh. Hrs. - Dedicated Service	23,121	22,490
Tot. Veh. Hrs. - Dedicated Service	23,121	22,490
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	41,862	43,316
Non-Dedicated Service	1,527	1,746
TOTAL PASSENGERS	43,389	45,062
Subscription / Pre-booked	25%	23%
Reservation	71%	74%
On-Demand / Day of trip	4%	3%
Cancelled in advance	9,346	9,029
No-shows / Cancelled at door	1,024	1,108
Unaccommodated trips	1,227	1,364
Number of complaints	30	18

OPERATING EXPENSES

Administration	\$18,681	\$16,979
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,305,817	\$1,296,288
Contract - Non-Dedicated Service	\$24,259	\$25,559
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,988	\$6,511
Fuel	\$45,013	
TOTAL OPERATING EXPENSES	\$1,403,758	\$1,345,337

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$79,722	\$79,514
Other Operating Revenue		
Total Operating Revenue	\$79,722	\$79,514
Federal Contributions		
Provincial Contributions	\$250,000	\$250,000
Municipal Contributions	\$1,074,036	\$1,015,823
Other / Donations		
TOTAL	\$1,403,758	\$1,345,337

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$177,039	
Other / Donations		
TOTAL CAPITAL FUNDING	\$177,039	

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 Dat	01/05/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.85	\$2.50	\$80.00	☐
Child	\$2.85	\$2.20	\$52.50	☐
Student	\$2.85	\$2.50	\$62.00	☐
Senior	\$2.50	\$2.20	\$52.50	☒
Attendant				☐
Companion	\$2.85	\$2.50	\$80.00	
Other	4-month Pass: Adult \$320, Senior \$210			

EMPLOYEE DATA

	Full-time	Part-time
Operators	11	2
Other Operations	2	
Vehicle Mechanics	1	
General and Administration	2	
Other	2	1
TOTAL NUMBER OF EMPLOYEES	18	3

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

Top Operator Wage Rate: \$21.10
 Top Mechanic Wage Rate: \$29.29

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$9.39	\$8.85
Total Exp. / Passenger	\$32.35	\$29.86
Total Exp. / Eligible Passenger	\$37.26	\$34.10
Transportation Exp. / Passenger		
Dedicated Service	\$32.51	\$30.08
Non-Dedicated Service	\$15.89	\$14.64
Transportation Exp. / Hour (Dedicated Service)	\$58.86	\$57.93
OPERATING		
Registrants / Capita	0.0267	0.0256
Passengers / Capita	0.3077	0.3151
Passengers / Registrant	11.51	12.29
Passengers / Hour (Dedicated Service)	1.81	1.93
Kms / Passenger (Dedicated Service)	8.45	7.90
Average Speed (Dedicated Service)	15.30	15.22

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	24,812	1,174
Wheelchair/Scooter Users	13,099	364
Attendants	5,405	208
Companions		
Other (specified)		
TOTAL	43,316	1,746

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 Operator
 Accessible taxis:

Belleville

Belleville Transit

Contact: Matt Coffey
 Title: Manager
 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: 7
 Eligibility Committee members: 7

REGISTRANTS
 Wheelchair/Scooter Users: 307
 Ambulatory: 324
 Attendants:
 Companions:
 Other:
Total: 631

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	59,866	56,275
Tot. Veh. Km. - Dedicated Service	59,866	56,275
Rev. Veh. Hrs. - Dedicated Service	4,946	4,974
Tot. Veh. Hrs. - Dedicated Service	4,946	4,974
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	10,341	10,727
Non-Dedicated Service		
TOTAL PASSENGERS	10,341	10,727
Subscription / Pre-booked	0%	100%
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		
Contract - Dedicated Service	\$227,069	\$220,953
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		

TOTAL OPERATING EXPENSES \$227,069 \$220,953

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,817	\$15,680
Other Operating Revenue		

Total Operating Revenue \$3,817 \$15,680

Federal Contributions

Provincial Contributions

Municipal Contributions \$223,252 \$205,273

Other / Donations

TOTAL \$227,069 \$220,953

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 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 Dat	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

	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	2011	2012
R/C Ratio	2%	7%
Net Operating Cost / Capita	\$4.51	\$4.15
Total Exp. / Passenger	\$21.96	\$20.60
Total Exp. / Eligible Passenger	\$22.24	\$20.98
Transportation Exp. / Passenger		
Dedicated Service	\$21.96	\$20.60
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$45.91	\$44.42
OPERATING		
Registrants / Capita	0.0162	0.0128
Passengers / Capita	0.2091	0.2169
Passengers / Registrant	12.93	17.00
Passengers / Hour (Dedicated Service)	2.09	2.16
Kms / Passenger (Dedicated Service)	5.79	5.25
Average Speed (Dedicated Service)	12.10	11.31

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	10,532	
Attendants	195	
Companions		
Other (specified)		
TOTAL	10,727	

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 (1), Contracted Operator (1)
 Vehicle maintenance responsibility: Contracted Operator
 Accessible taxis:

Blind River

Liberty Express Liberte

Contact: Gerard Rainville
 Title: Treasurer
 Telephone: 705-356-2251x207
 Fax: 705-356-7343
 Email: gerard.rainville@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:	25	25
Ambulatory:	92	92
Attendants:	13	13
Companions:		
Other:		
Total:	130	130

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	26,788	19,220
Tot. Veh. Km. - Dedicated Service	26,788	19,220
Rev. Veh. Hrs. - Dedicated Service	1,837	1,898
Tot. Veh. Hrs. - Dedicated Service	1,837	1,898
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,213	1,025
Non-Dedicated Service		
TOTAL PASSENGERS	1,213	1,025
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%

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

OPERATING EXPENSES

Administration	\$10,441	\$10,953
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$30,900	\$17,982
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$2,240	\$728
Fuel	\$11,220	\$6,559
TOTAL OPERATING EXPENSES	\$54,801	\$36,222

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,925	\$6,982
Other Operating Revenue		
Total Operating Revenue	\$6,925	\$6,982
Federal Contributions		
Provincial Contributions	\$28,750	\$19,720
Municipal Contributions	\$19,126	\$9,520
Other / Donations		
TOTAL	\$54,801	\$36,222

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

* fares changed from \$2.50 to \$3.50 in December 2011.

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 Dat	01/12/2011	Tickets/Cards (unit price)	Monthly Pass	Free
	Cash			
Adult	\$3.50			☐
Child	\$3.50			☐
Student	\$3.50			☐
Senior	\$3.50			☐
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: \$18.69

Top Mechanic Wage Rate: \$24.02

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	13%	19%
Net Operating Cost / Capita	\$13.49	\$8.24
Total Exp. / Passenger	\$45.18	\$35.34
Total Exp. / Eligible Passenger	\$53.15	\$37.69
Transportation Exp. / Passenger		
Dedicated Service	\$36.57	\$24.65
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$24.15	\$13.31
OPERATING		
Registrants / Capita	0.0617	0.0366
Passengers / Capita	0.3418	0.2888
Passengers / Registrant	5.54	7.88
Passengers / Hour (Dedicated Service)	0.66	0.54
Kms / Passenger (Dedicated Service)	22.08	18.75
Average Speed (Dedicated Service)	14.58	10.13

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	746	
Wheelchair/Scooter Users	215	
Attendants	64	
Companions		
Other (specified)		
TOTAL	1,025	

VEHICLE DATA

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

Vehicle ownership: 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: toppers-hauck@operationlift.com

Population served: 94,000
 Service area (km²): .0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 9
 Eligibility Committee members: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	600	600
Ambulatory:	1,300	1,300
Attendants:	40	40
Companions:	60	60
Other:		
Total:	2,000	2,000

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	395,648	405,736
Tot. Veh. Km. - Dedicated Service	395,648	405,736
Rev. Veh. Hrs. - Dedicated Service	21,507	23,868
Tot. Veh. Hrs. - Dedicated Service	21,507	23,868
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	72,535	72,180
Non-Dedicated Service		
TOTAL PASSENGERS	72,535	72,180
Subscription / Pre-booked	45%	45%
Reservation	2%	53%
On-Demand / Day of trip	53%	2%
Cancelled in advance	17,061	14,922
No-shows / Cancelled at door	879	806
Unaccommodated trips	38	14
Number of complaints	11	20

OPERATING EXPENSES

Administration	\$323,948	\$667,160
Operations:		
Internal - Dedicated Service	\$977,768	\$792,186
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$148,933	\$142,554
Fuel	\$144,414	\$147,127
TOTAL OPERATING EXPENSES	\$1,595,063	\$1,749,027

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$220,229	\$222,528
Other Operating Revenue		
Total Operating Revenue	\$220,229	\$222,528
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,355,333	\$1,465,789
Other / Donations	\$11,386	\$16,365
TOTAL	\$1,586,948	\$1,704,682

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: an individual cannot use conventional transit system.

SERVICE HOURS / SCHEDULING

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 Dat	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	7
Other Operations	1	3
Vehicle Mechanics		
General and Administration	5	
Other		

TOTAL NUMBER OF EMPLOYEES	16	10
Union Affiliations:	Operators: ATU Local 685	
	Mechanics:	
	Other (specify): (Dispatch, Admin) ATU Local 685	

Top Operator Wage Rate: \$20.17

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$14.78	\$16.24
Total Exp. / Passenger	\$21.99	\$24.23
Total Exp. / Eligible Passenger	\$23.39	\$25.52
Transportation Exp. / Passenger		
Dedicated Service	\$17.52	\$14.99
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$59.10	\$45.33
OPERATING		
Registrants / Capita	0.0208	0.0213
Passengers / Capita	0.7800	0.7679
Passengers / Registrant	37.51	36.09
Passengers / Hour (Dedicated Service)	3.37	3.02
Kms / Passenger (Dedicated Service)	5.45	5.62
Average Speed (Dedicated Service)	18.40	17.00

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	43,285	
Wheelchair/Scooter Users	25,263	
Attendants	1,364	
Companions	2,268	
Other (specified)		
TOTAL	72,180	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	14	10	4	7
Other				
TOTAL DED. VEHICLES	14	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: 7
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	390	390
Ambulatory:	262	262
Attendants:	334	334
Companions:		
Other:		
Total:	986	986

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	60,293	56,317
Tot. Veh. Km. - Dedicated Service	60,293	56,343
Rev. Veh. Hrs. - Dedicated Service	5,314	4,900
Tot. Veh. Hrs. - Dedicated Service	5,580	4,938
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	14,077	12,603
Non-Dedicated Service		
TOTAL PASSENGERS	14,077	12,603
Subscription / Pre-booked	58%	63%
Reservation	40%	36%
On-Demand / Day of trip	2%	1%
Cancelled in advance	1,679	1,393
No-shows / Cancelled at door	133	143
Unaccommodated trips	87	33
Number of complaints	5	5

OPERATING EXPENSES

Administration	\$13,425	\$13,633
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$291,453	\$298,740
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,924	\$14,697
Fuel	\$35,093	\$25,840
TOTAL OPERATING EXPENSES	\$354,895	\$352,910

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,650	\$18,177
Other Operating Revenue	\$21,477	\$23,433
Total Operating Revenue	\$41,127	\$41,610
Federal Contributions		
Provincial Contributions	\$43,564	\$43,564
Municipal Contributions	\$270,204	\$267,736
Other / Donations		
TOTAL	\$354,895	\$352,910

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

* Eligibility criteria - unable to use conventional transit due to both physical and cognitive disabilities. * No employment statistics for operators & dispatchers as the service is contracted out. The Full Time Equivalent for City staff administration is .12 of a full time and for mechanics is .10 of a full time.

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 Dat	01/04/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.25	\$1.70	\$62.00	☐
Child	\$2.25	\$1.70	\$62.00	☐
Student	\$2.25	\$1.70	\$62.00	☐
Senior	\$2.25	\$1.70	\$62.00	☒
Attendant				☐
Companion	\$2.25	\$1.70	\$62.00	☐
Other	40 ride pass for \$62.00			

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 Local 115
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$29.23

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$17.33	\$17.20
Total Exp. / Passenger	\$25.21	\$28.00
Total Exp. / Eligible Passenger	\$28.15	\$31.16
Transportation Exp. / Passenger		
Dedicated Service	\$24.26	\$26.92
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$61.20	\$68.71
OPERATING		
Registrants / Capita	0.0536	0.0545
Passengers / Capita	0.7776	0.6961
Passengers / Registrant	14.50	12.78
Passengers / Hour (Dedicated Service)	2.65	2.57
Kms / Passenger (Dedicated Service)	4.28	4.47
Average Speed (Dedicated Service)	11.35	11.49

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,923	
Wheelchair/Scooter Users	5,401	
Attendants	1,279	
Companions		
Other (specified)		
TOTAL	12,603	

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: Charlene Sharpe
 Title: Supervisor, Transit Business Services
 Telephone: 905-335-7869 x7526
 Fax: 905-335-7878
 Email: charlene.sharpe@burlington.ca

Population served: 175,779
 Service area (km²): 98.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 11
 Eligibility Committee members: 6

REGISTRANTS
 Wheelchair/Scooter Users: 1,227
 Ambulatory: 2,041
 Attendants:
 Companions:
 Other:
Total: 3,268

Active
 1,227
 2,041
 3,268

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	198,444	301,921
Tot. Veh. Km. - Dedicated Service	206,941	314,421
Rev. Veh. Hrs. - Dedicated Service	14,573	16,841
Tot. Veh. Hrs. - Dedicated Service	15,023	17,361
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	40,718	46,376
Non-Dedicated Service	14,564	12,431
TOTAL PASSENGERS	55,282	58,807
Subscription / Pre-booked	50%	50%
Reservation	49%	49%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,311	3,437
No-shows / Cancelled at door	231	285
Unaccommodated trips	304	85
Number of complaints		

OPERATING EXPENSES

Administration	\$23,345	\$33,020
Operations:		
Internal - Dedicated Service	\$677,463	\$801,018
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$96,158	\$80,645
Contract - Taxi Scrip	\$70,267	\$67,397
Maintenance (Vehicles & Facilities)	\$193,477	\$213,212
Fuel	\$82,659	\$96,007
TOTAL OPERATING EXPENSES	\$1,143,369	\$1,291,299

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$158,715	\$161,225
Other Operating Revenue	\$214	
Total Operating Revenue	\$158,929	\$161,225
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$984,440	\$1,130,074
Other / Donations		
TOTAL	\$1,143,369	\$1,291,299

CAPITAL EXPENSES

Vehicles Purchased		\$210,416
Debt Servicing		
Other Capital Expenses	\$10,029	\$170,480
TOTAL CAPITAL EXPENSES	\$10,029	\$380,896

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$10,029	\$380,896
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$10,029	\$380,896

* 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. Handi-van service is intended for those persons who, due to a functional limitation, cannot board, ride or disembark from a conventional transit bus.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2300	Sunday:	0700 to 2000
Saturday:	0700 to 2300	Holiday:	0700 to 2000
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Dat	01/04/2011	Tickets/Cards (unit price)	Monthly Pass	Free
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	1	
Other		

TOTAL NUMBER OF EMPLOYEES

11 3

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

Top Operator Wage Rate: \$24.82

Top Mechanic Wage Rate: \$30.82

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	14%	12%
Net Operating Cost / Capita	\$5.60	\$6.43
Total Exp. / Passenger	\$20.68	\$21.96
Total Exp. / Eligible Passenger	\$24.48	\$22.58
Transportation Exp. / Passenger		
Dedicated Service	\$23.42	\$23.94
Non-Dedicated Service	\$11.43	\$11.91
Transportation Exp. / Hour (Dedicated Service)	\$63.48	\$63.95
OPERATING		
Registrants / Capita	0.0185	0.0186
Passengers / Capita	0.3145	0.3346
Passengers / Registrant	17.00	17.99
Passengers / Hour (Dedicated Service)	2.79	2.75
Kms / Passenger (Dedicated Service)	4.87	6.51
Average Speed (Dedicated Service)	13.62	17.93

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	28,722	12,025
Wheelchair/Scooter Users	16,030	406
Attendants	1,624	
Companions		
Other (specified)		
TOTAL	46,376	12,431

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	9	9	5	5
Other				
TOTAL DED. VEHICLES	9	9	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 x 204
 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: 18
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory: 347
 Attendants:
 Companions:
 Other:
Total: 347

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	251,600	321,800
Tot. Veh. Km. - Dedicated Service	252,568	322,088
Rev. Veh. Hrs. - Dedicated Service	9,632	11,792
Tot. Veh. Hrs. - Dedicated Service	9,743	11,864
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	21,711	22,748
Non-Dedicated Service		
TOTAL PASSENGERS	21,711	22,748
Subscription / Pre-booked	40%	37%
Reservation	59%	62%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,181	2,217
No-shows / Cancelled at door	272	328
Unaccommodated trips		507
Number of complaints	8	

OPERATING EXPENSES

Administration	\$49,715	\$46,182
Operations:		
Internal - Dedicated Service	\$421,472	\$403,342
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$26	
Contract - Taxi Scrip		\$123
Maintenance (Vehicles & Facilities)	\$16,094	\$7,978
Fuel	\$35,882	\$48,052
TOTAL OPERATING EXPENSES	\$523,189	\$505,677

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$105,490	\$112,495
Other Operating Revenue		
Total Operating Revenue	\$105,490	\$112,495
Federal Contributions		
Provincial Contributions	\$360,579	\$333,795
Municipal Contributions	\$26,692	\$27,736
Other / Donations	\$30,428	\$31,651
TOTAL	\$523,189	\$505,677

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

* 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 and medical appointments. * 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 4 buses out 2 days per week, 5 buses out 3 days per week, 1 bus out daily on weekends and holidays.

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:	Manual		

FARE STRUCTURE

Effective Dat	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		4
Other Operations		4
Vehicle Mechanics		
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

8

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	20%	22%
Net Operating Cost / Capita	\$7.02	\$6.61
Total Exp. / Passenger	\$24.10	\$22.23
Total Exp. / Eligible Passenger	\$25.35	\$23.80
Transportation Exp. / Passenger		
Dedicated Service	\$21.81	\$20.19
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$48.59	\$38.72
OPERATING		
Registrants / Capita	0.0064	0.0058
Passengers / Capita	0.3651	0.3826
Passengers / Registrant	57.13	65.56
Passengers / Hour (Dedicated Service)	2.25	1.93
Kms / Passenger (Dedicated Service)	11.59	14.15
Average Speed (Dedicated Service)	26.12	27.29

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	21,244	
Wheelchair/Scooter Users		
Attendants	1,504	
Companions		
Other (specified)		
TOTAL	22,748	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	6	5	3	10
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A

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

Chapleau

Chapleau Handi Transit

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

2011
 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
TOTAL PASSENGERS
 Subscription / Pre-booked
 Reservation
 On-Demand / Day of trip

2011
 2,028
2,028
 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

\$34,277 \$40,736

Maintenance (Vehicles & Facilities)
 Fuel

\$29,168 \$29,539

TOTAL OPERATING EXPENSES

\$63,445 \$70,275

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$7,124 \$5,760

Total Operating Revenue

\$7,124 \$5,760

Federal Contributions

Provincial Contributions

\$20,000 \$19,869

Municipal Contributions

\$36,321 \$44,646

Other / Donations

TOTAL

\$63,445 \$70,275

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 Dat 01/01/2004
Cash
 Adult \$3.50
 Child \$1.00
 Student \$3.50
 Senior \$2.50
 Attendant \$3.50
 Companion \$3.50
 Other
Tickets/Cards (unit price)
 \$3.50
 \$1.00
 \$3.50
 \$2.50
 \$3.50
 \$3.50
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 Local 887
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$29.68

PERFORMANCE INDICATORS

FINANCIAL
 R/C Ratio 11% 8%
 Net Operating Cost / Capita \$27.18 \$31.14
 Total Exp. / Passenger \$31.28 \$30.41
 Total Exp. / Eligible Passenger \$31.28 \$30.41
 Transportation Exp. / Passenger
 Dedicated Service \$31.28 \$30.41
 Non-Dedicated Service
 Transportation Exp. / Hour (Dedicated Service) \$48.32 \$53.52
OPERATING
 Registrants / Capita
 Passengers / Capita 0.9788 1.1154
 Passengers / Registrant
 Passengers / Hour (Dedicated Service) 1.54 1.76
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory 2,311
 Wheelchair/Scooter Users
 Attendants
 Companions
 Other (specified)
TOTAL 2,311

VEHICLE DATA

Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses
 Other

Number
 Veh. Peak
 1 1
TOTAL DED. VEHICLES 1 1

Avg. Capacity per Veh.
 Wheelchair N/A
 Ambulatory
 2
 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 x 3301
 Fax: 519-436-3240
 Email: janm@chatham-kent.ca

Population served: 45,000
 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:	661	661
Ambulatory:	479	479
Attendants:	563	563
Companions:		
Other:		
Total:	1,703	1,703

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	126,707	135,435
Tot. Veh. Km. - Dedicated Service	126,707	135,435
Rev. Veh. Hrs. - Dedicated Service	3,708	3,704
Tot. Veh. Hrs. - Dedicated Service	3,708	3,704
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	23,094	26,260
Non-Dedicated Service		
TOTAL PASSENGERS	23,094	26,260
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%

Cancelled in advance	1	8
No-shows / Cancelled at door	48	35
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$10,855	\$10,855
Operations:		
Internal - Dedicated Service	\$4,076	
Contract - Dedicated Service	\$418,627	\$492,934
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$18,960	\$22,040
TOTAL OPERATING EXPENSES	\$452,518	\$525,829

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$54,015	\$60,388
Other Operating Revenue		
Total Operating Revenue	\$54,015	\$60,388
Federal Contributions		
Provincial Contributions	\$84,481	
Municipal Contributions	\$314,022	\$465,441
Other / Donations		
TOTAL	\$452,518	\$525,829

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

* Friday Service Hours: 0800-2300 hrs.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Dat	01/01/2007	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$3.00		☐
Child	\$3.00	\$3.00		☐
Student	\$3.00	\$3.00		☐
Senior	\$3.00	\$3.00		☒
Attendant				☐
Companion	\$3.00			
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	2011	2012
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$9.06	\$10.34
Total Exp. / Passenger	\$19.59	\$20.02
Total Exp. / Eligible Passenger	\$24.58	\$24.18
Transportation Exp. / Passenger		
Dedicated Service	\$19.12	\$19.61
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$119.11	\$139.03
OPERATING		
Registrants / Capita	0.0378	0.0378
Passengers / Capita	0.5249	0.5836
Passengers / Registrant	13.87	15.42
Passengers / Hour (Dedicated Service)	6.23	7.09
Kms / Passenger (Dedicated Service)	5.49	5.16
Average Speed (Dedicated Service)	34.17	36.56

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	21,749	
Wheelchair/Scooter Users		
Attendants	4,511	
Companions		
Other (specified)		
TOTAL	26,260	

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: 1

REGISTRANTS
 Wheelchair/Scooter Users: 229
 Ambulatory: 235
 Attendants: 156
 Companions: 4
 Other: 4
Total: 624

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	30,346	30,328
Tot. Veh. Km. - Dedicated Service	30,346	30,328
Rev. Veh. Hrs. - Dedicated Service	2,000	1,913
Tot. Veh. Hrs. - Dedicated Service	2,000	1,913
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2011	2012
Dedicated Service	5,285	4,830
Non-Dedicated Service	4,318	4,099
TOTAL PASSENGERS	9,603	8,929
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	372	585
No-shows / Cancelled at door	459	376
Unaccommodated trips	547	274
Number of complaints	112	121

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$87,975 \$91,615
 Contract - Non-Dedicated Service \$50,910 \$48,431
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES \$138,886 \$140,045

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2011	2012
Passenger Revenue	\$19,206	\$17,858
Other Operating Revenue		

	2011	2012
Total Operating Revenue	\$19,206	\$17,858

	2011	2012
Federal Contributions		

	2011	2012
Provincial Contributions		

	2011	2012
Municipal Contributions	\$119,680	\$122,187

	2011	2012
Other / Donations		

TOTAL \$138,886 \$140,045

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:
0615 to 1945	0845 to 1600	
0815 to 1845	1115 to 1700	

Advanced booking notice: day(s)
 Minimum notice for reservation: 2.0 hour(s)
 Reservations / Scheduling: Partially Computerized

FARE STRUCTURE

Effective Dat	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

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

	2011	2012
FINANCIAL		
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$6.65	\$6.79
Total Exp. / Passenger	\$14.46	\$15.68
Total Exp. / Eligible Passenger	\$14.46	\$15.68
Transportation Exp. / Passenger		
Dedicated Service	\$16.65	\$18.97
Non-Dedicated Service	\$11.79	\$11.82
Transportation Exp. / Hour (Dedicated Service)	\$43.99	\$47.88
OPERATING		
Registrants / Capita	0.0282	0.0347
Passengers / Capita	0.5335	0.4961
Passengers / Registrant	18.94	14.31
Passengers / Hour (Dedicated Service)	2.64	2.52
Kms / Passenger (Dedicated Service)	5.74	6.28
Average Speed (Dedicated Service)	15.17	15.85

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,830	4,099
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	4,830	4,099

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: Municipal Transit System & Van - Private Contr
 Vehicle maintenance responsibility: Contracted Operator
 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: 4,722
 Service area (km²): 538.7
 Communities served: 1
 Service began: 01/01/1993
 Advisory Committee members: 11
 Eligibility Committee members: 11

REGISTRANTS
 Wheelchair/Scooter Users: 37
 Ambulatory: 77
 Attendants:
 Companions:
 Other:
Total: 114

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.

PASSENGER DATA

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

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

OPERATING EXPENSES

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

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

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

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

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 Dat 01/01/2012
Tickets/Cards (unit price)
Monthly Pass
Free
 Adult \$5.50
 Child \$5.50
 Student \$5.50
 Senior \$5.50
 Attendant
 Companion
 Other

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL
 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

Ded. Service
 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:
 Vehicle maintenance responsibility:
 Accessible taxis:

Veh. Peak

Avg. Capacity per Veh.
Wheelchair
Ambulatory

N/A

N/A

N/A

Collingwood

Canadian Red Cross Contract Town of Collingwood

Contact: Dianne Tripp-Akeson
 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
 Wheelchair/Scooter Users: 288
 Ambulatory: 160
 Attendants:
 Companions:
 Other:
Total: 448

Active
 288
 160
 448

Total
 448

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	47,502	42,923
Tot. Veh. Km. - Dedicated Service	48,471	44,768
Rev. Veh. Hrs. - Dedicated Service		4,192
Tot. Veh. Hrs. - Dedicated Service		4,276
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2011	2012
Dedicated Service	11,992	9,052
Non-Dedicated Service		
TOTAL PASSENGERS	11,992	9,052
Subscription / Pre-booked	75%	97%
Reservation	20%	0%
On-Demand / Day of trip	5%	3%
Cancelled in advance	2,638	2,150
No-shows / Cancelled at door	72	50
Unaccommodated trips	160	65
Number of complaints	6	10

OPERATING EXPENSES

	2011	2012
Administration	\$13,254	\$30,994
Operations:		
Internal - Dedicated Service	\$19,666	\$84,106
Contract - Dedicated Service	\$62,631	
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,885	\$11,103
Fuel	\$16,525	\$12,304
TOTAL OPERATING EXPENSES	\$126,961	\$138,507

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2011	2012
Passenger Revenue	\$31,179	\$31,682
Other Operating Revenue		
Total Operating Revenue	\$31,179	\$31,682
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$50,000	\$50,000
Other / Donations		
TOTAL	\$81,179	\$81,682

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 people with physical disabilities. * Fare increased from \$3.25 to \$3.50 as of April 1, 2012. * In 2012, the small bus was down for over two weeks with electrical problems. This bus usually provides 50-60 daily runs in weekdays.

SERVICE HOURS / SCHEDULING

	Weekday	Saturday	Sunday	Holiday
0630 to 1730				
0630 to 1730				
Advanced booking notice:	365 day(s)			
Minimum notice for reservation:	72.0 hour(s)			
Reservations / Scheduling:	Partially Computerized			

FARE STRUCTURE

	Effective Dat	Tickets/Cards (unit price)	Monthly Pass	Free
Cash	01/04/2012			
Adult	\$3.50			☐
Child				☐
Student				☐
Senior	\$3.50			☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$14.87

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2011	2012
FINANCIAL		
R/C Ratio	25%	23%
Net Operating Cost / Capita	\$4.56	\$5.09
Total Exp. / Passenger	\$10.59	\$15.30
Total Exp. / Eligible Passenger	\$10.59	\$15.30
Transportation Exp. / Passenger		
Dedicated Service	\$9.48	\$11.88
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		\$25.14
OPERATING		
Registrants / Capita	0.0201	0.0213
Passengers / Capita	0.5711	0.4311
Passengers / Registrant	28.35	20.21
Passengers / Hour (Dedicated Service)		2.16
Kms / Passenger (Dedicated Service)	3.96	4.74
Average Speed (Dedicated Service)		10.24

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,431	
Wheelchair/Scooter Users	3,621	
Attendants		
Companions		
Other (specified)		
TOTAL	9,052	

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 - Red Cross
 Accessible taxis:

Cornwall

Cornwall Transit

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

Population served: 46,340
 Service area (km²): 61.5
 Communities served: 1
 Service began: 07/07/1981
 Advisory Committee members: 6
 Eligibility Committee members: 6

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	522	522
Ambulatory:	875	875
Attendants:	56	56
Companions:		
Other:		
Total:	1,453	1,453

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	213,886	250,029
Tot. Veh. Km. - Dedicated Service	213,886	250,029
Rev. Veh. Hrs. - Dedicated Service	12,689	12,777
Tot. Veh. Hrs. - Dedicated Service	12,689	12,777
Non-Dedicated Service - Veh. Km.	12,844	13,931
Non-Dedicated Service - Veh. Hrs.	937	901

PASSENGER DATA

Dedicated Service	37,280	36,234
Non-Dedicated Service	4,361	4,838
TOTAL PASSENGERS	41,641	41,072
Subscription / Pre-booked	42%	42%
Reservation	0%	0%
On-Demand / Day of trip	58%	58%
Cancelled in advance	8,330	9,098
No-shows / Cancelled at door	346	342
Unaccommodated trips	141	550
Number of complaints		

OPERATING EXPENSES

Administration	\$237,601	\$191,406
Operations:		
Internal - Dedicated Service	\$614,579	\$610,918
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$34,649	\$34,714
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$174,957	\$158,076
Fuel	\$63,001	\$76,801
TOTAL OPERATING EXPENSES	\$1,124,787	\$1,071,915

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$79,781	\$78,511
Other Operating Revenue		

Total Operating Revenue	\$79,781	\$78,511
Federal Contributions		
Provincial Contributions	\$191,686	\$185,900
Municipal Contributions	\$853,320	\$807,504
Other / Donations		
TOTAL	\$1,124,787	\$1,071,915

CAPITAL EXPENSES

Vehicles Purchased	\$460,000	\$76,320
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$460,000	\$76,320

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$460,000	\$76,320
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$460,000	\$76,320

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 Dat	01/03/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.10		☐
Child	\$2.50	\$1.70		☐
Student	\$2.75	\$1.90		☐
Senior	\$2.75	\$1.90		☒
Attendant				☐
Companion	\$2.75			
Other	ODSP & S.A. 25 for \$38.00			

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 Local 946
 Mechanics: CUPE Local 234
 Other (specify): (Office) CUPE Local 3251

Top Operator Wage Rate: \$21.72

Top Mechanic Wage Rate: \$24.12

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$22.55	\$21.44
Total Exp. / Passenger	\$27.01	\$26.10
Total Exp. / Eligible Passenger	\$30.72	\$29.83
Transportation Exp. / Passenger		
Dedicated Service	\$22.87	\$23.34
Non-Dedicated Service	\$7.95	\$7.18
Transportation Exp. / Hour (Dedicated Service)	\$67.19	\$66.20
OPERATING		
Registrants / Capita	0.0406	0.0314
Passengers / Capita	0.8986	0.8863
Passengers / Registrant	22.16	28.27
Passengers / Hour (Dedicated Service)	2.94	2.84
Kms / Passenger (Dedicated Service)	5.74	6.90
Average Speed (Dedicated Service)	16.86	19.57

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	20,562	4,294
Wheelchair/Scooter Users	11,080	
Attendants	4,592	544
Companions		
Other (specified)		
TOTAL	36,234	4,838

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	8	5	4	18
Other				
TOTAL DED. VEHICLES	8	5	N/A	N/A

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

Cramahe

NTI - Community Care Northumberland

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

Population served: 24,632
 Service area (km²): 1,030.4
 Communities served: 2
 Service began: 08/11/2008
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 5
 Ambulatory: 135
 Attendants:
 Companions:
 Other:
Total: 140

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	53,137	89,631
Tot. Veh. Km. - Dedicated Service	90,728	127,651
Rev. Veh. Hrs. - Dedicated Service	990	1,865
Tot. Veh. Hrs. - Dedicated Service	1,929	2,717
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,224	3,051
Non-Dedicated Service		
TOTAL PASSENGERS	3,224	3,051
Subscription / Pre-booked	60%	50%
Reservation	10%	15%
On-Demand / Day of trip	30%	35%
Cancelled in advance	1,249	1,377
No-shows / Cancelled at door	57	82
Unaccommodated trips	2	238
Number of complaints		

OPERATING EXPENSES

Administration	\$10,658	\$9,917
Operations:		
Internal - Dedicated Service	\$68,531	\$71,598
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$2,430	\$8,110
Fuel	\$12,318	\$14,937
TOTAL OPERATING EXPENSES	\$93,937	\$104,562

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,603	\$14,419
Other Operating Revenue		
Total Operating Revenue	\$15,603	\$14,419
Federal Contributions		
Provincial Contributions	\$30,000	\$42,542
Municipal Contributions	\$12,000	\$12,025
Other / Donations	\$36,334	\$35,576
TOTAL	\$93,937	\$104,562

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		

Northumberland Transportation Initiative (NTI) service covers Cramahe and Alnwick/Haldimand Townships. NTI also operates in the Municipality of Trent Hills which was reported with Trent Hills. * Riders must pre-register for the service and book rides at least 24 hours in advance.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1800	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 Dat	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		3
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other	1	
TOTAL NUMBER OF EMPLOYEES	1	4

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

Top Operator Wage Rate: \$14.37

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	17%	14%
Net Operating Cost / Capita	\$3.18	\$3.66
Total Exp. / Passenger	\$29.14	\$34.27
Total Exp. / Eligible Passenger	\$29.14	\$34.27
Transportation Exp. / Passenger		
Dedicated Service	\$25.83	\$31.02
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$43.17	\$34.83
OPERATING		
Registrants / Capita	0.0065	0.0057
Passengers / Capita	0.1309	0.1239
Passengers / Registrant	20.28	21.79
Passengers / Hour (Dedicated Service)	3.26	1.64
Kms / Passenger (Dedicated Service)	16.48	29.38
Average Speed (Dedicated Service)	53.67	48.06

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,813	
Wheelchair/Scooter Users	238	
Attendants		
Companions		
Other (specified)		
TOTAL	3,051	

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	10
Other			
TOTAL DED. VEHICLES	2	2	N/A N/A

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

Dryden

Dryden Handi Transit

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

Population served: 6,267
 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

	2011	2012
Rev. Veh. Km. - Dedicated Service	16,512	17,239
Tot. Veh. Km. - Dedicated Service	16,606	17,333
Rev. Veh. Hrs. - Dedicated Service	1,550	1,604
Tot. Veh. Hrs. - Dedicated Service	2,913	2,795
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,389	5,475
Non-Dedicated Service		
TOTAL PASSENGERS	5,389	5,475
Subscription / Pre-booked	80%	80%
Reservation	15%	15%
On-Demand / Day of trip	5%	5%
Cancelled in advance	49	68
No-shows / Cancelled at door	16	9
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$10,467	\$10,353
Operations:		
Internal - Dedicated Service	\$51,076	\$51,032
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,957	\$9,943
Fuel	\$10,115	\$10,320
TOTAL OPERATING EXPENSES	\$78,614	\$81,648

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,421	\$2,688
Other Operating Revenue	\$37	\$217
Total Operating Revenue	\$2,458	\$2,905
Federal Contributions		
Provincial Contributions	\$15,965	\$18,155
Municipal Contributions	\$58,900	\$58,900
Other / Donations	\$1,291	\$1,688
TOTAL	\$78,614	\$81,648

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 Dat	01/01/2009	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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	2011	2012
R/C Ratio	3%	4%
Net Operating Cost / Capita	\$10.00	\$12.56
Total Exp. / Passenger	\$14.59	\$14.91
Total Exp. / Eligible Passenger	\$17.09	\$15.16
Transportation Exp. / Passenger		
Dedicated Service	\$12.65	\$13.02
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$23.39	\$25.51
OPERATING		
Registrants / Capita	0.0348	0.0423
Passengers / Capita	0.7077	0.8736
Passengers / Registrant	20.34	20.66
Passengers / Hour (Dedicated Service)	3.48	3.41
Kms / Passenger (Dedicated Service)	3.06	3.15
Average Speed (Dedicated Service)	10.65	10.75

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,197	
Wheelchair/Scooter Users	188	
Attendants	90	
Companions		
Other (specified)		
TOTAL	5,475	

VEHICLE DATA

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

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

Durham Region

Durham Region Transit

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

Population served: 644,910
 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:	1,189	1,189
Ambulatory:	1,820	1,820
Attendants:		
Companions:		
Other:		
Total:	3,009	3,009

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	974,619	1,073,388
Tot. Veh. Km. - Dedicated Service	974,619	1,073,388
Rev. Veh. Hrs. - Dedicated Service	48,932	40,063
Tot. Veh. Hrs. - Dedicated Service	48,932	44,055
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	104,022	110,669
Non-Dedicated Service	56,210	57,800
TOTAL PASSENGERS	160,232	168,469
Subscription / Pre-booked	65%	62%
Reservation	32%	35%
On-Demand / Day of trip	3%	3%
Cancelled in advance	24,271	26,996
No-shows / Cancelled at door	1,137	1,156
Unaccommodated trips	1,422	1,764
Number of complaints	6	11

OPERATING EXPENSES

Administration	\$861,273	\$887,121
Operations:		
Internal - Dedicated Service	\$2,656,652	\$2,766,685
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$885,726	\$962,179
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$849,508	\$840,444
Fuel	\$307,424	\$331,121
TOTAL OPERATING EXPENSES	\$5,560,583	\$5,787,550

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$358,189	\$351,101
Other Operating Revenue	\$9,241	\$9,918
Total Operating Revenue	\$367,430	\$361,019
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$5,193,153	\$5,426,531
Other / Donations		
TOTAL	\$5,560,583	\$5,787,550

CAPITAL EXPENSES

Vehicles Purchased		\$712,642
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$712,642

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$534,562
Municipal Contributions		\$178,080
Other / Donations		
TOTAL CAPITAL FUNDING		\$712,642

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

FARE STRUCTURE

Effective Dat	01/12/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.70	\$100.00	
Child	\$1.95	\$1.85	\$59.50	
Student	\$3.00	\$2.50	\$84.00	
Senior	\$1.95	\$1.85	\$40.25	
Attendant	\$3.00	\$2.70	\$100.00	
Companion	\$3.00	\$2.70	\$100.00	
Other	Monthly: ODSP Pass \$40.25; student restricted \$70.50			

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: \$28.91

Top Mechanic Wage Rate: \$35.36

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$8.15	\$8.41
Total Exp. / Passenger	\$34.70	\$34.35
Total Exp. / Eligible Passenger	\$34.70	\$34.35
Transportation Exp. / Passenger		
Dedicated Service	\$36.66	\$35.59
Non-Dedicated Service	\$15.76	\$16.65
Transportation Exp. / Hour (Dedicated Service)	\$77.94	\$89.39
OPERATING		
Registrants / Capita	0.0053	0.0047
Passengers / Capita	0.2516	0.2612
Passengers / Registrant	47.62	55.99
Passengers / Hour (Dedicated Service)	2.13	2.76
Kms / Passenger (Dedicated Service)	9.37	9.70
Average Speed (Dedicated Service)	19.92	26.79

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	72,660	37,949
Wheelchair/Scooter Users	38,008	19,850
Attendants		
Companions		
Other (specified)		
TOTAL	110,668	57,799

VEHICLE DATA

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

Vehicle ownership: Regional Municipality
 Vehicle maintenance responsibility: Regional Municipality
 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:	52	52
Ambulatory:	70	70
Attendants:	16	16
Companions:		
Other:		
Total:	138	138

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	4,451	5,185
Tot. Veh. Km. - Dedicated Service	5,935	6,913
Rev. Veh. Hrs. - Dedicated Service	299	317
Tot. Veh. Hrs. - Dedicated Service	399	473
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,360	1,550
Non-Dedicated Service		
TOTAL PASSENGERS	1,360	1,550
Subscription / Pre-booked	75%	75%
Reservation	23%	23%
On-Demand / Day of trip	2%	2%

Cancelled in advance		1
No-shows / Cancelled at door		
Unaccommodated trips	6	
Number of complaints		

OPERATING EXPENSES

Administration	\$6,780	\$6,809
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$7,180	\$8,668
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$836	\$634
Fuel	\$2,251	\$2,240
TOTAL OPERATING EXPENSES	\$17,047	\$18,351

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,957	\$7,200
Other Operating Revenue		
Total Operating Revenue	\$7,957	\$7,200
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$9,090	\$11,151
Other / Donations		
TOTAL	\$17,047	\$18,351

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 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.

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 Dat	15/04/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult				☐
Child				☐
Student				☐
Senior				☐
Attendant				☐
Companion				☐
Other	charges by zone areas			☐

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

Top Operator Wage Rate: \$18.00

Top Mechanic Wage Rate: \$22.81

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	47%	39%
Net Operating Cost / Capita	\$1.40	\$1.72
Total Exp. / Passenger	\$12.53	\$11.84
Total Exp. / Eligible Passenger	\$14.11	\$14.34
Transportation Exp. / Passenger		
Dedicated Service	\$7.55	\$7.45
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$25.73	\$24.40
OPERATING		
Registrants / Capita	0.0209	0.0212
Passengers / Capita	0.2092	0.2385
Passengers / Registrant	10.00	11.23
Passengers / Hour (Dedicated Service)	4.55	4.89
Kms / Passenger (Dedicated Service)	3.27	3.35
Average Speed (Dedicated Service)	14.89	16.36

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	888	
Wheelchair/Scooter Users	392	
Attendants	270	
Companions		
Other (specified)		
TOTAL	1,550	

VEHICLE DATA

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

Vehicle ownership: Municipality

Vehicle maintenance responsibility: Municipality

Accessible taxis:

Elliot Lake

Elliot Lake Handi - Lift Bus

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

Population served: 11,500
 Service area (km²): 16.0
 Communities served: 1
 Service began: 01/01/1998
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 90
 Ambulatory: 110
 Attendants:
 Companions:
 Other:
Total: 200

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

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

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

VEHICLE KILOMETRES & HOURS

	2011	2012
Rev. Veh. Km. - Dedicated Service	22,905	20,494
Tot. Veh. Km. - Dedicated Service	22,905	20,494
Rev. Veh. Hrs. - Dedicated Service	1,950	1,950
Tot. Veh. Hrs. - Dedicated Service	1,950	1,950
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2011	2012
Dedicated Service	6,025	5,269
Non-Dedicated Service		
TOTAL PASSENGERS	6,025	5,269
Subscription / Pre-booked	60%	65%
Reservation	38%	25%
On-Demand / Day of trip	2%	10%
Cancelled in advance	100	90
No-shows / Cancelled at door	100	90
Unaccommodated trips	150	135
Number of complaints		

OPERATING EXPENSES

	2011	2012
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$48,226	\$52,059
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$27,126	\$18,871
Fuel	\$7,353	\$6,748
TOTAL OPERATING EXPENSES	\$82,705	\$77,678

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2011	2012
Passenger Revenue	\$10,160	\$9,004
Other Operating Revenue		
Total Operating Revenue	\$10,160	\$9,004
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$72,545	\$68,674
Other / Donations		
TOTAL	\$82,705	\$77,678

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	Saturday	Sunday	Holiday
0830 to 1600				
to				
Advanced booking notice:	21 day(s)			
Minimum notice for reservation:	24.0 hour(s)			
Reservations / Scheduling:	Manual			

FARE STRUCTURE

Effective Dat	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		
Vehicle Mechanics	1	
General and Administration		2
Other		
TOTAL NUMBER OF EMPLOYEES	1	4

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

Top Operator Wage Rate: \$16.42
 Top Mechanic Wage Rate: \$27.31

PERFORMANCE INDICATORS

	2011	2012
FINANCIAL		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$6.31	\$5.97
Total Exp. / Passenger	\$13.73	\$14.74
Total Exp. / Eligible Passenger	\$16.28	\$17.25
Transportation Exp. / Passenger		
Dedicated Service	\$13.73	\$14.74
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$42.41	\$39.83
OPERATING		
Registrants / Capita	0.0183	0.0174
Passengers / Capita	0.5239	0.4582
Passengers / Registrant	28.69	26.35
Passengers / Hour (Dedicated Service)	3.09	2.70
Kms / Passenger (Dedicated Service)	3.80	3.89
Average Speed (Dedicated Service)	11.75	10.51

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,273	
Wheelchair/Scooter Users	1,229	
Attendants		
Companions	767	
Other (specified)		
TOTAL	5,269	

VEHICLE DATA

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

Espanola

Espanola Care Van

Contact: Cathy Tessier
 Title: Accounting Clerk
 Telephone: 705-869-1540 x2108
 Fax: 705-869-0083
 Email: ctessier@espanola.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:	23	23
Ambulatory:	90	90
Attendants:		
Companions:	3	3
Other:		
Total:	116	116

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.

2011 2012

PASSENGER DATA

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

4,617 5,480
 95% 95%
 0% 0%
 5% 5%

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

\$1,495 \$1,663
 \$43,090 \$49,891

Maintenance (Vehicles & Facilities)
 Fuel

\$82 \$2,157
 \$5,914 \$7,212

TOTAL OPERATING EXPENSES

\$50,581 \$60,923

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$11,542 \$13,700

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

\$11,542 \$13,700
 \$30,965 \$47,223
 \$8,074

TOTAL

\$50,581 \$60,923

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

FARE STRUCTURE

Effective Dat	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/07/2004				
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: \$16.79
 Top Mechanic Wage Rate: \$31.10

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	23%	22%
Net Operating Cost / Capita	\$7.69	\$9.30
Total Exp. / Passenger	\$10.96	\$11.12
Total Exp. / Eligible Passenger	\$11.18	\$11.35
Transportation Exp. / Passenger		
Dedicated Service	\$10.63	\$10.81
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0221	0.0228
Passengers / Capita	0.9090	1.0790
Passengers / Registrant	41.22	47.24
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,329	
Wheelchair/Scooter Users	1,041	
Attendants		
Companions	110	
Other (specified)		
TOTAL	5,480	

VEHICLE DATA

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

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

Fort Erie

Fort Erie Accessible Specialized Transit (FAST)

Contact: Carla Stout
 Title: Town of Fort Erie - Transit Program Manager
 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:	42	81
Ambulatory:	208	353
Attendants:	44	62
Companions:	14	26
Other:		
Total:	308	522

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	2011	2012
Rev. Veh. Km. - Dedicated Service	79,644	83,800
Tot. Veh. Km. - Dedicated Service	79,644	83,800
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	10,621	10,642
Non-Dedicated Service		
TOTAL PASSENGERS	10,621	10,642
Subscription / Pre-booked	62%	64%
Reservation	37%	35%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,095	2,055
No-shows / Cancelled at door	24	26
Unaccommodated trips	87	109
Number of complaints	7	
OPERATING EXPENSES		
Administration	\$4,259	\$7,851
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$149,412	\$149,412
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,757	\$12,650
Fuel		
TOTAL OPERATING EXPENSES	\$169,428	\$169,913
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$13,776	\$9,281
Other Operating Revenue		\$386
Total Operating Revenue	\$13,776	\$9,667
Federal Contributions		
Provincial Contributions	\$151,380	\$139,380
Municipal Contributions	\$4,272	\$20,866
Other / Donations		
TOTAL	\$169,428	\$169,913
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 Dat	03/07/2007	Tickets/Cards	
	Cash	(unit price)	Monthly Pass
Adult		\$2.00	
Child		\$2.00	
Student		\$2.00	
Senior		\$2.00	
Attendant			
Companion		\$2.00	
Other	individual ticket =\$2.50		
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		2011	2012
R/C Ratio		8%	6%
Net Operating Cost / Capita		\$5.20	\$5.35
Total Exp. / Passenger		\$15.95	\$15.97
Total Exp. / Eligible Passenger		\$16.86	\$16.47
Transportation Exp. / Passenger			
Dedicated Service		\$15.55	\$15.23
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$47.19	\$46.30
OPERATING			
Registrants / Capita		0.0280	0.0174
Passengers / Capita		0.3545	0.3552
Passengers / Registrant		12.67	20.39
Passengers / Hour (Dedicated Service)		3.03	3.04
Kms / Passenger (Dedicated Service)		7.50	7.87
Average Speed (Dedicated Service)		22.76	23.94

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	8,376	
Wheelchair/Scooter Users	1,940	
Attendants	296	
Companions	30	
Other (specified)		
TOTAL	10,642	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans	3	2	3
Small Buses			
Other			
TOTAL DED. VEHICLES	3	2	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: 325
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 325

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	33,296	35,919
Tot. Veh. Km. - Dedicated Service	33,296	35,919
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	9,564	8,782
Non-Dedicated Service	16,783	12,929
TOTAL PASSENGERS	26,347	21,711
Subscription / Pre-booked	0%	0%
Reservation	0%	40%
On-Demand / Day of trip	0%	60%
Cancelled in advance	1,714	1,952
No-shows / Cancelled at door		
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$15,357	\$10,502
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$126,803	\$140,760
Contract - Non-Dedicated Service	\$42,259	\$32,409
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,774	\$11,956
Fuel	\$11,270	\$11,552
TOTAL OPERATING EXPENSES	\$203,463	\$207,179

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,460	\$24,845
Other Operating Revenue		
Total Operating Revenue	\$19,460	\$24,845
Federal Contributions		
Provincial Contributions	\$79,721	\$74,281
Municipal Contributions	\$87,249	\$86,962
Other / Donations	\$17,033	\$21,091
TOTAL	\$203,463	\$207,179

CAPITAL EXPENSES

Vehicles Purchased		\$68,200
Debt Servicing		
Other Capital Expenses	\$2,409	
TOTAL CAPITAL EXPENSES	\$2,409	\$68,200

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$68,200
Municipal Contributions	\$2,409	
Other / Donations		
TOTAL CAPITAL FUNDING	\$2,409	\$68,200

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Dat	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: \$29.16

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	10%	12%
Net Operating Cost / Capita	\$22.17	\$21.97
Total Exp. / Passenger	\$7.72	\$9.54
Total Exp. / Eligible Passenger	\$20.95	\$23.32
Transportation Exp. / Passenger		
Dedicated Service	\$15.25	\$18.71
Non-Dedicated Service	\$2.52	\$2.51
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0310	0.0392
Passengers / Capita	3.1740	2.6155
Passengers / Registrant	102.52	66.80
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	3.48	4.09
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	8,782	103
Attendants		
Companions		
Other (specified)		12,826
TOTAL	8,782	12,929

VEHICLE DATA

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

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Municipality
 Accessible taxis: 1

Greater 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: 138,000
 Service area (km²): 152.6
 Communities served: 1
 Service began: 01/01/2001
 Advisory Committee members: 5
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 914
 Ambulatory: 1,090
 Attendants: 472
 Companions: 25
 Other: 25
Total: 2,501

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	1,033,460	1,196,000
Tot. Veh. Km. - Dedicated Service	1,033,460	1,196,000
Rev. Veh. Hrs. - Dedicated Service	47,741	48,451
Tot. Veh. Hrs. - Dedicated Service	47,741	48,451
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	111,093	120,119
Non-Dedicated Service	14,149	14,175
TOTAL PASSENGERS	125,242	134,294
Subscription / Pre-booked	70%	70%
Reservation	25%	25%
On-Demand / Day of trip	5%	5%
Cancelled in advance	12,238	12,117
No-shows / Cancelled at door	2,983	3,345
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,824,131	\$2,667,833
Contract - Non-Dedicated Service		\$222,271
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$2,824,131	\$2,890,104

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$262,269	\$246,454
Other Operating Revenue		
Total Operating Revenue	\$262,269	\$246,454
Federal Contributions		
Provincial Contributions	\$141,232	\$140,819
Municipal Contributions	\$2,420,630	\$2,502,831
Other / Donations		
TOTAL	\$2,824,131	\$2,890,104

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. * Employment statistics are in relation to the contractor providing the Specialized Transit service.

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2400	Sunday:	0700 to 2400
Saturday:	0700 to 2400	Holiday:	0700 to 2400
Advanced booking notice:	day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Dat	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.15			☐
Child	\$2.15			☐
Student	\$2.15			☐
Senior	\$2.15			☒
Attendant	\$2.15			☐
Companion	\$2.15			
Other	attendant is free if required by physician on application form			

EMPLOYEE DATA

	Full-time	Part-time
Operators	19	22
Other Operations	3	
Vehicle Mechanics	5	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	28	22

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

Top Operator Wage Rate: \$19.31
 Top Mechanic Wage Rate: \$31.50

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$16.01	\$19.16
Total Exp. / Passenger	\$22.55	\$21.52
Total Exp. / Eligible Passenger	\$25.14	\$23.70
Transportation Exp. / Passenger		
Dedicated Service	\$25.42	\$22.21
Non-Dedicated Service		\$15.68
Transportation Exp. / Hour (Dedicated Service)	\$59.16	\$55.06
OPERATING		
Registrants / Capita	0.0367	0.0379
Passengers / Capita	0.7828	0.9731
Passengers / Registrant	21.33	25.71
Passengers / Hour (Dedicated Service)	2.33	2.48
Kms / Passenger (Dedicated Service)	9.30	9.96
Average Speed (Dedicated Service)	21.65	24.68

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	62,810	14,175
Wheelchair/Scooter Users	44,956	
Attendants	12,353	
Companions		
Other (specified)		
TOTAL	120,119	14,175

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	16	14	4	10
Other				1
TOTAL DED. VEHICLES	16	14	N/A	N/A

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

Greenstone

Municipality of Greenstone

Contact: Barb Madder
 Title: Bookkeeper
 Telephone: 807 854-1100 x2010
 Fax: 807 854-1947
 Email: barb.madder@greenstone.ca

Population served: 4,800
 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
 Wheelchair/Scooter Users: 14
 Ambulatory: 49
 Attendants: 100
 Companions:
 Other:
Total: 163

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		2011	2012	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0900 to 1700	Sunday: to
Tot. Veh. Km. - Dedicated Service				Saturday: to	Holiday: to
Rev. Veh. Hrs. - Dedicated Service	2,998	2,950		Advanced booking notice: 1 day(s)	
Tot. Veh. Hrs. - Dedicated Service	2,998	2,950		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	5,178	4,610		Effective Dat 01/01/2006	Tickets/Cards
Non-Dedicated Service				Cash	(unit price)
TOTAL PASSENGERS	5,178	4,610		Adult	Monthly Pass
Subscription / Pre-booked	35%	80%		Child	Free
Reservation	0%	0%		Student	
On-Demand / Day of trip	65%	20%		Senior \$1.50	\$1.50
Cancelled in advance				Attendant	
No-shows / Cancelled at door		2		Companion	
Unaccommodated trips				Other	
Number of complaints	1				
OPERATING EXPENSES				EMPLOYEE DATA	
Administration	\$10,851	\$11,142		Operators	Full-time
Operations:				Other Operations	Part-time
Internal - Dedicated Service	\$29,109	\$28,427		Vehicle Mechanics	2
Contract - Dedicated Service				General and Administration	1
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	1
Maintenance (Vehicles & Facilities)	\$12,790	\$11,869			2
Fuel	\$7,037	\$4,098		Union Affiliations: Operators: CUPE Local 3045	
TOTAL OPERATING EXPENSES	\$59,787	\$55,536		Mechanics:	
				Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate: \$25.20	
Passenger Revenue	\$1,785	\$1,625		Top Mechanic Wage Rate:	
Other Operating Revenue					
Total Operating Revenue	\$1,785	\$1,625			
Federal Contributions					
Provincial Contributions	\$45,184	\$53,424			
Municipal Contributions	\$12,818	\$487			
Other / Donations					
TOTAL	\$59,787	\$55,536			
CAPITAL EXPENSES				PERFORMANCE INDICATORS	
Vehicles Purchased				FINANCIAL	2011
Debt Servicing				R/C Ratio	3%
Other Capital Expenses				Net Operating Cost / Capita	\$11.60
TOTAL CAPITAL EXPENSES				Total Exp. / Passenger	\$11.55
CAPITAL FUNDING SOURCES				Total Exp. / Eligible Passenger	\$14.43
Transit System				Transportation Exp. / Passenger	
Federal Contributions				Dedicated Service	\$9.45
Provincial Contributions				Non-Dedicated Service	
Municipal Contributions				Transportation Exp. / Hour (Dedicated Service)	\$16.32
Other / Donations					\$15.05
TOTAL CAPITAL FUNDING				OPERATING	
				Registrants / Capita	0.0330
				Passengers / Capita	1.0356
				Passengers / Registrant	31.38
				Passengers / Hour (Dedicated Service)	1.73
				Kms / Passenger (Dedicated Service)	
				Average Speed (Dedicated Service)	

* Other Eligibility Criteria: Paratransit vehicles are used to provide services for seniors which include grocery shopping, social activities, and medical appointments. * One of the vehicles was taken off the road in September 2012. They have been looking at replacing it with a new one.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,596	
Wheelchair/Scooter Users	14	
Attendants		
Companions		
Other (specified)		
TOTAL	4,610	

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

Guelph

Guelph Transit Mobility Services

Contact: Christine Warne
 Title: Supervisor Business Services
 Telephone: 519-822-1811 x 2624
 Fax: 519-822-1322
 Email: christine.warne@guelph.ca

Population served: 121,688
 Service area (km²): 87.0
 Communities served: 1
 Service began: 01/04/2002
 Advisory Committee members: N/A
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 377
 Ambulatory: 1,046
 Attendants:
 Companions:
 Other:
Total: 1,423

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	199,921	176,707
Tot. Veh. Km. - Dedicated Service	199,921	176,707
Rev. Veh. Hrs. - Dedicated Service	11,141	9,518
Tot. Veh. Hrs. - Dedicated Service	11,141	9,518
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	35,576	29,903
Non-Dedicated Service	12,890	19,734
TOTAL PASSENGERS	48,466	49,637
Subscription / Pre-booked	19%	0%
Reservation	80%	0%
On-Demand / Day of trip	1%	0%
Cancelled in advance	8,865	4,861
No-shows / Cancelled at door	402	375
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$39,200	\$171,506
Operations:		
Internal - Dedicated Service	\$620,100	\$588,595
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$102,400	\$177,488
Contract - Taxi Scrip	\$15,500	
Maintenance (Vehicles & Facilities)		\$354,451
Fuel		\$50,000
TOTAL OPERATING EXPENSES	\$777,200	\$1,342,040

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$78,000	\$47,625
Other Operating Revenue	\$17,000	\$16,760
Total Operating Revenue	\$95,000	\$64,385
Federal Contributions		
Provincial Contributions		\$12,000
Municipal Contributions	\$682,200	\$1,265,655
Other / Donations		
TOTAL	\$777,200	\$1,342,040

CAPITAL EXPENSES

Vehicles Purchased	\$538,603	\$349,506
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$538,603	\$349,506

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$407,558	
Municipal Contributions	\$131,045	\$160,300
Other / Donations		\$189,206
TOTAL CAPITAL FUNDING	\$538,603	\$349,506

* Non-Dedicated Service expense also included taxi scrip expense in 2012.
 * Introduction of monthly pass and a pilot affordable monthly bus pass program in September 2012.

SERVICE HOURS / SCHEDULING

Weekday:	0530 to 0030	Sunday:	0900 to 1830
Saturday:	0530 to 0030	Holiday:	0900 to 1830
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Dat	01/09/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.40	\$75.00	☒
Child				☐
Student	\$3.00	\$1.90	\$64.00	☐
Senior	\$3.00	\$2.00	\$62.00	☐
Attendant	\$3.00			☐
Companion	\$3.00			☐
Other	Affordable bus pass: adult \$37.50, youth \$32, Senior \$31			

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

7	5
Union Affiliations: Operators:	ATU Local 1189
Mechanics:	ATU Local 1189
Other (specify):	

Top Operator Wage Rate: \$26.16

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	12%	5%
Net Operating Cost / Capita	\$5.69	\$10.50
Total Exp. / Passenger	\$16.04	\$27.04
Total Exp. / Eligible Passenger	\$16.69	\$28.46
Transportation Exp. / Passenger		
Dedicated Service	\$17.43	\$33.21
Non-Dedicated Service	\$9.15	\$8.99
Transportation Exp. / Hour (Dedicated Service)	\$55.66	\$104.33
OPERATING		
Registrants / Capita	0.0110	0.0117
Passengers / Capita	0.4039	0.4079
Passengers / Registrant	36.61	34.88
Passengers / Hour (Dedicated Service)	3.19	3.14
Kms / Passenger (Dedicated Service)	5.62	5.91
Average Speed (Dedicated Service)	17.94	18.57

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,800	15,700
Wheelchair/Scooter Users	9,404	3,246
Attendants		
Companions	1,699	788
Other (specified)		
TOTAL	29,903	19,734

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
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: 59,008
 Service area (km²): 280.0
 Communities served: 1
 Service began: 01/01/1981
 Advisory Committee members: 13
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 186
 Ambulatory: 1,442
 Attendants:
 Companions:
 Other:
Total: 1,628

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	128,221	122,348
Tot. Veh. Km. - Dedicated Service	128,221	122,348
Rev. Veh. Hrs. - Dedicated Service	8,320	7,042
Tot. Veh. Hrs. - Dedicated Service	8,320	7,042
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	19,089	17,966
Non-Dedicated Service	17,202	22,949
TOTAL PASSENGERS	36,291	40,915
Subscription / Pre-booked	0%	20%
Reservation	99%	78%
On-Demand / Day of trip	1%	2%
Cancelled in advance	378	493
No-shows / Cancelled at door	49	39
Unaccommodated trips	37	24
Number of complaints	3	1

OPERATING EXPENSES

Administration	\$204,165	\$212,422
Operations:		
Internal - Dedicated Service	\$63,600	\$63,600
Contract - Dedicated Service	\$216,225	\$249,637
Contract - Non-Dedicated Service	\$131,000	\$176,778
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$63,700	\$67,100
Fuel		
TOTAL OPERATING EXPENSES	\$678,690	\$769,537

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$91,300	\$117,580
Other Operating Revenue		
Total Operating Revenue	\$91,300	\$117,580
Federal Contributions		
Provincial Contributions	\$262,500	\$315,135
Municipal Contributions	\$324,890	\$336,822
Other / Donations		
TOTAL	\$678,690	\$769,537

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

* ActiVan is a public transportation service operated by the Town of Halton Hills for both persons with disabilities and seniors. Any person with a physical, medical or cognitive disability and everyone aged 65 or older may apply. Halton Hills does not have conventional transit. * 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 2230
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 Dat	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$2.00		☐
Child	\$2.00	\$2.00		☐
Student	\$2.00	\$2.00		☐
Senior	\$2.00	\$2.00		☒
Attendant				☒
Companion				☒
Other caregiver ride 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: \$28.82

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	13%	15%
Net Operating Cost / Capita	\$10.68	\$11.05
Total Exp. / Passenger	\$18.70	\$18.81
Total Exp. / Eligible Passenger	\$35.55	\$42.83
Transportation Exp. / Passenger		
Dedicated Service	\$18.00	\$21.17
Non-Dedicated Service	\$7.62	\$7.70
Transportation Exp. / Hour (Dedicated Service)	\$41.29	\$54.01
OPERATING		
Registrants / Capita	0.0251	0.0276
Passengers / Capita	0.6598	0.6934
Passengers / Registrant	26.26	25.13
Passengers / Hour (Dedicated Service)	2.29	2.55
Kms / Passenger (Dedicated Service)	6.72	6.81
Average Speed (Dedicated Service)	15.41	17.37

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	15,683	
Wheelchair/Scooter Users	2,283	
Attendants		
Companions		
Other (specified)		22,949
TOTAL	17,966	22,949

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: 1

Hamilton

Accessible Transportation Services

Contact: Owen Quinn
 Title: Project Manager, Access. Transportation Serv.
 Telephone: 905-546-2424 x5323
 Fax: 905-679-7305
 Email: Owen.Quinn@hamilton.ca

Population served: 519,949
 Service area (km²): 1,117.0
 Communities served: 1
 Service began: 01/01/1976
 Advisory Committee members: 15
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 7,899
 Ambulatory: 1,234
 Attendants:
 Companions:
 Other: 2,905
Total: 12,038

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	4,452,305	4,482,899
Tot. Veh. Km. - Dedicated Service	4,452,305	4,482,899
Rev. Veh. Hrs. - Dedicated Service	188,037	191,114
Tot. Veh. Hrs. - Dedicated Service	188,037	191,114
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	431,806	436,419
Non-Dedicated Service	140,915	140,900
TOTAL PASSENGERS	572,721	577,319
Subscription / Pre-booked	45%	46%
Reservation	26%	26%
On-Demand / Day of trip	29%	28%
Cancelled in advance	88,470	85,029
No-shows / Cancelled at door	14,175	15,024
Unaccommodated trips	7,356	13,662
Number of complaints	830	1,481

OPERATING EXPENSES

Administration	\$3,257,885	\$3,471,224
Operations:		
Internal - Dedicated Service	\$7,043,663	\$7,201,081
Contract - Dedicated Service	\$1,785,684	\$1,902,933
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$1,216,024	\$1,185,940
Maintenance (Vehicles & Facilities)	\$1,231,978	\$1,268,072
Fuel	\$802,282	\$805,101
TOTAL OPERATING EXPENSES	\$15,337,516	\$15,834,351

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,747,167	\$1,737,544
Other Operating Revenue	\$7,415	\$9,563
Total Operating Revenue	\$1,754,582	\$1,747,107
Federal Contributions		
Provincial Contributions	\$1,613,920	\$790,775
Municipal Contributions	\$11,966,560	\$13,296,438
Other / Donations	\$2,454	\$31
TOTAL	\$15,337,516	\$15,834,351

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

Transit System	\$176,656	
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$176,656	

* Other Eligibility Criteria: Accessible Transportation Services (ATS) are available to persons with disabilities who are unable to access conventional transit service. * As of July, 2012, the City's contractor (DARTS Transportation) took responsibility for booking trip reservations for specialized transit – passengers can now request a trip booking up to 1 hour before their trip.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 0000	Sunday:	0700 to 0000
Saturday:	0700 to 0130	Holiday:	0700 to 0000
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Dat	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	117	
Other Operations	12	7
Vehicle Mechanics	5	
General and Administration	28	
Other	5	2
TOTAL NUMBER OF EMPLOYEES	167	9

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

Top Operator Wage Rate: \$23.07

Top Mechanic Wage Rate: \$26.96

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$26.48	\$27.09
Total Exp. / Passenger	\$26.78	\$27.43
Total Exp. / Eligible Passenger	\$29.20	\$29.89
Transportation Exp. / Passenger		
Dedicated Service	\$25.16	\$25.61
Non-Dedicated Service	\$8.63	\$8.42
Transportation Exp. / Hour (Dedicated Service)	\$57.77	\$58.48
OPERATING		
Registrants / Capita	0.0228	0.0232
Passengers / Capita	1.1164	1.1103
Passengers / Registrant	48.94	47.96
Passengers / Hour (Dedicated Service)	2.30	2.28
Kms / Passenger (Dedicated Service)	10.31	10.27
Average Speed (Dedicated Service)	23.68	23.46

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	144,153	132,889
Wheelchair/Scooter Users	244,711	8,011
Attendants	33,084	
Companions	14,471	
Other (specified)		
TOTAL	436,419	140,900

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		
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: 70,387
 Service area (km²): 3,704.6
 Communities served: 8
 Service began: 01/01/1979
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: **551** **678**

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		2011	2012	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service			188,819	Weekday: 0600 to 0000	Sunday: 0600 to 0000
Tot. Veh. Km. - Dedicated Service			432,324	Saturday: 0600 to 0000	Holiday: 0600 to 0000
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		20,098	22,300	Effective Dat 01/01/2010	Tickets/Cards (unit price)
Non-Dedicated Service				Cash	Monthly Pass
TOTAL PASSENGERS		20,098	22,300	Adult \$6.80	Free
Subscription / Pre-booked		35%	30%	Child \$6.80	☐
Reservation		60%	62%	Student \$6.80	☐
On-Demand / Day of trip		5%	8%	Senior \$6.80	☐
Cancelled in advance				Attendant	☒
No-shows / Cancelled at door			146	Companion	☒
Unaccommodated trips				Other out of town rides: hourly rate and mileage	
Number of complaints		8	11		
OPERATING EXPENSES				EMPLOYEE DATA	
Administration		\$149,193	\$161,212	Operators	Full-time 10 Part-time 3
Operations:				Other Operations	1 1
Internal - Dedicated Service		\$315,944	\$392,584	Vehicle Mechanics	
Contract - Dedicated Service				General and Administration	1
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	12 4
Maintenance (Vehicles & Facilities)		\$37,123	\$35,920	Union Affiliations: Operators:	
Fuel		\$54,230	\$78,933	Mechanics:	
TOTAL OPERATING EXPENSES		\$556,490	\$668,649	Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate: \$15.00	
Passenger Revenue		\$94,915	\$132,871	Top Mechanic Wage Rate:	
Other Operating Revenue		\$44,439	\$60,632	PERFORMANCE INDICATORS	
Total Operating Revenue		\$139,354	\$193,503	FINANCIAL	
Federal Contributions				R/C Ratio	2011 25% 2012 29%
Provincial Contributions		\$94,268	\$122,017	Net Operating Cost / Capita	\$9.32 \$6.75
Municipal Contributions		\$319,828	\$350,254	Total Exp. / Passenger	\$27.69 \$29.98
Other / Donations		\$3,040	\$2,875	Total Exp. / Eligible Passenger	\$27.69 \$31.27
TOTAL		\$556,490	\$668,649	Transportation Exp. / Passenger	
CAPITAL EXPENSES				Dedicated Service	\$20.27 \$22.76
Vehicles Purchased		\$145,270	\$101,474	Non-Dedicated Service	
Debt Servicing				Transportation Exp. / Hour (Dedicated Service)	
Other Capital Expenses		\$7,515		OPERATING	
TOTAL CAPITAL EXPENSES		\$152,785	\$101,474	Registrants / Capita	0.0116 0.0096
CAPITAL FUNDING SOURCES				Passengers / Capita	0.4491 0.3168
Transit System				Passengers / Registrant	38.87 32.89
Federal Contributions				Passengers / Hour (Dedicated Service)	
Provincial Contributions		\$152,785	\$101,474	Kms / Passenger (Dedicated Service)	8.47
Municipal Contributions				Average Speed (Dedicated Service)	
Other / Donations					
TOTAL CAPITAL FUNDING		\$152,785	\$101,474		

* Began providing service to Saugeen Shores on April 1, 2012 and to Huron-Kinloss on May 1, 2012. * Other Eligibility Criteria: Mentally and Physically Challenged.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	8,559	
Wheelchair/Scooter Users	12,823	
Attendants	918	
Companions		
Other (specified)		
TOTAL	22,300	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	5
Accessible Vans / Minivans	10	10	2	3
Small Buses	4	4	6	12
Other	1	1	12	12
TOTAL DED. VEHICLES	16	16	N/A	N/A

Vehicle ownership: Non-Profit Organization
 Vehicle maintenance responsibility: Contracted Operator
 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: 5,090
 Service area (km²): 841.0
 Communities served: 1
 Service began: 08/09/1998
 Advisory Committee members: 7
 Eligibility Committee members: 7

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	53	53
Ambulatory:	370	370
Attendants:	14	14
Companions:		
Other:		
Total:	437	437

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		2011	2012	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 1730	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	10,981	13,012		Effective Dat 01/01/2006	
Non-Dedicated Service				Cash	Tickets/Cards (unit price)
TOTAL PASSENGERS	10,981	13,012		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					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration	\$11,565	\$12,315		Operators	Full-time 2 Part-time 1
Operations:				Other Operations	
Internal - Dedicated Service				Vehicle Mechanics	3
Contract - Dedicated Service	\$115,647	\$123,152		General and Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	2 4
Maintenance (Vehicles & Facilities)				Union Affiliations:	
Fuel				Operators:	
TOTAL OPERATING EXPENSES	\$127,212	\$135,467		Mechanics:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Other (specify):	
Passenger Revenue	\$27,453	\$32,530		Top Operator Wage Rate: \$13.50	
Other Operating Revenue				Top Mechanic Wage Rate: \$25.00	
Total Operating Revenue	\$27,453	\$32,530		PERFORMANCE INDICATORS	
Federal Contributions				FINANCIAL	2011 2012
Provincial Contributions	\$54,285	\$60,045		R/C Ratio	22% 24%
Municipal Contributions	\$38,474	\$36,392		Net Operating Cost / Capita	\$16.32 \$20.22
Other / Donations	\$7,000	\$6,500		Total Exp. / Passenger	\$11.58 \$10.41
TOTAL	\$127,212	\$135,467		Total Exp. / Eligible Passenger	\$11.70 \$10.52
CAPITAL EXPENSES				Transportation Exp. / Passenger	
Vehicles Purchased				Dedicated Service	\$10.53 \$9.46
Debt Servicing				Non-Dedicated Service	
Other Capital Expenses				Transportation Exp. / Hour (Dedicated Service)	
TOTAL CAPITAL EXPENSES				OPERATING	
CAPITAL FUNDING SOURCES				Registrants / Capita	0.0604 0.0859
Transit System				Passengers / Capita	1.7963 2.5564
Federal Contributions				Passengers / Registrant	29.76 29.78
Provincial Contributions				Passengers / Hour (Dedicated Service)	
Municipal Contributions				Kms / Passenger (Dedicated Service)	
Other / Donations				Average Speed (Dedicated Service)	
TOTAL CAPITAL FUNDING					

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	10,930	
Wheelchair/Scooter Users	1,952	
Attendants	130	
Companions		
Other (specified)		
TOTAL	13,012	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			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: 12,146
 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:	35	69
Ambulatory:	51	224
Attendants:	31	35
Companions:		
Other:		2
Total:	117	330

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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

2011 2012

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 2100 Sunday: 0800 to 1700
 Saturday: 0800 to 2100 Holiday: 0800 to 1700
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Fully Computerized

PASSENGER DATA

Dedicated Service	1,412	1,219
Non-Dedicated Service	2,789	3,489
TOTAL PASSENGERS	4,201	4,708
Subscription / Pre-booked	2%	2%
Reservation	97%	90%
On-Demand / Day of trip	1%	8%

Cancelled in advance	1,825	1,315
No-shows / Cancelled at door	1	1
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$47,435	\$47,930
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$45,084	\$48,251
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		

TOTAL OPERATING EXPENSES	\$92,519	\$96,181
---------------------------------	-----------------	-----------------

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,104	\$13,635
Other Operating Revenue		

Total Operating Revenue	\$13,104	\$13,635
Federal Contributions		
Provincial Contributions		\$12,311
Municipal Contributions	\$79,415	\$70,235
Other / Donations		
TOTAL	\$92,519	\$96,181

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: vision impaired. * Fridays Service Hours 0800 - 2200 hours.

FARE STRUCTURE

Effective Dat	14/04/2009	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

	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	2011	2012
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$6.41	\$6.80
Total Exp. / Passenger	\$22.02	\$20.43
Total Exp. / Eligible Passenger	\$25.11	\$20.43
Transportation Exp. / Passenger		
Dedicated Service	\$31.93	\$39.58
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0238	0.0272
Passengers / Capita	0.3392	0.3876
Passengers / Registrant	14.24	14.27
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		3,489
Wheelchair/Scooter Users	1,219	
Attendants		
Companions		
Other (specified)		
TOTAL	1,219	3,489

VEHICLE DATA

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

Vehicle ownership: Contracted Operator

Vehicle maintenance responsibility: Contracted Operator

Accessible taxis: 1

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: 7,696
 Service area (km²): 84.0
 Communities served: 1
 Service began: 01/01/1990
 Advisory Committee members: 6
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

Total

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

2011

2012

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.

PASSENGER DATA

Dedicated Service 15,611
 Non-Dedicated Service

TOTAL PASSENGERS

15,611

15,216

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

Cancelled in advance

No-shows / Cancelled at door 103

Unaccommodated trips

Number of complaints 2

OPERATING EXPENSES

Administration \$7,801

Operations:

Internal - Dedicated Service

Contract - Dedicated Service \$116,076

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities) \$3,185

Fuel

TOTAL OPERATING EXPENSES \$127,062

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$18,161

Other Operating Revenue \$431

Total Operating Revenue \$18,592

Federal Contributions

Provincial Contributions \$49,720

Municipal Contributions \$49,004

Other / Donations \$9,746

TOTAL \$127,062

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

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

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1530 Sunday: to

Saturday: 1000 to 1600 Holiday: to

Advanced booking notice: 1 day(s)

Minimum notice for reservation: 24.0 hour(s)

Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Dat 01/01/2012

Cash

Adult \$2.00

Child \$2.00

Student \$2.00

Senior \$2.00

Attendant

Companion \$2.00

Other

EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 15% 13%

Net Operating Cost / Capita \$12.76 \$15.20

Total Exp. / Passenger \$8.14 \$8.82

Total Exp. / Eligible Passenger \$8.35 \$9.13

Transportation Exp. / Passenger

Dedicated Service \$7.64 \$8.31

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

Passengers / Capita 1.8366 1.9771

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service 12,669

Wheelchair/Scooter Users 2,028

Attendants 519

Companions

Other (specified)

TOTAL 15,216

VEHICLE DATA

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses 2 2

Other

TOTAL DED. VEHICLES 2 2

Veh. Peak

Avg. Capacity per Veh.

Wheelchair N/A

Ambulatory

3 9

N/A N/A

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

Vehicle maintenance responsibility: Municipality

Accessible taxis:

Kawartha Lakes

LIMO

Contact: Enzo Ingribelli
 Title: Transit Supervisor
 Telephone: 705-324-9411 x1102
 Fax: 705-324-1155
 Email: eingribelli@city.kawarthalakes.on.ca

Population served: 20,354
 Service area (km²): 25.0
 Communities served: 1
 Service began: 01/01/2001
 Advisory Committee members: 10
 Eligibility Committee members: N/A

REGISTRANTS

Wheelchair/Scooter Users: 34
 Ambulatory: 383
 Attendants: 116
 Companions:
 Other:
Total: 533

Active

34
 452
 127
631

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	39,520	
Tot. Veh. Km. - Dedicated Service	41,320	
Rev. Veh. Hrs. - Dedicated Service	2,548	1,600
Tot. Veh. Hrs. - Dedicated Service	2,860	2,600
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2011	2012
Dedicated Service	6,051	7,541
Non-Dedicated Service		
TOTAL PASSENGERS	6,051	7,541
Subscription / Pre-booked	50%	85%
Reservation	45%	10%
On-Demand / Day of trip	5%	5%
Cancelled in advance	600	1,118
No-shows / Cancelled at door		18
Unaccommodated trips	2,496	
Number of complaints		3

OPERATING EXPENSES

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

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

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

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

* Other Operations Assistant provides support for both services including dispatching. * Specialized Transit Financial Data (Revenue and Expense) has been consolidated with the 2012 Urban Transit Statistics report.

SERVICE HOURS / SCHEDULING

Weekday: 0700 to 1900 Sunday: to
 Saturday: 0700 to 1900 Holiday: to
 Advanced booking notice: 60 day(s)
 Minimum notice for reservation: 2.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Dat	07/09/2010	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$1.66	\$60.00	☒
Child	\$1.00			☐
Student	\$1.50	\$1.43	\$50.00	☐
Senior	\$1.50	\$1.43	\$50.00	☒
Attendant				☒
Companion				☒
Other	Children 5 and under ride free			

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: CUPE Local 855
 Mechanics: CUPE Local 855
 Other (specify): (Administration) CUPE Local 855

Top Operator Wage Rate: \$20.44

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2011	2012
FINANCIAL		
R/C Ratio		
Net Operating Cost / Capita		
Total Exp. / Passenger		
Total Exp. / Eligible Passenger		
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0362	0.0310
Passengers / Capita	0.3125	0.3705
Passengers / Registrant	8.64	11.95
Passengers / Hour (Dedicated Service)	2.37	4.71
Kms / Passenger (Dedicated Service)	6.53	
Average Speed (Dedicated Service)	15.51	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,282	
Wheelchair/Scooter Users	5,355	
Attendants	904	
Companions		
Other (specified)		
TOTAL	7,541	

VEHICLE DATA

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

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Kenora

Handi-Van

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	85	85
Ambulatory:	95	95
Attendants:	37	37
Companions:		
Other:		
Total:	217	217

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	42,051	44,302
Tot. Veh. Km. - Dedicated Service	42,354	45,193
Rev. Veh. Hrs. - Dedicated Service	2,783	3,033
Tot. Veh. Hrs. - Dedicated Service	2,934	3,182
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2011	2012
Dedicated Service	7,294	6,989
Non-Dedicated Service		
TOTAL PASSENGERS	7,294	6,989
Subscription / Pre-booked	90%	90%
Reservation	6%	6%
On-Demand / Day of trip	4%	4%
Cancelled in advance	25	25
No-shows / Cancelled at door	6	10
Unaccommodated trips	10	12
Number of complaints	2	2

OPERATING EXPENSES

	2011	2012
Administration	\$25,133	\$24,379
Operations:		
Internal - Dedicated Service	\$56,608	\$58,860
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$16,607	\$13,918
Fuel	\$13,174	\$12,886
TOTAL OPERATING EXPENSES	\$111,522	\$110,043

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2011	2012
Passenger Revenue	\$37,678	\$36,100
Other Operating Revenue		
Total Operating Revenue	\$37,678	\$36,100
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$81,803	\$81,803
Other / Donations	\$18,859	\$19,540
TOTAL	\$138,340	\$137,443

CAPITAL EXPENSES

	2011	2012
Vehicles Purchased	\$91,382	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$91,382	

CAPITAL FUNDING SOURCES

	2011	2012
Transit System		
Federal Contributions		
Provincial Contributions	\$91,382	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$91,382	

SERVICE HOURS / SCHEDULING

	Weekday	Sunday	Holiday
Weekday:	0700 to 1700		
Saturday:	0700 to 1400		
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.20

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2011	2012
FINANCIAL		
R/C Ratio	34%	33%
Net Operating Cost / Capita	\$4.62	\$4.62
Total Exp. / Passenger	\$15.29	\$15.75
Total Exp. / Eligible Passenger	\$16.80	\$17.30
Transportation Exp. / Passenger		
Dedicated Service	\$11.84	\$12.26
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$29.44	\$26.92
OPERATING		
Registrants / Capita	0.0128	0.0136
Passengers / Capita	0.4559	0.4368
Passengers / Registrant	35.75	32.21
Passengers / Hour (Dedicated Service)	2.62	2.30
Kms / Passenger (Dedicated Service)	5.77	6.34
Average Speed (Dedicated Service)	15.11	14.61

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,258	
Wheelchair/Scooter Users	5,102	
Attendants	629	
Companions		
Other (specified)		
TOTAL	6,989	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
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: 01/06/1967
 Advisory Committee members: 11
 Eligibility Committee members: 1

REGISTRANTS
 Wheelchair/Scooter Users: 941
 Ambulatory: 512
 Attendants:
 Companions:
 Other:
Total: 1,453

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	518,339	554,010
Tot. Veh. Km. - Dedicated Service	518,339	554,010
Rev. Veh. Hrs. - Dedicated Service	25,581	26,627
Tot. Veh. Hrs. - Dedicated Service	28,636	29,709
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	64,434	70,017
Non-Dedicated Service	2,007	2,093
TOTAL PASSENGERS	66,441	72,110
Subscription / Pre-booked	50%	54%
Reservation	50%	46%
On-Demand / Day of trip	0%	0%
Cancelled in advance	16,052	14,130
No-shows / Cancelled at door	1,204	1,401
Unaccommodated trips	1,778	1,632
Number of complaints		

OPERATING EXPENSES

Administration	\$332,530	\$284,713
Operations:		
Internal - Dedicated Service	\$1,232,497	\$1,268,990
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$18,349	\$19,216
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$201,846	\$232,160
Fuel	\$173,587	\$175,853
TOTAL OPERATING EXPENSES	\$1,958,809	\$1,980,932

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$155,064	\$176,691
Other Operating Revenue	\$65,857	\$45,047
Total Operating Revenue	\$220,921	\$221,738
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,785,571	\$1,832,637
Other / Donations	\$1,600	\$190
TOTAL	\$2,008,092	\$2,054,565

CAPITAL EXPENSES

Vehicles Purchased	\$294,138	\$294,885
Debt Servicing		
Other Capital Expenses	\$29,562	\$13,000
TOTAL CAPITAL EXPENSES	\$323,700	\$307,885

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$323,700	\$307,885
Other / Donations		
TOTAL CAPITAL FUNDING	\$323,700	\$307,885

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 Dat	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	4	
Vehicle Mechanics		
General and Administration	4	
Other		
TOTAL NUMBER OF EMPLOYEES	22	8

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

Top Operator Wage Rate: \$19.69

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$14.09	\$14.26
Total Exp. / Passenger	\$29.48	\$27.47
Total Exp. / Eligible Passenger	\$33.34	\$31.53
Transportation Exp. / Passenger		
Dedicated Service	\$24.95	\$23.95
Non-Dedicated Service	\$9.14	\$9.18
Transportation Exp. / Hour (Dedicated Service)	\$56.15	\$56.45
OPERATING		
Registrants / Capita	0.0208	0.0230
Passengers / Capita	0.5386	0.5845
Passengers / Registrant	25.95	25.39
Passengers / Hour (Dedicated Service)	2.52	2.63
Kms / Passenger (Dedicated Service)	8.04	7.91
Average Speed (Dedicated Service)	20.26	20.81

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	25,554	2,093
Wheelchair/Scooter Users	35,187	
Attendants		
Companions	9,276	
Other (specified)		
TOTAL	70,017	2,093

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans	1	1	Ambulatory 6
Small Buses	19	15	4 6
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: 95
 Ambulatory: 525
 Attendants:
 Companions:
 Other:
Total: 620

Active
 95
 525
 4,105
4,398

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	540,000	508,463
Tot. Veh. Km. - Dedicated Service	544,000	511,463
Rev. Veh. Hrs. - Dedicated Service	14,145	14,978
Tot. Veh. Hrs. - Dedicated Service	14,975	15,303
Non-Dedicated Service - Veh. Km.	10,300	840
Non-Dedicated Service - Veh. Hrs.	515	17

PASSENGER DATA

Dedicated Service	16,888	14,174
Non-Dedicated Service	1,030	80
TOTAL PASSENGERS	17,918	14,254
Subscription / Pre-booked	5%	5%
Reservation	90%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,490	2,372
No-shows / Cancelled at door	194	254
Unaccommodated trips	194	66
Number of complaints	6	6

OPERATING EXPENSES

Administration	\$126,000	\$167,799
Operations:		
Internal - Dedicated Service	\$393,000	\$419,947
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$10,750	\$1,749
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$38,250	\$34,696
Fuel	\$62,750	\$56,164
TOTAL OPERATING EXPENSES	\$630,750	\$680,355

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$480,125	\$411,653
Other Operating Revenue	\$8,588	\$4,440
Total Operating Revenue	\$488,713	\$416,093
Federal Contributions		
Provincial Contributions	\$212,000	\$122,471
Municipal Contributions	\$82,000	\$83,500
Other / Donations	\$1,405	
TOTAL	\$784,118	\$622,064

CAPITAL EXPENSES

Vehicles Purchased	\$105,000	\$43,820
Debt Servicing		
Other Capital Expenses	\$24,000	
TOTAL CAPITAL EXPENSES	\$129,000	\$43,820

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$129,000	\$36,334
Municipal Contributions		
Other / Donations		\$7,486
TOTAL CAPITAL FUNDING	\$129,000	\$43,820

SERVICE HOURS / SCHEDULING

Weekday:	0500 to 2300	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 Dat	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/01/2011				
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: \$15.40
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	77%	61%
Net Operating Cost / Capita	\$1.97	\$3.67
Total Exp. / Passenger	\$35.20	\$47.73
Total Exp. / Eligible Passenger	\$36.38	\$49.08
Transportation Exp. / Passenger		
Dedicated Service	\$29.25	\$36.04
Non-Dedicated Service	\$10.44	\$21.86
Transportation Exp. / Hour (Dedicated Service)	\$32.99	\$33.38
OPERATING		
Registrants / Capita	0.0529	0.0611
Passengers / Capita	0.2489	0.1980
Passengers / Registrant	4.70	3.24
Passengers / Hour (Dedicated Service)	1.19	0.95
Kms / Passenger (Dedicated Service)	31.98	35.87
Average Speed (Dedicated Service)	38.18	33.95

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	13,260	80
Wheelchair/Scooter Users	522	
Attendants	392	
Companions		
Other (specified)		
TOTAL	14,174	80

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	8	8	N/A
Accessible Vans / Minivans	4	4	2
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: 55,541
 Service area (km²): 590.0
 Communities served: 3
 Service began: 10/01/1991
 Advisory Committee members: 10
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 160
 Ambulatory: 324
 Attendants:
 Companions:
 Other:
Total: 484

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	107,506	115,730
Tot. Veh. Km. - Dedicated Service	107,506	115,730
Rev. Veh. Hrs. - Dedicated Service	6,900	6,435
Tot. Veh. Hrs. - Dedicated Service	6,900	6,435
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	9,758	9,078
Non-Dedicated Service		
TOTAL PASSENGERS	9,758	9,078
Subscription / Pre-booked	39%	24%
Reservation	60%	70%
On-Demand / Day of trip	1%	6%
Cancelled in advance	459	366
No-shows / Cancelled at door	258	589
Unaccommodated trips	28	144
Number of complaints		

OPERATING EXPENSES

Administration	\$12,463	\$13,032
Operations:		
Internal - Dedicated Service	\$190,950	\$196,200
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$28,299	\$19,089
Fuel	\$28,768	\$27,611
TOTAL OPERATING EXPENSES	\$260,480	\$255,932

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$73,286	\$76,748
Other Operating Revenue	\$1,261	
Total Operating Revenue	\$74,547	\$76,748
Federal Contributions		
Provincial Contributions	\$164,921	\$158,172
Municipal Contributions	\$21,012	\$21,012
Other / Donations		
TOTAL	\$260,480	\$255,932

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 Reserves contains: Leamington \$5,000, Kingsville \$5,000, Wheatley \$5,000, and Fundraising & Interest \$9,249. * As part of a special transportation initiative with its funder in 2012, Erie Shore Community Transit provided more service between its core service area and its largest regional urban centre (Windsor, ON).

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1630	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 Dat	01/05/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$6.00			
Child	\$6.00			
Student	\$6.00			
Senior	\$6.00			
Attendant	\$3.00			
Companion	\$3.00			
Other	Windsor/Essex County \$12.50; after hrs, charge Cost Recovery Fee			

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): (General Administration) CUPE Local 4523	

Top Operator Wage Rate: \$16.41

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	29%	30%
Net Operating Cost / Capita	\$3.49	\$3.23
Total Exp. / Passenger	\$26.69	\$28.19
Total Exp. / Eligible Passenger	\$29.58	\$30.04
Transportation Exp. / Passenger		
Dedicated Service	\$25.42	\$26.76
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.94	\$37.75
OPERATING		
Registrants / Capita	0.0101	0.0087
Passengers / Capita	0.1833	0.1635
Passengers / Registrant	18.17	18.76
Passengers / Hour (Dedicated Service)	1.41	1.41
Kms / Passenger (Dedicated Service)	11.02	12.75
Average Speed (Dedicated Service)	15.58	17.98

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,803	
Wheelchair/Scooter Users	1,717	
Attendants	558	
Companions		
Other (specified)		
TOTAL	9,078	

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 & 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:	1,722	1,722
Ambulatory:	3,063	3,063
Attendants:		
Companions:		
Other:		
Total:	4,785	4,785

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

	2011	2012
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	90,973	94,930
Tot. Veh. Hrs. - Dedicated Service	90,973	94,930
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.	11,621	10,327

PASSENGER DATA

Dedicated Service	231,067	239,104
Non-Dedicated Service	23,923	28,086
TOTAL PASSENGERS	254,990	267,190
Subscription / Pre-booked	30%	29%
Reservation	61%	62%
On-Demand / Day of trip	9%	9%
Cancelled in advance	36,311	36,795
No-shows / Cancelled at door	4,297	4,874
Unaccommodated trips	5,967	10,580
Number of complaints	86	115

OPERATING EXPENSES

Administration	\$94,952	\$98,197
Operations:		
Internal - Dedicated Service	\$646,084	\$667,412
Contract - Dedicated Service	\$3,072,380	\$3,205,269
Contract - Non-Dedicated Service	\$330,983	\$357,949
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$4,144,399	\$4,328,827

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$461,876	\$482,863
Other Operating Revenue		
Total Operating Revenue	\$461,876	\$482,863
Federal Contributions		
Provincial Contributions	\$659,623	\$457,964
Municipal Contributions	\$3,022,900	\$3,388,000
Other / Donations		
TOTAL	\$4,144,399	\$4,328,827

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 0000	Sunday:	0830 to 2300
Saturday:	0600 to 0000	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 Dat	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/12/2008			\$81.00	
Adult	\$2.75	\$1.90		☐
Child	\$1.35	\$1.10		☐
Student	\$2.75	\$1.54		☐
Senior	\$2.75	\$1.43	\$57.50	☐
Attendant				☐
Companion	\$2.75			☐
Other				☐

EMPLOYEE DATA

	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	2011	2012
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$10.08	\$10.53
Total Exp. / Passenger	\$16.25	\$16.20
Total Exp. / Eligible Passenger	\$18.46	\$18.06
Transportation Exp. / Passenger		
Dedicated Service	\$16.09	\$16.20
Non-Dedicated Service	\$13.84	\$12.74
Transportation Exp. / Hour (Dedicated Service)	\$40.87	\$40.80
OPERATING		
Registrants / Capita	0.0112	0.0131
Passengers / Capita	0.6982	0.7316
Passengers / Registrant	62.24	55.83
Passengers / Hour (Dedicated Service)	2.54	2.52
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	137,325	16,036
Wheelchair/Scooter Users	77,245	9,020
Attendants	24,534	3,030
Companions		
Other (specified)		
TOTAL	239,104	28,086

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	30	30	4	4
Other	2	2		12
TOTAL DED. VEHICLES	32	32	N/A	N/A

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

Machin

Municipality of Machin

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

Population served: 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		2011	2012	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service				Weekday: 0800 to 1600	Sunday: to
Tot. Veh. Km. - Dedicated Service				Saturday: to	Holiday: to
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice: 1 day(s)	
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation: 1.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service		3,568	1,388	Effective Dat 01/01/2012	Tickets/Cards
Non-Dedicated Service				Cash	(unit price)
TOTAL PASSENGERS		3,568	1,388	Adult \$5.00	Monthly Pass
Subscription / Pre-booked		0%	0%	Child	Free
Reservation		0%	0%	Student	
On-Demand / Day of trip		0%	0%	Senior \$5.00	
Cancelled in advance		2		Attendant	
No-shows / Cancelled at door				Companion \$5.00	
Unaccommodated trips				Other	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration		\$2,000		Operators	Full-time
Operations:				Other Operations	Part-time
Internal - Dedicated Service		\$15,137	\$12,398	Vehicle Mechanics	
Contract - Dedicated Service			\$1,800	General and Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip					
Maintenance (Vehicles & Facilities)		\$2,679	\$6,263	TOTAL NUMBER OF EMPLOYEES	
Fuel		\$9,494	\$7,100	Union Affiliations: Operators:	
TOTAL OPERATING EXPENSES		\$29,310	\$27,561	Mechanics:	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Other (specify):	
Passenger Revenue		\$6,899	\$9,429	Top Operator Wage Rate:	
Other Operating Revenue				Top Mechanic Wage Rate:	
Total Operating Revenue		\$6,899	\$9,429	PERFORMANCE INDICATORS	
Federal Contributions				FINANCIAL	2011
Provincial Contributions		\$17,823	\$17,823	R/C Ratio	24%
Municipal Contributions		\$4,588	\$309	Net Operating Cost / Capita	\$23.15
Other / Donations				Total Exp. / Passenger	\$8.21
TOTAL		\$29,310	\$27,561	Total Exp. / Eligible Passenger	\$8.21
CAPITAL EXPENSES				Transportation Exp. / Passenger	
Vehicles Purchased				Dedicated Service	\$7.65
Debt Servicing				Non-Dedicated Service	\$19.86
Other Capital Expenses				Transportation Exp. / Hour (Dedicated Service)	
TOTAL CAPITAL EXPENSES				OPERATING	
CAPITAL FUNDING SOURCES				Registrants / Capita	0.0950
Transit System				Passengers / Capita	3.6860
Federal Contributions				Passengers / Registrant	38.78
Provincial Contributions				Passengers / Hour (Dedicated Service)	
Municipal Contributions				Kms / Passenger (Dedicated Service)	
Other / Donations				Average Speed (Dedicated Service)	
TOTAL CAPITAL FUNDING					

* Other Eligibility Criteria: All clients who contact us are eligible for service. * Fares changed from \$3.50 to \$5.00 in January 2012.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,378	
Wheelchair/Scooter Users	10	
Attendants		
Companions		
Other (specified)		
TOTAL	1,388	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	2	20
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
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: 17
 Ambulatory: 76
 Attendants: 5
 Companions:
 Other:
Total: 98
Active
 17
 76
 5
 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

	2011	2012
Rev. Veh. Km. - Dedicated Service	35,000	30,300
Tot. Veh. Km. - Dedicated Service	35,000	30,300
Rev. Veh. Hrs. - Dedicated Service	1,634	1,583
Tot. Veh. Hrs. - Dedicated Service	2,024	2,075
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	6,059	5,040
Non-Dedicated Service		
TOTAL PASSENGERS	6,059	5,040
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,930	\$6,006
Other Operating Revenue	\$20,990	\$20,231
Total Operating Revenue	\$28,920	\$26,237
Federal Contributions		
Provincial Contributions	\$14,568	\$17,378
Municipal Contributions	\$31,906	\$35,806
Other / Donations		
TOTAL	\$75,394	\$79,421

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 2012 ridership decline was partially contributed by the breakdown of the small bus. During the service interruption, HandiVan leased a school bus for providing services to its clients.

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 Dat	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				

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	2011	2012
R/C Ratio	38%	33%
Net Operating Cost / Capita	\$4.65	\$5.32
Total Exp. / Passenger	\$12.44	\$15.76
Total Exp. / Eligible Passenger	\$21.77	\$28.70
Transportation Exp. / Passenger		
Dedicated Service	\$12.44	\$15.76
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.25	\$38.28
OPERATING		
Registrants / Capita	0.0175	0.0175
Passengers / Capita	0.6059	0.5040
Passengers / Registrant	34.62	28.80
Passengers / Hour (Dedicated Service)	3.71	3.18
Kms / Passenger (Dedicated Service)	5.78	6.01
Average Speed (Dedicated Service)	21.42	19.14

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,498	
Wheelchair/Scooter Users	269	
Attendants	89	
Companions		
Other (specified)	2,184	
TOTAL	5,040	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
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: Shawn Berriault
 Title: Director of Public Works
 Telephone: 705-526-4275 x2219
 Fax: 705-526-9971
 Email: engineering@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			SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	31,566	37,668	Weekday: 0800 to 1700	Sunday:	to
Tot. Veh. Km. - Dedicated Service	31,566	37,668	Saturday: to	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service			Advanced booking notice: 30 day(s)		
Tot. Veh. Hrs. - Dedicated Service			Minimum notice for reservation: 24.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Partially Computerized		
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	3,878	4,455	Effective Dat 15/12/2005	Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service			Cash		Free
TOTAL PASSENGERS	3,878	4,455	Adult \$2.50		
Subscription / Pre-booked	0%	0%	Child \$2.50		
Reservation	0%	0%	Student \$2.50		
On-Demand / Day of trip	0%	0%	Senior \$2.50		
Cancelled in advance	226	370	Attendant		
No-shows / Cancelled at door	60	25	Companion \$2.50		
Unaccommodated trips	3	9	Other		
Number of complaints					
OPERATING EXPENSES			EMPLOYEE DATA		
Administration	\$9,533	\$7,850	Operators	Full-time 1	Part-time 2
Operations:			Other Operations		
Internal - Dedicated Service			Vehicle Mechanics		
Contract - Dedicated Service	\$69,706	\$75,072	General and Administration		
Contract - Non-Dedicated Service			Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	1	2
Maintenance (Vehicles & Facilities)	\$1,730	\$3,403	Union Affiliations: Operators:		
Fuel	\$4,630	\$7,226	Mechanics:		
TOTAL OPERATING EXPENSES	\$85,599	\$93,551	Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Operator Wage Rate: \$16.95		
Passenger Revenue	\$8,235	\$9,610	Top Mechanic Wage Rate: \$27.65		
Other Operating Revenue					
Total Operating Revenue	\$8,235	\$9,610			
Federal Contributions					
Provincial Contributions	\$40,590				
Municipal Contributions	\$36,774	\$83,941			
Other / Donations					
TOTAL	\$85,599	\$93,551			
CAPITAL EXPENSES			PERFORMANCE INDICATORS		
Vehicles Purchased	\$128,630	\$47,992	FINANCIAL	2011	2012
Debt Servicing			R/C Ratio	10%	10%
Other Capital Expenses			Net Operating Cost / Capita	\$6.19	\$6.72
TOTAL CAPITAL EXPENSES	\$128,630	\$47,992	Total Exp. / Passenger	\$22.07	\$21.00
CAPITAL FUNDING SOURCES			Total Exp. / Eligible Passenger	\$23.15	\$21.78
Transit System			Transportation Exp. / Passenger		
Federal Contributions			Dedicated Service	\$19.61	\$19.24
Provincial Contributions	\$128,630	\$39,492	Non-Dedicated Service		
Municipal Contributions			Transportation Exp. / Hour (Dedicated Service)		
Other / Donations		\$8,500	OPERATING		
TOTAL CAPITAL FUNDING	\$128,630	\$47,992	Registrants / Capita	0.0268	0.0288
			Passengers / Capita	0.3102	0.3564
			Passengers / Registrant	11.58	12.38
			Passengers / Hour (Dedicated Service)		
			Kms / Passenger (Dedicated Service)	8.14	8.46
			Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,709	
Wheelchair/Scooter Users	1,587	
Attendants	159	
Companions		
Other (specified)		
TOTAL	4,455	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
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 Paratransit Service

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

Population served: 100,000
 Service area (km²): 380.0
 Communities served: 1
 Service began:
 Advisory Committee members: 7
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 97
 Ambulatory: 401
 Attendants: 121
 Companions:
 Other:
Total: 619

Active
 97
 401
 121
 619

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

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.

2011 **2012**

PASSENGER DATA

Dedicated Service 1,315
 Non-Dedicated Service 2,368
TOTAL PASSENGERS 3,683
 Subscription / Pre-booked 0%
 Reservation 0%
 On-Demand / Day of trip 0%

Cancelled in advance
 No-shows / Cancelled at door 32
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$68,278
 Contract - Non-Dedicated Service \$21,647
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)
 Fuel
TOTAL OPERATING EXPENSES \$89,925 \$160,936

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$8,282
 Other Operating Revenue

Total Operating Revenue \$8,282 \$22,933

Federal Contributions

Provincial Contributions

Municipal Contributions \$81,643 \$138,003

Other / Donations

TOTAL \$89,925 \$160,936

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

Paratransit service is delivered via non-dedicated taxis only, effective July 2011.

SERVICE HOURS / SCHEDULING

Weekday: 5:40 to 2030 Sunday: to
 Saturday: 0900 to 1700 Holiday: to
 Advanced booking notice: day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Dat 01/01/2012
Cash
Tickets/Cards (unit price)
Monthly Pass
Free
 Adult \$3.00 \$2.40 \$64.00
 Child
 Student \$3.00 \$1.70 \$45.00
 Senior \$3.00 \$1.70 \$45.00
 Attendant
 Companion
 Other Companions pay fare according to type of users

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL
 R/C Ratio 9% 14%
 Net Operating Cost / Capita \$0.89 \$1.38
 Total Exp. / Passenger \$24.42 \$13.79
 Total Exp. / Eligible Passenger \$24.42 \$13.79
 Transportation Exp. / Passenger
 Dedicated Service \$51.92
 Non-Dedicated Service \$9.14 \$13.79
 Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita 0.0042 0.0062
 Passengers / Capita 0.0400 0.1167
 Passengers / Registrant 9.57 18.85
 Passengers / Hour (Dedicated Service)
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service **Non-Ded. Service**
 Ambulatory 11,669
 Wheelchair/Scooter Users
 Attendants
 Companions
 Other (specified)
TOTAL 11,669

VEHICLE DATA

Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses
 Other

TOTAL DED. VEHICLES

Number **Veh. Peak** **Avg. Capacity per Veh.**
Wheelchair **Ambulatory**
 N/A
 N/A
 N/A
 Vehicle ownership:
 Vehicle maintenance responsibility:
 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: 83,000
Service area (km²): 212.0
Communities served: 1
Service began: 30/06/1977
Advisory Committee members: 6
Eligibility Committee members: N/A

REGISTRANTS
Wheelchair/Scooter Users: 731
Ambulatory: 671
Attendants:
Companions:
Other:
Total: 1,402

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	200,472	217,328
Tot. Veh. Km. - Dedicated Service	200,472	217,328
Rev. Veh. Hrs. - Dedicated Service	9,744	9,740
Tot. Veh. Hrs. - Dedicated Service	9,744	9,740
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	27,809	28,735
Non-Dedicated Service	38	
TOTAL PASSENGERS	27,847	28,735
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	2,964	3,447
No-shows / Cancelled at door	206	203
Unaccommodated trips	415	460
Number of complaints		

OPERATING EXPENSES

Administration	\$19,989	
Operations:		
Internal - Dedicated Service	\$408,357	\$413,348
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$535	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$99,492	\$103,500
Fuel	\$53,244	
TOTAL OPERATING EXPENSES	\$581,617	\$516,848

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$53,432	\$47,000
Other Operating Revenue	\$77,550	\$56,127
Total Operating Revenue	\$130,983	\$103,127
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$398,428	\$398,428
Other / Donations		
TOTAL	\$529,411	\$501,555

CAPITAL EXPENSES

Vehicles Purchased		\$85,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$85,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$85,000
Other / Donations		
TOTAL CAPITAL FUNDING		\$85,000

* Other Eligibility Criteria: includes any individual that is visually or cognitively impaired. * Niagara Chair-A-Van does not have any taxi companies under contract; staff members call for taxi services if only if needed due to breakdown or emergency.

SERVICE HOURS / SCHEDULING

Weekday:	0750 to 2300	Sunday:	0800 to 2300
Saturday:	0900 to 2300	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Dat	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				☐
Companion	\$2.50	\$2.30		
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	4	9
Other Operations	1	1
Vehicle Mechanics		
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	5	11

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

Top Operator Wage Rate: \$22.49

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	23%	20%
Net Operating Cost / Capita	\$5.43	\$4.98
Total Exp. / Passenger	\$20.89	\$17.99
Total Exp. / Eligible Passenger	\$20.89	\$18.44
Transportation Exp. / Passenger		
Dedicated Service	\$20.18	\$17.99
Non-Dedicated Service	\$14.07	
Transportation Exp. / Hour (Dedicated Service)	\$57.58	\$53.06
OPERATING		
Registrants / Capita	0.0156	0.0169
Passengers / Capita	0.3355	0.3462
Passengers / Registrant	21.47	20.50
Passengers / Hour (Dedicated Service)	2.85	2.95
Kms / Passenger (Dedicated Service)	7.21	7.56
Average Speed (Dedicated Service)	20.57	22.31

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	21,184	
Wheelchair/Scooter Users	6,841	
Attendants	710	
Companions		
Other (specified)		
TOTAL	28,735	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	7	6	4	5
Other				
TOTAL DED. VEHICLES	7	6	N/A	N/A

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

Niagara Region

Niagara Specialized Transit

Contact: Kim Koz
 Title: Associate Director, Fleet & Specialized Transit
 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:	211	437
Ambulatory:	181	357
Attendants:	151	225
Companions:	29	36
Other:		
Total:	572	1,055

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	397,158	431,163
Tot. Veh. Km. - Dedicated Service	397,158	431,163
Rev. Veh. Hrs. - Dedicated Service	12,657	12,465
Tot. Veh. Hrs. - Dedicated Service	12,657	12,465
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	15,223	17,331
Non-Dedicated Service		
TOTAL PASSENGERS	15,223	17,331
Subscription / Pre-booked	67%	71%
Reservation	30%	28%
On-Demand / Day of trip	3%	1%
Cancelled in advance	1,502	1,698
No-shows / Cancelled at door	8	103
Unaccommodated trips	161	61
Number of complaints	5	15

OPERATING EXPENSES

Administration	\$100,000	\$103,149
Operations:		
Internal - Dedicated Service	\$532,796	\$532,589
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$58,638	\$39,290
Fuel	\$96,629	\$98,895
TOTAL OPERATING EXPENSES	\$788,063	\$773,923

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$93,240	\$99,416
Other Operating Revenue	\$5,375	-\$11,672
Total Operating Revenue	\$98,615	\$87,744
Federal Contributions		
Provincial Contributions	\$130,721	\$233,221
Municipal Contributions	\$558,727	\$452,958
Other / Donations		
TOTAL	\$788,063	\$773,923

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Dat	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		\$7.50		☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	4	3
Other Operations	2	1
Vehicle Mechanics	1	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	8	4

Union Affiliations: Operators:
 Mechanics: CUPE Local 1287
 Other (specify):

Top Operator Wage Rate: \$17.48

Top Mechanic Wage Rate: \$31.75

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	13%	11%
Net Operating Cost / Capita	\$1.58	\$1.58
Total Exp. / Passenger	\$51.77	\$44.66
Total Exp. / Eligible Passenger	\$59.71	\$51.45
Transportation Exp. / Passenger		
Dedicated Service	\$45.20	\$38.70
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$54.36	\$53.81
OPERATING		
Registrants / Capita	0.0036	0.0024
Passengers / Capita	0.0350	0.0398
Passengers / Registrant	9.78	16.43
Passengers / Hour (Dedicated Service)	1.20	1.39
Kms / Passenger (Dedicated Service)	26.09	24.88
Average Speed (Dedicated Service)	31.38	34.59

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,619	
Wheelchair/Scooter Users	8,424	
Attendants	2,186	
Companions	102	
Other (specified)		
TOTAL	17,331	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	6	5	6	16
Other				
TOTAL DED. VEHICLES	6	5	N/A	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: 975
 Ambulatory: 903
 Attendants:
 Companions:
 Other:
Total: 1,878

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	171,853	182,593
Tot. Veh. Km. - Dedicated Service	171,853	182,593
Rev. Veh. Hrs. - Dedicated Service	10,604	11,561
Tot. Veh. Hrs. - Dedicated Service	10,604	11,561
Non-Dedicated Service - Veh. Km.	27,300	
Non-Dedicated Service - Veh. Hrs.	1,154	

PASSENGER DATA

Dedicated Service	29,584	29,196
Non-Dedicated Service	9,194	9,391
TOTAL PASSENGERS	38,778	38,587
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	9,011	8,471
No-shows / Cancelled at door	446	358
Unaccommodated trips	637	500
Number of complaints	9	6

OPERATING EXPENSES

Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service	\$744	\$2,079
Contract - Dedicated Service	\$367,603	\$386,052
Contract - Non-Dedicated Service	\$93,352	\$95,626
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$79,514	\$95,706
Fuel	\$67,867	\$72,023
TOTAL OPERATING EXPENSES	\$627,662	\$670,068

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$83,595	\$92,806
Other Operating Revenue		
Total Operating Revenue	\$83,595	\$92,806
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$544,067	\$577,262
Other / Donations		
TOTAL	\$627,662	\$670,068

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:	0900 to 1800
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 Dat	01/04/2011	Tickets/Cards (unit price)	Monthly Pass	Free
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 Local 230
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$18.16

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	13%	14%
Net Operating Cost / Capita	\$9.72	\$10.31
Total Exp. / Passenger	\$16.19	\$17.37
Total Exp. / Eligible Passenger	\$19.26	\$19.82
Transportation Exp. / Passenger		
Dedicated Service	\$17.43	\$19.04
Non-Dedicated Service	\$10.15	\$10.18
Transportation Exp. / Hour (Dedicated Service)	\$48.64	\$48.08
OPERATING		
Registrants / Capita	0.0311	0.0335
Passengers / Capita	0.6925	0.6891
Passengers / Registrant	22.27	20.55
Passengers / Hour (Dedicated Service)	2.79	2.53
Kms / Passenger (Dedicated Service)	5.81	6.25
Average Speed (Dedicated Service)	16.21	15.79

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,084	1,152
Wheelchair/Scooter Users	12,940	7,634
Attendants	4,172	605
Companions		
Other (specified)		
TOTAL	29,196	9,391

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:	49	49
Ambulatory:	220	220
Attendants:	46	46
Companions:		
Other:		
Total:	315	315

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	34,334	32,609
Tot. Veh. Km. - Dedicated Service	34,334	32,609
Rev. Veh. Hrs. - Dedicated Service	2,041	2,209
Tot. Veh. Hrs. - Dedicated Service	2,041	2,306
Non-Dedicated Service - Veh. Km.	34,646	40,768
Non-Dedicated Service - Veh. Hrs.	1,085	1,263

PASSENGER DATA

Dedicated Service	6,268	6,372
Non-Dedicated Service	1,200	1,284
TOTAL PASSENGERS	7,468	7,656
Subscription / Pre-booked	73%	70%
Reservation	23%	26%
On-Demand / Day of trip	4%	4%
Cancelled in advance	1,204	1,092
No-shows / Cancelled at door	154	203
Unaccommodated trips	63	213
Number of complaints	1	2

OPERATING EXPENSES

Administration	\$47,432	\$54,976
Operations:		
Internal - Dedicated Service	\$57,347	\$67,775
Contract - Dedicated Service		\$4,748
Contract - Non-Dedicated Service	\$12,542	\$14,549
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$17,300	\$14,657
Fuel	\$11,379	\$8,408
TOTAL OPERATING EXPENSES	\$146,000	\$165,113

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$51,959	\$64,058
Other Operating Revenue		
Total Operating Revenue	\$51,959	\$64,058
Federal Contributions		
Provincial Contributions	\$65,857	\$94,703
Municipal Contributions	\$21,365	\$6,352
Other / Donations	\$6,819	
TOTAL	\$146,000	\$165,113

CAPITAL EXPENSES

Vehicles Purchased		\$99,823
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$99,823

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$99,823
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$99,823

* Other Eligibility Criteria: Seniors and persons with disabilities. * Non-dedicated service is provided by VON Volunteers; Volunteer transportation rates are based upon a mileage rate of \$.37/km or \$4.00 for in-town trips; VON Perth-Huron is part of EasyRide - an integrated transportation system for Perth & Huron Counties. * Fare Structure shows in-town one-way fare. Within North Perth \$8.00 one-way; \$.80/km out-of-town travel plus wait time \$15.00/hr; charters rates \$35.00/hr driving & \$22.00/hr waiting time. * All bookings are taken by the EasyRide office (central coordination) and scheduling of vehicles is through Trapeze Novus, a web-based scheduling software program that all partnering agencies have access to. * One-time funding was received through SWLHIN for bus replacement - our new 14-passenger bus arrived in November of 2012 and has replaced our old 12-passenger bus.

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 Dat	01/09/2010	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			☐
Child				☐
Student	\$4.00			☐
Senior	\$4.00			☒
Attendant				☐
Companion	\$4.00			
Other	Fares varies by distance			

EMPLOYEE DATA

	Full-time	Part-time
Operators		3
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		4

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

Top Operator Wage Rate: \$11.50

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	36%	39%
Net Operating Cost / Capita	\$7.67	\$8.25
Total Exp. / Passenger	\$19.55	\$21.57
Total Exp. / Eligible Passenger	\$21.35	\$23.72
Transportation Exp. / Passenger		
Dedicated Service	\$13.72	\$15.00
Non-Dedicated Service	\$10.45	\$11.33
Transportation Exp. / Hour (Dedicated Service)	\$42.15	\$41.45
OPERATING		
Registrants / Capita	0.0269	0.0257
Passengers / Capita	0.6094	0.6248
Passengers / Registrant	22.70	24.30
Passengers / Hour (Dedicated Service)	3.07	2.88
Kms / Passenger (Dedicated Service)	5.48	5.12
Average Speed (Dedicated Service)	16.82	14.76

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,956	1,211
Wheelchair/Scooter Users	793	
Attendants	623	73
Companions		
Other (specified)		
TOTAL	6,372	1,284

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 14
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	Active	Total
Wheelchair/Scooter Users:	222	400
Ambulatory:	888	1,598
Attendants:	62	111
Companions:		
Other:		
Total:	1,172	2,109

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	235,979	255,842
Tot. Veh. Km. - Dedicated Service	235,979	255,842
Rev. Veh. Hrs. - Dedicated Service	14,015	14,199
Tot. Veh. Hrs. - Dedicated Service	14,015	14,199
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	30,788	32,797
Non-Dedicated Service	21,263	30,370
TOTAL PASSENGERS	52,051	63,167
Subscription / Pre-booked	43%	43%
Reservation	57%	57%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,831	4,715
No-shows / Cancelled at door	725	797
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$122,947	\$147,434
Operations:		
Internal - Dedicated Service	\$605,432	\$631,731
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$309,773	\$459,953
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$37,743	\$49,111
Fuel	\$69,015	\$74,195
TOTAL OPERATING EXPENSES	\$1,144,910	\$1,362,424

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$84,631	\$79,772
Other Operating Revenue		
Total Operating Revenue	\$84,631	\$79,772
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,060,279	\$1,282,652
Other / Donations		
TOTAL	\$1,144,910	\$1,362,424

CAPITAL EXPENSES

Vehicles Purchased	\$421,552	\$198,633
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$421,552	\$198,633

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$44,520	
Provincial Contributions		\$3,374
Municipal Contributions	\$377,032	\$188,331
Other / Donations		\$6,928
TOTAL CAPITAL FUNDING	\$421,552	\$198,633

Pilot program 2012 - All seniors ride free on Mondays from July 2nd to September 24, 2012.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2400	Sunday:	0800 to 2000
Saturday:	0700 to 2400	Holiday:	0800 to 2000
Advanced booking notice:	10 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Dat	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.25	\$2.65	\$94.00	☒
Child				☐
Student	\$3.25	\$2.15	\$60.00	☐
Senior	\$3.25	\$1.75	\$50.00	☒
Attendant				☐
Companion	\$3.25			
Other	GO co-fare \$0.65; Children < 5 - free			

EMPLOYEE DATA

	Full-time	Part-time
Operators	6	
Other Operations	3	
Vehicle Mechanics		
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

9

Union Affiliations: Operators: CAW 1256
 Mechanics: CAW 1256
 Other (specify): (Administration) CUPE 1329

Top Operator Wage Rate: \$27.00

Top Mechanic Wage Rate: \$32.25

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$5.81	\$7.03
Total Exp. / Passenger	\$22.00	\$21.57
Total Exp. / Eligible Passenger	\$23.61	\$23.05
Transportation Exp. / Passenger		
Dedicated Service	\$23.13	\$23.02
Non-Dedicated Service	\$14.57	\$15.14
Transportation Exp. / Hour (Dedicated Service)	\$50.82	\$53.18
OPERATING		
Registrants / Capita	0.0109	0.0116
Passengers / Capita	0.2852	0.3461
Passengers / Registrant	26.12	29.95
Passengers / Hour (Dedicated Service)	2.20	2.31
Kms / Passenger (Dedicated Service)	7.66	7.80
Average Speed (Dedicated Service)	16.84	18.02

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,014	25,351
Wheelchair/Scooter Users	8,101	3,630
Attendants	2,127	1,387
Companions	555	2
Other (specified)		
TOTAL	32,797	30,370

VEHICLE DATA

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

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

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: 30,659
 Service area (km²): 28.8
 Communities served: 1
 Service began: 15/06/1987
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 468
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 468

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	29,246	29,784
Tot. Veh. Km. - Dedicated Service	29,246	29,784
Rev. Veh. Hrs. - Dedicated Service	2,914	3,022
Tot. Veh. Hrs. - Dedicated Service	2,914	3,022
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,698	5,489
Non-Dedicated Service		
TOTAL PASSENGERS	4,698	5,489
Subscription / Pre-booked	90%	90%
Reservation	5%	5%
On-Demand / Day of trip	5%	5%
Cancelled in advance	59	66
No-shows / Cancelled at door	51	67
Unaccommodated trips	134	170
Number of complaints	2	4

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$118,218	\$132,486
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$118,218	\$132,486

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,922	\$12,774
Other Operating Revenue		
Total Operating Revenue	\$11,922	\$12,774
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$105,796	\$119,712
Other / Donations	\$500	\$500
TOTAL	\$118,218	\$132,986

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.
 * Implementation of new fare structure September 2, 2012 (lowered cash fares from \$2.75 to \$2.00 per ride and implement monthly bus pass for riders).

SERVICE HOURS / SCHEDULING

Weekday:	to	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Dat	02/09/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$1.83	\$45.00	
Child	\$2.00	\$1.83	\$45.00	☐
Student	\$2.00	\$1.83	\$45.00	☐
Senior	\$2.00	\$1.83	\$45.00	☐
Attendant	\$2.00	\$1.83	\$45.00	☐
Companion	\$2.00	\$1.83	\$45.00	☐
Other	48-trip card for \$84			

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	2011	2012
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$3.31	\$3.90
Total Exp. / Passenger	\$25.16	\$24.14
Total Exp. / Eligible Passenger	\$26.97	\$26.25
Transportation Exp. / Passenger		
Dedicated Service	\$25.16	\$24.14
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.57	\$43.84
OPERATING		
Registrants / Capita	0.0101	0.0153
Passengers / Capita	0.1462	0.1790
Passengers / Registrant	14.46	11.73
Passengers / Hour (Dedicated Service)	1.61	1.82
Kms / Passenger (Dedicated Service)	6.23	5.43
Average Speed (Dedicated Service)	10.04	9.86

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,047	
Wheelchair/Scooter Users		
Attendants	442	
Companions		
Other (specified)		
TOTAL	5,489	

VEHICLE DATA

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

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

Ottawa

Para Transpo

Contact: Karen Barton
 Title: Section Manager, Booking, Scheduling & Cust
 Telephone: 613-842-3636 ext 259
 Fax: 613-244-4329
 Email: Karen.Barton@ottawa.ca

Population served: 935,075
 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
 Wheelchair/Scooter Users: 3,859
 Ambulatory: 8,956
 Attendants:
 Companions:
 Other:
Total: 12,815

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	5,497,121	5,537,142
Tot. Veh. Km. - Dedicated Service	6,313,071	6,340,414
Rev. Veh. Hrs. - Dedicated Service	239,006	248,152
Tot. Veh. Hrs. - Dedicated Service	257,194	248,152
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	538,307	548,928
Non-Dedicated Service	342,347	327,178
TOTAL PASSENGERS	880,654	876,106
Subscription / Pre-booked	55%	57%
Reservation	39%	38%
On-Demand / Day of trip	6%	5%
Cancelled in advance	109,098	163,946
No-shows / Cancelled at door	24,734	24,850
Unaccommodated trips	52,609	85,918
Number of complaints	692	653

OPERATING EXPENSES

Administration	\$2,270,165	\$2,142,114
Operations:		
Internal - Dedicated Service	\$12,630,972	\$14,009,151
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$8,780,249	\$8,571,302
Contract - Taxi Scrip	\$176,248	\$259,504
Maintenance (Vehicles & Facilities)	\$2,682,673	\$2,729,480
Fuel	\$1,512,872	\$1,648,123
TOTAL OPERATING EXPENSES	\$28,053,179	\$29,359,674

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,360,184	\$2,291,390
Other Operating Revenue	\$13,953	\$16,156
Total Operating Revenue	\$2,374,137	\$2,307,546
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$25,679,042	\$27,052,128
Other / Donations		
TOTAL	\$28,053,179	\$29,359,674

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$27,263	\$468,966
TOTAL CAPITAL EXPENSES	\$27,263	\$468,966

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$27,263	\$468,966
Other / Donations		
TOTAL CAPITAL FUNDING	\$27,263	\$468,966

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 Dat	01/07/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.30	\$2.60	\$96.25	☒
Child				☐
Student	\$3.30	\$2.60	\$76.75	☐
Senior	\$3.30	\$2.60	\$39.00	☒
Attendant				☐
Companion	\$3.30	\$2.60		
Other	Community pass \$32.00; Children < 6 years ride free			

EMPLOYEE DATA

	Full-time	Part-time
Operators	189	4
Other Operations	23	11
Vehicle Mechanics	12	
General and Administration	14	
Other	6	

TOTAL NUMBER OF EMPLOYEES

244 15

Union Affiliations: Operators: ATU Local 279
 Mechanics: ATU Local 279
 Other (specify): (Administration) ATU Local 1760

Top Operator Wage Rate: \$25.10

Top Mechanic Wage Rate: \$32.03

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$27.70	\$28.93
Total Exp. / Passenger	\$31.85	\$33.51
Total Exp. / Eligible Passenger	\$35.80	\$37.62
Transportation Exp. / Passenger		
Dedicated Service	\$31.26	\$33.50
Non-Dedicated Service	\$26.16	\$26.99
Transportation Exp. / Hour (Dedicated Service)	\$65.42	\$74.09
OPERATING		
Registrants / Capita	0.0147	0.0137
Passengers / Capita	0.9499	0.9369
Passengers / Registrant	64.47	68.37
Passengers / Hour (Dedicated Service)	2.25	2.21
Kms / Passenger (Dedicated Service)	10.21	10.09
Average Speed (Dedicated Service)	23.00	22.31

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	295,450	239,644
Wheelchair/Scooter Users	187,962	57,326
Attendants	27,539	15,978
Companions	37,977	14,230
Other (specified)		
TOTAL	548,928	327,178

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	89	89	3	4
Other				
TOTAL DED. VEHICLES	89	89	N/A	N/A

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

Owen Sound

Owen Sound Specialized Transit

Contact: Brad McRoberts
 Title: Director Of Operations
 Telephone: 519-376-4440 x 1261
 Fax: 519-371-0511
 Email: bmcroberts@owensound.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: 189
 Ambulatory: 156
 Attendants: 159
 Companions:
 Other:
Total: 504

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	23,726	24,180
Tot. Veh. Km. - Dedicated Service	24,460	24,859
Rev. Veh. Hrs. - Dedicated Service	2,250	2,268
Tot. Veh. Hrs. - Dedicated Service	2,325	2,337
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,857	4,762
Non-Dedicated Service		
TOTAL PASSENGERS	4,857	4,762
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	701	497
No-shows / Cancelled at door	37	71
Unaccommodated trips	16	11
Number of complaints	16	18

OPERATING EXPENSES

Administration	\$20,175	\$17,688
Operations:		
Internal - Dedicated Service		\$91
Contract - Dedicated Service	\$115,338	\$118,712
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$8,108	\$8,444
TOTAL OPERATING EXPENSES	\$143,622	\$144,935

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,712	\$13,864
Other Operating Revenue		
Total Operating Revenue	\$13,712	\$13,864
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$129,910	\$131,071
Other / Donations		
TOTAL	\$143,622	\$144,935

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 Dat	01/01/2005	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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	2011	2012
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$5.90	\$5.96
Total Exp. / Passenger	\$29.57	\$30.44
Total Exp. / Eligible Passenger	\$31.61	\$31.90
Transportation Exp. / Passenger		
Dedicated Service	\$25.42	\$26.72
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$53.10	\$54.45
OPERATING		
Registrants / Capita	0.0231	0.0229
Passengers / Capita	0.2208	0.2165
Passengers / Registrant	9.56	9.45
Passengers / Hour (Dedicated Service)	2.16	2.10
Kms / Passenger (Dedicated Service)	4.88	5.08
Average Speed (Dedicated Service)	10.54	10.66

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,644	
Wheelchair/Scooter Users	1,899	
Attendants	219	
Companions		
Other (specified)		
TOTAL	4,762	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	1	1	4	11
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A

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

Parry Sound

Parry Sound Specialized Transit

Contact: Martha Vincent
 Title: Administrative Assistant
 Telephone: 705-746-2101 x 236
 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: 13
 Ambulatory: 13
 Attendants: 13
 Companions: 13
 Other: 13
Total: 13

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

	2011	2012
Rev. Veh. Km. - Dedicated Service		4,950
Tot. Veh. Km. - Dedicated Service		4,950
Rev. Veh. Hrs. - Dedicated Service	936	315
Tot. Veh. Hrs. - Dedicated Service	936	315
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2011	2012
Dedicated Service	824	688
Non-Dedicated Service		
TOTAL PASSENGERS	824	688
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%

Cancelled in advance		
No-shows / Cancelled at door	237	323
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$127	
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$35,308	\$33,209
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES	\$35,435	\$33,209
---------------------------------	-----------------	-----------------

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,034	\$2,064
Other Operating Revenue		

Total Operating Revenue	\$2,034	\$2,064
Federal Contributions		
Provincial Contributions	\$23,170	\$19,431
Municipal Contributions	\$10,232	\$11,714
Other / Donations		
TOTAL	\$35,436	\$33,209

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:	0930 to 1430	Sunday:	to
Saturday:	0900 to 1630	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	72.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Dat	01/07/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash		\$2.75		
Adult	\$3.00			☐
Child	\$3.00			☐
Student	\$3.00			☐
Senior	\$3.00			☒
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

	2011	2012
FINANCIAL		
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$5.40	\$5.03
Total Exp. / Passenger	\$43.00	\$48.27
Total Exp. / Eligible Passenger	\$43.00	\$48.27
Transportation Exp. / Passenger		
Dedicated Service	\$42.85	\$48.27
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.72	\$105.43
OPERATING		
Registrants / Capita	0.0016	0.0021
Passengers / Capita	0.1331	0.1111
Passengers / Registrant	82.40	52.92
Passengers / Hour (Dedicated Service)	0.88	2.18
Kms / Passenger (Dedicated Service)		7.19
Average Speed (Dedicated Service)		15.71

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	688	
Attendants		
Companions		
Other (specified)		
TOTAL	688	

VEHICLE DATA

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

Vehicle ownership: Private Operation

Vehicle maintenance responsibility: Private Operation

Accessible taxis:

Peel Region

TransHelp

Contact: Maarit Varga
 Title: Supervisor, Client and Administrative Services
 Telephone: 905-791-1015 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

Wheelchair/Scooter Users: 4,311
 Ambulatory: 6,467
 Attendants:
 Companions:
 Other: 1,380
Total: 12,158

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 5
☒ 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

	2011	2012
Rev. Veh. Km. - Dedicated Service	4,328,606	4,640,944
Tot. Veh. Km. - Dedicated Service	4,842,630	5,189,547
Rev. Veh. Hrs. - Dedicated Service	205,612	221,309
Tot. Veh. Hrs. - Dedicated Service	223,928	239,282
Non-Dedicated Service - Veh. Km.	101,046	109,148
Non-Dedicated Service - Veh. Hrs.	10,021	10,803

PASSENGER DATA

	2011	2012
Dedicated Service	441,323	480,238
Non-Dedicated Service	63,842	54,471
TOTAL PASSENGERS	505,165	534,709
Subscription / Pre-booked	40%	40%
Reservation	55%	55%
On-Demand / Day of trip	5%	5%
Cancelled in advance	38,675	40,050
No-shows / Cancelled at door	7,909	9,324
Unaccommodated trips	2,678	3,395
Number of complaints	1,030	1,260

OPERATING EXPENSES

	2011	2012
Administration	\$2,409,960	\$3,559,119
Operations:		
Internal - Dedicated Service	\$4,323,208	\$4,831,395
Contract - Dedicated Service	\$5,149,422	\$5,816,152
Contract - Non-Dedicated Service	\$1,825,840	\$2,068,878
Contract - Taxi Scrip	\$230,644	\$151,849
Maintenance (Vehicles & Facilities)	\$845,920	\$1,000,029
Fuel	\$446,426	\$359,933
TOTAL OPERATING EXPENSES	\$15,231,420	\$17,787,355

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2011	2012
Passenger Revenue	\$907,751	\$1,282,337
Other Operating Revenue	\$114,205	\$98,569
Total Operating Revenue	\$1,021,956	\$1,380,906
Federal Contributions		
Provincial Contributions	\$638,198	\$670,398
Municipal Contributions	\$13,571,266	\$15,736,051
Other / Donations		
TOTAL	\$15,231,420	\$17,787,355

CAPITAL EXPENSES

	2011	2012
Vehicles Purchased	\$1,031,593	
Debt Servicing		
Other Capital Expenses	\$6,530,242	\$2,138,006
TOTAL CAPITAL EXPENSES	\$7,561,835	\$2,138,006

CAPITAL FUNDING SOURCES

	2011	2012
Transit System		
Federal Contributions	\$6,705,149	\$2,176,698
Provincial Contributions	\$92,041	\$7,955
Municipal Contributions	\$764,646	\$42,777
Other / Donations		
TOTAL CAPITAL FUNDING	\$7,561,836	\$2,227,430

* Other Eligibility Criteria - cognitive & behavioural disabilities.

SERVICE HOURS / SCHEDULING

	2011	2012
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

	2011	2012
Effective Date: 01/03/2012		
Cash		
Adult	\$3.25	\$108.00
Child	\$3.25	\$108.00
Student	\$3.25	\$108.00
Senior	\$3.25	\$108.00
Attendant		
Companion	\$3.25	\$108.00
Other		
Tickets/Cards (unit price)		
Monthly Pass		
Free		

EMPLOYEE DATA

	2011	2012
Operators	51	20
Other Operations	8	
Vehicle Mechanics	2	
General and Administration	14	
Other	5	3
TOTAL NUMBER OF EMPLOYEES	80	23

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

Top Operator Wage Rate: \$26.46
 Top Mechanic Wage Rate: \$30.02

PERFORMANCE INDICATORS

	2011	2012
FINANCIAL		
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$10.96	\$12.65
Total Exp. / Passenger	\$30.15	\$33.27
Total Exp. / Eligible Passenger	\$40.54	\$46.11
Transportation Exp. / Passenger		
Dedicated Service	\$24.39	\$25.00
Non-Dedicated Service	\$32.21	\$40.77
Transportation Exp. / Hour (Dedicated Service)	\$48.07	\$50.18
OPERATING		
Registrants / Capita	0.0077	0.0094
Passengers / Capita	0.3895	0.4123
Passengers / Registrant	50.69	43.98
Passengers / Hour (Dedicated Service)	2.15	2.17
Kms / Passenger (Dedicated Service)	9.81	9.66
Average Speed (Dedicated Service)	21.05	20.97

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	209,027	37,342
Wheelchair/Scooter Users	139,351	
Attendants	56,129	4,184
Companions	12,507	1,881
Other (specified)	63,224	11,064
TOTAL	480,238	54,471

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	70	60	N/A
Accessible Vans / Minivans	30	27	1
Small Buses	69	45	4
Other	23	23	4
TOTAL DED. VEHICLES	192	155	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: 7
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 178
 Ambulatory: 263
 Attendants:
 Companions:
 Other:
Total: 441

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.

2011
 82,645
 82,645

SERVICE HOURS / SCHEDULING

Weekday: 0700 to 1700 Sunday: to
 Saturday: 1000 to 1600 Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

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

15,193
 14,756
15,193
 0%
 0%
 0%

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

208
 75
 3
 243
 94
 1

OPERATING EXPENSES

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

\$92,552
 \$88,438
 \$113,963
 \$105,255

Maintenance (Vehicles & Facilities)
 Fuel

\$41,179
 \$23,643
 \$22,689
 \$19,863

TOTAL OPERATING EXPENSES

\$271,337
\$236,245

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$63,002
 \$65,178

Total Operating Revenue

\$63,002
 \$65,178

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$110,000
 \$37,500
 \$60,315
 \$41,627

TOTAL

\$270,817
\$244,305

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

\$192,614

TOTAL CAPITAL EXPENSES

\$192,614

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$192,614

TOTAL CAPITAL FUNDING

\$192,614

FARE STRUCTURE

Effective Dat 01/02/2010
Cash
 Adult \$5.00
 Child \$5.00
 Student \$5.00
 Senior \$5.00
 Attendant
 Companion
 Other service animal free

Tickets/Cards
 (unit price)
 Monthly Pass
 Free

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time
Part-time

3
 2
 1
 2

TOTAL NUMBER OF EMPLOYEES

4
2

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

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)

2011
 23%
 \$10.42
 \$17.86
 \$21.19
 \$11.77
 \$10.02

2012
 28%
 \$8.55
 \$16.01
 \$19.28
 \$10.02

OPERATING

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

0.0215
 0.7597
 35.41
 5.60

PASSENGER DATA

Ded. Service
 Ambulatory 8,965
 Wheelchair/Scooter Users 3,286
 Attendants 2,505
 Companions
 Other (specified)
TOTAL 14,756

VEHICLE DATA

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

Number
 2
 3
 5
Veh. Peak
 1
 3
 4
Avg. Capacity per Veh.
 Wheelchair N/A
 Ambulatory 4
 14
 N/A

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

Perth East

Perth East Transportation

Contact: Dianne Lichti
 Title: Manager
 Telephone: 519-595-8755
 Fax: 519-595-7755
 Email: dlichti@knollcrestlodge.com

Population served: 12,000
 Service area (km²): 171.0
 Communities served: 1
 Service began: 01/07/1999
 Advisory Committee members: 14
 Eligibility Committee members: 14

REGISTRANTS
 Wheelchair/Scooter Users: 81
 Ambulatory: 760
 Attendants: 39
 Companions: 39
 Other: 39
Total: 880

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	48,656	99,789
Tot. Veh. Km. - Dedicated Service	63,656	100,089
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	11,734	11,608
Non-Dedicated Service		
TOTAL PASSENGERS	11,734	11,608
Subscription / Pre-booked	15%	8%
Reservation	70%	72%
On-Demand / Day of trip	15%	20%
Cancelled in advance	1,374	1,086
No-shows / Cancelled at door	31	27
Unaccommodated trips	43	117
Number of complaints	2	2

OPERATING EXPENSES

Administration	\$2,012	\$8,179
Operations:		
Internal - Dedicated Service	\$99,306	\$99,275
Contract - Dedicated Service	\$72,147	\$16,822
Contract - Non-Dedicated Service	\$16,431	\$26,858
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,900	\$11,138
Fuel	\$20,612	\$25,038
TOTAL OPERATING EXPENSES	\$220,408	\$187,310

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$132,704	\$89,550
Other Operating Revenue		
Total Operating Revenue	\$132,704	\$89,550
Federal Contributions		
Provincial Contributions	\$68,467	\$80,015
Municipal Contributions	\$7,500	\$7,500
Other / Donations	\$12,237	\$10,245
TOTAL	\$220,908	\$187,310

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.25
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	60%	48%
Net Operating Cost / Capita	\$7.31	\$8.15
Total Exp. / Passenger	\$18.78	\$16.14
Total Exp. / Eligible Passenger	\$20.17	\$17.05
Transportation Exp. / Passenger		
Dedicated Service	\$17.21	\$13.12
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0698	0.0733
Passengers / Capita	0.9778	0.9673
Passengers / Registrant	14.02	13.19
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	4.15	8.60
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,926	
Wheelchair/Scooter Users	1,058	
Attendants		
Companions	624	
Other (specified)		
TOTAL	11,608	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans	1	1	2
Small Buses	1	1	4
Other			14
TOTAL DED. VEHICLES	2	2	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 x2889
 Fax: 705-742-3741
 Email: aburdett@peterborough.ca

Population served: 80,000
 Service area (km²): 66.9
 Communities served: 1
 Service began: 01/09/1976
 Advisory Committee members: 11
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 707
 Ambulatory: 774
 Attendants:
 Companions:
 Other:
Total: 1,481

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	239,600	253,400
Tot. Veh. Km. - Dedicated Service	239,600	253,400
Rev. Veh. Hrs. - Dedicated Service	14,600	14,200
Tot. Veh. Hrs. - Dedicated Service	14,600	14,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2011	2012
Dedicated Service	34,700	36,300
Non-Dedicated Service	100	
TOTAL PASSENGERS	34,800	36,300
Subscription / Pre-booked	39%	38%
Reservation	60%	61%
On-Demand / Day of trip	1%	1%
Cancelled in advance	9,000	9,400
No-shows / Cancelled at door	800	700
Unaccommodated trips	150	350
Number of complaints	6	4

OPERATING EXPENSES

	2011	2012
Administration	\$121,600	\$122,100
Operations:		
Internal - Dedicated Service	\$646,900	\$559,400
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$800	\$100
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$173,400	\$169,100
Fuel	\$74,300	\$78,900
TOTAL OPERATING EXPENSES	\$1,017,000	\$929,600

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2011	2012
Passenger Revenue	\$73,100	\$76,400
Other Operating Revenue		
Total Operating Revenue	\$73,100	\$76,400
Federal Contributions		
Provincial Contributions	\$169,400	\$169,400
Municipal Contributions	\$774,500	\$683,800
Other / Donations		
TOTAL	\$1,017,000	\$929,600

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

	2011	2012
Weekday: 0700 to 2300	Sunday: 0800 to 1900	
Saturday: 0700 to 2300	Holiday: N/A to N/A	
Advanced booking notice: 14 day(s)		
Minimum notice for reservation: 1.0 hour(s)		
Reservations / Scheduling: Fully Computerized		

FARE STRUCTURE

	2011	2012
Effective Date: 03/05/2009		
Cash	Tickets/Cards (unit price)	Monthly Pass
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

	2011	2012
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): (Office Admin/Customer Services) CUPE Local

Top Operator Wage Rate: \$25.49

Top Mechanic Wage Rate: \$29.11

PERFORMANCE INDICATORS

	2011	2012
FINANCIAL		
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$11.80	\$10.67
Total Exp. / Passenger	\$29.22	\$25.61
Total Exp. / Eligible Passenger	\$30.73	\$26.79
Transportation Exp. / Passenger		
Dedicated Service	\$25.78	\$22.24
Non-Dedicated Service	\$8.00	
Transportation Exp. / Hour (Dedicated Service)	\$61.27	\$56.86
OPERATING		
Registrants / Capita	0.0187	0.0185
Passengers / Capita	0.4350	0.4538
Passengers / Registrant	23.22	24.51
Passengers / Hour (Dedicated Service)	2.38	2.56
Kms / Passenger (Dedicated Service)	6.90	6.98
Average Speed (Dedicated Service)	16.41	17.85

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	19,500	
Wheelchair/Scooter Users	15,200	
Attendants	1,600	
Companions		
Other (specified)		
TOTAL	36,300	

VEHICLE DATA

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

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

Peterborough County

Caremobile

Contact: Jane Pickard
 Title: Driver/Co-ordinator
 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:	53	110
Ambulatory:	43	69
Attendants:		
Companions:		
Other:		
Total:	96	179

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	49,051	49,029
Tot. Veh. Km. - Dedicated Service	98,102	98,058
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

	2011	2012
Dedicated Service	3,078	2,658
Non-Dedicated Service		
TOTAL PASSENGERS	3,078	2,658
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	125	63
No-shows / Cancelled at door	10	6
Unaccommodated trips	54	39
Number of complaints		

OPERATING EXPENSES

	2011	2012
Administration	\$14,410	\$17,280
Operations:		
Internal - Dedicated Service	\$86,358	\$90,631
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,870	\$6,793
Fuel	\$20,949	\$21,662
TOTAL OPERATING EXPENSES	\$136,587	\$136,366

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2011	2012
Passenger Revenue	\$19,644	\$17,536
Other Operating Revenue	\$3,184	\$2,231
Total Operating Revenue	\$22,828	\$19,767
Federal Contributions		
Provincial Contributions	\$79,906	\$63,832
Municipal Contributions	\$27,500	\$27,501
Other / Donations	\$6,353	\$25,266
TOTAL	\$136,587	\$136,366

CAPITAL EXPENSES

	2011	2012
Vehicles Purchased		\$153,445
Debt Servicing		
Other Capital Expenses		\$7,440
TOTAL CAPITAL EXPENSES		\$160,885

CAPITAL FUNDING SOURCES

	2011	2012
Transit System		
Federal Contributions		
Provincial Contributions		\$76,722
Municipal Contributions		\$38,361
Other / Donations		\$45,801
TOTAL CAPITAL FUNDING		\$160,884

2012 ridership was down due to clients moving, going to LTC facilities or passed away. Several dialysis clients who rode three times a week move out of the service area.

SERVICE HOURS / SCHEDULING

	Weekday:	Sunday:
0630 to 1800		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 Dat	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
01/04/2011				
Adult				☐
Child				☐
Student				☐
Senior				☒
Attendant				☒
Companion				☒
Other	\$15.00 or \$30.00 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: \$23.22

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	17%	14%
Net Operating Cost / Capita	\$1.89	\$1.93
Total Exp. / Passenger	\$44.38	\$51.30
Total Exp. / Eligible Passenger	\$51.43	\$61.48
Transportation Exp. / Passenger		
Dedicated Service	\$39.69	\$44.80
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.73	\$39.70
OPERATING		
Registrants / Capita	0.0031	0.0030
Passengers / Capita	0.0511	0.0441
Passengers / Registrant	16.37	14.85
Passengers / Hour (Dedicated Service)	2.05	1.77
Kms / Passenger (Dedicated Service)	15.94	18.45
Average Speed (Dedicated Service)	32.70	32.69

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	946	
Wheelchair/Scooter Users	1,272	
Attendants	440	
Companions		
Other (specified)		
TOTAL	2,658	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans			
Small Buses	2	2	3
Other			8
TOTAL DED. VEHICLES	2	2	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): 13.0
 Communities served: 1
 Service began: 14/04/1969
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	74	74
Ambulatory:	198	198
Attendants:		
Companions:	56	56
Other:		
Total:	328	328

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

	2011	2012
Rev. Veh. Km. - Dedicated Service		17,978
Tot. Veh. Km. - Dedicated Service		17,978
Rev. Veh. Hrs. - Dedicated Service	4,262	3,916
Tot. Veh. Hrs. - Dedicated Service	4,262	3,916
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	7,103	8,137
Non-Dedicated Service		
TOTAL PASSENGERS	7,103	8,137
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%

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

OPERATING EXPENSES

Administration	\$7,000	\$7,167
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$110,939	\$115,762
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$117,939	\$122,929

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,961	\$5,129
Other Operating Revenue		
Total Operating Revenue	\$4,961	\$5,129
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$112,978	\$117,800
Other / Donations		
TOTAL	\$117,939	\$122,929

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 2100	Sunday:	to
Saturday:	0900 to 1700	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Dat	01/01/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash			\$50.00	
Adult	\$2.00			☒
Child				☐
Student	\$2.00		\$30.00	☐
Senior	\$2.00		\$30.00	☒
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	2011	2012
R/C Ratio	4%	4%
Net Operating Cost / Capita	\$8.22	\$8.57
Total Exp. / Passenger	\$16.60	\$15.11
Total Exp. / Eligible Passenger	\$16.60	\$15.11
Transportation Exp. / Passenger		
Dedicated Service	\$15.62	\$14.23
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$26.03	\$29.56
OPERATING		
Registrants / Capita	0.0150	0.0239
Passengers / Capita	0.5166	0.5918
Passengers / Registrant	34.48	24.81
Passengers / Hour (Dedicated Service)	1.67	2.08
Kms / Passenger (Dedicated Service)		2.21
Average Speed (Dedicated Service)		4.59

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,137	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	8,137	

VEHICLE DATA

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

Vehicle ownership: 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:	172	214
Ambulatory:	176	209
Attendants:	23	23
Companions:		
Other:		
Total:	371	446

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	107,379	102,272
Tot. Veh. Km. - Dedicated Service	118,004	110,016
Rev. Veh. Hrs. - Dedicated Service	2,178	2,470
Tot. Veh. Hrs. - Dedicated Service	2,465	2,784
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2011	2012
Dedicated Service	5,806	6,900
Non-Dedicated Service		
TOTAL PASSENGERS	5,806	6,900
Subscription / Pre-booked	25%	40%
Reservation	70%	58%
On-Demand / Day of trip	5%	2%
Cancelled in advance	290	489
No-shows / Cancelled at door	370	132
Unaccommodated trips	92	10
Number of complaints	6	

OPERATING EXPENSES

	2011	2012
Administration	\$26,486	\$7,990
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$110,134	\$123,477
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$136,620	\$131,467

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2011	2012
Passenger Revenue	\$41,263	\$46,218
Other Operating Revenue		
Total Operating Revenue	\$41,263	\$46,218
Federal Contributions		
Provincial Contributions	\$51,296	\$74,399
Municipal Contributions	\$24,061	\$5,850
Other / Donations	\$20,000	\$5,000
TOTAL	\$136,620	\$131,467

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	

Full Service provided by Quinte Access as of January 17, 2012. * Implementing new scheduling and dispatching software allows Quinte Access, accurately provide active and total registrant data and effectively schedule the passenger trips.

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 Dat	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.00			☐
Child	\$5.00			☐
Student	\$5.00			☐
Senior	\$5.00			☒
Attendant				☐
Companion	\$5.00			☐
Other	Zone fares; \$5 one way trip within Picton, Wellington, Bloomfield, etc			

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

	2011	2012
FINANCIAL		
R/C Ratio	30%	35%
Net Operating Cost / Capita	\$3.74	\$3.34
Total Exp. / Passenger	\$23.53	\$19.05
Total Exp. / Eligible Passenger	\$25.30	\$20.59
Transportation Exp. / Passenger		
Dedicated Service	\$18.97	\$17.90
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.68	\$44.35
OPERATING		
Registrants / Capita	0.0311	0.0175
Passengers / Capita	0.2278	0.2707
Passengers / Registrant	7.33	15.47
Passengers / Hour (Dedicated Service)	2.67	2.79
Kms / Passenger (Dedicated Service)	18.49	14.82
Average Speed (Dedicated Service)	49.30	41.41

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,343	
Wheelchair/Scooter Users	1,043	
Attendants	514	
Companions		
Other (specified)		
TOTAL	6,900	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	1	3
Small Buses	1	1	4	12
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A

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

Quinte West

Quinte Access Transportation

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

Population served: 52,920
Service area (km²): 722.0
Communities served: 2
Service began: 17/01/1994
Advisory Committee members: 8
Eligibility Committee members: 2

REGISTRANTS
Wheelchair/Scooter Users: 326
Ambulatory: 670
Attendants: 89
Companions: 89
Other: 89
Total: 1,085

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	321,655	345,758
Tot. Veh. Km. - Dedicated Service	337,740	361,249
Rev. Veh. Hrs. - Dedicated Service	9,225	10,289
Tot. Veh. Hrs. - Dedicated Service	10,974	12,233
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	21,838	24,005
Non-Dedicated Service		
TOTAL PASSENGERS	21,838	24,005
Subscription / Pre-booked	43%	65%
Reservation	54%	33%
On-Demand / Day of trip	3%	2%
Cancelled in advance	2,408	2,662
No-shows / Cancelled at door	96	1,302
Unaccommodated trips	16	55
Number of complaints		

OPERATING EXPENSES

Administration	\$143,557	\$124,047
Operations:		
Internal - Dedicated Service	\$252,536	\$292,635
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$76,686	\$70,090
Fuel	\$63,902	\$73,902
TOTAL OPERATING EXPENSES	\$536,680	\$560,674

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$148,081	\$154,258
Other Operating Revenue		
Total Operating Revenue	\$148,081	\$154,258
Federal Contributions		
Provincial Contributions	\$140,863	\$129,781
Municipal Contributions	\$181,178	\$184,457
Other / Donations	\$66,558	\$92,178
TOTAL	\$536,680	\$560,674

CAPITAL EXPENSES

Vehicles Purchased	\$79,843	\$56,500
Debt Servicing		
Other Capital Expenses	\$60,800	
TOTAL CAPITAL EXPENSES	\$140,643	\$56,500

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$79,843	\$56,500
Other / Donations	\$60,800	
TOTAL CAPITAL FUNDING	\$140,643	\$56,500

* Other Eligibility Criteria: Seniors 55+. * Implementing new scheduling and dispatching software allows Quinte Access accurately provide active and total registrant data and effectively schedule the passenger trips.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 0000	Sunday:	0700 to 0000
Saturday:	0700 to 0000	Holiday:	0700 to 0000
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Dat	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.00			☐
Child	\$5.00			☐
Student	\$5.00			☐
Senior	\$5.00			☒
Attendant				☐
Companion	\$5.00			☐
Other	Rates are Zone based: \$5 = one way trip within Trenton, Frankford, Bri			

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	10
Other Operations	1	1
Vehicle Mechanics		
General and Administration	1	2
Other		
TOTAL NUMBER OF EMPLOYEES	5	13

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

Top Operator Wage Rate: \$15.76
Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	28%	28%
Net Operating Cost / Capita	\$7.34	\$7.68
Total Exp. / Passenger	\$24.58	\$23.36
Total Exp. / Eligible Passenger	\$26.63	\$25.12
Transportation Exp. / Passenger		
Dedicated Service	\$18.00	\$18.19
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.82	\$35.69
OPERATING		
Registrants / Capita	0.0426	0.0247
Passengers / Capita	0.4127	0.4536
Passengers / Registrant	9.68	18.35
Passengers / Hour (Dedicated Service)	2.37	2.33
Kms / Passenger (Dedicated Service)	14.73	14.40
Average Speed (Dedicated Service)	34.87	33.60

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	16,337	
Wheelchair/Scooter Users	5,986	
Attendants	1,682	
Companions		
Other (specified)		
TOTAL	24,005	

VEHICLE DATA

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

Vehicle ownership: Municipality
Vehicle maintenance responsibility: Non-Profit Organizaton
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: 26,950
 Service area (km²): 2,861.4
 Communities served: 6
 Service began: 01/03/1985
 Advisory Committee members: 10
 Eligibility Committee members: 10

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	204,236	270,552
Tot. Veh. Km. - Dedicated Service	314,208	416,234
Rev. Veh. Hrs. - Dedicated Service	8,726	10,388
Tot. Veh. Hrs. - Dedicated Service	13,425	15,982
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	23,695	26,974
Non-Dedicated Service		
TOTAL PASSENGERS	23,695	26,974
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

OPERATING EXPENSES

Administration	\$114,780	\$124,378
Operations:		
Internal - Dedicated Service	\$365,803	\$440,271
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$29,321	\$36,548
Fuel	\$57,208	\$65,498
TOTAL OPERATING EXPENSES	\$567,112	\$666,694

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$282,314	\$364,482
Other Operating Revenue	\$2,080	\$2,155
Total Operating Revenue	\$284,394	\$366,637
Federal Contributions		
Provincial Contributions	\$125,105	\$132,828
Municipal Contributions	\$21,700	\$17,000
Other / Donations	\$135,913	\$150,229
TOTAL	\$567,112	\$666,694

CAPITAL EXPENSES

Vehicles Purchased	\$58,765	\$73,067
Debt Servicing		
Other Capital Expenses	\$10,278	\$1,286
TOTAL CAPITAL EXPENSES	\$69,043	\$74,353

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$69,043	\$74,353
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$69,043	\$74,353

* Number of Registrants based on estimates due to no automated system for tracking. * Operating Statistics - Revenue Vehicle hrs. or kms vs deadheading ratio has been estimated to be 65% to 35%. * The 2012 ridership growth was partially due to the 65+ demographic growth in the community, integration of special needs children into the mainstream education system, as well as the increasing awareness of the presence of the Sunshine Coach Service. The services are not only restricted to providing medical purposes but also other purposes including employment, education, social, and quotidian needs.

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 Dat	01/07/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$5.00	\$5.00		☐
Child	\$5.00	\$5.00		☐
Student	\$5.00	\$5.00		☐
Senior	\$5.00	\$5.00		☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	11
Other Operations		1
Vehicle Mechanics		
General and Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	3	13

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

Top Operator Wage Rate: \$20.33
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	50%	55%
Net Operating Cost / Capita	\$14.14	\$11.13
Total Exp. / Passenger	\$23.93	\$24.72
Total Exp. / Eligible Passenger	\$26.89	\$28.03
Transportation Exp. / Passenger		
Dedicated Service	\$19.09	\$20.11
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$33.69	\$33.93
OPERATING		
Registrants / Capita	0.0375	0.0278
Passengers / Capita	1.1848	1.0009
Passengers / Registrant	31.59	35.97
Passengers / Hour (Dedicated Service)	2.72	2.60
Kms / Passenger (Dedicated Service)	8.62	10.03
Average Speed (Dedicated Service)	23.41	26.04

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	15,912	
Wheelchair/Scooter Users	7,871	
Attendants	3,105	
Companions		
Other (specified)	86	
TOTAL	26,974	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
Accessible Vans / Minivans	8	8	2 4
Small Buses	1	1	4 10
Other	1	1	2 7
TOTAL DED. VEHICLES	10	10	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: 71,420
 Service area (km²): 167.3
 Communities served: 2
 Service began: 01/04/1981
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	865	865
Ambulatory:	913	913
Attendants:		
Companions:		
Other:	25	25
Total:	1,803	1,803

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	221,694	220,401
Tot. Veh. Km. - Dedicated Service	221,694	220,401
Rev. Veh. Hrs. - Dedicated Service	13,072	12,952
Tot. Veh. Hrs. - Dedicated Service	13,072	12,952
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	35,063	35,647
Non-Dedicated Service		
TOTAL PASSENGERS	35,063	35,647
Subscription / Pre-booked	50%	50%
Reservation	48%	48%
On-Demand / Day of trip	2%	2%
Cancelled in advance	2,940	4,446
No-shows / Cancelled at door	182	360
Unaccommodated trips	112	335
Number of complaints		

OPERATING EXPENSES

Administration	\$93,703	\$87,723
Operations:		
Internal - Dedicated Service	\$483,693	\$532,800
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$90,402	\$86,768
Fuel	\$72,009	\$66,081
TOTAL OPERATING EXPENSES	\$739,807	\$773,372

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$61,956	\$63,115
Other Operating Revenue	\$492	
Total Operating Revenue	\$62,448	\$63,115
Federal Contributions		
Provincial Contributions	\$104,242	\$100,000
Municipal Contributions	\$573,117	\$610,257
Other / Donations		
TOTAL	\$739,807	\$773,372

CAPITAL EXPENSES

Vehicles Purchased	\$1,503	\$69,321
Debt Servicing	\$10,234	\$10,234
Other Capital Expenses	\$2,200	
TOTAL CAPITAL EXPENSES	\$13,937	\$79,555

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$7,939	\$39,821
Municipal Contributions	\$5,998	\$39,734
Other / Donations		
TOTAL CAPITAL FUNDING	\$13,937	\$79,555

Notes: * Other Eligibility Criteria: Blind from Nov 1 - March 31 each year.
 * Registration fees - stopped Jan 1, 2012. * Support person is free, effective April 1, 2010. * Sunday service was extended 1830 hrs. (same hrs as conventional service on Sundays as of August 2012. * Sarnia Transit provides services to Town of Point Edward. In 2012, 40 registered clients took 929 trips. Point Edward passenger revenue \$2,304 and its contract revenue was \$26,043.

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2230	Sunday:	0900 to 1830
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 Dat	01/01/2010	Tickets/Cards (unit price)	Monthly Pass	Free
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 \$150/4mth& Elem/Sec \$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 Local 456
 Mechanics: CAW Local 456
 Other (specify): (Office) CUPE Local 3690

Top Operator Wage Rate: \$24.32
 Top Mechanic Wage Rate: \$28.35

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$9.42	\$9.94
Total Exp. / Passenger	\$21.10	\$21.70
Total Exp. / Eligible Passenger	\$22.06	\$22.54
Transportation Exp. / Passenger		
Dedicated Service	\$18.43	\$19.23
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$49.43	\$52.94
OPERATING		
Registrants / Capita	0.0226	0.0253
Passengers / Capita	0.4875	0.4991
Passengers / Registrant	21.60	19.77
Passengers / Hour (Dedicated Service)	2.68	2.75
Kms / Passenger (Dedicated Service)	6.32	6.18
Average Speed (Dedicated Service)	16.96	17.02

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	25,041	
Wheelchair/Scooter Users	9,274	
Attendants	1,071	
Companions	261	
Other (specified)		
TOTAL	35,647	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	6	6	3	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: Sam Piraino
 Title: Area Coordinator of Transit and 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:	1,478	1,478
Ambulatory:	1,047	1,047
Attendants:		
Companions:		
Other:		
Total:	2,525	2,525

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	230,399	255,944
Tot. Veh. Km. - Dedicated Service	230,399	255,944
Rev. Veh. Hrs. - Dedicated Service	16,675	17,194
Tot. Veh. Hrs. - Dedicated Service	16,675	17,194
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	32,801	37,395
Non-Dedicated Service	12,388	12,685
TOTAL PASSENGERS	45,189	50,080
Subscription / Pre-booked	49%	40%
Reservation	50%	59%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,371	2,668
No-shows / Cancelled at door	450	544
Unaccommodated trips	578	648
Number of complaints	30	15

OPERATING EXPENSES

Administration	\$20,035	\$2,748
Operations:		
Internal - Dedicated Service	\$665,694	\$637,990
Contract - Dedicated Service	\$140,516	\$148,532
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$59,196	\$82,044
Fuel	\$83,361	\$92,132
TOTAL OPERATING EXPENSES	\$968,802	\$963,446

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$60,449	\$71,879
Other Operating Revenue		
Total Operating Revenue	\$60,449	\$71,879
Federal Contributions		
Provincial Contributions	\$243,951	\$323,474
Municipal Contributions	\$664,402	\$568,093
Other / Donations		
TOTAL	\$968,802	\$963,446

CAPITAL EXPENSES

Vehicles Purchased		\$68,342
Debt Servicing		
Other Capital Expenses		\$37,806
TOTAL CAPITAL EXPENSES		\$106,148

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$106,148
Other / Donations		
TOTAL CAPITAL FUNDING		\$106,148

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2330	Sunday:	0800 to 2300
Saturday:	0830 to 2330	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 Dat	01/02/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$1.75	\$60.00	☐
Child	\$2.50	\$1.75		☐
Student	\$2.50	\$1.75	\$60.00	☐
Senior	\$2.50	\$1.30	\$46.00	☒
Attendant				☐
Companion	\$2.50			
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	6	4
Other Operations	1	1
Vehicle Mechanics	1	
General and Administration	1	1
Other		

TOTAL NUMBER OF EMPLOYEES

9 6

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

Top Operator Wage Rate: \$24.01

Top Mechanic Wage Rate: \$26.81

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	6%	7%
Net Operating Cost / Capita	\$13.00	\$12.75
Total Exp. / Passenger	\$21.44	\$19.24
Total Exp. / Eligible Passenger	\$23.90	\$21.71
Transportation Exp. / Passenger		
Dedicated Service	\$28.92	\$25.69
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$56.90	\$55.87
OPERATING		
Registrants / Capita	0.0406	0.0361
Passengers / Capita	0.6465	0.7165
Passengers / Registrant	15.93	19.83
Passengers / Hour (Dedicated Service)	1.97	2.17
Kms / Passenger (Dedicated Service)	7.02	6.84
Average Speed (Dedicated Service)	13.82	14.89

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,169	12,685
Wheelchair/Scooter Users	19,529	
Attendants	5,697	
Companions		
Other (specified)		
TOTAL	37,395	12,685

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	9	6	5	5
Other				
TOTAL DED. VEHICLES	9	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: 807-824-2711x225
 Fax: 807-824-3231
 Email: clerk@schreiber.ca

Population served: 2,526
 Service area (km²): 187.8
 Communities served: 2
 Service began: 01/01/1986
 Advisory Committee members: 7
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 14
 Ambulatory: 120
 Attendants: 8
 Companions: 8
 Other: 8
Total: 142

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	46,586	21,711
Tot. Veh. Km. - Dedicated Service	62,843	34,957
Rev. Veh. Hrs. - Dedicated Service	918	443
Tot. Veh. Hrs. - Dedicated Service	1,194	666
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,340	2,413
Non-Dedicated Service		
TOTAL PASSENGERS	3,340	2,413
Subscription / Pre-booked	0%	0%
Reservation	0%	100%
On-Demand / Day of trip	0%	0%

Cancelled in advance	
No-shows / Cancelled at door	13
Unaccommodated trips	
Number of complaints	1

OPERATING EXPENSES

Administration		\$52,258
Operations:		
Internal - Dedicated Service	\$60,021	
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,519	\$4,673
Fuel	\$10,018	\$8,779
TOTAL OPERATING EXPENSES	\$73,558	\$65,710

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,880	\$7,965
Other Operating Revenue		
Total Operating Revenue	\$9,880	\$7,965
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$63,679	\$57,745
Other / Donations		
TOTAL	\$73,559	\$65,710

CAPITAL EXPENSES

Vehicles Purchased		\$67,776
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$67,776

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$67,776
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$67,776

* Other Eligibility Criteria: elderly, visually impaired, cognitively disabled, epilepsy if coupled with physical mobility prevents those from using conventional transit.* July 8, 2012 - fare increase from \$2 to \$3 (within Townships), \$4 to \$5 (between Townships). * 2012 Service interruption: April 3 - 9, bus was out of service; service cancelled due to bad weather on January 1st and January 17 (p.m. only), May through July slow bus times due to Highway Construction. * 2012 Special Activities: April 2 - May 24 - M. Houston - rides N/C, June 24 - Seniors Appreciation Night - 23 free rides, June 29 - 14 seniors - N/C - Senior Appreciation Night at Michael King Hall, October 17 - Rodney Brown Concert at Cultural Center - 11 LTC Residents at NC (22 rides), October 25 - Senior appreciation dinner at Schreiber Legion 3 Seniors at NC (6 rides). * New van in service on November 21, 2012.

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 Dat	08/07/2012	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	\$3 in town; \$5 between Schreiber and Terrace Bay			

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	2
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: \$23.80

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2011	2012
FINANCIAL		
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$25.21	\$22.86
Total Exp. / Passenger	\$22.02	\$27.23
Total Exp. / Eligible Passenger	\$22.60	\$27.78
Transportation Exp. / Passenger		
Dedicated Service	\$22.02	\$5.57
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$61.56	\$20.20
OPERATING		
Registrants / Capita	0.0519	0.0562
Passengers / Capita	1.3223	0.9553
Passengers / Registrant	25.50	16.99
Passengers / Hour (Dedicated Service)	3.63	5.45
Kms / Passenger (Dedicated Service)	13.95	9.00
Average Speed (Dedicated Service)	50.70	49.01

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,847	
Wheelchair/Scooter Users	518	
Attendants		
Companions	48	
Other (specified)		
TOTAL	2,413	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans	1	1	2
Small Buses			
Other			
TOTAL DED. VEHICLES	1	1	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: 131,400
 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: 332
 Ambulatory: 302
 Attendants:
 Companions:
 Other:
Total: 634

Active
 332
 302
 634
1,394

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	289,368	290,433
Tot. Veh. Km. - Dedicated Service	289,368	313,208
Rev. Veh. Hrs. - Dedicated Service	15,208	15,241
Tot. Veh. Hrs. - Dedicated Service	15,208	16,891
Non-Dedicated Service - Veh. Km.	24,120	22,775
Non-Dedicated Service - Veh. Hrs.	1,684	1,650

PASSENGER DATA

Dedicated Service	30,371	30,871
Non-Dedicated Service	3,551	3,487
TOTAL PASSENGERS	33,922	34,358
Subscription / Pre-booked	7%	15%
Reservation	90%	80%
On-Demand / Day of trip	3%	5%
Cancelled in advance	1,091	979
No-shows / Cancelled at door	216	263
Unaccommodated trips	849	772
Number of complaints	11	10

OPERATING EXPENSES

Administration	\$144,864	\$143,686
Operations:		
Internal - Dedicated Service	\$690,119	\$719,796
Contract - Dedicated Service	\$79,720	\$75,237
Contract - Non-Dedicated Service	\$77,286	\$73,072
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$221,601	\$204,354
Fuel	\$67,410	\$66,671
TOTAL OPERATING EXPENSES	\$1,281,000	\$1,282,816

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$94,046	\$102,068
Other Operating Revenue		

Total Operating Revenue	\$94,046	\$102,068
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,186,954	\$1,180,748
Other / Donations		
TOTAL	\$1,281,000	\$1,282,816

CAPITAL EXPENSES

Vehicles Purchased	\$173,201	\$45,509
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$173,201	\$45,509

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$173,201	\$45,509
Other / Donations		
TOTAL CAPITAL FUNDING	\$173,201	\$45,509

St. Catharines Paratransit provided taxi service for the Thorold contract service. The 2012 data for this service: 98 registered clients, 3,156 passenger trips, Thorold contract revenue \$71,201, and passenger revenue \$8,679.

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 Dat	02/04/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.60	\$90.00	☐
Child	\$2.75			☐
Student	\$2.75			☐
Senior	\$2.75			☐
Attendant	\$2.75			☐
Companion	\$2.75			☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	8	
Other Operations		
Vehicle Mechanics	1	
General and Administration	1	2
Other		
TOTAL NUMBER OF EMPLOYEES	10	2

Union Affiliations: Operators: ATU Local 846
 Mechanics: ATU Local 846
 Other (specify):

Top Operator Wage Rate: \$26.43
 Top Mechanic Wage Rate: \$31.65

PERFORMANCE INDICATORS

	2011	2012
FINANCIAL		
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$9.13	\$8.99
Total Exp. / Passenger	\$37.76	\$37.34
Total Exp. / Eligible Passenger	\$39.69	\$39.33
Transportation Exp. / Passenger		
Dedicated Service	\$34.86	\$34.53
Non-Dedicated Service	\$21.76	\$20.96
Transportation Exp. / Hour (Dedicated Service)	\$69.62	\$63.11
OPERATING		
Registrants / Capita	0.0116	0.0106
Passengers / Capita	0.2609	0.2615
Passengers / Registrant	22.60	24.65
Passengers / Hour (Dedicated Service)	2.00	2.03
Kms / Passenger (Dedicated Service)	9.53	9.41
Average Speed (Dedicated Service)	19.03	19.06

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,716	1,132
Wheelchair/Scooter Users	11,621	2,150
Attendants	579	68
Companions	955	137
Other (specified)		
TOTAL	30,871	3,487

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	2		3
Small Buses	8	6	5	5
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A

Vehicle ownership: Transit Commission
 Vehicle maintenance responsibility: Transit Commission
 Accessible taxis: 1

St. Marys

St. Marys & Area Mobility Service

Contact: Kerri McIntosh
 Title: Coordinator
 Telephone: 519-284-4010
 Fax: 519-284-0261
 Email: mobility@town.stmarys.on.ca

Population served: 10,749
 Service area (km²): 530.2
 Communities served: 3
 Service began: 01/01/1991
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 53
 Ambulatory: 518
 Attendants:
 Companions:
 Other:
Total: 571

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number: 14
☒ 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			SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	39,748	16,454	Weekday: 0000 to 2400	Sunday: 0000 to 2400	
Tot. Veh. Km. - Dedicated Service	39,748	16,454	Saturday: 0000 to 2400	Holiday: 0000 to 2400	
Rev. Veh. Hrs. - Dedicated Service			Advanced booking notice: 30 day(s)		
Tot. Veh. Hrs. - Dedicated Service			Minimum notice for reservation: 1.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized		
Non-Dedicated Service - Veh. Hrs.	2,586				
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	10,061	16,063	Effective Dat 01/08/2011	Tickets/Cards (unit price)	Monthly Pass Free
Non-Dedicated Service	1,810	578	Cash		
TOTAL PASSENGERS	11,871	16,641	Adult \$4.75		
Subscription / Pre-booked	30%	30%	Child \$4.75		☐
Reservation	59%	69%	Student \$4.75		☐
On-Demand / Day of trip	11%	1%	Senior \$4.75		☐
Cancelled in advance	151	1,725	Attendant		☒
No-shows / Cancelled at door	36	173	Companion		☒
Unaccommodated trips			Other per km for out of town trips (\$0.34/km, medical; \$0.56/km, non-medical)		
Number of complaints					
OPERATING EXPENSES			EMPLOYEE DATA		
Administration	\$52,637	\$52,362	Operators	Full-time 1	Part-time 3
Operations:			Other Operations		
Internal - Dedicated Service	\$122,283	\$159,573	Vehicle Mechanics		
Contract - Dedicated Service			General and Administration	1	
Contract - Non-Dedicated Service	\$22,943	\$12,743	Other		
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES	2	3
Maintenance (Vehicles & Facilities)	\$5,793	\$10,267	Union Affiliations: Operators:		
Fuel	\$10,539	\$11,327	Mechanics:		
TOTAL OPERATING EXPENSES	\$214,195	\$246,272	Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Operator Wage Rate: \$16.91		
Passenger Revenue	\$67,055	\$120,703	Top Mechanic Wage Rate:		
Other Operating Revenue					
Total Operating Revenue	\$67,055	\$120,703	PERFORMANCE INDICATORS		
Federal Contributions			FINANCIAL		
Provincial Contributions	\$97,139	\$100,444	R/C Ratio	2011 31%	2012 49%
Municipal Contributions	\$17,850	\$18,482	Net Operating Cost / Capita	\$13.69	\$11.68
Other / Donations	\$9,915	\$15,685	Total Exp. / Passenger	\$18.04	\$14.80
TOTAL	\$191,960	\$255,314	Total Exp. / Eligible Passenger	\$18.04	\$14.80
CAPITAL EXPENSES			Transportation Exp. / Passenger		
Vehicles Purchased			Dedicated Service	\$13.78	\$11.28
Debt Servicing			Non-Dedicated Service	\$12.68	\$22.05
Other Capital Expenses			Transportation Exp. / Hour (Dedicated Service)		
TOTAL CAPITAL EXPENSES			OPERATING		
CAPITAL FUNDING SOURCES			Registrants / Capita	0.0521	0.0531
Transit System			Passengers / Capita	1.1044	1.5481
Federal Contributions			Passengers / Registrant	21.20	29.14
Provincial Contributions			Passengers / Hour (Dedicated Service)		
Municipal Contributions			Kms / Passenger (Dedicated Service)	3.95	1.02
Other / Donations			Average Speed (Dedicated Service)		
TOTAL CAPITAL FUNDING					

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	12,995	578
Wheelchair/Scooter Users	3,068	
Attendants		
Companions		
Other (specified)		
TOTAL	16,063	578

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	2	3
Small Buses	1	1	5	12
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

St. Thomas

City of St. Thomas - Transit

Contact: Dave White
 Title: Supervisor of Roads 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: 600
 Attendants:
 Companions:
 Other:
Total: 700

Active
 100
 600
 700

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			2011	2012	SERVICE HOURS / SCHEDULING									
Rev. Veh. Km. - Dedicated Service					Weekday: 0715 to 1845		Sunday: to							
Tot. Veh. Km. - Dedicated Service					Saturday: 0915 to 1845		Holiday: to							
Rev. Veh. Hrs. - Dedicated Service			6,313	6,260	Advanced booking notice: 1 day(s)									
Tot. Veh. Hrs. - Dedicated Service			6,313	6,260	Minimum notice for reservation: 0.0 hour(s)									
Non-Dedicated Service - Veh. Km.					Reservations / Scheduling: Partially Computerized									
Non-Dedicated Service - Veh. Hrs.														
PASSENGER DATA					FARE STRUCTURE									
Dedicated Service			20,140	19,966	Effective Dat	01/07/2007	Tickets/Cards							
Non-Dedicated Service					Cash		(unit price)							
TOTAL PASSENGERS					20,140	19,966	Adult	\$2.50	\$2.00	\$60.00	Monthly Pass	Free		
Subscription / Pre-booked			0%	0%	Child		\$2.50	\$1.50	\$50.00		☒			
Reservation			0%	0%	Student		\$2.50	\$1.50	\$50.00		☐			
On-Demand / Day of trip			0%	0%	Senior		\$2.50	\$1.50	\$50.00		☐			
Cancelled in advance			1,105	3,347	Attendant						☒			
No-shows / Cancelled at door			317	244	Companion						☒			
Unaccommodated trips			553	535	Other		Children under 5 ride free							
Number of complaints					EMPLOYEE DATA					Full-time	Part-time			
OPERATING EXPENSES							Operators							
Administration			\$32,119	\$16,932	Other Operations									
Operations:					Vehicle Mechanics									
Internal - Dedicated Service					General and Administration									
Contract - Dedicated Service			\$220,764	\$281,607	Other									
Contract - Non-Dedicated Service					TOTAL NUMBER OF EMPLOYEES									
Contract - Taxi Scrip					2									
Maintenance (Vehicles & Facilities)			\$43,910	\$46,510	1									
Fuel					Union Affiliations: Operators:									
TOTAL OPERATING EXPENSES					\$296,794	\$345,049	Mechanics:							
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS							Other (specify):							
Passenger Revenue			\$71,348	\$23,275	Top Operator Wage Rate:									
Other Operating Revenue			\$1,781	\$1,646	Top Mechanic Wage Rate:									
					PERFORMANCE INDICATORS									
					FINANCIAL									
					2011									
					2012									
Total Operating Revenue			\$73,129	\$24,921	R/C Ratio									
Federal Contributions					25%									
Provincial Contributions					7%									
Municipal Contributions			\$223,665	\$320,128	Net Operating Cost / Capita									
Other / Donations					\$6.21									
TOTAL					\$296,794	\$345,049	\$8.89							
CAPITAL EXPENSES							Total Exp. / Passenger							
Vehicles Purchased					\$14.74									
Debt Servicing					Total Exp. / Eligible Passenger									
Other Capital Expenses					\$15.60									
TOTAL CAPITAL EXPENSES							Transportation Exp. / Passenger							
CAPITAL FUNDING SOURCES							Dedicated Service							
Transit System					\$13.14									
Federal Contributions					Non-Dedicated Service									
Provincial Contributions					Transportation Exp. / Hour (Dedicated Service)									
Municipal Contributions					\$41.93									
Other / Donations					\$52.41									
TOTAL CAPITAL FUNDING							OPERATING							
					Registrants / Capita									
					0.0174									
					Passengers / Capita									
					0.5594									
					Passengers / Registrant									
					32.22									
					Passengers / Hour (Dedicated Service)									
					3.19									
					Kms / Passenger (Dedicated Service)									
					Average Speed (Dedicated Service)									
					PASSENGER DATA		Ded. Service		Non-Ded. Service					

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	14,763	
Wheelchair/Scooter Users	4,668	
Attendants	535	
Companions		
Other (specified)		
TOTAL	19,966	

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

Stratford

Stratford Mobility Bus

Contact: Michael D. Dack
 Title: Cemetery & 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:
 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		2011	2012	SERVICE HOURS / SCHEDULING	
Rev. Veh. Km. - Dedicated Service			80,208	Weekday: 0820 to 1700	Sunday: 0820 to 1600
Tot. Veh. Km. - Dedicated Service			80,208	Saturday: 0820 to 1700	Holiday: to
Rev. Veh. Hrs. - Dedicated Service				Advanced booking notice: 10 day(s)	
Tot. Veh. Hrs. - Dedicated Service				Minimum notice for reservation: 2.0 hour(s)	
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling: Manual	
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA				FARE STRUCTURE	
Dedicated Service	17,744		17,530	Effective Dat 01/06/2012	Tickets/Cards (unit price)
Non-Dedicated Service				Cash	Monthly Pass
TOTAL PASSENGERS	17,744		17,530	Adult \$2.75	\$57.00
Subscription / Pre-booked	0%		0%	Child	
Reservation	0%		0%	Student \$2.50	\$47.00
On-Demand / Day of trip	0%		0%	Senior \$2.75	\$47.00
Cancelled in advance	1,298		1,050	Attendant	
No-shows / Cancelled at door				Companion	
Unaccommodated trips				Other children under 5 free	
Number of complaints					
OPERATING EXPENSES				EMPLOYEE DATA	
Administration				Operators	Full-time 2 Part-time 6
Operations:				Other Operations	1
Internal - Dedicated Service	\$248,164		\$234,110	Vehicle Mechanics	2
Contract - Dedicated Service				General and Administration	
Contract - Non-Dedicated Service				Other	
Contract - Taxi Scrip				TOTAL NUMBER OF EMPLOYEES	5 6
Maintenance (Vehicles & Facilities)			\$9,753	Union Affiliations: Operators: IBEW 636	
Fuel			\$17,816	Mechanics: IBEW 636	
TOTAL OPERATING EXPENSES	\$248,164		\$261,679	Other (specify):	
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Operator Wage Rate: \$20.95	
Passenger Revenue	\$50,598		\$52,650	Top Mechanic Wage Rate: \$28.45	
Other Operating Revenue				PERFORMANCE INDICATORS	
Total Operating Revenue	\$50,598		\$52,650	FINANCIAL	
Federal Contributions				R/C Ratio	20% 20%
Provincial Contributions				Net Operating Cost / Capita	\$6.17 \$6.53
Municipal Contributions	\$195,566		\$209,029	Total Exp. / Passenger	\$13.99 \$14.93
Other / Donations	\$2,000			Total Exp. / Eligible Passenger	\$13.99 \$14.93
TOTAL	\$248,164		\$261,679	Transportation Exp. / Passenger	
CAPITAL EXPENSES				Dedicated Service	\$13.99 \$14.93
Vehicles Purchased				Non-Dedicated Service	
Debt Servicing				Transportation Exp. / Hour (Dedicated Service)	
Other Capital Expenses				OPERATING	
TOTAL CAPITAL EXPENSES				Registrants / Capita	0.0203 0.0203
CAPITAL FUNDING SOURCES				Passengers / Capita	0.5545 0.5478
Transit System				Passengers / Registrant	27.38 27.05
Federal Contributions				Passengers / Hour (Dedicated Service)	
Provincial Contributions				Kms / Passenger (Dedicated Service)	4.58
Municipal Contributions				Average Speed (Dedicated Service)	
Other / Donations					
TOTAL CAPITAL FUNDING					

* Friday Service Hours: 0820-2240 hrs.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	10,001	
Wheelchair/Scooter Users	7,529	
Attendants		
Companions		
Other (specified)		
TOTAL	17,530	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	4	3	4	6
Other				
TOTAL DED. VEHICLES	4	3	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipal Transit System			
Accessible taxis:				

Thunder Bay

Hagi Community Services for Independence

Contact: Brenda Deck
 Title: Manager
 Telephone: 807-343-0414 x248
 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: 292
 Ambulatory: 580
 Attendants:
 Companions:
 Other:
Total: 872

Active
 1,788
 4,906

Total
 6,694

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	706,918	628,728
Tot. Veh. Km. - Dedicated Service	706,918	628,728
Rev. Veh. Hrs. - Dedicated Service	34,138	31,017
Tot. Veh. Hrs. - Dedicated Service	34,138	31,017
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	82,823	75,059
Non-Dedicated Service	11,422	10,009
TOTAL PASSENGERS	94,245	85,068
Subscription / Pre-booked	48%	55%
Reservation	48%	43%
On-Demand / Day of trip	4%	2%
Cancelled in advance	19,077	14,964
No-shows / Cancelled at door	1,204	998
Unaccommodated trips	4,421	4,070
Number of complaints	120	104

OPERATING EXPENSES

Administration	\$206,214	\$249,720
Operations:		
Internal - Dedicated Service	\$1,395,324	\$1,311,062
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$153,040	\$170,318
Maintenance (Vehicles & Facilities)	\$282,985	\$215,618
Fuel	\$218,993	\$188,810
TOTAL OPERATING EXPENSES	\$2,256,556	\$2,135,528

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$178,703	\$452,440
Other Operating Revenue	\$429,178	
Total Operating Revenue	\$607,881	\$452,440
Federal Contributions		
Provincial Contributions	\$144,291	\$130,210
Municipal Contributions	\$1,508,999	\$1,624,928
Other / Donations	\$195	\$5,000
TOTAL	\$2,261,366	\$2,212,578

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:	0600 to 0030	Sunday:	0800 to 2300
Saturday:	0600 to 0030	Holiday:	0800 to 2300
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators	9	14
Other Operations	3	3
Vehicle Mechanics		
General and Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	13	18

Union Affiliations: Operators: ATU Local 966
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$20.16

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	27%	21%
Net Operating Cost / Capita	\$14.99	\$15.30
Total Exp. / Passenger	\$23.94	\$25.10
Total Exp. / Eligible Passenger	\$29.94	\$31.07
Transportation Exp. / Passenger		
Dedicated Service	\$22.91	\$22.86
Non-Dedicated Service	\$13.40	\$17.02
Transportation Exp. / Hour (Dedicated Service)	\$55.58	\$55.31
OPERATING		
Registrants / Capita	0.0813	0.0609
Passengers / Capita	0.8568	0.7734
Passengers / Registrant	10.54	12.71
Passengers / Hour (Dedicated Service)	2.43	2.42
Kms / Passenger (Dedicated Service)	8.54	8.38
Average Speed (Dedicated Service)	20.71	20.27

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	45,677	
Wheelchair/Scooter Users	23,054	
Attendants	3,548	
Companions		
Other (specified)	2,780	10,009
TOTAL	75,059	10,009

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	26	20	4	8
Other				
TOTAL DED. VEHICLES	26	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
 Telephone: 705-360-2600 x3501
 Fax: 705-360-2698
 Email: catherine.verreault@timmins.ca

Population served: 38,622
 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:	378	378
Ambulatory:	115	115
Attendants:	2	2
Companions:		
Other:		
Total:	495	495

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	121,696	120,263
Tot. Veh. Km. - Dedicated Service	121,696	120,263
Rev. Veh. Hrs. - Dedicated Service	7,327	7,668
Tot. Veh. Hrs. - Dedicated Service	7,327	7,668
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	15,215	12,812
Non-Dedicated Service		
TOTAL PASSENGERS	15,215	12,812
Subscription / Pre-booked	78%	77%
Reservation	20%	22%
On-Demand / Day of trip	2%	1%
Cancelled in advance	793	1,297
No-shows / Cancelled at door	1,029	10
Unaccommodated trips	355	380
Number of complaints		

OPERATING EXPENSES

Administration	\$74,735	\$77,257
Operations:		
Internal - Dedicated Service	\$261,620	\$247,777
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$158,697	\$237,930
Fuel	\$33,366	\$27,040
TOTAL OPERATING EXPENSES	\$528,418	\$590,004

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$51,911	\$29,396
Other Operating Revenue		
Total Operating Revenue	\$51,911	\$29,396
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$476,507	\$560,608
Other / Donations		
TOTAL	\$528,418	\$590,004

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 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 Dat	01/01/2012	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	\$2.50		☐
Attendant	\$2.75			☐
Companion	\$2.75			☐
Other				

EMPLOYEE DATA

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

Union Affiliations: Operators: CUPE Local 1544
 Mechanics: CUPE Local 1544
 Other (specify):

Top Operator Wage Rate: \$23.57

Top Mechanic Wage Rate: \$28.55

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	10%	5%
Net Operating Cost / Capita	\$12.54	\$14.52
Total Exp. / Passenger	\$34.73	\$46.05
Total Exp. / Eligible Passenger	\$35.52	\$46.96
Transportation Exp. / Passenger		
Dedicated Service	\$29.82	\$40.02
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$61.92	\$66.87
OPERATING		
Registrants / Capita	0.0095	0.0128
Passengers / Capita	0.4004	0.3317
Passengers / Registrant	42.15	25.88
Passengers / Hour (Dedicated Service)	2.08	1.67
Kms / Passenger (Dedicated Service)	8.00	9.39
Average Speed (Dedicated Service)	16.61	15.68

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,563	
Wheelchair/Scooter Users		
Attendants	249	
Companions		
Other (specified)		
TOTAL	12,812	

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: 2,791,100
 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: 11,800
 Ambulatory: 19,000
 Attendants:
 Companions:
 Other:
Total: 30,800

Active
 18,000
 28,800
 46,800

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	15,731,555	15,351,707
Tot. Veh. Km. - Dedicated Service	16,966,482	19,189,607
Rev. Veh. Hrs. - Dedicated Service	723,736	729,322
Tot. Veh. Hrs. - Dedicated Service	777,190	911,622
Non-Dedicated Service - Veh. Km.	3,637,135	4,783,025
Non-Dedicated Service - Veh. Hrs.	113,032	154,428

PASSENGER DATA

Dedicated Service	2,286,535	2,293,114
Non-Dedicated Service	487,129	652,603
TOTAL PASSENGERS	2,773,664	2,945,717
Subscription / Pre-booked	46%	45%
Reservation	53%	54%
On-Demand / Day of trip	1%	1%
Cancelled in advance	323,130	826,008
No-shows / Cancelled at door	90,166	88,300
Unaccommodated trips	87,374	61,330
Number of complaints	3,196	2,486

OPERATING EXPENSES

Administration	\$11,930,396	\$13,891,996
Operations:		
Internal - Dedicated Service	\$32,397,912	\$34,791,386
Contract - Dedicated Service	\$20,775,707	\$20,103,165
Contract - Non-Dedicated Service	\$9,781,251	\$12,625,122
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,627,438	\$15,898,960
Fuel	\$3,668,477	\$3,713,887
TOTAL OPERATING EXPENSES	\$94,181,181	\$101,024,516

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,122,483	\$5,567,087
Other Operating Revenue		
Total Operating Revenue	\$5,122,483	\$5,567,087
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$89,058,698	\$95,457,429
Other / Donations		
TOTAL	\$94,181,181	\$101,024,516

CAPITAL EXPENSES

Vehicles Purchased		\$27,647,212
Debt Servicing		
Other Capital Expenses	\$2,091,000	\$3,385,881
TOTAL CAPITAL EXPENSES	\$2,091,000	\$31,033,093

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$2,091,000	\$31,033,093
Other / Donations		
TOTAL CAPITAL FUNDING	\$2,091,000	\$31,033,093

* Other Eligibility Criteria: users who have restricted physical functional mobility.
 * Wheel-Trans now operates 24 hour service 7 days/week.

SERVICE HOURS / SCHEDULING

Weekday:	0000 to 0000	Sunday:	0000 to 0000
Saturday:	0000 to 0000	Holiday:	0000 to 0000
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	2.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Dat	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.60	\$126.00	☐
Child	\$0.75	\$0.60		☐
Student	\$2.00	\$1.75	\$104.00	☐
Senior	\$2.00	\$1.75	\$104.00	☐
Attendant				☐
Companion				☐
Other				☐

EMPLOYEE DATA

	Full-time	Part-time
Operators	334	
Other Operations	77	
Vehicle Mechanics	81	
General and Administration	8	
Other		

TOTAL NUMBER OF EMPLOYEES 500

Union Affiliations: Operators: ATU 113
 Mechanics: ATU 113
 Other (specify):

Top Operator Wage Rate: \$30.18
 Top Mechanic Wage Rate: \$37.00

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	5%	6%
Net Operating Cost / Capita	\$34.06	\$34.20
Total Exp. / Passenger	\$33.96	\$34.30
Total Exp. / Eligible Passenger	\$33.96	\$34.30
Transportation Exp. / Passenger		
Dedicated Service	\$31.69	\$32.49
Non-Dedicated Service	\$20.08	\$19.35
Transportation Exp. / Hour (Dedicated Service)	\$93.25	\$81.73
OPERATING		
Registrants / Capita	0.0157	0.0168
Passengers / Capita	1.0607	1.0554
Passengers / Registrant	67.65	62.94
Passengers / Hour (Dedicated Service)	3.16	3.14
Kms / Passenger (Dedicated Service)	6.88	6.69
Average Speed (Dedicated Service)	21.74	21.05

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,608,318	644,539
Wheelchair/Scooter Users	684,796	8,064
Attendants		
Companions		
Other (specified)		
TOTAL	2,293,114	652,603

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	105	60	N/A
Accessible Vans / Minivans	162	155	1
Small Buses	246	165	4
Other			
TOTAL DED. VEHICLES	513	380	N/A

Vehicle ownership: Transit Commission (small buses); Contractors
 Vehicle maintenance responsibility: Transit Commission (small buses); Contractors
 Accessible taxis: 173

Trent Hills

Venture Van

Contact: Charlotte Clay-Ireland
 Title: Transportation Program Coordinator
 Telephone: 905-885-0466
 Fax: 905-885-1818
 Email: c.clay-ireland@commcare.ca

Population served: 12,604
 Service area (km²): 509.5
 Communities served: 1
 Service began: 06/05/1992
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS

	Active	Total
Wheelchair/Scooter Users:	142	142
Ambulatory:	223	223
Attendants:	95	95
Companions:		
Other:		
Total:	460	460

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	93,797	108,758
Tot. Veh. Km. - Dedicated Service	112,779	135,323
Rev. Veh. Hrs. - Dedicated Service	3,742	3,613
Tot. Veh. Hrs. - Dedicated Service	4,495	4,325
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2011	2012
Dedicated Service	3,721	4,348
Non-Dedicated Service		
TOTAL PASSENGERS	3,721	4,348
Subscription / Pre-booked	50%	50%
Reservation	50%	50%
On-Demand / Day of trip	0%	0%
Cancelled in advance	214	314
No-shows / Cancelled at door	338	34
Unaccommodated trips	15	20
Number of complaints	2	5

OPERATING EXPENSES

	2011	2012
Administration	\$37,119	\$48,159
Operations:		
Internal - Dedicated Service	\$114,273	\$130,196
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,575	\$7,475
Fuel	\$18,820	\$26,632
TOTAL OPERATING EXPENSES	\$182,787	\$212,462

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2011	2012
Passenger Revenue	\$27,891	\$31,699
Other Operating Revenue	\$78	\$32,370
Total Operating Revenue	\$27,969	\$64,069
Federal Contributions		
Provincial Contributions	\$80,385	\$92,190
Municipal Contributions	\$45,213	\$38,500
Other / Donations	\$29,220	\$17,703
TOTAL	\$182,787	\$212,462

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	

* 2012 Other Operating Revenue included Nevada ticket sales revenue.

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 Dat	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00	\$3.33		☐
Child	\$4.00	\$3.33		☐
Student	\$4.00	\$3.33		☐
Senior	\$4.00	\$3.33		☒
Attendant				☐
Companion	\$4.00	\$3.00		
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: \$14.88

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2011	2012
FINANCIAL		
R/C Ratio	15%	30%
Net Operating Cost / Capita	\$12.39	\$11.77
Total Exp. / Passenger	\$49.12	\$48.86
Total Exp. / Eligible Passenger	\$49.90	\$49.83
Transportation Exp. / Passenger		
Dedicated Service	\$39.15	\$37.79
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$32.41	\$37.99
OPERATING		
Registrants / Capita	0.0304	0.0365
Passengers / Capita	0.2977	0.3450
Passengers / Registrant	9.79	9.45
Passengers / Hour (Dedicated Service)	0.99	1.20
Kms / Passenger (Dedicated Service)	25.21	25.01
Average Speed (Dedicated Service)	25.07	30.10

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,704	
Wheelchair/Scooter Users	2,560	
Attendants	84	
Companions		
Other (specified)		
TOTAL	4,348	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	1
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A

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

Wallaceburg

CK Transit Wallaceburg Accessible Service

Contact: Jan Metcalfe
 Title: Engineering Technologist
 Telephone: 519-360-1998 x 3301
 Fax: 519-436-3240
 Email: janm@chatham-kent.ca

Population served: 11,000
 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:	138	138
Ambulatory:	360	360
Attendants:	157	157
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

	2011	2012
Rev. Veh. Km. - Dedicated Service	21,150	22,804
Tot. Veh. Km. - Dedicated Service	21,150	22,804
Rev. Veh. Hrs. - Dedicated Service	3,352	3,340
Tot. Veh. Hrs. - Dedicated Service	3,352	3,340
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	7,392	7,248
Non-Dedicated Service		
TOTAL PASSENGERS	7,392	7,248
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	531	601
No-shows / Cancelled at door		
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$10,857	\$10,857
Operations:		
Internal - Dedicated Service		\$4,352
Contract - Dedicated Service	\$126,761	\$135,785
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		\$7,308
TOTAL OPERATING EXPENSES	\$137,618	\$158,302

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,107	\$19,974
Other Operating Revenue		
Total Operating Revenue	\$16,107	\$19,974
Federal Contributions		
Provincial Contributions	\$8,838	
Municipal Contributions	\$112,673	\$138,328
Other / Donations		
TOTAL	\$137,618	\$158,302

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Dat	01/01/2007	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$3.00		☐
Child	\$3.00	\$3.00		☐
Student	\$3.00	\$3.00		☐
Senior	\$3.00	\$3.00		☒
Attendant				☐
Companion	\$3.00			
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	2011	2012
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$10.30	\$12.58
Total Exp. / Passenger	\$18.62	\$21.84
Total Exp. / Eligible Passenger	\$19.15	\$22.60
Transportation Exp. / Passenger		
Dedicated Service	\$17.15	\$20.34
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.82	\$44.15
OPERATING		
Registrants / Capita	0.0555	0.0596
Passengers / Capita	0.6264	0.6589
Passengers / Registrant	11.29	11.07
Passengers / Hour (Dedicated Service)	2.21	2.17
Kms / Passenger (Dedicated Service)	2.86	3.15
Average Speed (Dedicated Service)	6.31	6.83

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,249	
Wheelchair/Scooter Users	754	
Attendants	245	
Companions		
Other (specified)		
TOTAL	7,248	

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:

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: 55,000
 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: 477
 Ambulatory: 885
 Attendants:
 Companions:
 Other:
Total: 1,362

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	438,158	444,108
Tot. Veh. Km. - Dedicated Service	438,158	444,108
Rev. Veh. Hrs. - Dedicated Service	11,470	11,733
Tot. Veh. Hrs. - Dedicated Service	12,738	11,733
Non-Dedicated Service - Veh. Km.	47,337	43,515
Non-Dedicated Service - Veh. Hrs.	732	655

PASSENGER DATA

Dedicated Service	32,741	37,802
Non-Dedicated Service	3,752	3,658
TOTAL PASSENGERS	36,493	41,460
Subscription / Pre-booked	66%	71%
Reservation	32%	28%
On-Demand / Day of trip	2%	1%
Cancelled in advance	9,327	7,884
No-shows / Cancelled at door	276	198
Unaccommodated trips	1,300	520
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$709,379	\$965,042
Contract - Non-Dedicated Service	\$90,317	\$94,978
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$74,627	
Fuel	\$109,078	
TOTAL OPERATING EXPENSES	\$983,401	\$1,060,020

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$137,315	\$143,722
Other Operating Revenue		
Total Operating Revenue	\$137,315	\$143,722
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$846,086	\$930,796
Other / Donations		
TOTAL	\$983,401	\$1,074,518

CAPITAL EXPENSES

Vehicles Purchased	\$81,475	
Debt Servicing		
Other Capital Expenses		\$43,000
TOTAL CAPITAL EXPENSES	\$81,475	\$43,000

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$81,475	
Other / Donations		\$43,000
TOTAL CAPITAL FUNDING	\$81,475	\$43,000

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 1800	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Dat	01/07/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.10		☐
Child	\$3.00	\$1.80		☐
Student	\$3.00	\$1.80		☐
Senior	\$3.00	\$1.80		☒
Attendant				☐
Companion				
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	5	5
Other Operations	1	1
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	7	6

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

Top Operator Wage Rate: \$21.16
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$15.67	\$16.66
Total Exp. / Passenger	\$26.95	\$25.57
Total Exp. / Eligible Passenger	\$28.84	\$27.44
Transportation Exp. / Passenger		
Dedicated Service	\$27.28	\$25.53
Non-Dedicated Service	\$24.07	\$25.96
Transportation Exp. / Hour (Dedicated Service)	\$70.11	\$82.25
OPERATING		
Registrants / Capita	0.0314	0.0248
Passengers / Capita	0.6758	0.7538
Passengers / Registrant	21.52	30.44
Passengers / Hour (Dedicated Service)	2.85	3.22
Kms / Passenger (Dedicated Service)	13.38	11.75
Average Speed (Dedicated Service)	38.20	37.85

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	27,843	2,265
Wheelchair/Scooter Users	7,416	1,113
Attendants	2,543	280
Companions		
Other (specified)		
TOTAL	37,802	3,658

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	6	5	4	12
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A

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

Waterloo Region - Urban

Grand River Transit 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: 494,000
 Service area (km²): 315.8
 Communities served: 4
 Service began: 01/01/1973
 Advisory Committee members: 12
 Eligibility Committee members: 5

REGISTRANTS
 Wheelchair/Scooter Users: 1,330
 Ambulatory: 1,692
 Attendants:
 Companions:
 Other:
Total: 3,022

Active
 1,330
 1,692
 3,022
7,357

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	1,297,303	1,336,422
Tot. Veh. Km. - Dedicated Service	1,323,779	1,363,696
Rev. Veh. Hrs. - Dedicated Service	55,775	58,752
Tot. Veh. Hrs. - Dedicated Service	61,353	64,627
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	142,414	143,972
Non-Dedicated Service	145,470	140,055
TOTAL PASSENGERS	287,884	284,027
Subscription / Pre-booked	53%	55%
Reservation	47%	45%
On-Demand / Day of trip	0%	0%
Cancelled in advance	22,247	21,510
No-shows / Cancelled at door	8,091	7,649
Unaccommodated trips	2,576	3,197
Number of complaints	196	305

OPERATING EXPENSES

Administration	\$841,172	\$785,529
Operations:		
Internal - Dedicated Service	\$3,909,590	\$4,251,891
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,433,363	\$1,385,764
Contract - Taxi Scrip	\$623,933	\$669,294
Maintenance (Vehicles & Facilities)	\$690,530	\$696,412
Fuel	\$390,014	\$414,969
TOTAL OPERATING EXPENSES	\$7,888,602	\$8,203,859

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$467,093	\$350,952
Other Operating Revenue	\$346,425	\$371,611
Total Operating Revenue	\$813,518	\$722,563
Federal Contributions		
Provincial Contributions	\$862,252	\$911,486
Municipal Contributions	\$6,212,382	\$6,569,810
Other / Donations		
TOTAL	\$7,888,152	\$8,203,859

CAPITAL EXPENSES

Vehicles Purchased	\$175,683	\$184,019
Debt Servicing		
Other Capital Expenses		\$247,135
TOTAL CAPITAL EXPENSES	\$175,683	\$431,154

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$175,683	\$431,154
Other / Donations		
TOTAL CAPITAL FUNDING	\$175,683	\$431,154

* Service: 0630 hrs providing dialysis trips on Taxi; late night service until 0100 hrs on Thursdays and Fridays. * MobilityPLUS started a Commuter Service for persons with cognitive disabilities in June 2008. In 2012 8,683 passengers were carried. * All MobilityPLUS registrants have access to TaxiSCRIP as well as complimentary rides on conventional GRT routes. In 2012, there were approximately 139,308 rides provided on GRT conventional transit for registrants of MobilityPLUS. * In 2012, MobilityPLUS also provided 2,684 rides for 73 registered clients in the Township of North Dumfries. This service is contracted to a local taxi company, with expenses of \$34,445 and revenues of \$9,735.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2330	Sunday:	0900 to 2330
Saturday:	0830 to 0100	Holiday:	0900 to 2330
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Dat	01/07/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.10	\$68.00	☒
Child	\$3.00	\$1.80	\$56.00	☐
Student	\$3.00	\$1.80	\$56.00	☐
Senior	\$3.00	\$1.80	\$56.00	☐
Attendant				☐
Companion				☐
Other	Children under 5 free			

EMPLOYEE DATA

	Full-time	Part-time
Operators	34	12
Other Operations	5	5
Vehicle Mechanics		
General and Administration	9	
Other		
TOTAL NUMBER OF EMPLOYEES	48	17

Union Affiliations: Operators: CAW Local 4304
 Mechanics: CAW Local 4304
 Other (specify): (Clerical Staff) CUPE Local 1883

Top Operator Wage Rate: \$27.30
 Top Mechanic Wage Rate: \$30.98

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$14.47	\$15.14
Total Exp. / Passenger	\$27.40	\$28.88
Total Exp. / Eligible Passenger	\$37.77	\$40.29
Transportation Exp. / Passenger		
Dedicated Service	\$35.04	\$37.25
Non-Dedicated Service	\$14.14	\$14.67
Transportation Exp. / Hour (Dedicated Service)	\$81.33	\$82.99
OPERATING		
Registrants / Capita	0.0151	0.0149
Passengers / Capita	0.5886	0.5750
Passengers / Registrant	38.96	38.61
Passengers / Hour (Dedicated Service)	2.55	2.45
Kms / Passenger (Dedicated Service)	9.11	9.28
Average Speed (Dedicated Service)	23.26	22.75

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	66,593	57,616
Wheelchair/Scooter Users	65,599	13,821
Attendants	11,780	
Companions		
Other (specified)		68,618
TOTAL	143,972	140,055

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: 19

Welland

WellTrans

Contact: Lorraine Denis
 Title: WellTrans Co-ordinator
 Telephone: 905-735-1700x3102
 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:	757	757
Ambulatory:	845	845
Attendants:	200	200
Companions:		
Other:		
Total:	1,802	1,802

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	87,853	88,004
Tot. Veh. Km. - Dedicated Service	94,410	94,561
Rev. Veh. Hrs. - Dedicated Service	5,514	5,450
Tot. Veh. Hrs. - Dedicated Service	6,145	6,080
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	17,541	16,347
Non-Dedicated Service		
TOTAL PASSENGERS	17,541	16,347
Subscription / Pre-booked	61%	56%
Reservation	38%	43%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,688	2,934
No-shows / Cancelled at door	120	74
Unaccommodated trips	300	375
Number of complaints	5	10

OPERATING EXPENSES

Administration	\$121,936	\$117,528
Operations:		
Internal - Dedicated Service	\$206,610	\$204,166
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$51,709	\$49,765
Fuel	\$30,096	\$30,536
TOTAL OPERATING EXPENSES	\$410,351	\$401,995

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$38,325	\$40,867
Other Operating Revenue	\$5,223	\$828
TOTAL	\$43,548	\$41,695

Total Operating Revenue	\$43,548	\$41,695
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$366,803	\$360,300
Other / Donations		
TOTAL	\$410,351	\$401,995

CAPITAL EXPENSES

Vehicles Purchased	\$195,288	\$98,242
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$195,288	\$98,242

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$195,288	\$98,242
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$195,288	\$98,242

SERVICE HOURS / SCHEDULING

Weekday:	0715 to 1845	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

Effective Dat	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
02/09/2008				
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	blind free with CNIB card			

EMPLOYEE DATA

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

Union Affiliations: Operators: ATU Local 1633
 Mechanics: ATU Local 1633
 Other (specify):

Top Operator Wage Rate: \$26.00

Top Mechanic Wage Rate: \$31.97

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$7.29	\$7.16
Total Exp. / Passenger	\$23.39	\$24.59
Total Exp. / Eligible Passenger	\$26.41	\$26.44
Transportation Exp. / Passenger		
Dedicated Service	\$16.44	\$17.40
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$46.93	\$46.79
OPERATING		
Registrants / Capita	0.0329	0.0358
Passengers / Capita	0.3485	0.3248
Passengers / Registrant	10.58	9.07
Passengers / Hour (Dedicated Service)	3.18	3.00
Kms / Passenger (Dedicated Service)	5.01	5.38
Average Speed (Dedicated Service)	15.93	16.15

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,502	
Wheelchair/Scooter Users	5,702	
Attendants	1,143	
Companions		
Other (specified)		
TOTAL	16,347	

VEHICLE DATA

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

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

West Elgin

Four Counties Transportation

Contact: Scott Gawley
 Title: Administrator/Treasurer
 Telephone: 519-785-0560
 Fax: 519-785-0644
 Email: sgawley@westelgin.net

Population served: 17,600
 Service area (km²): 997.0
 Communities served: 4
 Service began: 01/01/1994
 Advisory Committee members: 7
 Eligibility Committee members: 7

REGISTRANTS
 Wheelchair/Scooter Users: 14
 Ambulatory: 61
 Attendants:
 Companions:
 Other:
Total: 75

Active
 14
 61
 75

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	62,036	66,528
Tot. Veh. Km. - Dedicated Service	62,036	66,528
Rev. Veh. Hrs. - Dedicated Service	1,615	1,780
Tot. Veh. Hrs. - Dedicated Service	1,615	1,780
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	2,937	2,882
Non-Dedicated Service		
TOTAL PASSENGERS	2,937	2,882
Subscription / Pre-booked	100%	100%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	110	120
No-shows / Cancelled at door	7	5
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$4,949	\$4,879
Operations:		
Internal - Dedicated Service	\$34,024	\$38,248
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,957	\$6,894
Fuel	\$14,145	\$14,905
TOTAL OPERATING EXPENSES	\$62,075	\$64,926

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,655	\$15,458
Other Operating Revenue		
Total Operating Revenue	\$15,655	\$15,458
Federal Contributions		
Provincial Contributions	\$22,011	\$21,472
Municipal Contributions	\$24,409	\$27,996
Other / Donations		
TOTAL	\$62,075	\$64,926

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 healthcare professional or doctor. * Contributions by Municipality of Chatham-Kent \$4,073, Southwest Middlesex \$13,250, Dawn-Euphemia \$3,280, West Elgin \$7,393. * Dawn-Euphemia left the Service effective September 2012. * Dedicated Gas Tax Funds for New Initiatives Program on Mondays and Tuesdays-Fridays. This program has been in place since 2007 and has been reported yearly on the Dedicated Gas Tax forms for Public Transportation.

SERVICE HOURS / SCHEDULING

Weekday:	0900 to 1600	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 Dat	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	\$8.00 round trip fare			

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

2

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

Top Operator Wage Rate: \$20.39

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	25%	24%
Net Operating Cost / Capita	\$2.51	\$2.81
Total Exp. / Passenger	\$21.14	\$22.53
Total Exp. / Eligible Passenger	\$26.57	\$27.68
Transportation Exp. / Passenger		
Dedicated Service	\$19.45	\$20.84
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.37	\$33.73
OPERATING		
Registrants / Capita	0.0038	0.0043
Passengers / Capita	0.1588	0.1638
Passengers / Registrant	41.96	38.43
Passengers / Hour (Dedicated Service)	1.82	1.62
Kms / Passenger (Dedicated Service)	21.12	23.08
Average Speed (Dedicated Service)	38.41	37.38

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,084	
Wheelchair/Scooter Users	262	
Attendants		
Companions		
Other (specified)	536	
TOTAL	2,882	

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:
 Vehicle maintenance responsibility:
 Accessible taxis:

West Perth

Mitchell & Area Mobility Bus

Contact: Vicky Wolfe Hinz
 Title: Manager of Outreach Services
 Telephone: 519-348-8612x226
 Fax: 519-348-4420
 Email: maco@ritzlutheranvilla.com

Population served: 9,129
 Service area (km²): 567,000.0
 Communities served: 1
 Service began: 01/09/1985
 Advisory Committee members: 12
 Eligibility Committee members: 1

REGISTRANTS
 Wheelchair/Scooter Users: 82
 Ambulatory: 278
 Attendants: 29
 Companions:
 Other:
Total: 389

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	32,419	27,858
Tot. Veh. Km. - Dedicated Service	33,569	28,983
Rev. Veh. Hrs. - Dedicated Service	2,598	2,295
Tot. Veh. Hrs. - Dedicated Service	2,775	2,468
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2011	2012
Dedicated Service	4,705	4,513
Non-Dedicated Service		
TOTAL PASSENGERS	4,705	4,513
Subscription / Pre-booked	50%	45%
Reservation	45%	50%
On-Demand / Day of trip	5%	5%
Cancelled in advance	56	45
No-shows / Cancelled at door	6	5
Unaccommodated trips	2	2
Number of complaints	2	2

OPERATING EXPENSES

	2011	2012
Administration	\$20,934	\$23,269
Operations:		
Internal - Dedicated Service	\$40,562	\$42,487
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$2,965	\$3,130
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,654	\$6,102
Fuel	\$6,605	\$7,026
TOTAL OPERATING EXPENSES	\$75,720	\$82,014

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2011	2012
Passenger Revenue	\$14,731	\$15,900
Other Operating Revenue	\$10,902	\$16,054
Total Operating Revenue	\$25,633	\$31,954
Federal Contributions		
Provincial Contributions	\$55,864	\$57,371
Municipal Contributions	\$12,000	\$12,000
Other / Donations	\$19,107	\$9,235
TOTAL	\$112,604	\$110,560

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: Mondays/Wednesdays 0900-1300hrs, Tuesdays 1000-1500hrs; Thursdays/Fridays 0900-1700 hrs. * General administration staff also acts as a spare driver when required. *note--information is based on fiscal year.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Dat	01/08/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.75			☐
Child	\$3.75			☐
Student	\$3.75			☐
Senior	\$3.75			☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$18.48
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2011	2012
FINANCIAL		
R/C Ratio	34%	39%
Net Operating Cost / Capita	\$5.49	\$5.48
Total Exp. / Passenger	\$16.09	\$18.17
Total Exp. / Eligible Passenger	\$16.09	\$18.17
Transportation Exp. / Passenger		
Dedicated Service	\$11.01	\$12.32
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$18.67	\$22.53
OPERATING		
Registrants / Capita	0.0417	0.0426
Passengers / Capita	0.5154	0.4944
Passengers / Registrant	12.35	11.60
Passengers / Hour (Dedicated Service)	1.81	1.97
Kms / Passenger (Dedicated Service)	6.89	6.17
Average Speed (Dedicated Service)	12.48	12.14

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,513	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	4,513	

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	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 Colennutt
 Title: General Manager
 Telephone: 519-966-0930
 Fax: 519-966-1249
 Email: handitransitwindsor@gmail.com

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: 1,596
 Ambulatory: 2,044
 Attendants:
 Companions:
 Other:
Total: 3,640

Active
 1,596
 2,044
 3,640

Total
 1,596
 2,044
 3,640

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	330,358	334,492
Tot. Veh. Km. - Dedicated Service	477,574	473,320
Rev. Veh. Hrs. - Dedicated Service	21,346	21,312
Tot. Veh. Hrs. - Dedicated Service	21,346	21,312
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	55,510	57,191
Non-Dedicated Service		
TOTAL PASSENGERS	55,510	57,191
Subscription / Pre-booked	45%	50%
Reservation	52%	47%
On-Demand / Day of trip	3%	3%
Cancelled in advance	19,280	20,784
No-shows / Cancelled at door	770	824
Unaccommodated trips	19	18
Number of complaints		

OPERATING EXPENSES

Administration	\$386,665	\$356,920
Operations:		
Internal - Dedicated Service	\$591,106	\$688,020
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$90,357	\$133,906
Fuel	\$135,443	\$136,874
TOTAL OPERATING EXPENSES	\$1,203,571	\$1,315,720

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$234,921	\$254,101
Other Operating Revenue	\$81	\$18,162
Total Operating Revenue	\$235,002	\$272,263
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$881,675	\$1,006,257
Other / Donations		
TOTAL	\$1,116,677	\$1,278,520

CAPITAL EXPENSES

Vehicles Purchased		\$10,392
Debt Servicing		
Other Capital Expenses		\$11,400
TOTAL CAPITAL EXPENSES		\$21,792

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$21,792
Other / Donations		
TOTAL CAPITAL FUNDING		\$21,792

The data for Windsor also includes the specialized transit service for the Town of LaSalle, in 2012, 118 registered clients took 3,018 passenger trips. LaSalle service contract revenue for 2012 was \$56,436.60 and its passenger revenue was \$15,844.50.

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 0030	Sunday:	0800 to 2200
Saturday:	0800 to 0030	Holiday:	0800 to 2200
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	2.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Dat	01/04/2012	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	LaSalle \$5.25/trip			

EMPLOYEE DATA

	Full-time	Part-time
Operators	5	13
Other Operations	3	1
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: \$20.64

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	20%	21%
Net Operating Cost / Capita	\$4.14	\$4.47
Total Exp. / Passenger	\$21.68	\$23.01
Total Exp. / Eligible Passenger	\$22.68	\$24.09
Transportation Exp. / Passenger		
Dedicated Service	\$14.72	\$16.76
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.27	\$44.99
OPERATING		
Registrants / Capita	0.0149	0.0156
Passengers / Capita	0.2375	0.2447
Passengers / Registrant	15.99	15.71
Passengers / Hour (Dedicated Service)	2.60	2.68
Kms / Passenger (Dedicated Service)	5.95	5.85
Average Speed (Dedicated Service)	15.48	15.70

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	32,579	
Wheelchair/Scooter Users	22,035	
Attendants	2,577	
Companions		
Other (specified)		
TOTAL	57,191	

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 ext 314
 Fax: 519-537-6984
 Email: apiggott@cityofwoodstock.ca

Population served: 38,000
 Service area (km²): 52.0
 Communities served: 1
 Service began: 01/01/1979
 Advisory Committee members: 10
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 180
 Ambulatory: 412
 Attendants:
 Companions:
 Other:
Total: 592

Active
 180
 412
 592

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	13,562	13,562
Tot. Veh. Km. - Dedicated Service	13,562	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

	2011	2012
Dedicated Service	4,083	6,031
Non-Dedicated Service	43,141	28,335
TOTAL PASSENGERS	47,224	34,366
Subscription / Pre-booked	5%	5%
Reservation	0%	0%
On-Demand / Day of trip	95%	95%

Cancelled in advance		
No-shows / Cancelled at door	108	95
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2011	2012
Administration	\$18,459	\$8,055
Operations:		
Internal - Dedicated Service	\$37,389	\$68,843
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$370,131	\$271,949
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,473	\$30,863
Fuel	\$7,861	\$9,983
TOTAL OPERATING EXPENSES	\$448,313	\$389,693

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2011	2012
Passenger Revenue	\$8,814	\$9,556
Other Operating Revenue	\$96,188	\$51,596
Total Operating Revenue	\$105,002	\$61,152
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$343,311	\$328,540
Other / Donations		
TOTAL	\$448,313	\$389,692

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 late 2012, City of Woodstock hired IBI to review the program and with that there were significant changes in the eligibility criteria and the contract services provided. The service was changed from essentially a cab service to a scheduled paratransit system with advance ride booking. * The City also introduced monthly pass for Para Transit in December 2012.

SERVICE HOURS / SCHEDULING

Weekday:	0830 to 1830	Sunday:	to
Saturday:	0830 to 1600	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Dat	01/12/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$1.66	\$50.00	☐
Child				☐
Student	\$2.00	\$1.66	\$40.00	☐
Senior	\$2.00	\$1.66	\$40.00	☒
Attendant				☐
Companion	\$2.00	\$1.66		
Other				

EMPLOYEE DATA

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

Union Affiliations: Operators: CUPE Local 1146
 Mechanics: CUPE Local 1146
 Other (specify):

Top Operator Wage Rate: \$28.54

Top Mechanic Wage Rate: \$28.72

PERFORMANCE INDICATORS

	2011	2012
FINANCIAL		
R/C Ratio	23%	16%
Net Operating Cost / Capita	\$9.03	\$8.65
Total Exp. / Passenger	\$9.49	\$11.34
Total Exp. / Eligible Passenger	\$9.49	\$11.34
Transportation Exp. / Passenger		
Dedicated Service	\$14.63	\$18.19
Non-Dedicated Service	\$8.58	\$9.60
Transportation Exp. / Hour (Dedicated Service)	\$38.28	\$70.31
OPERATING		
Registrants / Capita	0.0238	0.0156
Passengers / Capita	1.2427	0.9044
Passengers / Registrant	52.30	58.05
Passengers / Hour (Dedicated Service)	2.62	3.87
Kms / Passenger (Dedicated Service)	3.32	2.25
Average Speed (Dedicated Service)	8.69	8.69

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,672	20,743
Wheelchair/Scooter Users	359	7,592
Attendants		
Companions		
Other (specified)		
TOTAL	6,031	28,335

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: 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: 1,108,570
 Service area (km²): 1,775.0
 Communities served: 9
 Service began: 01/01/2001
 Advisory Committee members: 13
 Eligibility Committee members: 1

REGISTRANTS
 Wheelchair/Scooter Users: 1,489
 Ambulatory: 3,987
 Attendants:
 Companions:
 Other:
Total: 5,476

Active
 1,489
 3,987
 11,218

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

	2011	2012
Rev. Veh. Km. - Dedicated Service	3,007,712	2,738,201
Tot. Veh. Km. - Dedicated Service	3,007,712	2,738,201
Rev. Veh. Hrs. - Dedicated Service	170,152	182,766
Tot. Veh. Hrs. - Dedicated Service	197,324	212,364
Non-Dedicated Service - Veh. Km.	50,121	39,467
Non-Dedicated Service - Veh. Hrs.	5,463	4,892

PASSENGER DATA

Dedicated Service	330,231	363,894
Non-Dedicated Service	6,084	5,255
TOTAL PASSENGERS	336,315	369,149
Subscription / Pre-booked	47%	37%
Reservation	53%	63%
On-Demand / Day of trip	0%	0%
Cancelled in advance	45,769	55,157
No-shows / Cancelled at door	4,683	4,882
Unaccommodated trips	2	4
Number of complaints	876	683

OPERATING EXPENSES

Administration	\$1,560,914	\$1,356,893
Operations:		
Internal - Dedicated Service	\$2,154,913	\$2,898,823
Contract - Dedicated Service	\$8,092,187	\$9,388,747
Contract - Non-Dedicated Service	\$135,934	\$92,035
Contract - Taxi Scrip	\$29,036	\$28,928
Maintenance (Vehicles & Facilities)	\$639	\$1,464
Fuel	\$158,013	\$219,172
TOTAL OPERATING EXPENSES	\$12,131,636	\$13,986,062

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$760,691	\$805,550
Other Operating Revenue		
Total Operating Revenue	\$760,691	\$805,550
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$11,367,047	\$13,142,220
Other / Donations	\$3,899	\$38,291
TOTAL	\$12,131,637	\$13,986,061

CAPITAL EXPENSES

Vehicles Purchased		\$3,755,509
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$3,755,509

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$367,917
Provincial Contributions		\$1,117,805
Municipal Contributions		\$2,269,788
Other / Donations		
TOTAL CAPITAL FUNDING		\$3,755,510

* Eligibility Criteria - Other Criteria: Registrants have cognitive disabilities or been experiencing sensory motor area conditions, such as Parkinson's disease. * Vehicle statistics : Small Buses-Transit System, Accessible Mini-Vans & Sedans-Private Operation. * Ridership increase in 2012 : 2-month of free fares subsequent to the YRT strike; reduction in overflow and non-dedicated trips; family services. * New Bus, Sedan & Minivan contract rate increase - effective August 2012.

SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0300	Sunday:	0500 to 0300
Saturday:	0500 to 0300	Holiday:	0500 to 0300
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	18.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Dat	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.50	\$2.80	\$115.00	☐
Child		\$1.65	\$50.00	☐
Student		\$2.10	\$85.00	☐
Senior		\$1.65	\$50.00	☒
Attendant				☐
Companion	\$3.50	\$2.80	\$115.00	☐
Other	Zone 2 = \$4.50, Zone 2 Monthly Pass = \$160.00			

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations	11	10
Vehicle Mechanics		
General and Administration	7	
Other		
TOTAL NUMBER OF EMPLOYEES	18	10

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2011	2012
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$10.47	\$11.89
Total Exp. / Passenger	\$36.07	\$37.89
Total Exp. / Eligible Passenger	\$41.72	\$43.98
Transportation Exp. / Passenger		
Dedicated Service	\$31.51	\$34.37
Non-Dedicated Service	\$27.12	\$23.02
Transportation Exp. / Hour (Dedicated Service)	\$52.73	\$58.90
OPERATING		
Registrants / Capita	0.0093	0.0101
Passengers / Capita	0.3097	0.3330
Passengers / Registrant	33.21	32.91
Passengers / Hour (Dedicated Service)	1.94	1.99
Kms / Passenger (Dedicated Service)	9.11	7.52
Average Speed (Dedicated Service)	17.68	14.98

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	246,063	4,726
Wheelchair/Scooter Users	67,167	79
Attendants	37,431	382
Companions	10,082	68
Other (specified)	3,151	
TOTAL	363,894	5,255

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	49	36	N/A	3
Accessible Vans / Minivans	34	24	2	2
Small Buses	18	12	5	10
Other				
TOTAL DED. VEHICLES	101	72	N/A	N/A

Vehicle ownership: Transit System - bus; Private Operation - car/va
 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)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$