

Ontario Specialized Transit Services Fact Book 2013 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 2012 and 2013, 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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Abstract The Ontario Specialized Transit Services Fact Book – 2013 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 2012 and 2013, 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-14-21: English
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SUPPLEMENTARY NOTES

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

The completion and submission of the annual questionnaire is required from all Ontario municipalities wishing to receive Ontario gas tax funding as part of the 2014 Dedicated Gas Tax allocation.

I. ONTARIO SUMMARY

Ontario Summary

Number of Systems Reporting:	79	Systems with Dedicated Service:	75	95%	REGISTRANTS	Active	Total
Population served:	11,920,951	Operated by:			Wheelchair/Scooter Users:	41,775	59,847
Service area (km²):	49,413.8	Transit System/Municipality:	36	46%	Ambulatory:	66,907	93,381
Communities served:	163	Private Contractor:	24	30%	Attendants:	2,763	3,512
Eligibility Criteria:		Private Non-Profit Organization:	32	41%	Companions:	535	561
Unable to Board:	66%	Systems with Non-Dedicated Service:	32	41%	Other:	1,715	4,168
Unable to Use:	68%	Systems with a Taxi Scrip Program:	8	10%	Total:	122,506	175,898
Other Criteria:	49%						

OPERATING DATA

	2012	2013
Number of transit systems reporting	79	79
Rev. Veh. Km. - Dedicated Service	45,133,807	44,913,903
Tot. Veh. Km. - Dedicated Service	51,081,007	50,797,662
Rev. Veh. Hrs. - Dedicated Service	2,250,651	2,293,383
Tot. Veh. Hrs. - Dedicated Service	2,511,286	2,544,945
Non-Dedicated Service - Veh. Km.	5,053,469	5,682,733
Non-Dedicated Service - Veh. Hrs.	184,936	192,533

PASSENGER DATA

Dedicated Service	5,917,918	5,874,115
Non-Dedicated Service	1,623,464	1,684,548
TOTAL PASSENGERS	7,541,382	7,558,663
Subscription / Pre-booked	47%	44%
Reservation	43%	45%
On-Demand / Day of trip	12%	11%
Cancelled in advance	1,438,259	1,686,405
No-shows / Cancelled at door	174,358	177,493
Unaccommodated trips	194,886	199,465
Number of complaints	7,398	8,717

OPERATING EXPENSES

Administration	\$30,511,299	\$27,301,445
Operations:		
Internal - Dedicated Service	\$85,153,556	\$87,642,054
Contract - Dedicated Service	\$49,597,448	\$49,887,727
Contract - Non-Dedicated Service	\$28,176,466	\$32,056,625
Contract - Taxi Scrip	\$2,533,353	\$2,307,159
Maintenance (Vehicles & Facilities)	\$25,655,450	\$25,202,779
Fuel	\$9,676,578	\$9,776,064
TOTAL OPERATING EXPENSES	\$231,304,150	\$236,458,851

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,849,548	\$17,522,992
Other Operating Revenue	\$869,278	\$764,780
Total Operating Revenue	\$18,718,826	\$18,287,772
Federal Contributions	\$9,375	\$9,095
Provincial Contributions	\$7,077,529	\$8,250,622
Municipal Contributions	\$204,962,763	\$209,259,925
Other / Donations	\$562,430	\$685,980
TOTAL	\$231,330,923	\$236,493,395

CAPITAL EXPENSES

Vehicles Purchased	\$34,518,045	\$9,430,160
Debt Servicing	\$10,234	\$7,418
Other Capital Expenses	\$6,524,400	\$3,781,575
TOTAL CAPITAL EXPENSES	\$41,052,679	\$13,219,154

CAPITAL FUNDING SOURCE

Transit System		\$4,420,513
Federal Contributions	\$2,925,511	\$1,503,290
Provincial Contributions	\$2,442,253	\$2,671,492
Municipal Contributions	\$35,473,418	\$4,542,465
Other / Donations	\$300,921	\$88,373
TOTAL CAPITAL FUNDING	\$41,142,103	\$13,226,133

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

SCHEDULING

Advanced booking notice:	29 day(s)
Minimum notice for reservation:	23.7 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.21	\$2.69	\$73.56
Child	\$2.84	\$2.59	\$54.91
Student	\$3.12	\$2.54	\$59.79
Senior	\$3.01	\$2.43	\$51.41
Attendant	\$3.06	\$2.77	\$60.00
Companion	\$2.89	\$2.55	\$67.67

EMPLOYEE DATA

	Full-time	Part-time
Operators	931	287
Other Operations	189	61
Vehicle Mechanics	121	12
General and Administration	124	35
Other	25	8

TOTAL NUMBER OF EMPLOYEES **1,390** **403**

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$20.55

Average Top Mechanic Wage Rate: \$30.15

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$18.01	\$18.33
Total Exp. / Passenger	\$30.70	\$31.33
Total Exp. / Eligible Passenger	\$33.35	\$34.09
Transportation Exp. / Passenger		
Dedicated Service	\$28.78	\$29.80
Non-Dedicated Service	\$19.04	\$20.54
Transportation Exp. / Hour (Dedicated Service)	\$67.07	\$68.02
OPERATING		
Registrants / Capita	0.0156	0.0148
Passengers / Capita	0.6379	0.6341
Passengers / Registrant	40.74	42.96
Passengers / Hour (Dedicated Service)	2.57	2.51
Kms / Passenger (Dedicated Service)	8.07	8.14
Average Speed (Dedicated Service)	20.91	20.47

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,558,871	1,398,869
Wheelchair/Scooter Users	1,863,186	123,461
Attendants	268,583	22,879
Companions	103,267	18,854
Other (specified)	80,208	120,485
TOTAL	5,874,115	1,684,548

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	289	223	N/A	
Accessible Vans / Minivans	371	321		1
Small Buses	750	615	2	7
Other	35	34		
TOTAL DED. VEHICLES	1,445	1,193	N/A	N/A
Accessible taxis:	319			

II. POPULATION GROUP SUMMARIES

Municipality	Page #	Municipality	Page #
Population Group 1 (population > 150,000)			
Barrie	3	Brockville	7
Burlington	8	Chapleau	10
Durham Region.....	18	Chatham.....	11
Hamilton	28	Cobourg.....	12
London.....	38	Cochrane.....	13
Niagara Region.....	44	Collingwood	14
Oakville	47	Cornwall	15
Ottawa	49	Cramahe.....	16
Peel Region	52	Dryden.....	17
Toronto	70	Dysart et Al.....	19
Waterloo Region - Urban	74	Elliot Lake.....	20
Windsor	78	Espanola	21
York Region.....	80	Fort Erie.....	22
		Fort Frances	23
		Greenstone.....	25
Population Group 2 (50,000 - 150,000)		Hearst	30
Brantford.....	6	Ingersoll	31
Caledon	9	Kapuskasing.....	32
Greater Sudbury.....	24	Kawartha Lakes.....	33
Guelph.....	26	Kenora	34
Halton Hills	27	Machin.....	39
Hanover	29	Meaford	40
Kingston.....	35	Midland.....	41
Lanark County	36	North Perth	46
Leamington.....	37	Orillia	48
Milton	42	Owen Sound.....	50
Niagara Falls	43	Parry Sound.....	51
North Bay.....	45	Pembroke	53
Peterborough.....	55	Perth East.....	54
Peterborough County.....	56	Port Hope	57
Quinte West.....	59	Prince Edward County.....	58
Sarnia	61	Renfrew	60
Sault Ste Marie	62	Schreiber	63
St. Catharines	64	St. Marys	65
Thunder Bay	68	St. Thomas	66
Waterloo Region - Rural	73	Stratford.....	67
Welland.....	75	Timmins.....	69
		Trent Hills	71
Population Group 3 (population <50,000)		Wallaceburg.....	72
Bancroft	2	West Elgin	76
Belleville	4	West Perth.....	77
Blind River	5	Woodstock.....	79

Population Group 1 (>150,000)

Number of Systems Reporting:	13	Systems with Dedicated Service:	13	100%	REGISTRANTS	Active	Total
Population served:	9,404,738	Operated by:			Wheelchair/Scooter Users:	25,759	41,558
Service area (km²):	12,919.8	Transit System/Municipality:	8	62%	Ambulatory:	43,012	62,664
Communities served:	46	Private Contractor:	6	46%	Attendants:	249	404
Eligibility Criteria:		Private Non-Profit Organization:	4	31%	Companions:	32	46
Unable to Board:	69%	Systems with Non-Dedicated Service:	10	77%	Other:	1,669	4,120
Unable to Use:	69%	Systems with a Taxi Scrip Program:	5	38%	Total:	74,598	112,669
Other Criteria:	69%						

OPERATING DATA

	2012	2013
Number of transit systems reporting	13	13
Rev. Veh. Km. - Dedicated Service	36,395,229	36,323,033
Tot. Veh. Km. - Dedicated Service	41,763,606	41,548,312
Rev. Veh. Hrs. - Dedicated Service	1,853,715	1,871,509
Tot. Veh. Hrs. - Dedicated Service	2,093,973	2,097,374
Non-Dedicated Service - Veh. Km.	4,931,640	5,513,577
Non-Dedicated Service - Veh. Hrs.	180,450	186,602

PASSENGER DATA

Dedicated Service	4,813,349	4,733,110
Non-Dedicated Service	1,450,895	1,528,347
TOTAL PASSENGERS	6,264,244	6,261,457
Subscription / Pre-booked	47%	44%
Reservation	49%	52%
On-Demand / Day of trip	5%	4%
Cancelled in advance	1,295,154	1,541,758
No-shows / Cancelled at door	159,176	161,046
Unaccommodated trips	181,378	188,091
Number of complaints	7,027	8,438

OPERATING EXPENSES

Administration	\$26,849,695	\$24,452,677
Operations:		
Internal - Dedicated Service	\$73,538,593	\$77,394,408
Contract - Dedicated Service	\$42,245,143	\$40,353,200
Contract - Non-Dedicated Service	\$26,629,386	\$30,394,023
Contract - Taxi Scrip	\$2,362,912	\$2,307,100
Maintenance (Vehicles & Facilities)	\$22,876,891	\$22,771,869
Fuel	\$7,898,277	\$8,000,160
TOTAL OPERATING EXPENSES	\$202,400,897	\$205,673,436

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,542,851	\$13,277,724
Other Operating Revenue	\$512,308	\$519,214
Total Operating Revenue	\$14,055,159	\$13,796,938
Federal Contributions		
Provincial Contributions	\$3,313,844	\$3,852,705
Municipal Contributions	\$184,956,371	\$188,012,066
Other / Donations	\$38,322	\$23,623
TOTAL	\$202,363,696	\$205,685,332

CAPITAL EXPENSES

Vehicles Purchased	\$32,718,823	\$7,434,517
Debt Servicing		
Other Capital Expenses	\$6,421,868	\$3,608,175
TOTAL CAPITAL EXPENSES	\$39,140,691	\$11,042,692

CAPITAL FUNDING SOURCE

Transit System		\$4,417,213
Federal Contributions	\$2,925,511	\$1,357,760
Provincial Contributions	\$1,663,696	\$1,491,209
Municipal Contributions	\$34,633,981	\$3,766,912
Other / Donations	\$6,928	\$9,601
TOTAL CAPITAL FUNDING	\$39,230,116	\$11,042,695

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

SCHEDULING

Advanced booking notice:	10 day(s)
Minimum notice for reservation:	23.3 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.01	\$2.77	\$97.33
Child	\$2.30	\$2.28	\$66.85
Student	\$2.93	\$2.46	\$79.41
Senior	\$2.80	\$2.34	\$58.82
Attendant	\$2.50	\$2.50	
Companion	\$3.00	\$2.98	\$96.47

EMPLOYEE DATA

	Full-time	Part-time
Operators	777	65
Other Operations	160	36
Vehicle Mechanics	110	1
General and Administration	96	1
Other	20	7

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate:	\$25.11
Average Top Mechanic Wage Rate:	\$32.35

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$20.20	\$20.40
Total Exp. / Passenger	\$32.31	\$32.85
Total Exp. / Eligible Passenger	\$34.92	\$35.65
Transportation Exp. / Passenger		
Dedicated Service	\$30.45	\$31.38
Non-Dedicated Service	\$19.98	\$21.40
Transportation Exp. / Hour (Dedicated Service)	\$69.99	\$70.81
OPERATING		
Registrants / Capita	0.0133	0.0120
Passengers / Capita	0.6717	0.6658
Passengers / Registrant	50.55	55.57
Passengers / Hour (Dedicated Service)	2.60	2.53
Kms / Passenger (Dedicated Service)	7.99	8.11
Average Speed (Dedicated Service)	20.84	20.54

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,794,294	1,293,025
Wheelchair/Scooter Users	1,570,283	112,396
Attendants	212,314	21,535
Companions	80,782	17,769
Other (specified)	75,437	83,622
TOTAL	4,733,110	1,528,347

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	279	213	N/A	1
Accessible Vans / Minivans	260	236		1
Small Buses	568	461	3	6
Other	31	31		1
TOTAL DED. VEHICLES	1,138	941	N/A	N/A
Accessible taxis:	301			

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

Number of Systems Reporting:	21	Systems with Dedicated Service:	20	95%	REGISTRANTS	Active	Total
Population served:	1,715,854	Operated by:			Wheelchair/Scooter Users:	10,218	11,911
Service area (km²):	16,048.8	Transit System/Municipality:	9	43%	Ambulatory:	13,978	19,425
Communities served:	50	Private Contractor:	1	5%	Attendants:	674	1,169
Eligibility Criteria:		Private Non-Profit Organization:	10	48%	Companions:	420	420
Unable to Board:	67%	Systems with Non-Dedicated Service:	13	62%	Other:	31	31
Unable to Use:	71%	Systems with a Taxi Scrip Program:	3	14%	Total:	29,641	42,894
Other Criteria:	43%						

OPERATING DATA

	2012	2013
Number of transit systems reporting	21	21
Rev. Veh. Km. - Dedicated Service	6,565,339	6,574,299
Tot. Veh. Km. - Dedicated Service	6,905,984	6,955,120
Rev. Veh. Hrs. - Dedicated Service	289,588	299,405
Tot. Veh. Hrs. - Dedicated Service	298,791	306,913
Non-Dedicated Service - Veh. Km.	67,130	106,078
Non-Dedicated Service - Veh. Hrs.	2,322	2,926

PASSENGER DATA

Dedicated Service	721,279	726,860
Non-Dedicated Service	112,961	123,471
TOTAL PASSENGERS	834,240	850,331
Subscription / Pre-booked	40%	36%
Reservation	52%	55%
On-Demand / Day of trip	8%	9%
Cancelled in advance	109,396	107,269
No-shows / Cancelled at door	12,289	13,119
Unaccommodated trips	10,511	9,135
Number of complaints	187	73

OPERATING EXPENSES

Administration	\$2,607,440	\$1,675,521
Operations:		
Internal - Dedicated Service	\$8,889,351	\$7,315,122
Contract - Dedicated Service	\$4,492,333	\$5,996,242
Contract - Non-Dedicated Service	\$1,022,214	\$1,357,621
Contract - Taxi Scrip	\$170,441	\$28
Maintenance (Vehicles & Facilities)	\$1,977,686	\$1,591,553
Fuel	\$1,274,457	\$1,280,014
TOTAL OPERATING EXPENSES	\$20,433,922	\$21,501,100

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,829,669	\$2,671,882
Other Operating Revenue	\$186,065	\$108,321
Total Operating Revenue	\$3,015,734	\$2,780,203
Federal Contributions		
Provincial Contributions	\$2,121,106	\$2,400,260
Municipal Contributions	\$15,170,809	\$16,099,621
Other / Donations	\$173,525	\$282,546
TOTAL	\$20,481,174	\$21,562,630

CAPITAL EXPENSES

Vehicles Purchased	\$1,366,044	\$1,446,728
Debt Servicing	\$10,234	\$7,418
Other Capital Expenses	\$101,246	\$147,993
TOTAL CAPITAL EXPENSES	\$1,477,524	\$1,602,139

CAPITAL FUNDING SOURCE

Transit System		\$3,300
Federal Contributions		\$145,530
Provincial Contributions	\$352,593	\$692,400
Municipal Contributions	\$839,437	\$689,022
Other / Donations	\$285,493	\$71,887
TOTAL CAPITAL FUNDING	\$1,477,523	\$1,602,139

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

SCHEDULING

Advanced booking notice:	18 day(s)
Minimum notice for reservation:	28.4 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.97	\$2.27	\$70.11
Child	\$2.87	\$2.07	\$50.00
Student	\$2.91	\$2.13	\$57.33
Senior	\$2.97	\$2.08	\$53.33
Attendant	\$2.71	\$2.29	\$60.00
Companion	\$2.67	\$2.31	\$66.80

EMPLOYEE DATA

	Full-time	Part-time
Operators	118	127
Other Operations	24	19
Vehicle Mechanics	7	5
General and Administration	16	15
Other	3	1

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$21.53

Average Top Mechanic Wage Rate: \$30.57

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	15%	13%
Net Operating Cost / Capita	\$10.16	\$10.91
Total Exp. / Passenger	\$24.49	\$25.29
Total Exp. / Eligible Passenger	\$27.54	\$27.96
Transportation Exp. / Passenger		
Dedicated Service	\$23.06	\$24.77
Non-Dedicated Service	\$11.89	\$12.21
Transportation Exp. / Hour (Dedicated Service)	\$53.97	\$56.75
OPERATING		
Registrants / Capita	0.0242	0.0250
Passengers / Capita	0.4868	0.4956
Passengers / Registrant	20.12	19.82
Passengers / Hour (Dedicated Service)	2.41	2.36
Kms / Passenger (Dedicated Service)	9.10	9.04
Average Speed (Dedicated Service)	22.02	21.35

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	482,609	87,785
Wheelchair/Scooter Users	190,140	8,542
Attendants	32,503	809
Companions	19,647	1,085
Other (specified)	1,961	25,250
TOTAL	726,860	123,471

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	10	10	N/A	
Accessible Vans / Minivans	80	58	1	2
Small Buses	108	89	2	6
Other	2	2		
TOTAL DED. VEHICLES	200	159	N/A	N/A
Accessible taxis:	9			

Population Group 3 (<50,000)

Number of Systems Reporting:	45	Systems with Dedicated Service:	42	93%	REGISTRANTS	Active	Total
Population served:	800,359	Operated by:			Wheelchair/Scooter Users:	5,798	6,378
Service area (km²):	20,445.2	Transit System/Municipality:	19	42%	Ambulatory:	9,917	11,292
Communities served:	67	Private Contractor:	17	38%	Attendants:	1,840	1,939
Eligibility Criteria:		Private Non-Profit Organization:	18	40%	Companions:	83	95
Unable to Board:	64%	Systems with Non-Dedicated Service:	9	20%	Other:	15	17
Unable to Use:	67%	Systems with a Taxi Scrip Program:	0	0%	Total:	18,267	20,335
Other Criteria:	47%						

OPERATING DATA

	2012	2013
Number of transit systems reporting	45	45
Rev. Veh. Km. - Dedicated Service	2,173,239	2,016,571
Tot. Veh. Km. - Dedicated Service	2,411,417	2,294,230
Rev. Veh. Hrs. - Dedicated Service	107,348	122,469
Tot. Veh. Hrs. - Dedicated Service	118,522	140,658
Non-Dedicated Service - Veh. Km.	54,699	63,078
Non-Dedicated Service - Veh. Hrs.	2,164	3,005

PASSENGER DATA

Dedicated Service	383,290	414,145
Non-Dedicated Service	59,608	32,730
TOTAL PASSENGERS	442,898	446,875
Subscription / Pre-booked	50%	47%
Reservation	36%	39%
On-Demand / Day of trip	17%	14%
Cancelled in advance	33,709	37,378
No-shows / Cancelled at door	2,893	3,328
Unaccommodated trips	2,997	2,239
Number of complaints	184	206

OPERATING EXPENSES

Administration	\$1,054,164	\$1,173,247
Operations:		
Internal - Dedicated Service	\$2,725,613	\$2,932,525
Contract - Dedicated Service	\$2,859,972	\$3,538,285
Contract - Non-Dedicated Service	\$524,866	\$304,981
Contract - Taxi Scrip		\$31
Maintenance (Vehicles & Facilities)	\$800,873	\$839,356
Fuel	\$503,845	\$495,891
TOTAL OPERATING EXPENSES	\$8,469,332	\$9,284,315

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,477,028	\$1,573,386
Other Operating Revenue	\$170,905	\$137,245
Total Operating Revenue	\$1,647,933	\$1,710,631
Federal Contributions	\$9,375	\$9,095
Provincial Contributions	\$1,642,579	\$1,997,657
Municipal Contributions	\$4,835,583	\$5,148,239
Other / Donations	\$350,583	\$379,811
TOTAL	\$8,486,053	\$9,245,433

CAPITAL EXPENSES

Vehicles Purchased	\$433,178	\$548,915
Debt Servicing		
Other Capital Expenses	\$1,286	\$25,408
TOTAL CAPITAL EXPENSES	\$434,464	\$574,322

CAPITAL FUNDING SOURCE

Transit System		
Federal Contributions		
Provincial Contributions	\$425,964	\$487,883
Municipal Contributions		\$86,531
Other / Donations	\$8,500	\$6,885
TOTAL CAPITAL FUNDING	\$434,464	\$581,299

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

SCHEDULING

Advanced booking notice:	41 day(s)
Minimum notice for reservation:	21.3 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.38	\$2.88	\$52.61
Child	\$2.99	\$3.07	\$44.93
Student	\$3.27	\$2.82	\$43.97
Senior	\$3.09	\$2.67	\$42.42
Attendant	\$3.50	\$3.64	
Companion	\$3.00	\$2.44	\$47.17

EMPLOYEE DATA

	Full-time	Part-time
Operators	36	95
Other Operations	5	6
Vehicle Mechanics	4	6
General and Administration	12	19
Other	2	

TOTAL NUMBER OF EMPLOYEES

59 **126**

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$18.22

Average Top Mechanic Wage Rate: \$28.05

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	19%	18%
Net Operating Cost / Capita	\$8.95	\$9.71
Total Exp. / Passenger	\$19.45	\$21.31
Total Exp. / Eligible Passenger	\$21.38	\$23.41
Transportation Exp. / Passenger		
Dedicated Service	\$18.34	\$19.38
Non-Dedicated Service	\$8.09	\$8.61
Transportation Exp. / Hour (Dedicated Service)	\$47.97	\$48.35
OPERATING		
Registrants / Capita	0.0250	0.0255
Passengers / Capita	0.5657	0.5583
Passengers / Registrant	22.04	21.86
Passengers / Hour (Dedicated Service)	2.59	2.63
Kms / Passenger (Dedicated Service)	6.93	6.47
Average Speed (Dedicated Service)	18.75	16.71

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	281,968	18,059
Wheelchair/Scooter Users	102,763	2,523
Attendants	23,766	535
Companions	2,838	
Other (specified)	2,810	11,613
TOTAL	414,145	32,730

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	31	27		1
Small Buses	74	65	2	7
Other	2	1		
TOTAL DED. VEHICLES	107	93	N/A	N/A
Accessible taxis:	9			

III. INDIVIDUAL TRANSIT SYSTEM DATA

Bancroft

Community Care North Hastings

Contact: Gord MacDonald
 Title: Executive Director
 Telephone: 613-332-4700 x22
 Fax: 613-332-0432
 Email: gmacdonald@comcarenh.org

Population served: 15,303
 Service area (km²): 3,388.0
 Communities served: 8
 Service began: 03/10/2010
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	11	11
Ambulatory:	225	225
Attendants:	5	5
Companions:		
Other:		
Total:	241	241

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	40,060	39,470
Tot. Veh. Km. - Dedicated Service	40,293	39,697
Rev. Veh. Hrs. - Dedicated Service	1,728	1,550
Tot. Veh. Hrs. - Dedicated Service	1,758	1,584
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,241	7,653
Non-Dedicated Service		
TOTAL PASSENGERS	5,241	7,653
Subscription / Pre-booked	90%	87%
Reservation	0%	0%
On-Demand / Day of trip	10%	13%
Cancelled in advance	132	73
No-shows / Cancelled at door	13	14
Unaccommodated trips	5	4
Number of complaints	7	6

OPERATING EXPENSES

Administration	\$27,722	\$20,586
Operations:		
Internal - Dedicated Service	\$120,130	\$77,471
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$27,004	\$29,546
Fuel	\$9,959	\$9,640
TOTAL OPERATING EXPENSES	\$184,815	\$137,243

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$25,410	\$17,930
Other Operating Revenue	\$22,817	\$8,965
Total Operating Revenue	\$48,227	\$26,895
Federal Contributions	\$9,375	\$9,095
Provincial Contributions	\$104,536	\$57,840
Municipal Contributions	\$18,204	\$18,828
Other / Donations	\$4,473	\$24,585
TOTAL	\$184,815	\$137,243

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	

* Opened to adults aged 55 years old and to individuals aged 18 and over who have physical challenges. * Changed route services in 2013; ridership increased with riders adjusting to the new schedules.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1630	Sunday:	0900 to 1300
Saturday:	1000 to 1400	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

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

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: \$15.00
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	26%	20%
Net Operating Cost / Capita	\$8.93	\$7.21
Total Exp. / Passenger	\$35.26	\$17.93
Total Exp. / Eligible Passenger	\$35.29	\$17.94
Transportation Exp. / Passenger		
Dedicated Service	\$29.97	\$15.24
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$89.36	\$73.65
OPERATING		
Registrants / Capita	0.0152	0.0158
Passengers / Capita	0.3425	0.5001
Passengers / Registrant	22.59	31.76
Passengers / Hour (Dedicated Service)	3.03	4.94
Kms / Passenger (Dedicated Service)	7.64	5.16
Average Speed (Dedicated Service)	23.18	25.46

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,499	
Wheelchair/Scooter Users	149	
Attendants	5	
Companions		
Other (specified)		
TOTAL	7,653	

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 Organizaton		
Vehicle maintenance responsibility:		Non-Profit Organizaton		
Accessible taxis:				

Barrie

Barrie Accessible Community Transportation Service

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

Population served: 150,603
 Service area (km²): 100.0
 Communities served: 2
 Service began: 01/02/1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 2,211
 Ambulatory: 2,382
 Attendants:
 Companions:
 Other:
Total: 4,593

Active
 2,211
 2,382
 4,593

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 2

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	342,271	317,941
Tot. Veh. Km. - Dedicated Service	342,271	317,941
Rev. Veh. Hrs. - Dedicated Service	22,490	22,971
Tot. Veh. Hrs. - Dedicated Service	22,490	22,971
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	43,316	46,310
Non-Dedicated Service	1,746	1,586
TOTAL PASSENGERS	45,062	47,896
Subscription / Pre-booked	23%	18%
Reservation	74%	79%
On-Demand / Day of trip	3%	3%
Cancelled in advance	9,029	11,009
No-shows / Cancelled at door	1,108	1,150
Unaccommodated trips	1,364	1,403
Number of complaints	18	20

OPERATING EXPENSES

Administration	\$16,979	\$81,240
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,296,288	\$1,307,127
Contract - Non-Dedicated Service	\$25,559	\$21,684
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,511	\$9,467
Fuel		\$47,386
TOTAL OPERATING EXPENSES	\$1,345,337	\$1,466,904

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$79,514	\$41,011
Other Operating Revenue		
Total Operating Revenue	\$79,514	\$41,011
Federal Contributions		
Provincial Contributions	\$250,000	\$275,000
Municipal Contributions	\$1,015,823	\$1,150,893
Other / Donations		
TOTAL	\$1,345,337	\$1,466,904

CAPITAL EXPENSES

Vehicles Purchased		\$90,220
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$90,220

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$56,364
Municipal Contributions		\$33,856
Other / Donations		
TOTAL CAPITAL FUNDING		\$90,220

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 1800
Saturday:	0900 to 2300	Holiday:	to

Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling: Fully Computerized

FARE STRUCTURE

Effective Date:	05/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.60	\$82.40	☐
Child	\$3.00	\$2.30	\$54.00	☐
Student	\$3.00	\$2.60	\$63.85	☐
Senior	\$2.60	\$2.30	\$54.00	☐
Attendant				☐
Companion	\$3.00	\$2.60	\$82.40	☐
Other	4-month pass: Adult \$329.60, Senior \$216.			

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: \$21.30

Top Mechanic Wage Rate: \$29.35

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	6%	3%
Net Operating Cost / Capita	\$8.85	\$9.47
Total Exp. / Passenger	\$29.86	\$30.63
Total Exp. / Eligible Passenger	\$34.10	\$34.74
Transportation Exp. / Passenger		
Dedicated Service	\$30.08	\$29.45
Non-Dedicated Service	\$14.64	\$13.67
Transportation Exp. / Hour (Dedicated Service)	\$57.93	\$59.38
OPERATING		
Registrants / Capita	0.0256	0.0305
Passengers / Capita	0.3151	0.3180
Passengers / Registrant	12.29	10.43
Passengers / Hour (Dedicated Service)	1.93	2.02
Kms / Passenger (Dedicated Service)	7.90	6.87
Average Speed (Dedicated Service)	15.22	13.84

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	29,111	1,095
Wheelchair/Scooter Users	11,698	325
Attendants	5,501	166
Companions		
Other (specified)		
TOTAL	46,310	1,586

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	2	2	N/A	
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: 1

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	Active	Total
Wheelchair/Scooter Users:	216	216
Ambulatory:	278	278
Attendants:		
Companions:		
Other:		
Total:	494	494

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	56,275	52,055
Tot. Veh. Km. - Dedicated Service	56,275	52,055
Rev. Veh. Hrs. - Dedicated Service	4,974	4,935
Tot. Veh. Hrs. - Dedicated Service	4,974	4,935
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	10,727	12,043
Non-Dedicated Service		1,753
TOTAL PASSENGERS	10,727	13,796
Subscription / Pre-booked	100%	100%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES	\$220,953	\$291,481
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OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$15,680	\$20,101
Other Operating Revenue		

Total Operating Revenue	\$15,680	\$20,101
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Federal Contributions

Provincial Contributions		\$32,945
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Municipal Contributions	\$205,273	\$238,435
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Other / Donations

TOTAL	\$220,953	\$291,481
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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

* started providing non-dedicated service to its clients in January 2013.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2200	Sunday:	0900 to 1800
Saturday:	0700 to 1900	Holiday:	0000 to 0000

Advanced booking notice: day(s)

Minimum notice for reservation: 0.0 hour(s)

Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date:	03/09/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.05	\$1.83	\$57.00	☐
Child				☐
Student	\$2.05	\$1.83	\$57.00	☐
Senior	\$2.05	\$1.83	\$50.00	☐
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	2012	2013
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$4.15	\$5.49
Total Exp. / Passenger	\$20.60	\$21.13
Total Exp. / Eligible Passenger	\$20.98	\$21.66
Transportation Exp. / Passenger		
Dedicated Service	\$20.60	\$21.47
Non-Dedicated Service		\$18.79
Transportation Exp. / Hour (Dedicated Service)	\$44.42	\$52.39
OPERATING		
Registrants / Capita	0.0128	0.0100
Passengers / Capita	0.2169	0.2790
Passengers / Registrant	17.00	27.93
Passengers / Hour (Dedicated Service)	2.16	2.44
Kms / Passenger (Dedicated Service)	5.25	4.32
Average Speed (Dedicated Service)	11.31	10.55

PASSENGER DATA

Ambulatory

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL

Ded. Service

Non-Ded. Service

11,703

340

12,043

1,753

1,753

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

1

2

3

2

N/A

N/A

Vehicle ownership:

Vehicle maintenance responsibility:

Accessible taxis: 1

Contracted Operator / Municipal Transit System

Contracted Operator / Municipal Transit System

Blind River

Liberty Express Liberte

Contact: Gerard Rainville
 Title: Clerk-Treasurer
 Telephone: 705-356-2251 x207
 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:	17	17
Ambulatory:	84	84
Attendants:	24	24
Companions:		
Other:		
Total:	125	125

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	19,220	19,706
Tot. Veh. Km. - Dedicated Service	19,220	19,706
Rev. Veh. Hrs. - Dedicated Service	1,898	1,892
Tot. Veh. Hrs. - Dedicated Service	1,898	1,892
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	1,025	1,545
Non-Dedicated Service		
TOTAL PASSENGERS	1,025	1,545
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

	2012	2013
Administration	\$10,953	\$11,000
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$17,982	\$21,321
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$728	\$3,009
Fuel	\$6,559	\$6,336
TOTAL OPERATING EXPENSES	\$36,222	\$41,666

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$6,982	\$10,412
Other Operating Revenue		
Total Operating Revenue	\$6,982	\$10,412
Federal Contributions		
Provincial Contributions	\$19,720	\$19,538
Municipal Contributions	\$9,520	\$11,716
Other / Donations		
TOTAL	\$36,222	\$41,666

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 ridership increased in 2013 due to more users who used the service more frequently. In addition, the Long Term Care Unit at our hospital has used the bus more this year compared to last year.

SERVICE HOURS / SCHEDULING

	Weekday:	0830 to 1600	Sunday:	to
Saturday:	to		Holiday:	to
Advanced booking notice:	1 day(s)			
Minimum notice for reservation:	0.0 hour(s)			
Reservations / Scheduling:	Manual			

FARE STRUCTURE

Effective Date:	01/12/2011	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: \$18.83
 Top Mechanic Wage Rate: \$24.62

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	19%	25%
Net Operating Cost / Capita	\$8.24	\$8.81
Total Exp. / Passenger	\$35.34	\$26.97
Total Exp. / Eligible Passenger	\$37.69	\$31.23
Transportation Exp. / Passenger		
Dedicated Service	\$24.65	\$19.85
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$13.31	\$16.21
OPERATING		
Registrants / Capita	0.0366	0.0352
Passengers / Capita	0.2888	0.4353
Passengers / Registrant	7.88	12.36
Passengers / Hour (Dedicated Service)	0.54	0.82
Kms / Passenger (Dedicated Service)	18.75	12.75
Average Speed (Dedicated Service)	10.13	10.42

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,017	
Wheelchair/Scooter Users	317	
Attendants	211	
Companions		
Other (specified)		
TOTAL	1,545	

VEHICLE DATA

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

Brantford

Brantford Lift

Contact: Elisabeth van der Made
 Title: Manager of Transit
 Telephone: 519-752-4444 x4504
 Fax: 519-754-0724
 Email: EvanderMade@brantford.ca

Population served: 94,586
 Service area (km²): 75.1
 Communities served: 1
 Service began: 04/11/2013
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

Total

Total: 1,226 1,226

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	405,736	406,611
Tot. Veh. Km. - Dedicated Service	405,736	406,611
Rev. Veh. Hrs. - Dedicated Service	23,868	25,414
Tot. Veh. Hrs. - Dedicated Service	23,868	25,414
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	72,180	73,583
Non-Dedicated Service		
TOTAL PASSENGERS	72,180	73,583
Subscription / Pre-booked	45%	20%
Reservation	53%	70%
On-Demand / Day of trip	2%	10%
Cancelled in advance	14,922	2,627
No-shows / Cancelled at door	806	983
Unaccommodated trips	14	25
Number of complaints	20	

OPERATING EXPENSES

Administration	\$667,160	\$12,490
Operations:		
Internal - Dedicated Service	\$792,186	\$168,171
Contract - Dedicated Service		\$1,179,711
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$142,554	\$192,145
Fuel	\$147,127	\$143,574
TOTAL OPERATING EXPENSES	\$1,749,027	\$1,696,091

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$222,528	\$212,398
Other Operating Revenue		
Total Operating Revenue	\$222,528	\$212,398
Federal Contributions		
Provincial Contributions		\$71,922
Municipal Contributions	\$1,465,789	\$1,533,932
Other / Donations	\$16,365	
TOTAL	\$1,704,682	\$1,818,252

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		\$145,530
TOTAL CAPITAL EXPENSES		\$145,530

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$145,530
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$145,530

The City of Brantford under the brandname "Brantford Lift" took over operating specialized transit service on November 4, 2013 from the previous non-profit contractor Operation Lift. * 2013 data are consolidated data representing for both service providers. *The 2013 Passenger Revenues for Operation Lift was not available and was estimated by using the average fare.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0030	Sunday:	0800 to 2000
Saturday:	0600 to 0030	Holiday:	0800 to 2000
Advanced booking notice:	60 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	04/11/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.30	\$70.00	☐
Child	\$1.75	\$1.65		☐
Student	\$2.75	\$2.30	\$53.00	☐
Senior	\$2.75	\$2.30	\$53.00	☐
Attendant				☒
Companion	\$2.75	\$2.30	\$70.00	☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	10	7
Other Operations	2	2
Vehicle Mechanics		
General and Administration		
Other	2	
TOTAL NUMBER OF EMPLOYEES	14	9

Union Affiliations: Operators: ATU Local 685
 Mechanics: ATU Local 685
 Other (specify):

Top Operator Wage Rate: \$21.19
 Top Mechanic Wage Rate: \$32.32

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$16.24	\$15.69
Total Exp. / Passenger	\$24.23	\$23.05
Total Exp. / Eligible Passenger	\$25.52	\$23.24
Transportation Exp. / Passenger		
Dedicated Service	\$14.99	\$22.88
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$45.33	\$66.25
OPERATING		
Registrants / Capita	0.0213	0.0130
Passengers / Capita	0.7679	0.7780
Passengers / Registrant	36.09	60.02
Passengers / Hour (Dedicated Service)	3.02	2.90
Kms / Passenger (Dedicated Service)	5.62	5.53
Average Speed (Dedicated Service)	17.00	16.00

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	67,394	
Wheelchair/Scooter Users	5,596	
Attendants	198	
Companions	395	
Other (specified)		
TOTAL	73,583	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	14	12	N/A	
Small Buses			4	
Other				
TOTAL DED. VEHICLES	14	12	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Municipality		
Accessible taxis:				

Brockville

Brockville Para Transit

Contact: Paul McMunn
 Title: Supervisor of Transportation Services
 Telephone: 613-342-8772 x8229
 Fax: 613-345-5035
 Email: pmcmunn@brockville.com

Population served: 21,870
 Service area (km²): 20.3
 Communities served: 1
 Service began: 08/02/1988
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	357	357
Ambulatory:	301	301
Attendants:	324	324
Companions:		
Other:		
Total:	982	982

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	56,317	52,529
Tot. Veh. Km. - Dedicated Service	56,343	52,832
Rev. Veh. Hrs. - Dedicated Service	4,900	5,100
Tot. Veh. Hrs. - Dedicated Service	4,938	5,139
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	12,603	11,498
Non-Dedicated Service		
TOTAL PASSENGERS	12,603	11,498
Subscription / Pre-booked	63%	61%
Reservation	36%	37%
On-Demand / Day of trip	1%	2%
Cancelled in advance	1,393	1,522
No-shows / Cancelled at door	143	113
Unaccommodated trips	33	30
Number of complaints	5	13

OPERATING EXPENSES

Administration	\$13,633	\$14,037
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$298,740	\$300,831
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,697	\$21,097
Fuel	\$25,840	\$30,285
TOTAL OPERATING EXPENSES	\$352,910	\$366,250

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,177	\$17,573
Other Operating Revenue	\$23,433	\$25,038
Total Operating Revenue	\$41,610	\$42,611
Federal Contributions		
Provincial Contributions	\$43,564	\$43,564
Municipal Contributions	\$267,736	\$280,075
Other / Donations		
TOTAL	\$352,910	\$366,250

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

FARE STRUCTURE

Effective Date:	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, child under 5 free			

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: \$29.67

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$17.20	\$14.80
Total Exp. / Passenger	\$28.00	\$31.85
Total Exp. / Eligible Passenger	\$31.16	\$35.96
Transportation Exp. / Passenger		
Dedicated Service	\$26.92	\$30.63
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$68.71	\$68.54
OPERATING		
Registrants / Capita	0.0545	0.0449
Passengers / Capita	0.6961	0.5257
Passengers / Registrant	12.78	11.71
Passengers / Hour (Dedicated Service)	2.57	2.25
Kms / Passenger (Dedicated Service)	4.47	4.57
Average Speed (Dedicated Service)	11.49	10.30

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,541	
Wheelchair/Scooter Users	4,643	
Attendants	1,314	
Companions		
Other (specified)		
TOTAL	11,498	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	2	2	4	10
Other	1			
TOTAL DED. VEHICLES	3	2	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Burlington

Handi-Van

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

Population served: 172,774
 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: 979
 Ambulatory: 1,699
 Attendants:
 Companions:
 Other:
Total: 2,678

Active
 979
 1,699
 2,678

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	301,921	317,860
Tot. Veh. Km. - Dedicated Service	314,421	319,160
Rev. Veh. Hrs. - Dedicated Service	16,841	16,912
Tot. Veh. Hrs. - Dedicated Service	17,361	17,447
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	46,376	44,341
Non-Dedicated Service	12,431	7,071
TOTAL PASSENGERS	58,807	51,412
Subscription / Pre-booked	50%	50%
Reservation	49%	49%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,437	3,829
No-shows / Cancelled at door	285	450
Unaccommodated trips	85	88
Number of complaints		

OPERATING EXPENSES

Administration	\$33,020	\$31,704
Operations:		
Internal - Dedicated Service	\$801,018	\$858,980
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$80,645	\$58,862
Contract - Taxi Scrip	\$67,397	\$23,634
Maintenance (Vehicles & Facilities)	\$213,212	\$134,090
Fuel	\$96,007	\$111,655
TOTAL OPERATING EXPENSES	\$1,291,299	\$1,218,925

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$161,225	\$80,420
Other Operating Revenue		
Total Operating Revenue	\$161,225	\$80,420
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,130,074	\$1,138,505
Other / Donations		
TOTAL	\$1,291,299	\$1,218,925

CAPITAL EXPENSES

Vehicles Purchased	\$210,416	\$275,842
Debt Servicing		
Other Capital Expenses	\$170,480	
TOTAL CAPITAL EXPENSES	\$380,896	\$275,842

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$380,896	
Provincial Contributions		
Municipal Contributions		\$275,842
Other / Donations		
TOTAL CAPITAL FUNDING	\$380,896	\$275,842

* 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. * The 2013 ridership decrease was mainly caused by the discontinuation of the Taxi Scrip Program.

SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0100	Sunday:	0700 to 2100
Saturday:	0700 to 0100	Holiday:	0700 to 2100

Advanced booking notice: 30 day(s)
 Minimum notice for reservation: 48.0 hour(s)
 Reservations / Scheduling: Fully Computerized

FARE STRUCTURE

Effective Date: 01/05/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25	\$2.70	\$95.00	☐
Child	\$1.90	\$1.55		☐
Student	\$3.25	\$1.85	\$69.00	☐
Senior	\$3.25	\$1.85	\$58.50	☐
Attendant				☒
Companion	\$3.25			☐
Other	GO Transit Co-fare \$7.00			

EMPLOYEE DATA

	Full-time	Part-time
Operators	8	3
Other Operations	2	
Vehicle Mechanics		1
General and Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

11
4
 Union Affiliations: Operators: CUPE Local 2723
 Mechanics: CUPE Local 2723
 Other (specify):

Top Operator Wage Rate: \$25.29

Top Mechanic Wage Rate: \$31.41

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	12%	7%
Net Operating Cost / Capita	\$6.43	\$6.59
Total Exp. / Passenger	\$21.96	\$23.71
Total Exp. / Eligible Passenger	\$22.58	\$24.65
Transportation Exp. / Passenger		
Dedicated Service	\$23.94	\$24.91
Non-Dedicated Service	\$11.91	\$11.67
Transportation Exp. / Hour (Dedicated Service)	\$63.95	\$63.32
OPERATING		
Registrants / Capita	0.0186	0.0155
Passengers / Capita	0.3346	0.2976
Passengers / Registrant	17.99	19.20
Passengers / Hour (Dedicated Service)	2.75	2.62
Kms / Passenger (Dedicated Service)	6.51	7.17
Average Speed (Dedicated Service)	17.93	18.79

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	27,320	6,748
Wheelchair/Scooter Users	15,065	323
Attendants	1,956	
Companions		
Other (specified)		
TOTAL	44,341	7,071

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 x204
 Fax: 905-951-7911
 Email: fdavy@CCS4U.org

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

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory: 295
 Attendants:
 Companions:
 Other:
Total: 295

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		2012	2013
Rev. Veh. Km. - Dedicated Service		321,800	355,951
Tot. Veh. Km. - Dedicated Service		322,088	355,951
Rev. Veh. Hrs. - Dedicated Service		11,792	12,691
Tot. Veh. Hrs. - Dedicated Service		11,864	12,691
Non-Dedicated Service - Veh. Km.			
Non-Dedicated Service - Veh. Hrs.			
PASSENGER DATA			
Dedicated Service		22,748	20,888
Non-Dedicated Service			
TOTAL PASSENGERS		22,748	20,888
Subscription / Pre-booked		37%	35%
Reservation		62%	64%
On-Demand / Day of trip		1%	1%
Cancelled in advance		2,217	2,477
No-shows / Cancelled at door		328	384
Unaccommodated trips		507	663
Number of complaints			
OPERATING EXPENSES			
Administration		\$46,182	\$61,885
Operations:			
Internal - Dedicated Service		\$403,342	\$412,145
Contract - Dedicated Service			
Contract - Non-Dedicated Service			
Contract - Taxi Scrip		\$123	\$28
Maintenance (Vehicles & Facilities)		\$7,978	\$14,831
Fuel		\$48,052	\$54,655
TOTAL OPERATING EXPENSES		\$505,677	\$543,543
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			
Passenger Revenue		\$112,495	\$103,968
Other Operating Revenue			
Total Operating Revenue		\$112,495	\$103,968
Federal Contributions			
Provincial Contributions		\$333,795	\$446,388
Municipal Contributions		\$27,736	\$26,879
Other / Donations		\$31,651	
TOTAL		\$505,677	\$577,235
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 7 buses with ramps; five Ford 450 and two Ford 350; 6 buses out daily on weekdays, 1 bus out daily on weekends and holidays. * Clients are travelling further distances, higher awareness and need of services to clients that reside in the northern part of Caledon. Ridership has declined but need of those registered has increased.

SERVICE HOURS / SCHEDULING			
Weekday:	0600 to 1800	Sunday:	0600 to 1400
Saturday:	0600 to 1800	Holiday:	0600 to 1800
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		
FARE STRUCTURE			
Effective Date:	01/05/2009	Tickets/Cards	
	Cash	(unit price)	Monthly Pass
Adult	\$4.00		Free
Child			☐
Student			☐
Senior	\$4.00		☐
Attendant			☒
Companion			☐
Other	fare varies by distance		
EMPLOYEE DATA		Full-time	Part-time
Operators			7
Other Operations			3
Vehicle Mechanics			
General and Administration			3
Other			
TOTAL NUMBER OF EMPLOYEES			13
Union Affiliations:	Operators:		
	Mechanics:		
	Other (specify):		
Top Operator Wage Rate:			
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS			
FINANCIAL		2012	2013
R/C Ratio		22%	19%
Net Operating Cost / Capita		\$6.61	\$7.39
Total Exp. / Passenger		\$22.23	\$26.02
Total Exp. / Eligible Passenger		\$23.80	\$28.25
Transportation Exp. / Passenger			
Dedicated Service		\$20.19	\$23.06
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$38.72	\$37.95
OPERATING			
Registrants / Capita		0.0058	0.0050
Passengers / Capita		0.3826	0.3513
Passengers / Registrant		65.56	70.81
Passengers / Hour (Dedicated Service)		1.93	1.65
Kms / Passenger (Dedicated Service)		14.15	17.04
Average Speed (Dedicated Service)		27.29	28.05

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	19,242	
Wheelchair/Scooter Users		
Attendants	1,646	
Companions		
Other (specified)		
TOTAL	20,888	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	7	6	3	10
Other				
TOTAL DED. VEHICLES	7	6	N/A	N/A
Vehicle ownership:	Non-Profit Organizaton			
Vehicle maintenance responsibility:	Non-Profit Organizaton			
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: 01/01/1973
 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		2012	2013	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service				Weekday:	0845 to 1445	Sunday:	to
Tot. Veh. Km. - Dedicated Service				Saturday:	to	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service	1,313		1,313	Advanced booking notice: 1 day(s)			
Tot. Veh. Hrs. - Dedicated Service	1,313		1,313	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	2,311		2,379	Effective Date: 01/01/2004		Tickets/Cards (unit price)	Monthly Pass
Non-Dedicated Service				Cash			Free
TOTAL PASSENGERS	2,311		2,379	Adult	\$3.50		
Subscription / Pre-booked	0%		0%	Child	\$1.00		
Reservation	0%		0%	Student	\$3.50		
On-Demand / Day of trip	0%		0%	Senior	\$2.50		
Cancelled in advance				Attendant	\$3.50		
No-shows / Cancelled at door				Companion	\$3.50		
Unaccommodated trips				Other			
Number of complaints				EMPLOYEE DATA		Full-time	Part-time
OPERATING EXPENSES				Operators			
Administration				Other Operations			
Operations:				Vehicle Mechanics			
Internal - Dedicated Service				General and Administration			
Contract - Dedicated Service	\$40,736		\$40,280	Other			
Contract - Non-Dedicated Service				TOTAL NUMBER OF EMPLOYEES			
Contract - Taxi Scrip				Union Affiliations: Operators:			
Maintenance (Vehicles & Facilities)	\$29,539		\$26,726	Mechanics: CUPE Local 887			
Fuel				Other (specify):			
TOTAL OPERATING EXPENSES	\$70,275		\$67,006	Top Operator Wage Rate:			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				Top Mechanic Wage Rate: \$30.27			
Passenger Revenue	\$5,760		\$5,554	PERFORMANCE INDICATORS			
Other Operating Revenue				FINANCIAL		2012	2013
Total Operating Revenue	\$5,760		\$5,554	R/C Ratio		8%	8%
Federal Contributions				Net Operating Cost / Capita		\$31.14	\$29.66
Provincial Contributions	\$19,869		\$18,614	Total Exp. / Passenger		\$30.41	\$28.17
Municipal Contributions	\$44,646		\$42,838	Total Exp. / Eligible Passenger		\$30.41	\$28.17
Other / Donations				Transportation Exp. / Passenger			
TOTAL	\$70,275		\$67,006	Dedicated Service		\$30.41	\$28.17
CAPITAL EXPENSES				Non-Dedicated Service			
Vehicles Purchased			\$70,616	Transportation Exp. / Hour (Dedicated Service)		\$53.52	\$51.03
Debt Servicing				OPERATING			
Other Capital Expenses				Registrants / Capita			
TOTAL CAPITAL EXPENSES			\$70,616	Passengers / Capita		1.1154	1.1482
CAPITAL FUNDING SOURCES				Passengers / Registrant			
Transit System				Passengers / Hour (Dedicated Service)		1.76	1.81
Federal Contributions				Kms / Passenger (Dedicated Service)			
Provincial Contributions			\$70,616	Average Speed (Dedicated Service)			
Municipal Contributions							
Other / Donations							
TOTAL CAPITAL FUNDING			\$70,616				

* Other Eligibility Criteria: Seniors and persons with disabilities.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,379	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	2,379	

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

Chatham

CK Transit Chatham Accessible Service

Contact: Jan Metcalfe
 Title: Engineering Technologist
 Telephone: 519-360-1998 x3301
 Fax: 519-436-3240
 Email: 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:	538	538
Ambulatory:	488	488
Attendants:	490	490
Companions:		
Other:		
Total:	1,516	1,516

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	135,435	
Tot. Veh. Km. - Dedicated Service	135,435	
Rev. Veh. Hrs. - Dedicated Service	3,704	3,711
Tot. Veh. Hrs. - Dedicated Service	3,704	3,711
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	26,260	26,997
Non-Dedicated Service		
TOTAL PASSENGERS	26,260	26,997
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	8	185
No-shows / Cancelled at door	35	60
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$10,855	\$11,009
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$492,934	\$432,786
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$22,040	\$21,582
TOTAL OPERATING EXPENSES	\$525,829	\$465,377

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$60,388	\$53,461
Other Operating Revenue		
Total Operating Revenue	\$60,388	\$53,461
Federal Contributions		
Provincial Contributions		\$144,975
Municipal Contributions	\$465,441	\$266,941
Other / Donations		
TOTAL	\$525,829	\$465,377

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 2013, the service provider was released from contract at their request. Statistical information for annual vehicle kilometres have been provided by the interm service provider for December 2013 only.

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

EMPLOYEE DATA

	Full-time	Part-time
Operators		
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	2012	2013
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$10.34	\$9.15
Total Exp. / Passenger	\$20.02	\$17.24
Total Exp. / Eligible Passenger	\$24.18	\$20.26
Transportation Exp. / Passenger		
Dedicated Service	\$19.61	\$16.83
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$139.03	\$122.44
OPERATING		
Registrants / Capita	0.0378	0.0337
Passengers / Capita	0.5836	0.5999
Passengers / Registrant	15.42	17.81
Passengers / Hour (Dedicated Service)	7.09	7.27
Kms / Passenger (Dedicated Service)	5.16	
Average Speed (Dedicated Service)	36.56	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,965	
Wheelchair/Scooter Users		
Attendants	4,032	
Companions		
Other (specified)		
TOTAL	26,997	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
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: David O'Neil
 Title: Senior Financial Analyst
 Telephone: 905-372-8944 x4210
 Fax: 905-372-7421
 Email: doneil@cobourg.ca

Population served: 18,519
 Service area (km²): 13.0
 Communities served: 1
 Service began: 01/01/1984
 Advisory Committee members: 8
 Eligibility Committee members: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	225	225
Ambulatory:	196	196
Attendants:	74	74
Companions:		
Other:	4	4
Total:	499	499

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	30,328	29,393
Tot. Veh. Km. - Dedicated Service	30,328	29,393
Rev. Veh. Hrs. - Dedicated Service	1,913	1,914
Tot. Veh. Hrs. - Dedicated Service	1,913	1,914
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,830	4,972
Non-Dedicated Service	4,099	4,829
TOTAL PASSENGERS	8,929	9,801
Subscription / Pre-booked	0%	15%
Reservation	0%	5%
On-Demand / Day of trip	0%	80%
Cancelled in advance	585	1,053
No-shows / Cancelled at door	376	426
Unaccommodated trips	274	337
Number of complaints	121	115

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$91,615	\$92,564
Contract - Non-Dedicated Service	\$48,431	\$57,844
Contract - Taxi Scrip		\$31
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$140,045	\$150,439

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,858	\$14,288
Other Operating Revenue		
Total Operating Revenue	\$17,858	\$14,288
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$122,187	\$136,151
Other / Donations		
TOTAL	\$140,045	\$150,439

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		

* receive more applications and requests for the service in 2013.

SERVICE HOURS / SCHEDULING

Weekday:	0615 to 1945	Sunday:	0845 to 1600
Saturday:	0815 to 1845	Holiday:	1115 to 1715

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	13%	9%
Net Operating Cost / Capita	\$6.79	\$7.35
Total Exp. / Passenger	\$15.68	\$15.35
Total Exp. / Eligible Passenger	\$15.68	\$15.35
Transportation Exp. / Passenger		
Dedicated Service	\$18.97	\$18.62
Non-Dedicated Service	\$11.82	\$11.98
Transportation Exp. / Hour (Dedicated Service)	\$47.88	\$48.36
OPERATING		
Registrants / Capita	0.0347	0.0270
Passengers / Capita	0.4961	0.5292
Passengers / Registrant	14.31	19.64
Passengers / Hour (Dedicated Service)	2.52	2.60
Kms / Passenger (Dedicated Service)	6.28	5.91
Average Speed (Dedicated Service)	15.85	15.36

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,972	4,829
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	4,972	4,829

VEHICLE DATA

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

Vehicle ownership: Mun. Transit System; Van - Private Contractor
 Vehicle maintenance responsibility: Contracted Operator
 Accessible taxis: 1

Cochrane

Accessible Transit

Contact: Jeannine Morrison
 Title: Reception Clerk
 Telephone: 705-272-4361 x221
 Fax: 705-272-6068
 Email: jeannine.morrison@cochrane.ontario.com

Population served: 5,340
 Service area (km²): 539.0
 Communities served: 1
 Service began: 01/01/1993
 Advisory Committee members: 10
 Eligibility Committee members: 10

REGISTRANTS
 Wheelchair/Scooter Users: 39
 Ambulatory: 78
 Attendants:
 Companions:
 Other:
Total: 117

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

Eligibility Criteria: ☐ Unable to Board

☐ Private Contractor(s), number:

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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.

2012

2013

SERVICE HOURS / SCHEDULING

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service 3,415 3,721
TOTAL PASSENGERS 3,415 3,721
 Subscription / Pre-booked 0% 0%
 Reservation 0% 0%
 On-Demand / Day of trip 100% 100%

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

OPERATING EXPENSES

Administration \$7,359 \$9,600
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service \$31,832 \$28,744
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities)
 Fuel
TOTAL OPERATING EXPENSES \$39,191 \$38,344

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$19,401 \$21,017
 Other Operating Revenue
Total Operating Revenue \$19,401 \$21,017
 Federal Contributions
 Provincial Contributions \$14,843 \$12,995
 Municipal Contributions \$4,947 \$4,332
 Other / Donations
TOTAL \$39,191 \$38,344

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

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

FARE STRUCTURE

Effective Date: 01/01/2013
Cash
Tickets/Cards (unit price)
Monthly Pass
Free
 Adult \$5.50 \$5.50
 Child \$5.50 \$5.50
 Student \$5.50 \$5.50
 Senior \$5.50 \$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 50% 55%
 Net Operating Cost / Capita \$4.19 \$3.24
 Total Exp. / Passenger \$11.48 \$10.30
 Total Exp. / Eligible Passenger \$11.48 \$10.30
 Transportation Exp. / Passenger
 Dedicated Service
 Non-Dedicated Service \$9.32 \$7.72
 Transportation Exp. / Hour (Dedicated Service)
OPERATING
 Registrants / Capita 0.0241 0.0219
 Passengers / Capita 0.7232 0.6968
 Passengers / Registrant 29.96 31.80
 Passengers / Hour (Dedicated Service)
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

* A taxi service is offered on a 24 hours a day / 7 days a week basis to those who are disabled.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		3,721
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL		3,721

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

Collingwood

Canadian Red Cross Contract Town of Collingwood

Contact: Dianne Tripp-Akeson
 Title: Transportation Supervisor
 Telephone: 705-721-3313 x5275
 Fax: 705-739-9939
 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: 80
 Ambulatory: 242
 Attendants:
 Companions:
 Other:
Total: 322 322

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	42,923	40,979
Tot. Veh. Km. - Dedicated Service	44,768	44,064
Rev. Veh. Hrs. - Dedicated Service	4,192	4,420
Tot. Veh. Hrs. - Dedicated Service	4,276	4,420
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	9,052	10,497
Non-Dedicated Service		
TOTAL PASSENGERS	9,052	10,497
Subscription / Pre-booked	97%	95%
Reservation	0%	0%
On-Demand / Day of trip	3%	5%
Cancelled in advance	2,150	2,414
No-shows / Cancelled at door	50	68
Unaccommodated trips	65	21
Number of complaints	10	14

OPERATING EXPENSES

	2012	2013
Administration	\$30,994	\$16,265
Operations:		
Internal - Dedicated Service	\$84,106	\$103,143
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,103	\$13,398
Fuel	\$12,304	\$15,697
TOTAL OPERATING EXPENSES	\$138,507	\$148,503

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$31,682	\$36,740
Other Operating Revenue		
Total Operating Revenue	\$31,682	\$36,740
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$50,000	\$113,967
Other / Donations		
TOTAL	\$81,682	\$150,707

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.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date: 01/04/2012	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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

	2012	2013
FINANCIAL		
R/C Ratio	23%	25%
Net Operating Cost / Capita	\$5.09	\$5.32
Total Exp. / Passenger	\$15.30	\$14.15
Total Exp. / Eligible Passenger	\$15.30	\$14.15
Transportation Exp. / Passenger		
Dedicated Service	\$11.88	\$12.60
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$25.14	\$29.92
OPERATING		
Registrants / Capita	0.0213	0.0153
Passengers / Capita	0.4311	0.4999
Passengers / Registrant	20.21	32.60
Passengers / Hour (Dedicated Service)	2.16	2.37
Kms / Passenger (Dedicated Service)	4.74	3.90
Average Speed (Dedicated Service)	10.24	9.27

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,509	
Wheelchair/Scooter Users	3,988	
Attendants		
Companions		
Other (specified)		
TOTAL	10,497	

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 x2252
 Fax: 613-932-9906
 Email: ltapp@cornwall.ca

Population served: 45,965
 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:	554	554
Ambulatory:	927	927
Attendants:	69	69
Companions:		
Other:		
Total:	1,550	1,550

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	250,029	220,590
Tot. Veh. Km. - Dedicated Service	250,029	220,590
Rev. Veh. Hrs. - Dedicated Service	12,777	12,982
Tot. Veh. Hrs. - Dedicated Service	12,777	12,982
Non-Dedicated Service - Veh. Km.	13,931	10,611
Non-Dedicated Service - Veh. Hrs.	901	1,515

PASSENGER DATA

	2012	2013
Dedicated Service	36,234	35,433
Non-Dedicated Service	4,838	4,081
TOTAL PASSENGERS	41,072	39,514
Subscription / Pre-booked	42%	40%
Reservation	0%	0%
On-Demand / Day of trip	58%	60%
Cancelled in advance	9,098	8,022
No-shows / Cancelled at door	342	347
Unaccommodated trips	550	
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$191,406	\$249,385
Operations:		
Internal - Dedicated Service	\$610,918	\$606,892
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$34,714	\$31,019
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$158,076	\$193,232
Fuel	\$76,801	\$77,015
TOTAL OPERATING EXPENSES	\$1,071,915	\$1,157,543

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$78,511	\$99,626
Other Operating Revenue		\$8,793
Total Operating Revenue	\$78,511	\$108,419
Federal Contributions		
Provincial Contributions	\$185,900	\$200,400
Municipal Contributions	\$807,504	\$848,724
Other / Donations		
TOTAL	\$1,071,915	\$1,157,543

CAPITAL EXPENSES

	2012	2013
Vehicles Purchased	\$76,320	
Debt Servicing		
Other Capital Expenses		\$5,750
TOTAL CAPITAL EXPENSES	\$76,320	\$5,750

CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions	\$76,320	\$5,750
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$76,320	\$5,750

* Other Eligibility Criteria - Visual, Cognitive. * Ridership decline might be induced by a shift of riders into Long Term Care facilities.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date:	06/05/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.20		☐
Child	\$2.50			☐
Student	\$2.75	\$2.00		☐
Senior	\$2.75	\$2.00		☐
Attendant				☒
Companion	\$2.75	\$2.20		☐
Other	low income 25 for \$40.00			

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: \$22.13
 Top Mechanic Wage Rate: \$24.12

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	7%	9%
Net Operating Cost / Capita	\$21.44	\$22.82
Total Exp. / Passenger	\$26.10	\$29.29
Total Exp. / Eligible Passenger	\$29.83	\$32.90
Transportation Exp. / Passenger		
Dedicated Service	\$23.34	\$24.75
Non-Dedicated Service	\$7.18	\$7.60
Transportation Exp. / Hour (Dedicated Service)	\$66.20	\$67.57
OPERATING		
Registrants / Capita	0.0314	0.0337
Passengers / Capita	0.8863	0.8597
Passengers / Registrant	28.27	25.49
Passengers / Hour (Dedicated Service)	2.84	2.73
Kms / Passenger (Dedicated Service)	6.90	6.23
Average Speed (Dedicated Service)	19.57	16.99

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	20,242	3,694
Wheelchair/Scooter Users	11,253	
Attendants	3,938	387
Companions		
Other (specified)		
TOTAL	35,433	4,081

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	8	6	4	16
Other				
TOTAL DED. VEHICLES	8	6	N/A	N/A

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

Cramahe

Community Care Northumberland Rural Transportation

Contact: Jessica Hoskin
 Title: Project Coordinator
 Telephone: 905-355-2989
 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: 10
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 3
 Ambulatory: 149
 Attendants:
 Companions:
 Other:
Total: 152

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	89,631	83,089
Tot. Veh. Km. - Dedicated Service	127,651	116,876
Rev. Veh. Hrs. - Dedicated Service	1,865	1,821
Tot. Veh. Hrs. - Dedicated Service	2,717	2,569
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	3,051	3,307
Non-Dedicated Service		
TOTAL PASSENGERS	3,051	3,307
Subscription / Pre-booked	50%	60%
Reservation	15%	10%
On-Demand / Day of trip	35%	30%
Cancelled in advance	1,377	1,139
No-shows / Cancelled at door	82	23
Unaccommodated trips	238	50
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$9,917	\$15,816
Operations:		
Internal - Dedicated Service	\$71,598	\$75,915
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,110	\$17,177
Fuel	\$14,937	\$13,339
TOTAL OPERATING EXPENSES	\$104,562	\$122,247

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$14,419	\$15,352
Other Operating Revenue		
Total Operating Revenue	\$14,419	\$15,352
Federal Contributions		
Provincial Contributions	\$42,542	\$75,520
Municipal Contributions	\$12,025	\$12,500
Other / Donations	\$35,576	\$18,875
TOTAL	\$104,562	\$122,247

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	

Our rural transportation service offers service in Cramahe and Alnwick/Haldimand Townships. We also operate in the Municipality of Trent Hills, which was reported with Trent Hills.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators		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: \$14.58
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	14%	13%
Net Operating Cost / Capita	\$3.66	\$4.34
Total Exp. / Passenger	\$34.27	\$36.97
Total Exp. / Eligible Passenger	\$34.27	\$36.97
Transportation Exp. / Passenger		
Dedicated Service	\$31.02	\$32.18
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$34.83	\$41.43
OPERATING		
Registrants / Capita	0.0057	0.0062
Passengers / Capita	0.1239	0.1343
Passengers / Registrant	21.79	21.76
Passengers / Hour (Dedicated Service)	1.64	1.82
Kms / Passenger (Dedicated Service)	29.38	25.13
Average Speed (Dedicated Service)	48.06	45.63

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,283	
Wheelchair/Scooter Users	24	
Attendants		
Companions		
Other (specified)		
TOTAL	3,307	

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		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: 807-223-6141
 Email: mdeschene@dryden.ca

Population served: 6,267
 Service area (km²): 65.2
 Communities served: 1
 Service began: 01/06/1976
 Advisory Committee members: 4
 Eligibility Committee members: 4

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	17,239	15,214
Tot. Veh. Km. - Dedicated Service	17,333	15,308
Rev. Veh. Hrs. - Dedicated Service	1,604	1,485
Tot. Veh. Hrs. - Dedicated Service	2,795	2,664
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	5,475	5,094
Non-Dedicated Service		
TOTAL PASSENGERS	5,475	5,094
Subscription / Pre-booked	80%	80%
Reservation	15%	15%
On-Demand / Day of trip	5%	5%
Cancelled in advance	68	71
No-shows / Cancelled at door	9	28
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$10,353	\$10,560
Operations:		
Internal - Dedicated Service	\$51,032	\$50,320
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,943	\$14,496
Fuel	\$10,320	\$9,264
TOTAL OPERATING EXPENSES	\$81,648	\$84,640

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$2,688	\$1,112
Other Operating Revenue	\$217	\$125
Total Operating Revenue	\$2,905	\$1,237
Federal Contributions		
Provincial Contributions	\$18,155	\$17,000
Municipal Contributions	\$58,900	\$59,000
Other / Donations	\$1,688	\$1,784
TOTAL	\$81,648	\$79,021

CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2012	2013
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:	day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date:	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	2012	2013
R/C Ratio	4%	1%
Net Operating Cost / Capita	\$12.56	\$13.31
Total Exp. / Passenger	\$14.91	\$16.62
Total Exp. / Eligible Passenger	\$15.16	\$16.82
Transportation Exp. / Passenger		
Dedicated Service	\$13.02	\$14.54
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$25.51	\$27.81
OPERATING		
Registrants / Capita	0.0423	0.0423
Passengers / Capita	0.8736	0.8128
Passengers / Registrant	20.66	19.22
Passengers / Hour (Dedicated Service)	3.41	3.43
Kms / Passenger (Dedicated Service)	3.15	2.99
Average Speed (Dedicated Service)	10.75	10.25

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,514	
Wheelchair/Scooter Users	519	
Attendants	61	
Companions		
Other (specified)		
TOTAL	5,094	

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 Organizaton			
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: 651,600
 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
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: **3,877** **3,877**

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	1,073,388	1,115,012
Tot. Veh. Km. - Dedicated Service	1,073,388	1,115,012
Rev. Veh. Hrs. - Dedicated Service	40,063	40,063
Tot. Veh. Hrs. - Dedicated Service	44,055	44,055
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	110,669	112,532
Non-Dedicated Service	57,800	67,014
TOTAL PASSENGERS	168,469	179,546
Subscription / Pre-booked	62%	62%
Reservation	35%	35%
On-Demand / Day of trip	3%	3%
Cancelled in advance	26,996	30,704
No-shows / Cancelled at door	1,156	1,540
Unaccommodated trips	1,764	2,446
Number of complaints	11	4

OPERATING EXPENSES

Administration	\$887,121	\$838,147
Operations:		
Internal - Dedicated Service	\$2,766,685	\$3,063,549
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$962,179	\$1,059,390
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$840,444	\$828,710
Fuel	\$331,121	\$314,380
TOTAL OPERATING EXPENSES	\$5,787,550	\$6,104,176

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$351,101	\$274,504
Other Operating Revenue	\$9,918	\$7,985
Total Operating Revenue	\$361,019	\$282,490
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$5,426,531	\$5,821,686
Other / Donations		
TOTAL	\$5,787,550	\$6,104,176

CAPITAL EXPENSES

Vehicles Purchased	\$712,642	\$777,552
Debt Servicing		
Other Capital Expenses		\$57,049
TOTAL CAPITAL EXPENSES	\$712,642	\$834,601

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$534,562	\$834,601
Municipal Contributions	\$178,080	
Other / Donations		
TOTAL CAPITAL FUNDING	\$712,642	\$834,601

* Other Eligibility Criteria: unable to access conventional transit with or without the aid of a support person

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 Date:	01/12/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.10	\$2.78	\$103.00	☐
Child	\$2.00	\$1.90	\$61.25	☐
Student	\$3.10	\$2.58	\$86.50	☐
Senior	\$2.00	\$1.90	\$41.50	☐
Attendant				☒
Companion				☐
Other	ODSP \$41.50			

EMPLOYEE DATA

	Full-time	Part-time
Operators	19	11
Other Operations	2	6
Vehicle Mechanics		
General and Administration	4	1
Other		

TOTAL NUMBER OF EMPLOYEES

25 **18**

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

Top Operator Wage Rate: \$29.41
 Top Mechanic Wage Rate: \$35.95

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$8.41	\$8.93
Total Exp. / Passenger	\$34.35	\$34.00
Total Exp. / Eligible Passenger	\$34.35	\$34.00
Transportation Exp. / Passenger		
Dedicated Service	\$35.59	\$37.38
Non-Dedicated Service	\$16.65	\$15.81
Transportation Exp. / Hour (Dedicated Service)	\$89.39	\$95.49
OPERATING		
Registrants / Capita	0.0047	0.0060
Passengers / Capita	0.2612	0.2756
Passengers / Registrant	55.99	46.31
Passengers / Hour (Dedicated Service)	2.76	2.81
Kms / Passenger (Dedicated Service)	9.70	9.91
Average Speed (Dedicated Service)	26.79	27.83

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	75,800	45,139
Wheelchair/Scooter Users	36,732	21,875
Attendants		
Companions		
Other (specified)		
TOTAL	112,532	67,014

VEHICLE DATA

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

Population served: 6,500
 Service area (km²): 1,506.0
 Communities served: 1
 Service began: 01/12/1989
 Advisory Committee members: 4
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	54	54
Ambulatory:	70	70
Attendants:	16	16
Companions:		
Other:		
Total:	140	140

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	5,185	4,778
Tot. Veh. Km. - Dedicated Service	6,913	6,370
Rev. Veh. Hrs. - Dedicated Service	317	423
Tot. Veh. Hrs. - Dedicated Service	473	564
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	1,550	1,444
Non-Dedicated Service		
TOTAL PASSENGERS	1,550	1,444
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
 Number of complaints

OPERATING EXPENSES

	2012	2013
Administration	\$6,809	\$6,831
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$8,668	\$9,917
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$634	\$2,793
Fuel	\$2,240	\$2,612
TOTAL OPERATING EXPENSES	\$18,351	\$22,153

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$7,200	\$7,429
Other Operating Revenue		
Total Operating Revenue	\$7,200	\$7,429
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$11,151	\$14,724
Other / Donations		
TOTAL	\$18,351	\$22,153

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 Date: 15/04/2008	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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 2142 - Full Time Municipal Employee
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$18.00

Top Mechanic Wage Rate: \$23.15

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	39%	34%
Net Operating Cost / Capita	\$1.72	\$2.27
Total Exp. / Passenger	\$11.84	\$15.34
Total Exp. / Eligible Passenger	\$14.34	\$18.68
Transportation Exp. / Passenger		
Dedicated Service	\$7.45	\$10.61
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$24.40	\$27.17
OPERATING		
Registrants / Capita	0.0212	0.0215
Passengers / Capita	0.2385	0.2222
Passengers / Registrant	11.23	10.31
Passengers / Hour (Dedicated Service)	4.89	3.41
Kms / Passenger (Dedicated Service)	3.35	3.31
Average Speed (Dedicated Service)	16.36	11.30

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	694	
Wheelchair/Scooter Users	492	
Attendants	258	
Companions		
Other (specified)		
TOTAL	1,444	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
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: norman.mann@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	Active	Total
Wheelchair/Scooter Users:	103	103
Ambulatory:	127	127
Attendants:		
Companions:		
Other:		
Total:	230	230

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	20,494	36,984
Tot. Veh. Km. - Dedicated Service	20,494	36,984
Rev. Veh. Hrs. - Dedicated Service	1,950	3,785
Tot. Veh. Hrs. - Dedicated Service	1,950	3,785
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	5,269	8,153
Non-Dedicated Service		
TOTAL PASSENGERS	5,269	8,153
Subscription / Pre-booked	65%	65%
Reservation	25%	25%
On-Demand / Day of trip	10%	10%
Cancelled in advance	90	224
No-shows / Cancelled at door	90	224
Unaccommodated trips	135	373
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$52,059	\$93,420
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,871	\$18,227
Fuel	\$6,748	\$12,451
TOTAL OPERATING EXPENSES	\$77,678	\$124,098

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,004	\$16,769
Other Operating Revenue		
Total Operating Revenue	\$9,004	\$16,769
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$68,674	\$54,676
Other / Donations		
TOTAL	\$77,678	\$71,445

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

* To conform with accessibility requirements, the operation was changed to mirror the conventional transit service hours of operation. This resulted in a significant ridership growth.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1830	Sunday:	to
Saturday:	0700 to 1830	Holiday:	to
Advanced booking notice:	21 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.25			☐
Child	\$2.25			☐
Student	\$2.25			☐
Senior	\$2.25			☐
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: \$27.64

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	12%	14%
Net Operating Cost / Capita	\$5.97	\$9.33
Total Exp. / Passenger	\$14.74	\$15.22
Total Exp. / Eligible Passenger	\$17.25	\$16.65
Transportation Exp. / Passenger		
Dedicated Service	\$14.74	\$15.22
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$39.83	\$32.79
OPERATING		
Registrants / Capita	0.0174	0.0200
Passengers / Capita	0.4582	0.7090
Passengers / Registrant	26.35	35.45
Passengers / Hour (Dedicated Service)	2.70	2.15
Kms / Passenger (Dedicated Service)	3.89	4.54
Average Speed (Dedicated Service)	10.51	9.77

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,441	
Wheelchair/Scooter Users	2,012	
Attendants		
Companions	700	
Other (specified)		
TOTAL	8,153	

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
 Fax: 705-869-0083
 Email: ctessier@espanola.ca

Population served: 5,709
 Service area (km²): 17.8
 Communities served: 1
 Service began: 01/01/1986
 Advisory Committee members: 6
 Eligibility Committee members: 6

REGISTRANTS
 Wheelchair/Scooter Users: 22
 Ambulatory: 158
 Attendants:
 Companions:
 Other:
Total: 180

Active
 22
 158
 180

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☐ Private Contractor(s), number:

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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.

2012

2013

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

5,480

5,858

TOTAL PASSENGERS

5,480

5,858

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

95%

95%

0%

0%

5%

5%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

\$1,663

\$997

Operations:

Internal - Dedicated Service

\$49,891

\$42,083

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$2,157

\$1,116

Fuel

\$7,212

\$7,167

TOTAL OPERATING EXPENSES

\$60,923

\$51,363

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$13,700

\$14,644

Other Operating Revenue

Total Operating Revenue

\$13,700

\$14,644

Federal Contributions

Provincial Contributions

Municipal Contributions

\$47,223

\$36,719

Other / Donations

TOTAL

\$60,923

\$51,363

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

FARE STRUCTURE

Effective Date: 01/07/2004

Tickets/Cards

Cash

(unit price)

Monthly Pass

Free

Adult

\$2.50

\$2.50

Child

\$2.50

\$2.50

Student

\$2.50

\$2.50

Senior

\$2.50

\$2.50

Attendant

Companion

Other



EMPLOYEE DATA

Full-time

Part-time

Operators

Other Operations

Vehicle Mechanics

1

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

1

2

Union Affiliations: Operators:

Mechanics:

CUPE Local 534

Other (specify):

Top Operator Wage Rate: \$16.79

Top Mechanic Wage Rate: \$31.33

PERFORMANCE INDICATORS

FINANCIAL

2012

2013

R/C Ratio

22%

29%

Net Operating Cost / Capita

\$9.30

\$6.43

Total Exp. / Passenger

\$11.12

\$8.77

Total Exp. / Eligible Passenger

\$11.35

\$8.77

Transportation Exp. / Passenger

Dedicated Service

\$10.81

\$8.60

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0228

0.0315

Passengers / Capita

1.0790

1.0261

Passengers / Registrant

47.24

32.54

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

5,155

Wheelchair/Scooter Users

703

Attendants

Companions

Other (specified)

TOTAL

5,858

VEHICLE DATA

Number

**Veh.
Peak**

Avg. Capacity per Veh.

Wheelchair

Ambulatory

Non-Accessible Cars

1

1

N/A

6

Accessible Vans / Minivans

2

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: Transit Program Manager - Town of Fort Erie
 Telephone: 905-871-1600
 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:	49	162
Ambulatory:	254	661
Attendants:	9	29
Companions:	2	14
Other:		
Total:	314	866

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	2012	2013
Rev. Veh. Km. - Dedicated Service	83,800	91,211
Tot. Veh. Km. - Dedicated Service	83,800	91,211
Rev. Veh. Hrs. - Dedicated Service	3,500	6,130
Tot. Veh. Hrs. - Dedicated Service	3,500	6,130
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		
PASSENGER DATA		
Dedicated Service	10,642	9,716
Non-Dedicated Service		
TOTAL PASSENGERS	10,642	9,716
Subscription / Pre-booked	64%	56%
Reservation	35%	43%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,055	1,860
No-shows / Cancelled at door	26	15
Unaccommodated trips	109	78
Number of complaints		26
OPERATING EXPENSES		
Administration	\$7,851	\$8,558
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$149,412	\$222,946
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,650	\$20,924
Fuel		
TOTAL OPERATING EXPENSES	\$169,913	\$252,428
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$9,281	\$11,575
Other Operating Revenue	\$386	
Total Operating Revenue	\$9,667	\$11,575
Federal Contributions		
Provincial Contributions	\$139,380	\$139,380
Municipal Contributions	\$20,866	\$101,473
Other / Donations		
TOTAL	\$169,913	\$252,428
CAPITAL EXPENSES		
Vehicles Purchased		\$53,546
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$53,546
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		\$49,476
Municipal Contributions		
Other / Donations		\$4,070
TOTAL CAPITAL FUNDING		\$53,546

SERVICE HOURS / SCHEDULING			
Weekday:	0630 to 1930	Sunday:	to
Saturday:	0630 to 1930	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		
FARE STRUCTURE			
Effective Date: 01/10/2012		Tickets/Cards	
	Cash	(unit price)	Monthly Pass Free
Adult	\$2.50	\$2.00	
Child	\$2.50	\$2.00	
Student	\$2.50	\$2.00	
Senior	\$2.50	\$2.00	
Attendant			☒
Companion	\$2.50	\$2.00	
Other			
EMPLOYEE DATA		Full-time	Part-time
Operators		2	1
Other Operations		1	
Vehicle Mechanics			
General and Administration		1	
Other			
TOTAL NUMBER OF EMPLOYEES		4	1
Union Affiliations:			
Operators:			
Mechanics:			
Other (specify):			
Top Operator Wage Rate:	\$17.48		
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS			
FINANCIAL		2012	2013
R/C Ratio		6%	5%
Net Operating Cost / Capita		\$5.35	\$8.04
Total Exp. / Passenger		\$15.97	\$25.98
Total Exp. / Eligible Passenger		\$16.47	\$27.35
Transportation Exp. / Passenger			
Dedicated Service		\$15.23	\$25.10
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$46.30	\$39.78
OPERATING			
Registrants / Capita		0.0174	0.0289
Passengers / Capita		0.3552	0.3243
Passengers / Registrant		20.39	11.22
Passengers / Hour (Dedicated Service)		3.04	1.58
Kms / Passenger (Dedicated Service)		7.87	9.39
Average Speed (Dedicated Service)		23.94	14.88

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	7,444	
Wheelchair/Scooter Users	1,784	
Attendants	393	
Companions	95	
Other (specified)		
TOTAL	9,716	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	2	N/A	3
Small Buses				
Other				
TOTAL DED. VEHICLES	3	2	N/A	N/A
Vehicle ownership:	Municipality (2), Non-Profit Organization (1)			
Vehicle maintenance responsibility:	Municipality (2), Non-Profit Organization (1)			
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: 7,952
 Service area (km²): 25.9
 Communities served: 1
 Service began: 01/12/1986
 Advisory Committee members: 3
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 325
 Ambulatory: 1
 Attendants: 1
 Companions: 1
 Other: 1
Total: 325

Active
 325
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

	2012	2013
Rev. Veh. Km. - Dedicated Service	35,919	37,428
Tot. Veh. Km. - Dedicated Service	35,919	37,428
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	8,782	9,109
Non-Dedicated Service	12,929	11,637
TOTAL PASSENGERS	21,711	20,746
Subscription / Pre-booked	0%	44%
Reservation	40%	56%
On-Demand / Day of trip	60%	0%
Cancelled in advance	1,952	2,250
No-shows / Cancelled at door		6
Unaccommodated trips		
Number of complaints		1

OPERATING EXPENSES

	2012	2013
Administration	\$10,502	\$10,538
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$140,760	\$135,117
Contract - Non-Dedicated Service	\$32,409	\$25,852
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,956	\$10,580
Fuel	\$11,552	\$11,786
TOTAL OPERATING EXPENSES	\$207,179	\$193,873

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$24,845	\$24,651
Other Operating Revenue		
Total Operating Revenue	\$24,845	\$24,651
Federal Contributions		
Provincial Contributions	\$74,281	\$73,763
Municipal Contributions	\$86,962	\$77,336
Other / Donations	\$21,091	\$18,123
TOTAL	\$207,179	\$193,873

CAPITAL EXPENSES

	2012
Vehicles Purchased	\$68,200
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$68,200

CAPITAL FUNDING SOURCES

	2012
Transit System	
Federal Contributions	
Provincial Contributions	\$68,200
Municipal Contributions	
Other / Donations	
TOTAL CAPITAL FUNDING	\$68,200

SERVICE HOURS / SCHEDULING

	Weekday	Sunday
0800 to 1700	0900 to 1300	
Saturday: 0900 to 1300	Holiday: to	
Advanced booking notice: day(s)		
Minimum notice for reservation: 24.0 hour(s)		
Reservations / Scheduling: Manual		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$29.75

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$21.97	\$21.28
Total Exp. / Passenger	\$9.54	\$9.35
Total Exp. / Eligible Passenger	\$23.32	\$21.25
Transportation Exp. / Passenger		
Dedicated Service	\$18.71	\$17.29
Non-Dedicated Service	\$2.51	\$2.22
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0392	0.0409
Passengers / Capita	2.6155	2.6089
Passengers / Registrant	66.80	63.83
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	4.09	4.11
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	9,101	24
Attendants	8	
Companions		
Other (specified)		11,613
TOTAL	9,109	11,637

VEHICLE DATA

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

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	Active	Total
Wheelchair/Scooter Users:	985	1,901
Ambulatory:	1,169	2,759
Attendants:	215	710
Companions:	420	420
Other:		
Total:	2,789	5,790

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	1,196,000	1,144,528
Tot. Veh. Km. - Dedicated Service	1,196,000	1,144,528
Rev. Veh. Hrs. - Dedicated Service	48,451	51,839
Tot. Veh. Hrs. - Dedicated Service	48,451	51,839
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	108,898	118,955
Non-Dedicated Service	14,050	14,178
TOTAL PASSENGERS	122,948	133,133
Subscription / Pre-booked	70%	70%
Reservation	25%	25%
On-Demand / Day of trip	5%	5%
Cancelled in advance	12,117	13,077
No-shows / Cancelled at door	3,345	5,256
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,667,833	\$2,830,128
Contract - Non-Dedicated Service	\$222,271	\$211,718
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$2,890,104	\$3,041,846

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$246,454	\$281,021
Other Operating Revenue		
Total Operating Revenue	\$246,454	\$281,021
Federal Contributions		
Provincial Contributions	\$140,819	\$140,393
Municipal Contributions	\$2,502,831	\$2,620,431
Other / Donations		
TOTAL	\$2,890,104	\$3,041,845

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: CNIB visually impaired. * Employment statistics are in relation to the contractor providing the Specialized Transit service.

SERVICE HOURS / SCHEDULING

	Weekday	Sunday
0630 to 2400	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 Date: 01/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.20			☐
Child	\$2.20			☐
Student	\$2.20			☐
Senior	\$2.20			☒
Attendant				☐
Companion	\$2.20			
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	19	30
Other Operations	3	
Vehicle Mechanics	5	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	28	30

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

Top Operator Wage Rate: \$19.49

Top Mechanic Wage Rate: \$32.21

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$19.16	\$20.01
Total Exp. / Passenger	\$23.51	\$22.85
Total Exp. / Eligible Passenger	\$26.12	\$25.65
Transportation Exp. / Passenger		
Dedicated Service	\$24.50	\$23.79
Non-Dedicated Service	\$15.87	\$14.93
Transportation Exp. / Hour (Dedicated Service)	\$55.06	\$54.59
OPERATING		
Registrants / Capita	0.0379	0.0420
Passengers / Capita	0.8909	0.9647
Passengers / Registrant	23.54	22.99
Passengers / Hour (Dedicated Service)	2.25	2.29
Kms / Passenger (Dedicated Service)	10.98	9.62
Average Speed (Dedicated Service)	24.68	22.08

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	65,453	14,178
Wheelchair/Scooter Users	38,939	
Attendants	6,779	
Companions	5,823	
Other (specified)	1,961	
TOTAL	118,955	14,178

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	Active	Total
Wheelchair/Scooter Users:	14	14
Ambulatory:	49	49
Attendants:	120	120
Companions:	2	2
Other:		
Total:	185	185

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.

2012
 2,950
 2,950
 3,200
 3,200

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

4,610
 5,042

TOTAL PASSENGERS

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

4,610
 80%
 0%
 20%

Cancelled in advance

No-shows / Cancelled at door

2

Unaccommodated trips

Number of complaints

1

OPERATING EXPENSES

Administration

\$11,142

\$10,867

Operations:

Internal - Dedicated Service

\$28,427

\$37,812

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$11,869

\$9,476

Fuel

\$4,098

\$5,175

TOTAL OPERATING EXPENSES

\$55,536

\$63,331

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$1,625

\$104

Other Operating Revenue

Total Operating Revenue

\$1,625

\$104

Federal Contributions

Provincial Contributions

\$53,424

\$55,548

Municipal Contributions

\$487

\$7,679

Other / Donations

TOTAL

\$55,536

\$63,331

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: Paratransit vehicles are used to provide services for seniors which include grocery shopping, social activities, and medical appointments. * At the end of 2012, the Medical clinic bought bus passes and distributed the passes to seniors. As a result, the ridership grew with less passenger revenues in 2013. Municipality of Greenstone also provides Aging at Home Van Program to transport medical appointments. This program is funded by Ministry of Health Local Health Integration Network.

SERVICE HOURS / SCHEDULING

Weekday: 0900 to 1700

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 Date: 01/01/2006

Tickets/Cards

Cash

(unit price)

Monthly Pass

Free

Adult

Child

Student

Senior

\$1.50

\$1.50

Attendant

Companion

Other

EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

2

TOTAL NUMBER OF EMPLOYEES

1

2

Union Affiliations: Operators: CUPE Local 3045

Mechanics:

Other (specify):

Top Operator Wage Rate: \$25.45

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio

2012

2013

3%

0%

Net Operating Cost / Capita

\$11.23

\$13.17

Total Exp. / Passenger

\$12.05

\$12.56

Total Exp. / Eligible Passenger

\$12.05

\$12.56

Transportation Exp. / Passenger

Dedicated Service

\$9.63

\$10.41

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

\$15.05

\$16.39

OPERATING

Registrants / Capita

0.0340

0.0385

Passengers / Capita

0.9604

1.0504

Passengers / Registrant

28.28

27.25

Passengers / Hour (Dedicated Service)

1.56

1.58

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

5,034

Wheelchair/Scooter Users

8

Attendants

Companions

Other (specified)

TOTAL

5,042

VEHICLE DATA

Number

Veh. Peak

Avg. Capacity per Veh.

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

2

2

1

14

Other

TOTAL DED. VEHICLES

2

2

N/A

N/A

Vehicle ownership:

Municipality

Vehicle maintenance responsibility:

Municipality

Accessible taxis:

Guelph

Guelph Transit Mobility Services

Contact: John Alves
 Title: Supervisor, Mobility Services
 Telephone: 519-822-1260 x2461
 Fax: 519-822-5549
 Email: john.alves@guelph.ca

Population served: 121,668
 Service area (km²): 87.0
 Communities served: 1
 Service began: 01/03/1992
 Advisory Committee members: 15
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 387
 Ambulatory: 1,105
 Attendants:
 Companions:
 Other:
Total: 1,492

Active
 387
 1,105
 1,492

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	176,707	167,945
Tot. Veh. Km. - Dedicated Service	176,707	168,825
Rev. Veh. Hrs. - Dedicated Service	9,518	8,603
Tot. Veh. Hrs. - Dedicated Service	9,518	8,633
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	29,903	28,403
Non-Dedicated Service	19,734	24,165
TOTAL PASSENGERS	49,637	52,568
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	4,861	7,134
No-shows / Cancelled at door	375	335
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$171,506	\$5,573
Operations:		
Internal - Dedicated Service	\$588,595	\$775,715
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$177,488	\$202,094
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$354,451	\$238,684
Fuel	\$50,000	\$165,077
TOTAL OPERATING EXPENSES	\$1,342,040	\$1,387,143

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$47,625	\$50,112
Other Operating Revenue	\$16,760	
Total Operating Revenue	\$64,385	\$50,112
Federal Contributions		
Provincial Contributions	\$12,000	\$12,000
Municipal Contributions	\$1,265,655	\$1,325,031
Other / Donations		
TOTAL	\$1,342,040	\$1,387,143

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$160,300	
Other / Donations	\$189,206	
TOTAL CAPITAL FUNDING	\$349,506	

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 Date:	01/09/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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				☐

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): NUME-Supervisor

Top Operator Wage Rate: \$26.49

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	5%	4%
Net Operating Cost / Capita	\$10.50	\$10.99
Total Exp. / Passenger	\$27.04	\$26.39
Total Exp. / Eligible Passenger	\$28.46	\$27.97
Transportation Exp. / Passenger		
Dedicated Service	\$33.21	\$41.53
Non-Dedicated Service	\$8.99	\$8.36
Transportation Exp. / Hour (Dedicated Service)	\$104.33	\$136.62
OPERATING		
Registrants / Capita	0.0117	0.0123
Passengers / Capita	0.4079	0.4321
Passengers / Registrant	34.88	35.23
Passengers / Hour (Dedicated Service)	3.14	3.30
Kms / Passenger (Dedicated Service)	5.91	5.91
Average Speed (Dedicated Service)	18.57	19.52

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	16,617	19,058
Wheelchair/Scooter Users	9,799	4,126
Attendants		
Companions	1,987	981
Other (specified)		
TOTAL	28,403	24,165

VEHICLE DATA

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

Vehicle ownership: Municipal Transit System
 Vehicle maintenance responsibility: Municipal Transit System
 Accessible taxis: 5

Halton Hills

Halton Hills

Contact: Debra Wagstaffe
 Title: ActiVan Coordinator
 Telephone: 905-873-2601 x2617
 Fax: 905-8763-8192
 Email: debraw@sympatico.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: 4

REGISTRANTS
 Wheelchair/Scooter Users: 204
 Ambulatory: 1,697
 Attendants:
 Companions:
 Other:
Total: 1,901

Active
 204
 1,697
 1,901

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	122,348	122,348
Tot. Veh. Km. - Dedicated Service	122,348	122,348
Rev. Veh. Hrs. - Dedicated Service	7,042	7,042
Tot. Veh. Hrs. - Dedicated Service	7,042	7,042
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	17,966	19,653
Non-Dedicated Service	22,949	25,250
TOTAL PASSENGERS	40,915	44,903
Subscription / Pre-booked	20%	20%
Reservation	78%	78%
On-Demand / Day of trip	2%	2%
Cancelled in advance	493	468
No-shows / Cancelled at door	39	42
Unaccommodated trips	24	
Number of complaints	1	3

OPERATING EXPENSES

Administration	\$212,422	\$121,043
Operations:		
Internal - Dedicated Service	\$63,600	\$63,600
Contract - Dedicated Service	\$249,637	\$232,881
Contract - Non-Dedicated Service	\$176,778	\$199,779
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$67,100	\$67,100
Fuel		
TOTAL OPERATING EXPENSES	\$769,537	\$684,403

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$117,580	\$128,218
Other Operating Revenue		
Total Operating Revenue	\$117,580	\$128,218
Federal Contributions		
Provincial Contributions	\$315,135	\$312,143
Municipal Contributions	\$336,822	\$244,042
Other / Donations		
TOTAL	\$769,537	\$684,403

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. "Please note the ridership growth is due to the aging population, as our service provides rides to anyone 65 years and older."

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0730 to 2300
Saturday:	0730 to 2300	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	36.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$2.00		☐
Child	\$2.00	\$2.00		☐
Student	\$2.00	\$2.00		☐
Senior	\$2.00	\$2.00		☐
Attendant				☒
Companion				☒
Other	any type of caregiver ride for free			

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	2
Other Operations		
Vehicle Mechanics		1
General and Administration	1	2
Other		
TOTAL NUMBER OF EMPLOYEES	4	5

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$29.40

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	15%	19%
Net Operating Cost / Capita	\$11.05	\$9.43
Total Exp. / Passenger	\$18.81	\$15.24
Total Exp. / Eligible Passenger	\$42.83	\$34.82
Transportation Exp. / Passenger		
Dedicated Service	\$21.17	\$18.50
Non-Dedicated Service	\$7.70	\$7.91
Transportation Exp. / Hour (Dedicated Service)	\$54.01	\$51.63
OPERATING		
Registrants / Capita	0.0276	0.0322
Passengers / Capita	0.6934	0.7610
Passengers / Registrant	25.13	23.62
Passengers / Hour (Dedicated Service)	2.55	2.79
Kms / Passenger (Dedicated Service)	6.81	6.23
Average Speed (Dedicated Service)	17.37	17.37

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,131	
Wheelchair/Scooter Users	2,522	
Attendants		
Companions		
Other (specified)		25,250
TOTAL	19,653	25,250

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	2	2	N/A	
Small Buses	1	1	1	3
Other			3	18
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: Coordinator, Accessible Transportation Service
 Telephone: 905-546-2424 x5323
 Fax: 905-679-7305
 Email: Owen.Quinn@hamilton.ca

Population served: 540,000
 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: 7,762
 Ambulatory: 1,633
 Attendants:
 Companions:
 Other: 2,451
Total: 11,846

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	4,482,899	4,680,409
Tot. Veh. Km. - Dedicated Service	4,482,899	4,680,409
Rev. Veh. Hrs. - Dedicated Service	191,114	207,545
Tot. Veh. Hrs. - Dedicated Service	191,114	207,545
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	436,419	480,715
Non-Dedicated Service	140,900	126,778
TOTAL PASSENGERS	577,319	607,493
Subscription / Pre-booked	46%	46%
Reservation	26%	29%
On-Demand / Day of trip	28%	25%
Cancelled in advance	85,029	95,925
No-shows / Cancelled at door	15,024	16,506
Unaccommodated trips	13,662	9,472
Number of complaints	1,481	1,898

OPERATING EXPENSES

Administration	\$3,471,224	\$2,355,449
Operations:		
Internal - Dedicated Service	\$7,201,081	\$8,789,032
Contract - Dedicated Service	\$1,902,933	\$2,163,008
Contract - Non-Dedicated Service		\$46,418
Contract - Taxi Scrip	\$1,185,940	\$1,096,501
Maintenance (Vehicles & Facilities)	\$1,268,072	\$708,300
Fuel	\$805,101	\$861,210
TOTAL OPERATING EXPENSES	\$15,834,351	\$16,019,918

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,737,544	\$1,570,964
Other Operating Revenue	\$9,563	\$9,274
Total Operating Revenue	\$1,747,107	\$1,580,238
Federal Contributions		
Provincial Contributions	\$790,775	\$1,036,441
Municipal Contributions	\$13,296,438	\$13,402,983
Other / Donations	\$31	\$256
TOTAL	\$15,834,351	\$16,019,918

CAPITAL EXPENSES

Vehicles Purchased		\$4,096,957
Debt Servicing		
Other Capital Expenses		\$384,254
TOTAL CAPITAL EXPENSES		\$4,481,211

CAPITAL FUNDING SOURCES

Transit System		\$4,417,213
Federal Contributions		
Provincial Contributions		\$63,998
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$4,481,211

* Other Eligibility Criteria: Accessible Transportation Services (ATS) are available to persons with disabilities who are unable to access conventional transit service.

SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0200	Sunday:	0630 to 0030
Saturday:	0600 to 0200	Holiday:	0630 to 0030

Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Fully Computerized

FARE STRUCTURE

Effective Date:	01/06/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.55	\$2.00	\$87.00	☒
Child				☐
Student	\$2.55	\$1.65	\$71.00	☐
Senior	\$2.55	\$1.65	\$20.50	☐
Attendant				☒
Companion	\$2.55	\$2.00	\$87.00	☐
Other	Taxi Scrip - User co-payment 60%; Child < 5; Student 5-19 yrs			

EMPLOYEE DATA

	Full-time	Part-time
Operators	128	
Other Operations	12	10
Vehicle Mechanics	6	
General and Administration	29	
Other	5	3
TOTAL NUMBER OF EMPLOYEES	180	13

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

Top Operator Wage Rate: \$23.70

Top Mechanic Wage Rate: \$27.46

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$27.09	\$26.74
Total Exp. / Passenger	\$27.43	\$26.37
Total Exp. / Eligible Passenger	\$29.89	\$28.83
Transportation Exp. / Passenger		
Dedicated Service	\$25.61	\$26.05
Non-Dedicated Service	\$28.42	\$29.02
Transportation Exp. / Hour (Dedicated Service)	\$58.48	\$60.33
OPERATING		
Registrants / Capita	0.0232	0.0219
Passengers / Capita	1.1103	1.1250
Passengers / Registrant	47.96	51.28
Passengers / Hour (Dedicated Service)	2.28	2.32
Kms / Passenger (Dedicated Service)	10.27	9.74
Average Speed (Dedicated Service)	23.46	22.55

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	160,987	121,306
Wheelchair/Scooter Users	267,952	5,472
Attendants	39,268	
Companions	12,508	
Other (specified)		
TOTAL	480,715	126,778

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	30	27	Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	6
Small Buses	75	54	4	6
Other				
TOTAL DED. VEHICLES	105	81	N/A	N/A
Vehicle ownership:	Buses - Mun Transit Sys; Cars - Priv 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: 70,323
 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: **603** **771**

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		2012	2013	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service	188,819	181,142	Weekday:	0700 to 1800	Sunday:	0700 to 1800	
Tot. Veh. Km. - Dedicated Service	432,324	493,586	Saturday:	0700 to 1800	Holiday:	0700 to 1800	
Rev. Veh. Hrs. - Dedicated Service			Advanced booking notice: day(s)				
Tot. Veh. Hrs. - Dedicated Service			Minimum notice for reservation: 48.0 hour(s)				
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Manual				
Non-Dedicated Service - Veh. Hrs.							
PASSENGER DATA			FARE STRUCTURE				
Dedicated Service	22,300	21,052	Effective Date: 01/07/2013	Tickets/Cards (unit price)		Monthly Pass	Free
Non-Dedicated Service			Cash				
TOTAL PASSENGERS	22,300	21,052	Adult	\$5.00			☐
Subscription / Pre-booked	30%	30%	Child	\$5.00			☐
Reservation	62%	62%	Student	\$5.00			☐
On-Demand / Day of trip	8%	8%	Senior	\$5.00			☒
Cancelled in advance			Attendant				☒
No-shows / Cancelled at door	146	138	Companion				
Unaccommodated trips			Other	out of service area rides are time and mileage			
Number of complaints	11	8					
OPERATING EXPENSES			EMPLOYEE DATA		Full-time	Part-time	
Administration	\$161,212	\$253,204	Operators		14	3	
Operations:			Other Operations		1	1	
Internal - Dedicated Service	\$392,584	\$432,442	Vehicle Mechanics				
Contract - Dedicated Service			General and Administration		1		
Contract - Non-Dedicated Service			Other				
Contract - Taxi Scrip			TOTAL NUMBER OF EMPLOYEES		16	4	
Maintenance (Vehicles & Facilities)	\$35,920	\$35,854	Union Affiliations: Operators:				
Fuel	\$78,933	\$97,612	Mechanics:				
TOTAL OPERATING EXPENSES	\$668,649	\$819,112	Other (specify):				
			Top Operator Wage Rate: \$15.30				
			Top Mechanic Wage Rate:				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			PERFORMANCE INDICATORS				
Passenger Revenue	\$132,871	\$112,657	FINANCIAL		2012	2013	
Other Operating Revenue	\$60,632	\$74,606	R/C Ratio		29%	23%	
Total Operating Revenue	\$193,503	\$187,263	Net Operating Cost / Capita		\$6.75	\$8.98	
Federal Contributions			Total Exp. / Passenger		\$29.98	\$38.91	
Provincial Contributions	\$122,017	\$253,169	Total Exp. / Eligible Passenger		\$31.27	\$45.00	
Municipal Contributions	\$350,254	\$375,000	Transportation Exp. / Passenger				
Other / Donations	\$2,875	\$3,680	Dedicated Service		\$22.76	\$26.88	
TOTAL	\$668,649	\$819,112	Non-Dedicated Service				
CAPITAL EXPENSES			Transportation Exp. / Hour (Dedicated Service)				
Vehicles Purchased	\$101,474	\$340,731	OPERATING				
Debt Servicing			Registrants / Capita		0.0096	0.0110	
Other Capital Expenses		\$2,463	Passengers / Capita		0.3168	0.2994	
TOTAL CAPITAL EXPENSES	\$101,474	\$343,194	Passengers / Registrant		32.89	27.30	
CAPITAL FUNDING SOURCES			Passengers / Hour (Dedicated Service)				
Transit System			Kms / Passenger (Dedicated Service)		8.47	8.60	
Federal Contributions			Average Speed (Dedicated Service)				
Provincial Contributions	\$101,474	\$336,260					
Municipal Contributions							
Other / Donations		\$6,934					
TOTAL CAPITAL FUNDING	\$101,474	\$343,194					
			PASSENGER DATA		Ded. Service	Non-Ded. Service	

* 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.
 * Ridership dropped in 2013 because of a more accurate counting of the group excursion rides.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	7,078	
Wheelchair/Scooter Users	11,123	
Attendants	2,851	
Companions		
Other (specified)		
TOTAL	21,052	

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	5
Accessible Vans / Minivans	10	10	2	3
Small Buses	6	6	5	9
Other	2	2	12	15
TOTAL DED. VEHICLES	19	19	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:	52	52
Ambulatory:	368	368
Attendants:	13	13
Companions:		
Other:		
Total:	433	433

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.

2012

2013

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1700 Sunday: to
 Saturday: 0900 to 1500 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

13,012

12,009

TOTAL PASSENGERS

13,012

12,009

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

5%

5%

0%

0%

95%

95%

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

OPERATING EXPENSES

Administration

\$12,315

\$13,452

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$123,152

\$134,524

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$135,467

\$147,976

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$32,530

\$30,023

Other Operating Revenue

Total Operating Revenue

\$32,530

\$30,023

Federal Contributions

Provincial Contributions

\$60,045

\$60,874

Municipal Contributions

\$36,392

\$51,579

Other / Donations

\$6,500

\$5,500

TOTAL

\$135,467

\$147,976

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 number of return trips taken in 2013 declined by approximately 8% from the number taken in 2012 due to the implementation of a Red Cross volunteer service that returns shoppers to their homes from the grocery store. Increased demand for the specialized transit service also caused clients to find other means of transportation for returning to their domiciles, rather than waiting until the specialized transit service was available to pick them up.

FARE STRUCTURE

Effective Date: 01/01/2006

Cash

Tickets/Cards
(unit price)

Monthly Pass

Free

Adult

\$2.50

\$2.27

Child

\$2.50

\$2.27

Student

\$2.50

\$2.27

Senior

\$2.50

\$2.27

Attendant

\$2.50

\$2.27

Companion

\$2.50

\$2.27

Other

EMPLOYEE DATA

Operators

Full-time

Part-time

2

1

Other Operations

Vehicle Mechanics

3

General and Administration

Other

TOTAL NUMBER OF EMPLOYEES

2

4

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$14.00

Top Mechanic Wage Rate: \$29.00

PERFORMANCE INDICATORS

FINANCIAL

2012

2013

R/C Ratio

24%

20%

Net Operating Cost / Capita

\$20.22

\$23.17

Total Exp. / Passenger

\$10.41

\$12.32

Total Exp. / Eligible Passenger

\$10.52

\$12.45

Transportation Exp. / Passenger

Dedicated Service

\$9.46

\$11.20

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0859

0.0851

Passengers / Capita

2.5564

2.3593

Passengers / Registrant

29.78

27.73

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

10,088

Wheelchair/Scooter Users

1,800

Attendants

121

Companions

Other (specified)

TOTAL

12,009

VEHICLE DATA

Number

Veh.
Peak

Avg. Capacity per Veh.
Wheelchair Ambulatory

Non-Accessible Cars

N/A

Accessible Vans / Minivans

Small Buses

1

1

4

16

Other

TOTAL DED. VEHICLES

1

1

N/A

N/A

Vehicle ownership:

Contracted Operator

Vehicle maintenance responsibility:

Contracted Operator

Accessible taxis:

Ingersoll

Ingersoll Paratransit Service

Contact: Jim Brown
 Title: Treasurer
 Telephone: 519-485-0120
 Fax: 519-485-3543
 Email: jim.brown@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:	32	69
Ambulatory:	54	224
Attendants:	31	35
Companions:		
Other:		2
Total:	117	330

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.

2012 2013

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

4,708 4,766

TOTAL PASSENGERS

4,708 4,766

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

2% 0%
 90% 100%
 8% 0%

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

1,315 1
 1 1

OPERATING EXPENSES

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

\$47,930 \$44,839

Maintenance (Vehicles & Facilities)
 Fuel

\$48,251 \$44,976

TOTAL OPERATING EXPENSES

\$96,181 \$89,815

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$13,635 \$14,235

Total Operating Revenue

\$13,635 \$14,235

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$12,311 \$4,268
 \$70,235 \$71,312

TOTAL

\$96,181 \$89,815

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

* Service hours: Fridays 0800-2200 hrs.

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

FARE STRUCTURE

Effective Date: 14/04/2009

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

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time Part-time

1

TOTAL NUMBER OF EMPLOYEES

1

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	14%	16%
Net Operating Cost / Capita	\$6.80	\$6.22
Total Exp. / Passenger	\$20.43	\$18.84
Total Exp. / Eligible Passenger	\$20.43	\$18.84
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$10.25	\$9.44
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0272	0.0272
Passengers / Capita	0.3876	0.3924
Passengers / Registrant	14.27	14.44
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		4,020
Wheelchair/Scooter Users		746
Attendants		
Companions		
Other (specified)		
TOTAL		4,766

VEHICLE DATA

Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses
 Other

Number

Veh. Peak

Avg. Capacity per Veh.
 Wheelchair Ambulatory

N/A

N/A

N/A

TOTAL DED. VEHICLES

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis: 7

Kapuskasing

KAP Accessible Bus Service

Contact: Marc Dupont
 Title: Treasurer
 Telephone: 705-337-4257
 Fax: 705-337-1741
 Email: marc.dupont@kapuskasing.ca

Population served: 8,500
 Service area (km²): 84.0
 Communities served: 1
 Service began: 01/01/1990
 Advisory Committee members: 6
 Eligibility Committee members: 6

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

Active

614

614

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.

2012 **2013**

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

15,216 14,489

TOTAL PASSENGERS

15,216 **14,489**

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

0% 0%
 0% 0%
 0% 0%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

175 213
 109 175

OPERATING EXPENSES

Administration

\$7,688 \$8,323

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

\$124,698 \$127,384

Maintenance (Vehicles & Facilities)

Fuel

\$1,770 \$2,402

TOTAL OPERATING EXPENSES

\$134,156 **\$138,109**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$17,214 \$15,722

Other Operating Revenue

Total Operating Revenue

\$17,214 **\$15,722**

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

\$45,955 \$58,007

\$59,496 \$64,380

\$11,491

TOTAL

\$134,156 **\$138,109**

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 all parts costs and external labour if any. The second bus provided by the contractor is paid at a set rate inclusive of all expenses. Employment statistics for the service are not available from the contractor.

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1600 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 Date: 01/01/2012

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00		\$16.66	☐
Child	\$2.00		\$16.66	☐
Student	\$2.00		\$16.66	☐
Senior	\$2.00		\$16.66	☐
Attendant				☒
Companion	\$2.00		\$16.66	☐
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

	2012	2013
FINANCIAL		
R/C Ratio	13%	11%
Net Operating Cost / Capita	\$15.20	\$14.40
Total Exp. / Passenger	\$8.82	\$9.53
Total Exp. / Eligible Passenger	\$9.13	\$9.86
Transportation Exp. / Passenger		
Dedicated Service	\$8.31	\$8.96
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita		0.0722
Passengers / Capita	1.9771	1.7046
Passengers / Registrant		23.60
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,233	
Wheelchair/Scooter Users	1,781	
Attendants	475	
Companions		
Other (specified)		
TOTAL	14,489	

VEHICLE DATA

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

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

Vehicle maintenance responsibility: Municipality

Accessible taxis:

Kawartha Lakes

LIMO

Contact: Enzo Ingribelli
 Title: Transportation 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: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	42	128
Ambulatory:	83	254
Attendants:	32	102
Companions:		
Other:		
Total:	157	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

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.

2012

2013

1,600

2,600

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

7,541

11,253

TOTAL PASSENGERS

7,541

11,253

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

85%

70%

10%

25%

5%

5%

Cancelled in advance

1,118

496

No-shows / Cancelled at door

18

28

Unaccommodated trips

Number of complaints

3

4

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

* Specialized Transit Financial Data (Revenue and Expense) has been consolidated with the 2013 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 Date: 07/09/2010

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

2

1

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: \$20.65

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2012

2013

R/C Ratio

Net Operating Cost / Capita

Total Exp. / Passenger

\$0.00

Total Exp. / Eligible Passenger

Transportation Exp. / Passenger

Dedicated Service

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0310

0.0238

Passengers / Capita

0.3705

0.5529

Passengers / Registrant

11.95

23.25

Passengers / Hour (Dedicated Service)

4.71

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

2,927

Wheelchair/Scooter Users

5,851

Attendants

2,475

Companions

Other (specified)

TOTAL

11,253

VEHICLE DATA

Number

Veh.
PeakAvg. 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 Transit

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	76	76
Ambulatory:	75	75
Attendants:	63	63
Companions:		
Other:		
Total:	214	214

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	44,302	44,120
Tot. Veh. Km. - Dedicated Service	45,193	45,014
Rev. Veh. Hrs. - Dedicated Service	3,033	2,777
Tot. Veh. Hrs. - Dedicated Service	3,182	2,926
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	6,989	7,429
Non-Dedicated Service		
TOTAL PASSENGERS	6,989	7,429
Subscription / Pre-booked	90%	52%
Reservation	6%	44%
On-Demand / Day of trip	4%	4%
Cancelled in advance	25	34
No-shows / Cancelled at door	10	8
Unaccommodated trips	12	14
Number of complaints	2	2

OPERATING EXPENSES

Administration	\$24,379	\$25,007
Operations:		
Internal - Dedicated Service	\$58,860	\$59,468
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,918	\$11,182
Fuel	\$12,886	\$13,708
TOTAL OPERATING EXPENSES	\$110,043	\$109,365

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,100	\$37,879
Other Operating Revenue		
Total Operating Revenue	\$36,100	\$37,879
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$81,803	\$81,803
Other / Donations	\$19,540	\$14,275
TOTAL	\$137,443	\$133,957

CAPITAL EXPENSES

Vehicles Purchased		\$100,928
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$100,928

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$100,928
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$100,928

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.20

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	33%	35%
Net Operating Cost / Capita	\$4.62	\$4.47
Total Exp. / Passenger	\$15.75	\$14.72
Total Exp. / Eligible Passenger	\$17.30	\$15.92
Transportation Exp. / Passenger		
Dedicated Service	\$12.26	\$11.36
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$26.92	\$28.83
OPERATING		
Registrants / Capita	0.0136	0.0134
Passengers / Capita	0.4368	0.4643
Passengers / Registrant	32.21	34.71
Passengers / Hour (Dedicated Service)	2.30	2.68
Kms / Passenger (Dedicated Service)	6.34	5.94
Average Speed (Dedicated Service)	14.61	15.89

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,060	
Wheelchair/Scooter Users	4,808	
Attendants	561	
Companions		
Other (specified)		
TOTAL	7,429	

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: 1,406
 Ambulatory: 937
 Attendants:
 Companions:
 Other:
Total: 2,343

Active
 1,406
 937
 Total
 1,406
 937
 2,343

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	554,010	593,310
Tot. Veh. Km. - Dedicated Service	554,010	593,310
Rev. Veh. Hrs. - Dedicated Service	26,627	27,955
Tot. Veh. Hrs. - Dedicated Service	29,709	31,101
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	70,017	73,830
Non-Dedicated Service	2,093	2,142
TOTAL PASSENGERS	72,110	75,972
Subscription / Pre-booked	54%	52%
Reservation	46%	48%
On-Demand / Day of trip	0%	0%
Cancelled in advance	14,130	17,253
No-shows / Cancelled at door	1,401	1,381
Unaccommodated trips	1,632	1,996
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$284,713	\$337,931
Operations:		
Internal - Dedicated Service	\$1,268,990	\$1,336,432
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$19,216	\$20,357
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$232,160	\$220,406
Fuel	\$175,853	\$206,210
TOTAL OPERATING EXPENSES	\$1,980,932	\$2,121,336

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$176,691	\$199,042
Other Operating Revenue	\$45,047	\$9,272
Total Operating Revenue	\$221,738	\$208,314
Federal Contributions		
Provincial Contributions		\$61,072
Municipal Contributions	\$1,832,637	\$1,811,488
Other / Donations	\$190	\$250
TOTAL	\$2,054,565	\$2,081,124

CAPITAL EXPENSES

	2012	2013
Vehicles Purchased	\$294,885	\$291,932
Debt Servicing		
Other Capital Expenses	\$13,000	
TOTAL CAPITAL EXPENSES	\$307,885	\$291,932

CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$307,885	\$291,932
Other / Donations		
TOTAL CAPITAL FUNDING	\$307,885	\$291,932

SERVICE HOURS / SCHEDULING

	Weekday	Sunday
0700 to 2300	0900 to 2300	
Saturday: 0900 to 2300	Holiday: 0700 to 2300	

Advanced booking notice: 14 day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Partially Computerized

FARE STRUCTURE

Effective Date: 01/07/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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: Unifor 4244

Mechanics:
 Other (specify):

Top Operator Wage Rate: \$20.19

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$14.26	\$15.51
Total Exp. / Passenger	\$27.47	\$27.92
Total Exp. / Eligible Passenger	\$31.53	\$32.22
Transportation Exp. / Passenger		
Dedicated Service	\$23.95	\$23.88
Non-Dedicated Service	\$9.18	\$9.50
Transportation Exp. / Hour (Dedicated Service)	\$56.45	\$56.69
OPERATING		
Registrants / Capita	0.0230	0.0190
Passengers / Capita	0.5845	0.6158
Passengers / Registrant	25.39	32.43
Passengers / Hour (Dedicated Service)	2.63	2.64
Kms / Passenger (Dedicated Service)	7.91	8.04
Average Speed (Dedicated Service)	20.81	21.22

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	30,113	2,142
Wheelchair/Scooter Users	33,574	
Attendants		
Companions	10,143	
Other (specified)		
TOTAL	73,830	2,142

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1		6
Small Buses	19	15	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: 74,645
 Service area (km²): 3,043.4
 Communities served: 9
 Service began: 01/01/1991
 Advisory Committee members: 4
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 188
 Ambulatory: 1,003
 Attendants:
 Companions:
 Other:
Total: 1,191

Active
 411
 4,450
4,861

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	508,463	504,656
Tot. Veh. Km. - Dedicated Service	511,463	507,656
Rev. Veh. Hrs. - Dedicated Service	14,978	13,306
Tot. Veh. Hrs. - Dedicated Service	15,303	13,631
Non-Dedicated Service - Veh. Km.	840	690
Non-Dedicated Service - Veh. Hrs.	17	16

PASSENGER DATA

Dedicated Service	14,174	13,540
Non-Dedicated Service	80	22
TOTAL PASSENGERS	14,254	13,562
Subscription / Pre-booked	5%	5%
Reservation	90%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,372	2,608
No-shows / Cancelled at door	254	242
Unaccommodated trips	66	32
Number of complaints	6	4

OPERATING EXPENSES

Administration	\$167,799	\$173,410
Operations:		
Internal - Dedicated Service	\$419,947	\$419,346
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,749	\$349
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$34,696	\$33,550
Fuel	\$56,164	\$58,016
TOTAL OPERATING EXPENSES	\$680,355	\$684,671

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$411,653	\$351,706
Other Operating Revenue	\$4,440	\$2,786
Total Operating Revenue	\$416,093	\$354,492
Federal Contributions		
Provincial Contributions	\$122,471	\$182,430
Municipal Contributions	\$83,500	\$76,800
Other / Donations		
TOTAL	\$622,064	\$613,722

CAPITAL EXPENSES

Vehicles Purchased	\$43,820	\$44,923
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$43,820	\$44,923

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$36,334	\$37,570
Municipal Contributions		
Other / Donations	\$7,486	\$7,353
TOTAL CAPITAL FUNDING	\$43,820	\$44,923

SERVICE HOURS / SCHEDULING

Weekday:	0500 to 2300	Sunday:	to
Saturday:	0800 to 2000	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date: 01/01/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				☐
Child				☐
Student				☐
Senior				☒
Attendant				☐
Companion				☐
Other	\$15 in town, max \$70 Ottawa/Kingston			

EMPLOYEE DATA

	Full-time	Part-time
Operators		12
Other Operations	2	
Vehicle Mechanics		
General and Administration		1
Other	1	
TOTAL NUMBER OF EMPLOYEES	3	13

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

Top Operator Wage Rate: \$16.10

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	61%	52%
Net Operating Cost / Capita	\$3.67	\$4.42
Total Exp. / Passenger	\$47.73	\$50.48
Total Exp. / Eligible Passenger	\$49.08	\$51.67
Transportation Exp. / Passenger		
Dedicated Service	\$36.04	\$37.73
Non-Dedicated Service	\$21.86	\$15.86
Transportation Exp. / Hour (Dedicated Service)	\$33.38	\$37.48
OPERATING		
Registrants / Capita	0.0611	0.0651
Passengers / Capita	0.1980	0.1817
Passengers / Registrant	3.24	2.79
Passengers / Hour (Dedicated Service)	0.95	1.02
Kms / Passenger (Dedicated Service)	35.87	37.27
Average Speed (Dedicated Service)	33.95	37.93

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,574	22
Wheelchair/Scooter Users	654	
Attendants	312	
Companions		
Other (specified)		
TOTAL	13,540	22

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	9	9	N/A	6
Accessible Vans / Minivans	3	3	2	3
Small Buses				
Other				
TOTAL DED. VEHICLES	12	12	N/A	N/A

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

Leamington

Erie Shore Community Transit

Contact: Mark Wybenga
 Title: Department Coordinator
 Telephone: 519-326-8629 x344
 Fax: 519-326-8697
 Email: mwybenga@secc.on.ca

Population served: 55,541
 Service area (km²): 590.0
 Communities served: 3
 Service began: 01/10/1991
 Advisory Committee members: 10
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 165
 Ambulatory: 337
 Attendants:
 Companions:
 Other:
Total: 502

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	115,730	97,254
Tot. Veh. Km. - Dedicated Service	115,730	97,254
Rev. Veh. Hrs. - Dedicated Service	6,435	5,200
Tot. Veh. Hrs. - Dedicated Service	6,435	5,200
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	9,078	6,803
Non-Dedicated Service		
TOTAL PASSENGERS	9,078	6,803
Subscription / Pre-booked	24%	20%
Reservation	70%	75%
On-Demand / Day of trip	6%	5%
Cancelled in advance	366	375
No-shows / Cancelled at door	589	677
Unaccommodated trips	144	30
Number of complaints		1

OPERATING EXPENSES

Administration	\$13,032	\$12,558
Operations:		
Internal - Dedicated Service	\$196,200	\$202,810
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$19,089	\$24,614
Fuel	\$27,611	\$28,866
TOTAL OPERATING EXPENSES	\$255,932	\$268,848

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$76,748	\$59,997
Other Operating Revenue		
Total Operating Revenue	\$76,748	\$59,997
Federal Contributions		
Provincial Contributions	\$158,172	\$187,839
Municipal Contributions	\$21,012	\$21,012
Other / Donations		
TOTAL	\$255,932	\$268,848

CAPITAL EXPENSES

Vehicles Purchased	\$57,600	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$57,600	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations	\$57,600	
TOTAL CAPITAL FUNDING	\$57,600	

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.
 Capital Funding Sources note: Municipal Capital Reserve Contributions contains:
 Leamington \$5,000, Kingsville \$5,000, Wheatley \$5,000 - municipalities are asked to reserve the funds annually until such time they are needed; however, these were not required for the vehicle purchase made in 2013.

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 Date:	01/05/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$6.00			☐
Child	\$6.00			☐
Student	\$6.00			☐
Senior	\$6.00			☐
Attendant				☒
Companion				☐
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): (Admin/Other Operations) CUPE Local 4523

Top Operator Wage Rate: \$16.75

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	30%	22%
Net Operating Cost / Capita	\$3.23	\$3.76
Total Exp. / Passenger	\$28.19	\$39.52
Total Exp. / Eligible Passenger	\$30.04	\$41.99
Transportation Exp. / Passenger		
Dedicated Service	\$26.76	\$37.67
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.75	\$49.29
OPERATING		
Registrants / Capita	0.0087	0.0090
Passengers / Capita	0.1635	0.1225
Passengers / Registrant	18.76	13.55
Passengers / Hour (Dedicated Service)	1.41	1.31
Kms / Passenger (Dedicated Service)	12.75	14.30
Average Speed (Dedicated Service)	17.98	18.70

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,110	
Wheelchair/Scooter Users	1,293	
Attendants	400	
Companions		
Other (specified)		
TOTAL	6,803	

VEHICLE DATA

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

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

London

London Community Transportation Brokerage

Contact: Kelly Paleczny
 Title: Director of Finance
 Telephone: 519-451-1340 x366
 Fax: 519-451-0153
 Email: kpaleczn@london.ca

Population served: 373,700
 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:	2,036	2,036
Ambulatory:	3,466	3,466
Attendants:		
Companions:		
Other:		
Total:	5,502	5,502

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		2012	2013	SERVICE HOURS / SCHEDULING				
Rev. Veh. Km. - Dedicated Service				Weekday:	0600 to 0000	Sunday:	0830 to 2300	
Tot. Veh. Km. - Dedicated Service				Saturday:	0600 to 0000	Holiday:	0830 to 2300	
Rev. Veh. Hrs. - Dedicated Service		94,930	103,374	Advanced booking notice:		3 day(s)		
Tot. Veh. Hrs. - Dedicated Service		94,930	103,374	Minimum notice for reservation:		1.0 hour(s)		
Non-Dedicated Service - Veh. Km.				Reservations / Scheduling:		Partially Computerized		
Non-Dedicated Service - Veh. Hrs.		10,327		FARE STRUCTURE				
PASSENGER DATA				Effective Date: 01/12/2008	Tickets/Cards		Monthly Pass	Free
Dedicated Service		239,104	255,280	Cash	(unit price)			
Non-Dedicated Service		28,086		Adult	\$2.75	\$1.90	\$81.00	☐
TOTAL PASSENGERS		267,190	255,280	Child	\$1.35	\$1.10		☐
Subscription / Pre-booked		29%	29%	Student	\$2.75	\$1.54		☐
Reservation		62%	62%	Senior	\$2.75	\$1.43	\$57.50	☐
On-Demand / Day of trip		9%	9%	Attendant				☒
Cancelled in advance		36,795	39,228	Companion	\$2.75			☐
No-shows / Cancelled at door		4,874	4,993	Other				
Unaccommodated trips		10,580	15,929	EMPLOYEE DATA		Full-time	Part-time	
Number of complaints		115	120	Operators				
OPERATING EXPENSES				Other Operations	7			
Administration		\$98,197	\$103,742	Vehicle Mechanics				
Operations:				General and Administration	2			
Internal - Dedicated Service		\$667,412	\$814,164	Other				
Contract - Dedicated Service		\$3,205,269	\$3,823,747	TOTAL NUMBER OF EMPLOYEES	9			
Contract - Non-Dedicated Service		\$357,949		Union Affiliations: Operators:				
Contract - Taxi Scrip				Mechanics:				
Maintenance (Vehicles & Facilities)				Other (specify):				
Fuel				Top Operator Wage Rate:				
TOTAL OPERATING EXPENSES		\$4,328,827	\$4,741,653	Top Mechanic Wage Rate:				
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS				PERFORMANCE INDICATORS				
Passenger Revenue		\$482,863	\$460,986	FINANCIAL		2012	2013	
Other Operating Revenue				R/C Ratio		11%	10%	
Total Operating Revenue		\$482,863	\$460,986	Net Operating Cost / Capita		\$10.53	\$11.45	
Federal Contributions				Total Exp. / Passenger		\$16.20	\$18.57	
Provincial Contributions		\$457,964	\$650,169	Total Exp. / Eligible Passenger		\$18.06	\$20.67	
Municipal Contributions		\$3,388,000	\$3,630,498	Transportation Exp. / Passenger				
Other / Donations				Dedicated Service		\$16.20	\$18.17	
TOTAL		\$4,328,827	\$4,741,653	Non-Dedicated Service		\$12.74		
CAPITAL EXPENSES				Transportation Exp. / Hour (Dedicated Service)		\$40.80	\$44.87	
Vehicles Purchased				OPERATING				
Debt Servicing				Registrants / Capita		0.0131	0.0147	
Other Capital Expenses				Passengers / Capita		0.7316	0.6831	
TOTAL CAPITAL EXPENSES				Passengers / Registrant		55.83	46.40	
CAPITAL FUNDING SOURCES				Passengers / Hour (Dedicated Service)		2.52	2.47	
Transit System				Kms / Passenger (Dedicated Service)				
Federal Contributions				Average Speed (Dedicated Service)				
Provincial Contributions				PASSENGER DATA				
Municipal Contributions				Ded. Service		Non-Ded. Service		
Other / Donations								
TOTAL CAPITAL FUNDING								

* Other Eligibility Criteria: a person who is unable as a result of their disability, to make use of our conventional transit services, is eligible for some form of specialized service, which will be determined by an eligibility assessment. * In 2013, London Community Transportation Brokerage lost its non-dedicated service provider. The non-dedicated service was not available until early 2014.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	144,546	
Wheelchair/Scooter Users	84,892	
Attendants	25,842	
Companions		
Other (specified)		
TOTAL	255,280	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	30	30	6	10
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: 916
 Service area (km²): .0
 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

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☐ Private Contractor(s), number:

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS

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.

2012

2013

SERVICE HOURS / SCHEDULING

Weekday: 0800 to 1600 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 365 day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service 1,388
 Non-Dedicated Service

1,330

FARE STRUCTURE

Effective Date: 01/01/2012

Tickets/Cards
 (unit price)

Monthly Pass

Free

TOTAL PASSENGERS

1,388

1,330

Cash
 Adult \$5.00
 Child
 Student
 Senior \$5.00
 Attendant
 Companion \$5.00
 Other

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

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

2

EMPLOYEE DATA

Full-time

Part-time

OPERATING EXPENSES

Administration

\$2,500

Operations:

Internal - Dedicated Service \$12,398

\$14,607

Contract - Dedicated Service \$1,800

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities) \$6,263

\$4,604

Fuel \$7,100

\$6,769

TOTAL OPERATING EXPENSES \$27,561

\$28,480

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

2

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate: \$16.00

Top Mechanic Wage Rate:

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$9,429

\$9,379

Other Operating Revenue

Total Operating Revenue \$9,429

\$9,379

Federal Contributions

Provincial Contributions \$17,823

\$18,601

Municipal Contributions \$309

\$500

Other / Donations

TOTAL \$27,561

\$28,480

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

PERFORMANCE INDICATORS

FINANCIAL

2012

2013

R/C Ratio 34% 33%

Net Operating Cost / Capita \$18.73 \$20.85

Total Exp. / Passenger \$19.86 \$21.41

Total Exp. / Eligible Passenger \$19.86 \$21.41

Transportation Exp. / Passenger

Dedicated Service \$19.86 \$19.53

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita 0.0950 0.1004

Passengers / Capita 1.4339 1.4520

Passengers / Registrant 15.09 14.46

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory 1,330

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL 1,330

VEHICLE DATA

Number

Veh.
Peak

Avg. Capacity per Veh.
Wheelchair Ambulatory

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

TOTAL DED. VEHICLES

1

1

N/A

N/A

Vehicle ownership:

Vehicle maintenance responsibility:

Accessible taxis:

Meaford

Georgian HandiVan

Contact: Phillip Taylor
 Title: Superintendent, Transportation Services
 Telephone: 519-538-1060 x1309
 Fax: 519-538-5599
 Email: ptaylor@meaford.ca

Population served: 11,100
 Service area (km²): 588.6
 Communities served: 1
 Service began: 01/06/1990
 Advisory Committee members: 6
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	10	20
Ambulatory:	68	272
Attendants:	4	4
Companions:	1	1
Other:	11	11
Total:	94	308

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	30,300	24,634
Tot. Veh. Km. - Dedicated Service	30,300	24,634
Rev. Veh. Hrs. - Dedicated Service	1,583	1,450
Tot. Veh. Hrs. - Dedicated Service	2,075	2,005
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,040	4,515
Non-Dedicated Service		
TOTAL PASSENGERS	5,040	4,515
Subscription / Pre-booked	0%	50%
Reservation	0%	40%
On-Demand / Day of trip	0%	10%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service		
Contract - Dedicated Service	\$58,783	\$63,733
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,683	\$14,150
Fuel	\$7,955	
TOTAL OPERATING EXPENSES	\$79,421	\$77,883

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,006	\$5,155
Other Operating Revenue	\$20,231	\$20,349
Total Operating Revenue	\$26,237	\$25,504
Federal Contributions		
Provincial Contributions	\$17,378	
Municipal Contributions	\$35,806	\$52,379
Other / Donations		
TOTAL	\$79,421	\$77,883

CAPITAL EXPENSES

Vehicles Purchased		\$62,199
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$62,199

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$62,199
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$62,199

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1500	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	8.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date:	01/01/2013	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	Out of Town Trips: \$3.00-\$7.50			

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	2012	2013
R/C Ratio	33%	33%
Net Operating Cost / Capita	\$5.32	\$4.72
Total Exp. / Passenger	\$15.76	\$17.25
Total Exp. / Eligible Passenger	\$28.70	\$34.91
Transportation Exp. / Passenger		
Dedicated Service	\$15.76	\$17.25
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.28	\$38.84
OPERATING		
Registrants / Capita	0.0175	0.0278
Passengers / Capita	0.5040	0.4068
Passengers / Registrant	28.80	14.66
Passengers / Hour (Dedicated Service)	3.18	3.11
Kms / Passenger (Dedicated Service)	6.01	5.46
Average Speed (Dedicated Service)	19.14	16.99

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,112	
Wheelchair/Scooter Users	119	
Attendants	37	
Companions		
Other (specified)	2,247	
TOTAL	4,515	

VEHICLE DATA

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

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

Midland

Midland Accessible Transit

Contact: Rick Ignas
 Title: Transportation Supervisor
 Telephone: 705-526-4321
 Fax: 705-528-6990
 Email: transportation@communityreach.ca

Population served: 16,700
 Service area (km²): 100.0
 Communities served: 1
 Service began: 15/12/2005
 Advisory Committee members: N/A
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	68	104
Ambulatory:	198	242
Attendants:	7	12
Companions:	10	10
Other:		
Total:	283	368

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	37,668	41,330
Tot. Veh. Km. - Dedicated Service	37,668	45,830
Rev. Veh. Hrs. - Dedicated Service		3,744
Tot. Veh. Hrs. - Dedicated Service		4,212
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,455	5,183
Non-Dedicated Service		
TOTAL PASSENGERS	4,455	5,183
Subscription / Pre-booked	0%	32%
Reservation	0%	50%
On-Demand / Day of trip	0%	18%
Cancelled in advance	370	561
No-shows / Cancelled at door	25	14
Unaccommodated trips	9	
Number of complaints		

OPERATING EXPENSES

Administration	\$7,850	\$7,395
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$75,072	\$88,355
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,403	\$1,695
Fuel	\$7,226	\$8,114
TOTAL OPERATING EXPENSES	\$93,551	\$105,559

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,610	\$10,949
Other Operating Revenue		
Total Operating Revenue	\$9,610	\$10,949
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$83,941	\$94,610
Other / Donations		
TOTAL	\$93,551	\$105,559

CAPITAL EXPENSES

Vehicles Purchased	\$47,992	
Debt Servicing		
Other Capital Expenses		\$13,339
TOTAL CAPITAL EXPENSES	\$47,992	\$13,339

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$39,492	
Municipal Contributions		\$17,500
Other / Donations	\$8,500	\$2,815
TOTAL CAPITAL FUNDING	\$47,992	\$20,315

* Other Eligibility Criteria: use assistive device.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.30

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$6.72	\$5.67
Total Exp. / Passenger	\$21.00	\$20.37
Total Exp. / Eligible Passenger	\$21.78	\$21.13
Transportation Exp. / Passenger		
Dedicated Service	\$19.24	\$18.94
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		\$23.31
OPERATING		
Registrants / Capita	0.0288	0.0220
Passengers / Capita	0.3564	0.3104
Passengers / Registrant	12.38	14.08
Passengers / Hour (Dedicated Service)		1.38
Kms / Passenger (Dedicated Service)	8.46	7.97
Average Speed (Dedicated Service)		11.04

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,293	
Wheelchair/Scooter Users	1,702	
Attendants	173	
Companions	15	
Other (specified)		
TOTAL	5,183	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	2	2	N/A	
Small Buses			2	3
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Municipality		
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: 71
 Ambulatory: 395
 Attendants: 119
 Companions:
 Other:
Total: 585

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

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

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

VEHICLE KILOMETRES & HOURS

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.

2012 2013

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service 11,669 22,816
TOTAL PASSENGERS 11,669 22,816
 Subscription / Pre-booked 0% 0%
 Reservation 5% 5%
 On-Demand / Day of trip 95% 95%

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 \$160,936 \$366,553
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities)
 Fuel
TOTAL OPERATING EXPENSES \$160,936 \$366,553

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$22,933 \$42,335
 Other Operating Revenue
Total Operating Revenue \$22,933 \$42,335
 Federal Contributions
 Provincial Contributions
 Municipal Contributions \$138,003 \$324,218
 Other / Donations
TOTAL \$160,936 \$366,553

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

* Additional service hours added on Saturdays, effective September 2013. * Higher demand for service in 2013.

SERVICE HOURS / SCHEDULING

Weekday: 0530 to 2030 Sunday: to
 Saturday: 0700 to 2000 Holiday: to
 Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date: 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	\$3.00	\$2.40	\$64.00	☐
Other	Companions pay fare according to user status (adult, student, senior)			

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

	2012	2013
FINANCIAL		
R/C Ratio	14%	12%
Net Operating Cost / Capita	\$1.38	\$3.24
Total Exp. / Passenger	\$13.79	\$16.07
Total Exp. / Eligible Passenger	\$13.79	\$16.07
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$13.79	\$16.07
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0062	0.0059
Passengers / Capita	0.1167	0.2282
Passengers / Registrant	18.85	39.00
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		22,816
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL		22,816

VEHICLE DATA

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

Ambulatory:

Attendants:

Companions:

Other:

Total:

Active

Total

1,382

1,382

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	217,328	217,328
Tot. Veh. Km. - Dedicated Service	217,328	217,328
Rev. Veh. Hrs. - Dedicated Service	9,740	10,276
Tot. Veh. Hrs. - Dedicated Service	9,740	10,276
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	28,735	29,688
Non-Dedicated Service		
TOTAL PASSENGERS	28,735	29,688
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	3,447	
No-shows / Cancelled at door	203	212
Unaccommodated trips	460	349
Number of complaints		

OPERATING EXPENSES

Administration		\$29,346
Operations:		
Internal - Dedicated Service	\$413,348	\$390,754
Contract - Dedicated Service		
Contract - Non-Dedicated Service		\$907
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$103,500	\$1,149
Fuel		
TOTAL OPERATING EXPENSES	\$516,848	\$422,156

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$47,000	\$42,821
Other Operating Revenue	\$56,127	\$20,514
Total Operating Revenue	\$103,127	\$63,335
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$398,428	\$398,428
Other / Donations		
TOTAL	\$501,555	\$461,763

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

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 Date:	01/07/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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	2012	2013
R/C Ratio	20%	15%
Net Operating Cost / Capita	\$4.98	\$4.32
Total Exp. / Passenger	\$17.99	\$14.22
Total Exp. / Eligible Passenger	\$18.44	\$14.22
Transportation Exp. / Passenger		
Dedicated Service	\$17.99	\$13.20
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$53.06	\$38.14
OPERATING		
Registrants / Capita	0.0169	0.0167
Passengers / Capita	0.3462	0.3577
Passengers / Registrant	20.50	21.48
Passengers / Hour (Dedicated Service)	2.95	2.89
Kms / Passenger (Dedicated Service)	7.56	7.32
Average Speed (Dedicated Service)	22.31	21.15

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	29,688	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	29,688	

VEHICLE DATA

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

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:	246	524
Ambulatory:	218	416
Attendants:	164	249
Companions:	32	46
Other:		
Total:	660	1,235

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

	2012	2013
Rev. Veh. Km. - Dedicated Service		447,584
Tot. Veh. Km. - Dedicated Service		447,584
Rev. Veh. Hrs. - Dedicated Service	12,465	12,364
Tot. Veh. Hrs. - Dedicated Service	12,465	12,364
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	17,331	14,629
Non-Dedicated Service		
TOTAL PASSENGERS	17,331	14,629
Subscription / Pre-booked	71%	63%
Reservation	28%	36%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,698	1,988
No-shows / Cancelled at door	103	12
Unaccommodated trips	61	53
Number of complaints	15	22

OPERATING EXPENSES

	2012	2013
Administration	\$103,149	
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$532,589	\$514,501
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$39,290	\$68,033
Fuel	\$98,895	\$105,948
TOTAL OPERATING EXPENSES	\$773,923	\$688,482

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$99,416	\$106,968
Other Operating Revenue	-\$11,672	
Total Operating Revenue	\$87,744	\$106,968
Federal Contributions		
Provincial Contributions	\$233,221	\$258,203
Municipal Contributions	\$452,958	\$323,311
Other / Donations		
TOTAL	\$773,923	\$688,482

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

* With a centralized hospital and additional dialysis location in 2013, our clients are travelling further for their trips.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date: 06/11/2006	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult		\$7.50		☐
Child		\$7.50		☐
Student		\$7.50		☐
Senior		\$7.50		☒
Attendant				☐
Companion		\$7.50		☐
Other				

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$17.48

Top Mechanic Wage Rate: \$32.07

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	11%	16%
Net Operating Cost / Capita	\$1.58	\$1.34
Total Exp. / Passenger	\$44.66	\$47.06
Total Exp. / Eligible Passenger	\$51.45	\$52.96
Transportation Exp. / Passenger		
Dedicated Service	\$38.70	\$47.06
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$53.81	\$55.68
OPERATING		
Registrants / Capita	0.0024	0.0028
Passengers / Capita	0.0398	0.0336
Passengers / Registrant	16.43	11.85
Passengers / Hour (Dedicated Service)	1.39	1.18
Kms / Passenger (Dedicated Service)		30.60
Average Speed (Dedicated Service)		36.20

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,344	
Wheelchair/Scooter Users	7,657	
Attendants	1,519	
Companions	109	
Other (specified)		
TOTAL	14,629	

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: 1,006
 Ambulatory: 936
 Attendants:
 Companions:
 Other:
Total: 1,942

Active
 1,006
 936
 1,942

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	182,593	177,655
Tot. Veh. Km. - Dedicated Service	182,593	177,655
Rev. Veh. Hrs. - Dedicated Service	11,561	10,610
Tot. Veh. Hrs. - Dedicated Service	11,561	10,610
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	29,196	28,250
Non-Dedicated Service	9,391	10,620
TOTAL PASSENGERS	38,587	38,870
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	8,471	14,966
No-shows / Cancelled at door	358	337
Unaccommodated trips	500	429
Number of complaints	6	9

OPERATING EXPENSES

Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service	\$2,079	
Contract - Dedicated Service	\$386,052	\$396,744
Contract - Non-Dedicated Service	\$95,626	\$111,392
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$95,706	\$97,530
Fuel	\$72,023	\$75,655
TOTAL OPERATING EXPENSES	\$670,068	\$699,903

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$92,806	\$100,600
Other Operating Revenue		
Total Operating Revenue	\$92,806	\$100,600
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$577,262	\$599,303
Other / Donations		
TOTAL	\$670,068	\$699,903

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 Date:	01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.48		☐
Child	\$2.75	\$2.48		☐
Student	\$2.75	\$2.48		☐
Senior	\$2.75	\$2.48		☐
Attendant	\$2.75	\$2.48		☐
Companion	\$2.75	\$2.48		☐
Other				☐

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	6
Other Operations	1	4
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	4	10

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

Top Operator Wage Rate: \$18.76

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$10.31	\$10.70
Total Exp. / Passenger	\$17.37	\$18.01
Total Exp. / Eligible Passenger	\$19.82	\$20.47
Transportation Exp. / Passenger		
Dedicated Service	\$19.04	\$20.17
Non-Dedicated Service	\$10.18	\$10.49
Transportation Exp. / Hour (Dedicated Service)	\$48.08	\$53.72
OPERATING		
Registrants / Capita	0.0335	0.0347
Passengers / Capita	0.6891	0.6941
Passengers / Registrant	20.55	20.02
Passengers / Hour (Dedicated Service)	2.53	2.66
Kms / Passenger (Dedicated Service)	6.25	6.29
Average Speed (Dedicated Service)	15.79	16.74

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,161	8,840
Wheelchair/Scooter Users	13,173	1,014
Attendants	3,916	766
Companions		
Other (specified)		
TOTAL	28,250	10,620

VEHICLE DATA

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

Vehicle ownership: Municipal Transit System
 Vehicle maintenance responsibility: Municipal Transit System
 Accessible taxis: 1

North Perth

Victorian Order of Nurses, Ontario Branch (VON)

Contact: Jennifer O'Grady
 Title: Coordinator of Client Services
 Telephone: 519-291-5898
 Fax: 519-291-3141
 Email: Jennifer.OMGrady@von.ca

Population served: 12,631
 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:	60	60
Ambulatory:	217	217
Attendants:	52	52
Companions:		
Other:		
Total:	329	329

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

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

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

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	32,609	24,717
Tot. Veh. Km. - Dedicated Service	32,609	24,717
Rev. Veh. Hrs. - Dedicated Service	2,209	2,084
Tot. Veh. Hrs. - Dedicated Service	2,306	2,084
Non-Dedicated Service - Veh. Km.	40,768	52,467
Non-Dedicated Service - Veh. Hrs.	1,263	1,490

PASSENGER DATA

Dedicated Service	6,372	6,633
Non-Dedicated Service	1,284	1,482
TOTAL PASSENGERS	7,656	8,115
Subscription / Pre-booked	70%	65%
Reservation	26%	30%
On-Demand / Day of trip	4%	5%
Cancelled in advance	1,092	1,169
No-shows / Cancelled at door	203	179
Unaccommodated trips	213	43
Number of complaints	2	1

OPERATING EXPENSES

Administration	\$54,976	\$51,391
Operations:		
Internal - Dedicated Service	\$67,775	\$91,577
Contract - Dedicated Service	\$4,748	\$5,133
Contract - Non-Dedicated Service	\$14,549	\$18,639
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,657	\$18,760
Fuel	\$8,408	\$10,889
TOTAL OPERATING EXPENSES	\$165,113	\$196,389

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$64,058	\$69,197
Other Operating Revenue		
Total Operating Revenue	\$64,058	\$69,197
Federal Contributions		
Provincial Contributions	\$94,703	\$120,724
Municipal Contributions	\$6,352	\$6,468
Other / Donations		
TOTAL	\$165,113	\$196,389

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. * Fare Structure shows in-town one-way fare; other fares are as follows: within North Perth \$8.00 one-way; \$.80/km for out-of-town travel plus wait time of \$15.00/hour; charter rates \$35.00/hour driving time & \$22.00/hour waiting time. * VON Perth-Huron is part of EasyRide, an integrated transportation system for Perth & Huron counties, all bookings are taken by the centralized EasyRide office located in Stratford and utilizes web-based scheduling software from Trapeze Novus.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$11.50
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	39%	35%
Net Operating Cost / Capita	\$8.25	\$10.07
Total Exp. / Passenger	\$21.57	\$24.20
Total Exp. / Eligible Passenger	\$23.72	\$26.54
Transportation Exp. / Passenger		
Dedicated Service	\$15.00	\$19.05
Non-Dedicated Service	\$11.33	\$12.58
Transportation Exp. / Hour (Dedicated Service)	\$41.45	\$60.63
OPERATING		
Registrants / Capita	0.0257	0.0261
Passengers / Capita	0.6248	0.6425
Passengers / Registrant	24.30	24.67
Passengers / Hour (Dedicated Service)	2.88	3.18
Kms / Passenger (Dedicated Service)	5.12	3.73
Average Speed (Dedicated Service)	14.76	11.86

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,142	1,334
Wheelchair/Scooter Users	923	
Attendants	561	148
Companions	7	
Other (specified)		
TOTAL	6,633	1,482

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	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: 188,000
 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:	197	360
Ambulatory:	907	1,655
Attendants:	85	155
Companions:		
Other:		
Total:	1,189	2,170

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	255,842	298,707
Tot. Veh. Km. - Dedicated Service	255,842	298,707
Rev. Veh. Hrs. - Dedicated Service	14,199	16,124
Tot. Veh. Hrs. - Dedicated Service	14,199	16,124
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	32,797	37,778
Non-Dedicated Service	30,370	34,137
TOTAL PASSENGERS	63,167	71,915
Subscription / Pre-booked	43%	32%
Reservation	57%	67%
On-Demand / Day of trip	1%	1%
Cancelled in advance	4,715	4,128
No-shows / Cancelled at door	797	550
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$147,434	\$168,136
Operations:		
Internal - Dedicated Service	\$631,731	\$679,372
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$459,953	\$502,234
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$49,111	\$59,625
Fuel	\$74,195	\$81,849
TOTAL OPERATING EXPENSES	\$1,362,424	\$1,491,216

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$79,772	\$133,237
Other Operating Revenue		
Total Operating Revenue	\$79,772	\$133,237
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,282,652	\$1,357,979
Other / Donations		
TOTAL	\$1,362,424	\$1,491,216

CAPITAL EXPENSES

Vehicles Purchased	\$198,633	\$587,712
Debt Servicing		
Other Capital Expenses		\$25,032
TOTAL CAPITAL EXPENSES	\$198,633	\$612,744

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$3,374	\$425,612
Municipal Contributions	\$188,331	\$177,531
Other / Donations	\$6,928	\$9,601
TOTAL CAPITAL FUNDING	\$198,633	\$612,744

* Other Eligibility Criteria: as per Town's definition. * In 2013, seniors ride free on Mondays; decommissioned adult and student tickets to move towards use of Presto Fare Card System; purchased 2 Spirit of Mobility - Arboc for expansion. * Visitors from other municipalities are eligible only if they register with Oakville Transit's Care-A-Van service.

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 Date: 01/01/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25	\$1.75	\$99.00	☒
Child				☐
Student	\$3.25	\$1.75	\$65.00	☐
Senior	\$3.25	\$1.75	\$50.00	☐
Attendant				☒
Companion	\$3.25	\$1.75		☐
Other	GO Riders - 70 cents, Student Freedom Monthly Pass \$15			

EMPLOYEE DATA

	Full-time	Part-time
Operators	7	
Other Operations	3	1
Vehicle Mechanics		
General and Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES 11 1

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

Top Operator Wage Rate: \$27.80

Top Mechanic Wage Rate: \$33.15

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	6%	9%
Net Operating Cost / Capita	\$7.03	\$7.22
Total Exp. / Passenger	\$21.57	\$20.74
Total Exp. / Eligible Passenger	\$23.05	\$22.41
Transportation Exp. / Passenger		
Dedicated Service	\$23.02	\$21.73
Non-Dedicated Service	\$15.14	\$14.71
Transportation Exp. / Hour (Dedicated Service)	\$53.18	\$50.91
OPERATING		
Registrants / Capita	0.0116	0.0115
Passengers / Capita	0.3461	0.3825
Passengers / Registrant	29.95	33.14
Passengers / Hour (Dedicated Service)	2.31	2.34
Kms / Passenger (Dedicated Service)	7.80	7.91
Average Speed (Dedicated Service)	18.02	18.53

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	26,030	28,641
Wheelchair/Scooter Users	8,287	3,597
Attendants	3,223	1,897
Companions	238	2
Other (specified)		
TOTAL	37,778	34,137

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

Orillia

Orillia Wheelchair Limousine Service

Contact: Jack Green
 Title: Manager of Transportation
 Telephone: 705-329-7255
 Fax:
 Email: jgreen@orillia.ca

Population served: 31,564
 Service area (km²): 28.8
 Communities served: 1
 Service began: 15/06/1987
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	508	508
Ambulatory:		
Attendants:	38	38
Companions:		
Other:		
Total:	546	546

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	29,784	45,081
Tot. Veh. Km. - Dedicated Service	29,784	45,081
Rev. Veh. Hrs. - Dedicated Service	3,022	5,092
Tot. Veh. Hrs. - Dedicated Service	3,022	5,092
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,489	8,264
Non-Dedicated Service		
TOTAL PASSENGERS	5,489	8,264
Subscription / Pre-booked	90%	5%
Reservation	5%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	66	132
No-shows / Cancelled at door	67	78
Unaccommodated trips	170	247
Number of complaints	4	5

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service		
Contract - Dedicated Service	\$132,486	\$216,592
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES **\$132,486** **\$216,592**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,774	\$15,029
Other Operating Revenue		
Total Operating Revenue	\$12,774	\$15,029
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$119,712	\$201,063
Other / Donations	\$500	\$500
TOTAL	\$132,986	\$216,592

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

* Implementation of new fare structure on September 2, 2012 (lowered cash fares from \$2.75 to \$2.00 per ride and implement monthly bus pass for riders). * Using AODA criteria, City of Orillia extended its specialized transit service hours.

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 2230	Sunday:	0900 to 1630
Saturday:	0900 to 1800	Holiday:	to

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

FARE STRUCTURE

Effective Date: 02/09/2012	Tickets/Cards	Monthly Pass	Free
Cash	(unit price)		
Adult	\$2.00	\$1.84	\$46.00
Child	\$2.00	\$1.84	\$46.00
Student	\$2.00	\$1.84	\$46.00
Senior	\$2.00	\$1.84	\$46.00
Attendant			☒
Companion			☐
Other			☐

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	10%	7%
Net Operating Cost / Capita	\$3.90	\$6.39
Total Exp. / Passenger	\$24.14	\$26.21
Total Exp. / Eligible Passenger	\$26.25	\$28.14
Transportation Exp. / Passenger		
Dedicated Service	\$24.14	\$26.21
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$43.84	\$42.54
OPERATING		
Registrants / Capita	0.0153	0.0173
Passengers / Capita	0.1790	0.2618
Passengers / Registrant	11.73	15.14
Passengers / Hour (Dedicated Service)	1.82	1.62
Kms / Passenger (Dedicated Service)	5.43	5.46
Average Speed (Dedicated Service)	9.86	8.85

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,697	
Wheelchair/Scooter Users		
Attendants	567	
Companions		
Other (specified)		
TOTAL	8,264	

VEHICLE DATA

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

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

Ottawa

Para Transpo

Contact: Ken Gordon
 Title: Section Manager, Booking, Scheduling & CS
 Telephone: 613-842-3636 x2593
 Fax: 613-244-4329
 Email: Ken.Gordon @ottawa.ca

Population served: 943,260
 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: 3,840
 Ambulatory: 9,231
 Attendants:
 Companions:
 Other:
Total: 13,071

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	5,537,142	5,072,509
Tot. Veh. Km. - Dedicated Service	6,340,414	5,791,310
Rev. Veh. Hrs. - Dedicated Service	248,152	228,392
Tot. Veh. Hrs. - Dedicated Service	248,152	228,392
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	548,928	528,992
Non-Dedicated Service	327,178	342,598
TOTAL PASSENGERS	876,106	871,590
Subscription / Pre-booked	57%	61%
Reservation	38%	36%
On-Demand / Day of trip	5%	3%
Cancelled in advance	163,946	149,746
No-shows / Cancelled at door	24,850	23,921
Unaccommodated trips	85,918	69,064
Number of complaints	653	634

OPERATING EXPENSES

Administration	\$2,142,114	\$2,441,538
Operations:		
Internal - Dedicated Service	\$14,009,151	\$13,798,052
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$8,571,302	\$9,014,899
Contract - Taxi Scrip	\$259,504	\$299,672
Maintenance (Vehicles & Facilities)	\$2,729,480	\$2,990,283
Fuel	\$1,648,123	\$1,538,081
TOTAL OPERATING EXPENSES	\$29,359,674	\$30,082,525

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,291,390	\$2,100,809
Other Operating Revenue	\$16,156	\$15,274
Total Operating Revenue	\$2,307,546	\$2,116,083
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$27,052,128	\$27,966,442
Other / Donations		
TOTAL	\$29,359,674	\$30,082,525

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$468,966	\$19,744
TOTAL CAPITAL EXPENSES	\$468,966	\$19,744

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$468,966	\$19,744
Other / Donations		
TOTAL CAPITAL FUNDING	\$468,966	\$19,744

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0630 to 0100
Saturday:	0630 to 0100	Holiday:	0630 to 0100

Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling: Fully Computerized

FARE STRUCTURE

Effective Date:	01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.70	\$1.50	\$98.75	☒
Child	\$1.50	\$1.50		☐
Student	\$2.70	\$1.50	\$78.75	☐
Senior	\$2.70	\$1.50	\$40.00	☐
Attendant				☒
Companion	\$2.70	\$1.50		☐
Other	Community pass \$35.00; child under 6 free			

EMPLOYEE DATA

	Full-time	Part-time
Operators	168	1
Other Operations	25	6
Vehicle Mechanics	14	
General and Administration	15	
Other	8	
TOTAL NUMBER OF EMPLOYEES	230	7

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	2012	2013
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$28.93	\$29.65
Total Exp. / Passenger	\$33.51	\$34.51
Total Exp. / Eligible Passenger	\$37.62	\$39.36
Transportation Exp. / Passenger		
Dedicated Service	\$33.50	\$34.64
Non-Dedicated Service	\$26.99	\$27.19
Transportation Exp. / Hour (Dedicated Service)	\$74.09	\$80.24
OPERATING		
Registrants / Capita	0.0137	0.0139
Passengers / Capita	0.9369	0.9240
Passengers / Registrant	68.37	66.68
Passengers / Hour (Dedicated Service)	2.21	2.32
Kms / Passenger (Dedicated Service)	10.09	9.59
Average Speed (Dedicated Service)	22.31	22.21

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	273,362	250,966
Wheelchair/Scooter Users	177,191	62,708
Attendants	26,175	14,627
Companions	45,044	14,297
Other (specified)	7,220	
TOTAL	528,992	342,598

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
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: 80

Owen Sound

Owen Sound Transit

Contact: Sharon Edwards
 Title: Executive Assistant
 Telephone: 519-376-4440 x1211
 Fax: 519-376-3579
 Email: sedwards@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	Active	Total
Wheelchair/Scooter Users:	113	113
Ambulatory:	109	109
Attendants:	99	99
Companions:		
Other:		
Total:	321	321

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	24,180	33,945
Tot. Veh. Km. - Dedicated Service	24,859	35,913
Rev. Veh. Hrs. - Dedicated Service	2,268	3,359
Tot. Veh. Hrs. - Dedicated Service	2,337	3,476
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	4,762	5,789
Non-Dedicated Service		
TOTAL PASSENGERS	4,762	5,789
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	497	514
No-shows / Cancelled at door	71	78
Unaccommodated trips	11	14
Number of complaints	18	2

OPERATING EXPENSES

	2012	2013
Administration	\$17,688	\$18,648
Operations:		
Internal - Dedicated Service	\$91	\$105
Contract - Dedicated Service	\$118,712	\$159,435
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$8,444	\$10,021
TOTAL OPERATING EXPENSES	\$144,935	\$188,209

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$13,864	\$11,386
Other Operating Revenue		
Total Operating Revenue	\$13,864	\$11,386
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$131,071	\$176,823
Other / Donations		
TOTAL	\$144,935	\$188,209

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

The Terminal Manager handed out applications at a blitz and the office approved 100 clients in 2013. In addition, Owen Sound Transit started offering Saturday service in October 2013.

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 1830	Sunday:	to
Saturday:	0900 to 1630	Holiday:	to
Advanced booking notice:	3 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date: 01/09/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50		\$60.00	☒
Child				☐
Student	\$2.00		\$35.00	☐
Senior	\$2.50		\$45.00	☐
Attendant				☒
Companion	\$2.50		\$60.00	☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	9	1
Other Operations	1	1
Vehicle Mechanics	1	
General and Administration		
Other		

TOTAL NUMBER OF EMPLOYEES

11 2

Union Affiliations: Operators: Unifor Local 4268

Mechanics:

Other (specify):

Top Operator Wage Rate: \$16.50

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	10%	6%
Net Operating Cost / Capita	\$5.96	\$8.04
Total Exp. / Passenger	\$30.44	\$32.51
Total Exp. / Eligible Passenger	\$31.90	\$34.41
Transportation Exp. / Passenger		
Dedicated Service	\$26.72	\$29.29
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$54.45	\$48.78
OPERATING		
Registrants / Capita	0.0229	0.0146
Passengers / Capita	0.2165	0.2631
Passengers / Registrant	9.45	18.03
Passengers / Hour (Dedicated Service)	2.10	1.72
Kms / Passenger (Dedicated Service)	5.08	5.86
Average Speed (Dedicated Service)	10.66	10.11

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,984	
Wheelchair/Scooter Users	2,485	
Attendants	320	
Companions		
Other (specified)		
TOTAL	5,789	

VEHICLE DATA

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

Parry Sound

Parry Sound Specialized Transit

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

Population served: 6,191
 Service area (km²): 13.3
 Communities served: 1
 Service began: 01/06/2008
 Advisory Committee members: 8
 Eligibility Committee members: 8

REGISTRANTS
 Wheelchair/Scooter Users: 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

	2012	2013
Rev. Veh. Km. - Dedicated Service	4,950	3,120
Tot. Veh. Km. - Dedicated Service	4,950	3,120
Rev. Veh. Hrs. - Dedicated Service	315	379
Tot. Veh. Hrs. - Dedicated Service	315	379
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	688	793
Non-Dedicated Service		
TOTAL PASSENGERS	688	793
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance		
No-shows / Cancelled at door	323	325
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$33,209	\$34,459
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$33,209	\$34,459

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,064	\$2,269
Other Operating Revenue		
Total Operating Revenue	\$2,064	\$2,269
Federal Contributions		
Provincial Contributions	\$19,431	\$19,431
Municipal Contributions	\$11,714	\$12,759
Other / Donations		
TOTAL	\$33,209	\$34,459

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 Date:	01/07/2011	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.75		☐
Child	\$3.00	\$2.75		☐
Student	\$3.00	\$2.75		☐
Senior	\$3.00	\$2.75		☒
Attendant				☒
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	2012	2013
R/C Ratio	6%	7%
Net Operating Cost / Capita	\$5.03	\$5.20
Total Exp. / Passenger	\$48.27	\$43.45
Total Exp. / Eligible Passenger	\$48.27	\$43.45
Transportation Exp. / Passenger		
Dedicated Service	\$48.27	\$43.45
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$105.43	\$90.92
OPERATING		
Registrants / Capita	0.0021	0.0021
Passengers / Capita	0.1111	0.1281
Passengers / Registrant	52.92	61.00
Passengers / Hour (Dedicated Service)	2.18	2.09
Kms / Passenger (Dedicated Service)	7.19	3.93
Average Speed (Dedicated Service)	15.71	8.23

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	793	
Attendants		
Companions		
Other (specified)		
TOTAL	793	

VEHICLE DATA

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

Peel Region

TransHelp

Contact: Maarit Varga
 Title: Supervisor, Client & 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	Active	Total
Wheelchair/Scooter Users:	4,962	4,962
Ambulatory:	7,443	7,443
Attendants:		
Companions:		
Other:	1,669	1,669
Total:	14,074	14,074

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 2

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 4

Taxi Scrip Program Available: ☒

☒ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	4,640,944	4,867,216
Tot. Veh. Km. - Dedicated Service	5,189,547	5,436,962
Rev. Veh. Hrs. - Dedicated Service	221,309	227,696
Tot. Veh. Hrs. - Dedicated Service	239,282	245,365
Non-Dedicated Service - Veh. Km.	109,148	111,432
Non-Dedicated Service - Veh. Hrs.	10,803	11,121

PASSENGER DATA

Dedicated Service	480,238	502,328
Non-Dedicated Service	54,471	62,290
TOTAL PASSENGERS	534,709	564,618
Subscription / Pre-booked	40%	40%
Reservation	55%	55%
On-Demand / Day of trip	5%	5%
Cancelled in advance	40,050	46,344
No-shows / Cancelled at door	9,324	9,651
Unaccommodated trips	3,395	3,010
Number of complaints	1,260	1,726

OPERATING EXPENSES

Administration	\$3,559,119	\$3,362,793
Operations:		
Internal - Dedicated Service	\$4,831,395	\$5,344,929
Contract - Dedicated Service	\$5,816,152	\$3,860,734
Contract - Non-Dedicated Service	\$2,068,878	\$3,566,480
Contract - Taxi Scrip	\$151,849	\$174,863
Maintenance (Vehicles & Facilities)	\$1,000,029	\$1,177,901
Fuel	\$359,933	\$460,493
TOTAL OPERATING EXPENSES	\$17,787,355	\$17,948,193

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,282,337	\$1,455,035
Other Operating Revenue	\$98,569	\$105,066
Total Operating Revenue	\$1,380,906	\$1,560,101
Federal Contributions		
Provincial Contributions	\$670,398	\$691,866
Municipal Contributions	\$15,736,051	\$15,696,227
Other / Donations		
TOTAL	\$17,787,355	\$17,948,194

CAPITAL EXPENSES

Vehicles Purchased		\$1,037,011
Debt Servicing		
Other Capital Expenses	\$2,138,006	\$654,943
TOTAL CAPITAL EXPENSES	\$2,138,006	\$1,691,954

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$2,176,698	\$1,357,760
Provincial Contributions	\$7,955	\$110,634
Municipal Contributions	\$42,777	\$223,563
Other / Donations		
TOTAL CAPITAL FUNDING	\$2,227,430	\$1,691,957

Other criteria - cognitive & behavioural disabilities

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0600 to 0100
Saturday:	0600 to 0100	Holiday:	0600 to 0100

Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Fully Computerized

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators	52	21
Other Operations	8	
Vehicle Mechanics	2	
General and Administration	14	
Other	5	3
TOTAL NUMBER OF EMPLOYEES	81	24

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

Top Operator Wage Rate: \$25.88

Top Mechanic Wage Rate: \$31.94

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$12.65	\$12.64
Total Exp. / Passenger	\$33.27	\$31.79
Total Exp. / Eligible Passenger	\$46.11	\$44.22
Transportation Exp. / Passenger		
Dedicated Service	\$25.00	\$21.59
Non-Dedicated Service	\$40.77	\$60.06
Transportation Exp. / Hour (Dedicated Service)	\$50.18	\$44.20
OPERATING		
Registrants / Capita	0.0094	0.0109
Passengers / Capita	0.4123	0.4354
Passengers / Registrant	43.98	40.12
Passengers / Hour (Dedicated Service)	2.17	2.21
Kms / Passenger (Dedicated Service)	9.66	9.69
Average Speed (Dedicated Service)	20.97	21.38

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	223,262	40,592
Wheelchair/Scooter Users	142,074	
Attendants	59,586	4,486
Companions	13,310	3,328
Other (specified)	64,096	13,884
TOTAL	502,328	62,290

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	70	60	N/A	4
Accessible Vans / Minivans	26	25	1	4
Small Buses	66	50	4	6
Other	29	29	4	6
TOTAL DED. VEHICLES	191	164	N/A	N/A

Vehicle ownership: Peel Region/Non Profit
 Vehicle maintenance responsibility: Peel Region/Private Operation
 Accessible taxis: 26

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: 170
 Ambulatory: 298
 Attendants:
 Companions:
 Other:
Total: 468

Active
 170
 298
 468

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	82,645	90,705
Tot. Veh. Km. - Dedicated Service	82,645	90,705
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	14,756	14,406
Non-Dedicated Service		
TOTAL PASSENGERS	14,756	14,406
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	243	255
No-shows / Cancelled at door	94	76
Unaccommodated trips		
Number of complaints	1	1

OPERATING EXPENSES

	2012	2013
Administration	\$88,438	\$90,692
Operations:		
Internal - Dedicated Service	\$105,255	\$110,243
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$22,689	\$26,850
Fuel	\$19,863	\$22,435
TOTAL OPERATING EXPENSES	\$236,245	\$250,220

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$65,178	\$64,917
Other Operating Revenue		
Total Operating Revenue	\$65,178	\$64,917
Federal Contributions		
Provincial Contributions	\$100,000	\$110,000
Municipal Contributions	\$37,500	\$38,000
Other / Donations	\$41,627	\$32,461
TOTAL	\$244,305	\$245,378

CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		\$72,978
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$72,978

CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		\$72,978
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$72,978

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			

FARE STRUCTURE

	Effective Date: 01/02/2010	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.00	\$5.00			☐
Child	\$5.00	\$5.00			☐
Student	\$5.00	\$5.00			☐
Senior	\$5.00	\$5.00			☒
Attendant					☒
Companion					☒
Other	service animals free				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.20

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	28%	26%
Net Operating Cost / Capita	\$8.55	\$9.27
Total Exp. / Passenger	\$16.01	\$17.37
Total Exp. / Eligible Passenger	\$19.28	\$20.26
Transportation Exp. / Passenger		
Dedicated Service	\$10.02	\$11.07
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0221	0.0234
Passengers / Capita	0.7378	0.7203
Passengers / Registrant	33.46	30.78
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	5.60	6.30
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,123	
Wheelchair/Scooter Users	3,229	
Attendants	2,054	
Companions		
Other (specified)		
TOTAL	14,406	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	1	2	4
Small Buses	3	3	4	14
Other				
TOTAL DED. VEHICLES	5	4	N/A	N/A

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

Perth East

Perth East Transportation

Contact: Darlene Raycraft
 Title: Finance & Business Manager
 Telephone: 519-595-8121 x101
 Fax: 519-595-8199
 Email: dmraycraft@knollcrestlodge.com

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

REGISTRANTS
 Wheelchair/Scooter Users: 79
 Ambulatory: 854
 Attendants:
 Companions:
 Other:
Total: 933

Active
 79
 854
 933

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	99,789	95,703
Tot. Veh. Km. - Dedicated Service	100,089	96,003
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	11,608	12,121
Non-Dedicated Service		
TOTAL PASSENGERS	11,608	12,121
Subscription / Pre-booked	8%	9%
Reservation	72%	70%
On-Demand / Day of trip	20%	21%
Cancelled in advance	1,086	1,545
No-shows / Cancelled at door	27	21
Unaccommodated trips	117	146
Number of complaints	2	2

OPERATING EXPENSES

	2012	2013
Administration	\$8,179	\$8,298
Operations:		
Internal - Dedicated Service	\$99,275	\$118,491
Contract - Dedicated Service	\$16,822	\$12,019
Contract - Non-Dedicated Service	\$26,858	\$19,620
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,138	\$10,761
Fuel	\$25,038	\$30,573
TOTAL OPERATING EXPENSES	\$187,310	\$199,762

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$89,550	\$75,580
Other Operating Revenue		
Total Operating Revenue	\$89,550	\$75,580
Federal Contributions		
Provincial Contributions	\$80,015	\$104,961
Municipal Contributions	\$7,500	\$7,500
Other / Donations	\$10,245	\$11,721
TOTAL	\$187,310	\$199,762

CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		\$71,165
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$71,165

CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		\$71,165
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$71,165

* Other Eligibility Criteria: frail, cognitive impairment, seniors, disabled (physically/mental).

SERVICE HOURS / SCHEDULING

	2012	2013
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

	2012	2013
Effective Date: 01/09/2013		
Cash		
Adult	\$5.00	
Child	\$0.50	
Student	\$5.00	
Senior	\$5.00	
Attendant		
Companion		
Other		

EMPLOYEE DATA

	2012	2013
Operators	1	7
Other Operations		
Vehicle Mechanics		
General and Administration		1
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

	2012	2013
FINANCIAL		
R/C Ratio	48%	38%
Net Operating Cost / Capita	\$8.15	\$10.35
Total Exp. / Passenger	\$16.14	\$16.48
Total Exp. / Eligible Passenger	\$17.05	\$17.52
Transportation Exp. / Passenger		
Dedicated Service	\$13.12	\$14.18
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0733	0.0778
Passengers / Capita	0.9673	1.0101
Passengers / Registrant	13.19	12.99
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	8.60	7.90
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,556	
Wheelchair/Scooter Users	844	
Attendants		
Companions	721	
Other (specified)		
TOTAL	12,121	

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	2	2	1	14
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A

Vehicle ownership: Non-Profit Organization

Vehicle maintenance responsibility: Non-Profit Organization

Accessible taxis:

Peterborough

Peterborough Transit

Contact: Andrew Burdett
 Title: Operations Supervisor
 Telephone: 705-742-7777 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: 723
 Ambulatory: 789
 Attendants:
 Companions:
 Other:
Total: 1,512

Active
 723
 789
 1,512

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	253,400	253,546
Tot. Veh. Km. - Dedicated Service	253,400	253,546
Rev. Veh. Hrs. - Dedicated Service	14,200	14,832
Tot. Veh. Hrs. - Dedicated Service	14,200	14,832
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	36,300	35,900
Non-Dedicated Service		
TOTAL PASSENGERS	36,300	35,900
Subscription / Pre-booked	38%	37%
Reservation	61%	62%
On-Demand / Day of trip	1%	1%
Cancelled in advance	9,400	9,500
No-shows / Cancelled at door	700	600
Unaccommodated trips	350	300
Number of complaints	4	3

OPERATING EXPENSES

Administration	\$122,100	\$126,000
Operations:		
Internal - Dedicated Service	\$559,400	\$561,000
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$100	\$200
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$169,100	\$162,500
Fuel	\$78,900	\$81,600
TOTAL OPERATING EXPENSES	\$929,600	\$931,300

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$76,400	\$77,200
Other Operating Revenue		
Total Operating Revenue	\$76,400	\$77,200
Federal Contributions		
Provincial Contributions	\$169,400	\$169,400
Municipal Contributions	\$683,800	\$684,700
Other / Donations		
TOTAL	\$929,600	\$931,300

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 2300	Sunday:	0800 to 1900
Saturday:	0630 to 2300	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	02/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$2.20	\$60.00	☐
Child	\$2.50	\$2.20	\$40.00	☐
Student	\$2.50	\$2.20	\$55.00	☐
Senior	\$2.50	\$2.20	\$40.00	☐
Attendant	\$2.50	\$2.20	\$60.00	☐
Companion	\$2.50	\$2.20	\$60.00	☐
Other	CNIB users and Veterans ride free			

EMPLOYEE DATA

	Full-time	Part-time
Operators	8	4
Other Operations		1
Vehicle Mechanics		2
General and Administration	1	2
Other		
TOTAL NUMBER OF EMPLOYEES	9	9

Union Affiliations: Operators: ATU Local 1320
 Mechanics: CUPE Local 504
 Other (specify): (Administration) CUPE Local 126

Top Operator Wage Rate: \$25.94
 Top Mechanic Wage Rate: \$29.62

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$10.67	\$10.68
Total Exp. / Passenger	\$25.61	\$25.94
Total Exp. / Eligible Passenger	\$26.79	\$27.07
Transportation Exp. / Passenger		
Dedicated Service	\$22.24	\$22.43
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$56.86	\$54.28
OPERATING		
Registrants / Capita	0.0185	0.0189
Passengers / Capita	0.4538	0.4488
Passengers / Registrant	24.51	23.74
Passengers / Hour (Dedicated Service)	2.56	2.42
Kms / Passenger (Dedicated Service)	6.98	7.06
Average Speed (Dedicated Service)	17.85	17.09

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	19,600	
Wheelchair/Scooter Users	14,800	
Attendants	1,500	
Companions		
Other (specified)		
TOTAL	35,900	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	11	7	N/A	
Small Buses			4	4
Other				
TOTAL DED. VEHICLES	11	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:	45	128
Ambulatory:	28	75
Attendants:		
Companions:		
Other:		
Total:	73	203

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		2012	2013
Rev. Veh. Km. - Dedicated Service		49,029	40,366
Tot. Veh. Km. - Dedicated Service		98,058	80,732
Rev. Veh. Hrs. - Dedicated Service		1,500	1,500
Tot. Veh. Hrs. - Dedicated Service		3,000	3,000
Non-Dedicated Service - Veh. Km.			
Non-Dedicated Service - Veh. Hrs.			
PASSENGER DATA			
Dedicated Service		2,658	2,496
Non-Dedicated Service			
TOTAL PASSENGERS		2,658	2,496
Subscription / Pre-booked		0%	0%
Reservation		0%	0%
On-Demand / Day of trip		0%	0%
Cancelled in advance		63	79
No-shows / Cancelled at door		6	6
Unaccommodated trips		39	
Number of complaints			
OPERATING EXPENSES			
Administration		\$17,280	\$15,341
Operations:			
Internal - Dedicated Service		\$90,631	\$86,782
Contract - Dedicated Service			
Contract - Non-Dedicated Service			
Contract - Taxi Scrip			
Maintenance (Vehicles & Facilities)		\$6,793	\$7,554
Fuel		\$21,662	\$20,709
TOTAL OPERATING EXPENSES		\$136,366	\$130,386
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			
Passenger Revenue		\$17,536	\$16,234
Other Operating Revenue		\$2,231	
Total Operating Revenue		\$19,767	\$16,234
Federal Contributions			
Provincial Contributions		\$63,832	\$52,556
Municipal Contributions		\$27,501	\$29,664
Other / Donations		\$25,266	\$31,932
TOTAL		\$136,366	\$130,386
CAPITAL EXPENSES			
Vehicles Purchased		\$153,445	
Debt Servicing			
Other Capital Expenses		\$7,440	
TOTAL CAPITAL EXPENSES		\$160,885	
CAPITAL FUNDING SOURCES			
Transit System			
Federal Contributions			
Provincial Contributions		\$76,722	
Municipal Contributions		\$38,361	
Other / Donations		\$45,801	
TOTAL CAPITAL FUNDING		\$160,884	

SERVICE HOURS / SCHEDULING			
Weekday:	0630 to 1800	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	60 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		
FARE STRUCTURE			
Effective Date:	01/04/2011	Tickets/Cards	
	Cash	(unit price)	Monthly Pass Free
Adult			☐
Child			☐
Student			☐
Senior			☒
Attendant			☒
Companion			☒
Other	\$15.00 to \$30.00 depending on distance		
EMPLOYEE DATA		Full-time	Part-time
Operators		1	2
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: \$23.45			
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS		2012	2013
FINANCIAL			
R/C Ratio		14%	12%
Net Operating Cost / Capita		\$1.93	\$1.89
Total Exp. / Passenger		\$51.30	\$52.24
Total Exp. / Eligible Passenger		\$61.48	\$62.66
Transportation Exp. / Passenger			
Dedicated Service		\$44.80	\$46.09
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$39.70	\$38.35
OPERATING			
Registrants / Capita		0.0030	0.0034
Passengers / Capita		0.0441	0.0414
Passengers / Registrant		14.85	12.30
Passengers / Hour (Dedicated Service)		1.77	1.66
Kms / Passenger (Dedicated Service)		18.45	16.17
Average Speed (Dedicated Service)		32.69	26.91

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	939	
Wheelchair/Scooter Users	1,142	
Attendants	415	
Companions		
Other (specified)		
TOTAL	2,496	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	3	8
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Non Profit Organization		
Accessible taxis:				

Port Hope

Port Hope Specialized Transit Service

Contact: Jeanette Davidson
 Title: Engineering Services Technician
 Telephone: 905-885-2431
 Fax: 905-885-0507
 Email: jdavidson@porthope.ca

Population served: 13,750
 Service area (km²): 13.1
 Communities served: 1
 Service began: 14/04/1969
 Advisory Committee members: 13
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	73	73
Ambulatory:	144	144
Attendants:		
Companions:	59	59
Other:		
Total:	276	276

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	17,978	
Tot. Veh. Km. - Dedicated Service	17,978	
Rev. Veh. Hrs. - Dedicated Service	3,916	3,733
Tot. Veh. Hrs. - Dedicated Service	3,916	3,733
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	8,137	5,547
Non-Dedicated Service		
TOTAL PASSENGERS	8,137	5,547
Subscription / Pre-booked	0%	0%
Reservation	100%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance		440
No-shows / Cancelled at door		286
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$7,167	\$7,000
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$115,762	\$108,868
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$122,929	\$115,868

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$5,129	\$5,299
Other Operating Revenue		
Total Operating Revenue	\$5,129	\$5,299
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$117,800	\$110,569
Other / Donations		
TOTAL	\$122,929	\$115,868

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	

* Town of Port Hope switched its service provider in August 2013 and reduced its service hours in May 2013.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2000	Sunday:	to
Saturday:	0900 to 1600	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/01/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash			\$50.00	☒
Adult	\$2.00			☐
Child				☐
Student	\$1.50		\$30.00	☐
Senior	\$1.50		\$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

	2012	2013
FINANCIAL		
R/C Ratio	4%	5%
Net Operating Cost / Capita	\$8.57	\$8.04
Total Exp. / Passenger	\$15.11	\$20.89
Total Exp. / Eligible Passenger	\$15.11	\$20.89
Transportation Exp. / Passenger		
Dedicated Service	\$14.23	\$19.63
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$29.56	\$29.16
OPERATING		
Registrants / Capita	0.0239	0.0201
Passengers / Capita	0.5918	0.4034
Passengers / Registrant	24.81	20.10
Passengers / Hour (Dedicated Service)	2.08	1.49
Kms / Passenger (Dedicated Service)	2.21	
Average Speed (Dedicated Service)	4.59	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,547	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	5,547	

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: 613-392-9664
 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: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	259	312
Ambulatory:	273	358
Attendants:	26	26
Companions:		
Other:		
Total:	558	696

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	102,272	82,738
Tot. Veh. Km. - Dedicated Service	110,016	87,629
Rev. Veh. Hrs. - Dedicated Service	2,470	2,325
Tot. Veh. Hrs. - Dedicated Service	2,784	2,614
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	6,900	6,777
Non-Dedicated Service		
TOTAL PASSENGERS	6,900	6,777
Subscription / Pre-booked	40%	40%
Reservation	58%	58%
On-Demand / Day of trip	2%	2%
Cancelled in advance	489	1,115
No-shows / Cancelled at door	132	20
Unaccommodated trips	10	2
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$7,990	\$13,176
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$123,477	\$124,046
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$131,467	\$137,222

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$46,218	\$45,742
Other Operating Revenue		
Total Operating Revenue	\$46,218	\$45,742
Federal Contributions		
Provincial Contributions	\$74,399	\$63,993
Municipal Contributions	\$5,850	\$22,487
Other / Donations	\$5,000	\$5,000
TOTAL	\$131,467	\$137,222

CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$5.00			☐
Child	\$5.00			☐
Student	\$5.00			☐
Senior	\$5.00			☒
Attendant				☒
Companion				☒
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		
Other		

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	35%	33%
Net Operating Cost / Capita	\$3.34	\$3.59
Total Exp. / Passenger	\$19.05	\$20.25
Total Exp. / Eligible Passenger	\$20.59	\$22.60
Transportation Exp. / Passenger		
Dedicated Service	\$17.90	\$18.30
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.35	\$47.45
OPERATING		
Registrants / Capita	0.0175	0.0273
Passengers / Capita	0.2707	0.2659
Passengers / Registrant	15.47	9.74
Passengers / Hour (Dedicated Service)	2.79	2.91
Kms / Passenger (Dedicated Service)	14.82	12.21
Average Speed (Dedicated Service)	41.41	35.59

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,973	
Wheelchair/Scooter Users	1,099	
Attendants	705	
Companions		
Other (specified)		
TOTAL	6,777	

VEHICLE DATA

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

Vehicle ownership: Non-Profit Organizaton
 Vehicle maintenance responsibility: Non-Profit Organizaton
 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	Active	Total
Wheelchair/Scooter Users:	508	531
Ambulatory:	931	1,048
Attendants:	90	90
Companions:		
Other:		
Total:	1,529	1,669

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	345,758	373,817
Tot. Veh. Km. - Dedicated Service	361,249	391,703
Rev. Veh. Hrs. - Dedicated Service	10,289	11,402
Tot. Veh. Hrs. - Dedicated Service	12,233	13,354
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	24,005	26,693
Non-Dedicated Service		
TOTAL PASSENGERS	24,005	26,693
Subscription / Pre-booked	65%	65%
Reservation	33%	33%
On-Demand / Day of trip	2%	2%
Cancelled in advance	2,662	4,194
No-shows / Cancelled at door	1,302	74
Unaccommodated trips	55	60
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$124,047	\$144,350
Operations:		
Internal - Dedicated Service	\$292,635	\$315,328
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$70,090	\$73,352
Fuel	\$73,902	\$79,648
TOTAL OPERATING EXPENSES	\$560,674	\$612,679

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$154,258	\$162,575
Other Operating Revenue		
Total Operating Revenue	\$154,258	\$162,575
Federal Contributions		
Provincial Contributions	\$129,781	\$163,360
Municipal Contributions	\$184,457	\$192,800
Other / Donations	\$92,178	\$93,944
TOTAL	\$560,674	\$612,679

CAPITAL EXPENSES

	2012	2013
Vehicles Purchased	\$56,500	\$43,733
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$56,500	\$43,733

CAPITAL FUNDING SOURCES

	2012	2013
Transit System		\$3,300
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$56,500	\$40,433
Other / Donations		
TOTAL CAPITAL FUNDING	\$56,500	\$43,733

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 1930	Sunday:	0700 to 0000
Saturday:	0900 to 1630	Holiday:	0700 to 0000
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00			☐
Child	\$2.00			☐
Student	\$2.00			☐
Senior	\$2.00			☐
Attendant				☒
Companion				☒
Other				
Zone fares:	\$2 one way trip within Trenton Ward			

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: \$16.08

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	28%	27%
Net Operating Cost / Capita	\$7.68	\$8.51
Total Exp. / Passenger	\$23.36	\$22.95
Total Exp. / Eligible Passenger	\$25.12	\$25.11
Transportation Exp. / Passenger		
Dedicated Service	\$18.19	\$17.54
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.69	\$35.07
OPERATING		
Registrants / Capita	0.0247	0.0315
Passengers / Capita	0.4536	0.5044
Passengers / Registrant	18.35	15.99
Passengers / Hour (Dedicated Service)	2.33	2.34
Kms / Passenger (Dedicated Service)	14.40	14.00
Average Speed (Dedicated Service)	33.60	32.79

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,460	
Wheelchair/Scooter Users	6,939	
Attendants	2,294	
Companions		
Other (specified)		
TOTAL	26,693	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	3	N/A	
Small Buses	4	3	1	3
Other			5	16
TOTAL DED. VEHICLES	7	6	N/A	N/A

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

Renfrew

Sunshine Coach Service

Contact: Neil Virgin
 Title: Operations Manager
 Telephone: 613-432-2134
 Fax: 613-432-0957
 Email: sunshinecoach@sunshinecoach.ca

Population served: 26,950
 Service area (km²): 2,861.4
 Communities served: 6
 Service began: 01/03/1985
 Advisory Committee members: 8
 Eligibility Committee members: 8

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

Active
 300
 450
 750

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

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

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

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	270,552	275,100
Tot. Veh. Km. - Dedicated Service	416,234	423,230
Rev. Veh. Hrs. - Dedicated Service	10,388	11,165
Tot. Veh. Hrs. - Dedicated Service	15,982	17,177
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	26,974	32,372
Non-Dedicated Service		
TOTAL PASSENGERS	26,974	32,372
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	\$124,378	\$135,086
Operations:		
Internal - Dedicated Service	\$440,271	\$524,072
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$36,548	\$59,269
Fuel	\$65,498	\$83,249
TOTAL OPERATING EXPENSES	\$666,694	\$801,675

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$364,482	\$397,663
Other Operating Revenue	\$2,155	\$29,829
Total Operating Revenue	\$366,637	\$427,493
Federal Contributions		
Provincial Contributions	\$132,828	\$140,876
Municipal Contributions	\$17,000	\$16,800
Other / Donations	\$150,229	\$216,507
TOTAL	\$666,694	\$801,675

CAPITAL EXPENSES

Vehicles Purchased	\$73,067	\$48,452
Debt Servicing		
Other Capital Expenses	\$1,286	\$6,319
TOTAL CAPITAL EXPENSES	\$74,353	\$54,771

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$74,353	\$54,771
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$74,353	\$54,771

* Number of Registrants : Based on estimates only due to no automated system for tracking. * Operating Statistics-Revenue Vehicle hours & kilometres vs deadheading ratio has been estimated to be 65% / 35%. * Growth in age 65+ demographic in the service area; awareness of the service; increased emphasis on integration of special needs students into mainstream education system; awareness of broader definition of what constitutes disability under the AODA.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1630	Sunday:	0900 to 2200
Saturday:	1000 to 2200	Holiday:	to
Advanced booking notice:	90 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	01/07/2008	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	3	10
Other Operations		
Vehicle Mechanics		
General and Administration	2	1
Other		
TOTAL NUMBER OF EMPLOYEES	5	11

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

Top Operator Wage Rate: \$20.94

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	55%	53%
Net Operating Cost / Capita	\$11.13	\$13.88
Total Exp. / Passenger	\$24.72	\$24.76
Total Exp. / Eligible Passenger	\$28.03	\$28.27
Transportation Exp. / Passenger		
Dedicated Service	\$20.11	\$20.59
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$33.93	\$38.81
OPERATING		
Registrants / Capita	0.0278	0.0278
Passengers / Capita	1.0009	1.2012
Passengers / Registrant	35.97	43.16
Passengers / Hour (Dedicated Service)	2.60	2.90
Kms / Passenger (Dedicated Service)	10.03	8.50
Average Speed (Dedicated Service)	26.04	24.64

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	19,211	
Wheelchair/Scooter Users	9,146	
Attendants	3,857	
Companions		
Other (specified)	158	
TOTAL	32,372	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	8	8	N/A	
Small Buses	1	1	2	4
Other	1	1	4	10
TOTAL DED. VEHICLES	10	10	2	7
			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:	1,002	1,002
Ambulatory:	1,013	1,013
Attendants:		
Companions:		
Other:	31	31
Total:	2,046	2,046

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	220,401	209,531
Tot. Veh. Km. - Dedicated Service	220,401	209,531
Rev. Veh. Hrs. - Dedicated Service	12,952	14,415
Tot. Veh. Hrs. - Dedicated Service	12,952	14,415
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	35,647	32,294
Non-Dedicated Service		
TOTAL PASSENGERS	35,647	32,294
Subscription / Pre-booked	50%	50%
Reservation	48%	48%
On-Demand / Day of trip	2%	2%
Cancelled in advance	4,446	4,194
No-shows / Cancelled at door	360	400
Unaccommodated trips	335	430
Number of complaints		

OPERATING EXPENSES

Administration	\$87,723	\$86,885
Operations:		
Internal - Dedicated Service	\$532,800	\$569,864
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$86,768	\$84,612
Fuel	\$66,081	\$67,199
TOTAL OPERATING EXPENSES	\$773,372	\$808,560

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$63,115	\$61,549
Other Operating Revenue		
Total Operating Revenue	\$63,115	\$61,549
Federal Contributions		
Provincial Contributions	\$100,000	\$24,114
Municipal Contributions	\$610,257	\$722,897
Other / Donations		
TOTAL	\$773,372	\$808,560

CAPITAL EXPENSES

Vehicles Purchased	\$69,321	
Debt Servicing	\$10,234	\$7,418
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$79,555	\$7,418

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$39,821	
Municipal Contributions	\$39,734	\$7,418
Other / Donations		
TOTAL CAPITAL FUNDING	\$79,555	\$7,418

* 2013 Point Edward contract data: passenger revenue \$2,623; contract revenue \$25,839; total passenger trips 1,360, and number of registrants 44.

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 Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$2.20	\$66.00	☒
Child				☐
Student	\$2.50	\$2.20	\$66.00	☐
Senior	\$2.50	\$2.20	\$66.00	☐
Attendant				☒
Companion	\$2.50	\$2.20	\$66.00	☐
Other	College \$165/4mth & Elem/Sec \$148.50/5-mth; Child<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: Unifor Local 127
 Mechanics: Unifor Local 127
 Other (specify): (Office) CUPE Local 3690

Top Operator Wage Rate: \$24.56
 Top Mechanic Wage Rate: \$28.63

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$9.94	\$10.46
Total Exp. / Passenger	\$21.70	\$25.04
Total Exp. / Eligible Passenger	\$22.54	\$26.12
Transportation Exp. / Passenger		
Dedicated Service	\$19.23	\$22.35
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$52.94	\$50.06
OPERATING		
Registrants / Capita	0.0253	0.0287
Passengers / Capita	0.4991	0.4522
Passengers / Registrant	19.77	15.78
Passengers / Hour (Dedicated Service)	2.75	2.24
Kms / Passenger (Dedicated Service)	6.18	6.49
Average Speed (Dedicated Service)	17.02	14.54

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,535	
Wheelchair/Scooter Users	8,419	
Attendants	1,121	
Companions	219	
Other (specified)		
TOTAL	32,294	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	6	6	N/A	8
Small Buses			3	
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A

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

Sault Ste Marie

Sault Ste Marie Transit Parabus Services

Contact: Sam Piraino
 Title: Area Coordinator 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:	1,789	1,789
Ambulatory:	1,167	1,167
Attendants:		
Companions:		
Other:		
Total:	2,956	2,956

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	255,944	262,723
Tot. Veh. Km. - Dedicated Service	255,944	262,723
Rev. Veh. Hrs. - Dedicated Service	17,194	17,071
Tot. Veh. Hrs. - Dedicated Service	17,194	17,071
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	37,395	36,344
Non-Dedicated Service	12,685	10,914
TOTAL PASSENGERS	50,080	47,258
Subscription / Pre-booked	40%	40%
Reservation	59%	58%
On-Demand / Day of trip	1%	2%
Cancelled in advance	2,668	2,616
No-shows / Cancelled at door	544	603
Unaccommodated trips	648	633
Number of complaints	15	20

OPERATING EXPENSES

Administration	\$2,748	\$304
Operations:		
Internal - Dedicated Service	\$637,990	\$636,853
Contract - Dedicated Service	\$148,532	\$156,131
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$82,044	\$81,992
Fuel	\$92,132	\$94,968
TOTAL OPERATING EXPENSES	\$963,446	\$970,248

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$71,879	\$74,620
Other Operating Revenue		
Total Operating Revenue	\$71,879	\$74,620
Federal Contributions		
Provincial Contributions	\$323,474	\$323,474
Municipal Contributions	\$568,093	\$572,154
Other / Donations		
TOTAL	\$963,446	\$970,248

CAPITAL EXPENSES

Vehicles Purchased	\$68,342	\$66,691
Debt Servicing		
Other Capital Expenses	\$37,806	
TOTAL CAPITAL EXPENSES	\$106,148	\$66,691

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$106,148	\$66,691
Other / Donations		
TOTAL CAPITAL FUNDING	\$106,148	\$66,691

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2330	Sunday:	0600 to 2330
Saturday:	0600 to 2330	Holiday:	0600 to 2330

Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Fully Computerized

FARE STRUCTURE

Effective Date:	01/02/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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	6
Other Operations	1	2
Vehicle Mechanics	1	
General and Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

9 8

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

Top Operator Wage Rate: \$24.49

Top Mechanic Wage Rate: \$27.35

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$12.75	\$12.81
Total Exp. / Passenger	\$19.24	\$20.53
Total Exp. / Eligible Passenger	\$21.71	\$23.05
Transportation Exp. / Passenger		
Dedicated Service	\$25.69	\$26.69
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$55.87	\$56.82
OPERATING		
Registrants / Capita	0.0361	0.0423
Passengers / Capita	0.7165	0.6761
Passengers / Registrant	19.83	15.99
Passengers / Hour (Dedicated Service)	2.17	2.13
Kms / Passenger (Dedicated Service)	6.84	7.23
Average Speed (Dedicated Service)	14.89	15.39

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,109	10,914
Wheelchair/Scooter Users	19,067	
Attendants	5,168	
Companions		
Other (specified)		
TOTAL	36,344	10,914

VEHICLE DATA

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

Vehicle ownership: Municipal Transit System

Vehicle maintenance responsibility: Municipal Transit System

Accessible taxis:

Schreiber

Schreiber Terrace Bay Handi Transit

Contact: Don McArthur
 Title: CAO/Clerk
 Telephone: 807-824-2711 x225
 Fax: 807-824-3231
 Email: cao@schreiber.ca

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	16	16
Ambulatory:	87	87
Attendants:		
Companions:	9	9
Other:		
Total:	112	112

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

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

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

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	21,711	12,479
Tot. Veh. Km. - Dedicated Service	34,957	19,345
Rev. Veh. Hrs. - Dedicated Service	443	329
Tot. Veh. Hrs. - Dedicated Service	666	464
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	2,413	1,735
Non-Dedicated Service		
TOTAL PASSENGERS	2,413	1,735
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%

Cancelled in advance		
No-shows / Cancelled at door	13	6
Unaccommodated trips		
Number of complaints	1	1

OPERATING EXPENSES

Administration	\$52,258	\$46,002
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,673	\$924
Fuel	\$8,779	\$5,391
TOTAL OPERATING EXPENSES	\$65,710	\$52,317

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,965	\$6,193
Other Operating Revenue		
Total Operating Revenue	\$7,965	\$6,193
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$57,745	\$46,124
Other / Donations		
TOTAL	\$65,710	\$52,317

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. * Van out of service for maintenance Jan 20 Van out of service for training Jan 28 Fare increase in July 2012 may have had a negative impact on ridership.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date:	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	\$5.00 out of town			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$23.80

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$22.86	\$18.26
Total Exp. / Passenger	\$27.23	\$30.15
Total Exp. / Eligible Passenger	\$27.78	\$30.61
Transportation Exp. / Passenger		
Dedicated Service	\$5.57	\$3.64
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$20.20	\$13.61
OPERATING		
Registrants / Capita	0.0562	0.0443
Passengers / Capita	0.9553	0.6869
Passengers / Registrant	16.99	15.49
Passengers / Hour (Dedicated Service)	5.45	5.27
Kms / Passenger (Dedicated Service)	9.00	7.19
Average Speed (Dedicated Service)	49.01	37.93

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,217	
Wheelchair/Scooter Users	492	
Attendants		
Companions	26	
Other (specified)		
TOTAL	1,735	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	6
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	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: 7
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 363
 Ambulatory: 430
 Attendants: 2
 Companions: 7
 Other: 2
Total: 793

Active
 811
 676
 1,487

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

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

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

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	290,433	294,828
Tot. Veh. Km. - Dedicated Service	313,208	294,828
Rev. Veh. Hrs. - Dedicated Service	15,241	15,227
Tot. Veh. Hrs. - Dedicated Service	16,891	15,227
Non-Dedicated Service - Veh. Km.	22,775	24,616
Non-Dedicated Service - Veh. Hrs.	1,650	1,734

PASSENGER DATA

Dedicated Service	30,871	31,102
Non-Dedicated Service	6,643	6,515
TOTAL PASSENGERS	37,514	37,617
Subscription / Pre-booked	15%	10%
Reservation	80%	85%
On-Demand / Day of trip	5%	5%
Cancelled in advance	979	989
No-shows / Cancelled at door	263	256
Unaccommodated trips	772	832
Number of complaints	10	13

OPERATING EXPENSES

Administration	\$143,686	\$156,493
Operations:		
Internal - Dedicated Service	\$719,796	\$730,738
Contract - Dedicated Service	\$75,237	\$88,892
Contract - Non-Dedicated Service	\$73,072	\$72,749
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$204,354	\$209,032
Fuel	\$66,671	\$71,799
TOTAL OPERATING EXPENSES	\$1,282,816	\$1,329,703

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$102,068	\$93,867
Other Operating Revenue		\$373
Total Operating Revenue	\$102,068	\$94,240
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,180,748	\$1,221,563
Other / Donations		\$13,900
TOTAL	\$1,282,816	\$1,329,703

CAPITAL EXPENSES

Vehicles Purchased	\$45,509	\$282,548
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$45,509	\$282,548

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$45,509	\$282,548
Other / Donations		
TOTAL CAPITAL FUNDING	\$45,509	\$282,548

St. Catharines Transit provided taxi service for Thorold contract service. The 2013 Thorold data: 63 registrants, 2,902 total passenger trips, contract revenue \$70,779, and passenger revenue \$8,231.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2300	Sunday:	0900 to 2000
Saturday:	0900 to 2300	Holiday:	1030 to 1800

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

FARE STRUCTURE

Effective Date:	02/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.60	\$90.00	☐
Child	\$2.75			☐
Student	\$2.75	\$2.25	\$60.00	☐
Senior	\$2.75	\$2.00	\$55.00	☐
Attendant	\$2.75			☐
Companion	\$2.75			☐
Other	child 5 and under is free			

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: \$27.09
 Top Mechanic Wage Rate: \$32.44

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$8.99	\$9.40
Total Exp. / Passenger	\$34.20	\$35.35
Total Exp. / Eligible Passenger	\$35.86	\$37.39
Transportation Exp. / Passenger		
Dedicated Service	\$34.53	\$35.38
Non-Dedicated Service	\$11.00	\$11.17
Transportation Exp. / Hour (Dedicated Service)	\$63.11	\$72.27
OPERATING		
Registrants / Capita	0.0106	0.0113
Passengers / Capita	0.2855	0.2863
Passengers / Registrant	26.91	25.30
Passengers / Hour (Dedicated Service)	2.03	2.04
Kms / Passenger (Dedicated Service)	9.41	9.48
Average Speed (Dedicated Service)	19.06	19.36

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,586	3,950
Wheelchair/Scooter Users	10,609	2,418
Attendants	827	43
Companions	1,080	104
Other (specified)		
TOTAL	31,102	6,515

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	2	N/A	3
Small Buses	8	6	5	5
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A

Vehicle ownership: Transit Commission
 Vehicle maintenance responsibility: Transit Commission
 Accessible taxis: 1

St. Marys

St. Marys & Area Mobility Service

Contact: Kerri McIntosh
 Title: Manager
 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: 7
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 58
 Ambulatory: 517
 Attendants:
 Companions:
 Other:
Total: 575

Active
 58
 517
 575

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 2

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 15 Taxi Scrip Program Available: ☐

☒ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	51,663	51,730
Tot. Veh. Km. - Dedicated Service	51,663	51,730
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	13,078	11,982
Non-Dedicated Service		461
TOTAL PASSENGERS	13,078	12,443
Subscription / Pre-booked	30%	30%
Reservation	69%	69%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,725	1,799
No-shows / Cancelled at door	173	71
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$52,362	\$47,761
Operations:		
Internal - Dedicated Service	\$159,573	\$152,625
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$12,743	\$41,742
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,267	\$12,410
Fuel	\$11,327	\$11,033
TOTAL OPERATING EXPENSES	\$246,272	\$265,571

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$120,703	\$139,241
Other Operating Revenue		
Total Operating Revenue	\$120,703	\$139,241
Federal Contributions		
Provincial Contributions	\$100,444	\$73,747
Municipal Contributions	\$18,482	\$18,600
Other / Donations	\$15,685	\$16,146
TOTAL	\$255,314	\$247,734

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
0000 to 2400	0000 to 2400	0000 to 2400
Saturday:	0000 to 2400	Holiday: 0000 to 2400
Advanced booking notice:	30 day(s)	
Minimum notice for reservation:	1.0 hour(s)	
Reservations / Scheduling:	Fully Computerized	

FARE STRUCTURE

Effective Date: 01/08/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.75			☐
Child	\$4.75			☐
Student	\$4.75			☐
Senior	\$4.75			☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	4
Other Operations		
Vehicle Mechanics		
General and Administration		2
Other		
TOTAL NUMBER OF EMPLOYEES	1	6

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

Top Operator Wage Rate: \$17.42

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	49%	52%
Net Operating Cost / Capita	\$11.68	\$11.75
Total Exp. / Passenger	\$18.83	\$21.34
Total Exp. / Eligible Passenger	\$18.83	\$21.34
Transportation Exp. / Passenger		
Dedicated Service	\$13.85	\$14.69
Non-Dedicated Service		\$90.55
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0531	0.0535
Passengers / Capita	1.2167	1.1576
Passengers / Registrant	22.90	21.64
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	3.95	4.32
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,586	461
Wheelchair/Scooter Users	2,396	
Attendants		
Companions		
Other (specified)		
TOTAL	11,982	461

VEHICLE DATA

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

Vehicle ownership: Non-Profit Organizaton

Vehicle maintenance responsibility: Non-Profit Organizaton

Accessible taxis:

St. Thomas

St. Thomas Parallel Transit

Contact: Dave White
 Title: Supervisor of Roads and Transportation
 Telephone: 519-631-0368 x5130
 Fax: 519-631-5542
 Email: dwhite@stthomas.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

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

	2012	2013
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	6,260	6,313
Tot. Veh. Hrs. - Dedicated Service	6,260	6,313
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	19,966	17,520
Non-Dedicated Service		
TOTAL PASSENGERS	19,966	17,520
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	3,347	2,011
No-shows / Cancelled at door	244	119
Unaccommodated trips	535	164
Number of complaints		

OPERATING EXPENSES

Administration	\$16,932	\$20,542
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$281,607	\$285,229
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$46,510	\$47,314
Fuel		
TOTAL OPERATING EXPENSES	\$345,049	\$353,085

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$23,275	\$26,831
Other Operating Revenue	\$1,646	\$1,379
Total Operating Revenue	\$24,921	\$28,210
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$320,128	\$324,875
Other / Donations		
TOTAL	\$345,049	\$353,085

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

* Other Eligibility Criteria: for persons with a disability who are unable to use St. Thomas Transit conventional fixed-route bus service.

SERVICE HOURS / SCHEDULING

Weekday:	0715 to 1845	Sunday:	to
Saturday:	0915 to 1845	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/07/2007	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$2.00	\$60.00	☐
Child	\$2.50	\$1.50	\$50.00	☐
Student	\$2.50	\$1.50	\$50.00	☐
Senior	\$2.50	\$1.50	\$50.00	☒
Attendant				☒
Companion				☒
Other	Child under 5 rides free with parent			

EMPLOYEE DATA

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

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$8.89	\$9.02
Total Exp. / Passenger	\$17.28	\$20.15
Total Exp. / Eligible Passenger	\$17.76	\$21.08
Transportation Exp. / Passenger		
Dedicated Service	\$16.43	\$18.98
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$52.41	\$52.68
OPERATING		
Registrants / Capita	0.0194	0.0194
Passengers / Capita	0.5546	0.4867
Passengers / Registrant	28.52	25.03
Passengers / Hour (Dedicated Service)	3.19	2.78
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,841	
Wheelchair/Scooter Users	4,910	
Attendants	769	
Companions		
Other (specified)		
TOTAL	17,520	

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			4
TOTAL DED. VEHICLES	2	2	N/A

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

Stratford

Stratford Mobility Bus

Contact: Jim Bryson
 Title: Acting Transit Manager
 Telephone: 519-271-0250 x347
 Fax: 519-271-6029
 Email: jrbryson@stratfordcanada.ca

Population served: 32,000
 Service area (km²): .0
 Communities served: 1
 Service began:
 Advisory Committee members: 1
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 86
 Ambulatory: 86
 Attendants:
 Companions:
 Other:
Total: 172

Active
 331
 380
 711

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.

2012
 80,208
 80,208
 6,910
 6,910

2013
 79,596
 79,596
 6,910
 6,910

PASSENGER DATA

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

17,530
 19,206
17,530
 0%
 0%
 0%

17,530
 19,206
17,530
 75%
 22%
 3%

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

1,050
 100
 170
 2

1,050
 100
 170
 2

OPERATING EXPENSES

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

\$48,094
 \$234,110
 \$291,199

Maintenance (Vehicles & Facilities)
 Fuel
TOTAL OPERATING EXPENSES

\$9,753
 \$17,816
\$261,679

\$9,753
 \$17,816
\$348,907

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$52,650
 \$48,770

Total Operating Revenue

\$52,650
 \$48,770

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$38,339
 \$209,029
 \$261,798

TOTAL

\$261,679
 \$348,907

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

\$69,031

TOTAL CAPITAL EXPENSES

\$69,031

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$69,031

TOTAL CAPITAL FUNDING

\$69,031

Mechanic is under Regular Transit. * Friday service hours: 0820 - 1220 hrs.

SERVICE HOURS / SCHEDULING

Weekday: 0820 to 1640 Sunday: 0900 to 1600
 Saturday: 0900 to 1600 Holiday: to

Advanced booking notice: 10 day(s)
 Minimum notice for reservation: 2.0 hour(s)
 Reservations / Scheduling: Manual

FARE STRUCTURE

Effective Date: 01/06/2012

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.50	\$57.00	☒
Child				☐
Student	\$2.75	\$2.50	\$47.00	☐
Senior	\$2.75	\$2.50	\$47.00	☐
Attendant				☒
Companion				☐
Other	child < 5 yrs free			

EMPLOYEE DATA

Operators 2 Full-time Part-time
 Other Operations 1

Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

3 5

Union Affiliations: Operators: IBEW 636
 Mechanics: IBEW 636
 Other (specify):

Top Operator Wage Rate: \$19.88
 Top Mechanic Wage Rate: \$29.03

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	20%	14%
Net Operating Cost / Capita	\$6.53	\$9.38
Total Exp. / Passenger	\$14.93	\$18.17
Total Exp. / Eligible Passenger	\$14.93	\$18.17
Transportation Exp. / Passenger		
Dedicated Service	\$14.93	\$15.66
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		\$43.53
OPERATING		
Registrants / Capita	0.0203	0.0222
Passengers / Capita	0.5478	0.6002
Passengers / Registrant	27.05	27.01
Passengers / Hour (Dedicated Service)		2.78
Kms / Passenger (Dedicated Service)	4.58	4.14
Average Speed (Dedicated Service)		11.52

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,986	
Wheelchair/Scooter Users	8,220	
Attendants		
Companions		
Other (specified)		
TOTAL	19,206	

VEHICLE DATA

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

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

Thunder Bay

Hagi Community Services for Independence

Contact: Catherine Aubut
 Title: Operations Supervisor - Thunder Bay Transit
 Telephone: 807-684-2188
 Fax: 807-345-5744
 Email: caubut@thunderbay.ca

Population served: 109,000
 Service area (km²): 256.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 1,109 6,559

Active
Total

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

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: ☒

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	628,728	572,277
Tot. Veh. Km. - Dedicated Service	628,728	572,277
Rev. Veh. Hrs. - Dedicated Service	31,017	31,726
Tot. Veh. Hrs. - Dedicated Service	31,017	31,726
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	75,059	73,406
Non-Dedicated Service	10,009	1,417
TOTAL PASSENGERS	85,068	74,823
Subscription / Pre-booked	55%	0%
Reservation	43%	0%
On-Demand / Day of trip	2%	0%
Cancelled in advance	14,964	14,989
No-shows / Cancelled at door	998	815
Unaccommodated trips	4,070	2,352
Number of complaints	104	

OPERATING EXPENSES

Administration	\$249,720	
Operations:		
Internal - Dedicated Service	\$1,311,062	
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$170,318	
Maintenance (Vehicles & Facilities)	\$215,618	
Fuel	\$188,810	
TOTAL OPERATING EXPENSES	\$2,135,528	\$2,284,998

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$452,440	\$361,707
Other Operating Revenue		
Total Operating Revenue	\$452,440	\$361,707
Federal Contributions		
Provincial Contributions	\$130,210	
Municipal Contributions	\$1,624,928	\$1,791,200
Other / Donations	\$5,000	\$138,840
TOTAL	\$2,212,578	\$2,291,747

CAPITAL EXPENSES

Vehicles Purchased	\$202,031	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$202,031	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$202,031	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$202,031	

This service was operated by a sub-contractor up until December 31, 2013. As of January 1, 2014, the service is being operated by Thunder Bay Transit under the brand Lift+ Specialized Transit. Much of the details requested are not available or are suspect; totals only have been included in those areas. More detailed information will be available for the 2014 annual report.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0030	Sunday:	0900 to 2300
Saturday:	0600 to 0030	Holiday:	0900 to 2300
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/04/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.65	\$2.40	\$74.00	☐
Child				☐
Student	\$2.65	\$2.40	\$53.00	☐
Senior	\$2.65	\$2.40	\$53.00	☐
Attendant				☒
Companion	\$2.65	\$2.40	\$74.00	☐
Other	20 ride punch pass \$40; Annual Senior Pass \$477			

EMPLOYEE DATA

	Full-time	Part-time
Operators	9	14
Other Operations	3	3
Vehicle Mechanics		
General and Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	14	17

Union Affiliations: Operators: ATU Local 966
 Mechanics:
 Other (specify): (Dispatchers) ATU Local 966

Top Operator Wage Rate: \$21.05

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	21%	16%
Net Operating Cost / Capita	\$15.30	\$17.64
Total Exp. / Passenger	\$25.10	\$30.54
Total Exp. / Eligible Passenger	\$31.07	\$30.54
Transportation Exp. / Passenger		
Dedicated Service	\$22.86	
Non-Dedicated Service	\$17.02	
Transportation Exp. / Hour (Dedicated Service)	\$55.31	
OPERATING		
Registrants / Capita	0.0609	0.0602
Passengers / Capita	0.7734	0.6865
Passengers / Registrant	12.71	11.41
Passengers / Hour (Dedicated Service)	2.42	2.31
Kms / Passenger (Dedicated Service)	8.38	7.80
Average Speed (Dedicated Service)	20.27	18.04

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	73,406	1,417
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	73,406	1,417

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	26	11	N/A	
Small Buses			4	8
Other				
TOTAL DED. VEHICLES	26	11	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Private Operation			
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:	452	452
Ambulatory:	152	152
Attendants:	6	6
Companions:		
Other:		
Total:	610	610

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	120,263	107,467
Tot. Veh. Km. - Dedicated Service	120,263	107,467
Rev. Veh. Hrs. - Dedicated Service	7,668	5,349
Tot. Veh. Hrs. - Dedicated Service	7,668	5,349
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	12,812	13,224
Non-Dedicated Service		
TOTAL PASSENGERS	12,812	13,224
Subscription / Pre-booked	77%	74%
Reservation	22%	25%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,297	2,493
No-shows / Cancelled at door	10	197
Unaccommodated trips	380	342
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$77,257	\$61,894
Operations:		
Internal - Dedicated Service	\$247,777	\$250,230
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$237,930	\$175,563
Fuel	\$27,040	\$29,149
TOTAL OPERATING EXPENSES	\$590,004	\$516,836

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$29,396	\$25,808
Other Operating Revenue		
Total Operating Revenue	\$29,396	\$25,808
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$560,608	\$491,028
Other / Donations		
TOTAL	\$590,004	\$516,836

CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2012	2013
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

Dispatchers, mechanics, administration and maintenance staff are shared with the conventional bus service.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2330	Sunday:	0830 to 1830
Saturday:	0630 to 2330	Holiday:	to
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$2.50		☒
Child				☐
Student	\$2.00	\$2.00		☐
Senior	\$2.00	\$2.00		☒
Attendant				☐
Companion	\$2.50			
Other	Children under 5 ride free			

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: \$23.92
 Top Mechanic Wage Rate: \$29.25

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$14.52	\$12.71
Total Exp. / Passenger	\$46.05	\$39.08
Total Exp. / Eligible Passenger	\$46.96	\$39.80
Transportation Exp. / Passenger		
Dedicated Service	\$40.02	\$34.40
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$66.87	\$85.05
OPERATING		
Registrants / Capita	0.0128	0.0158
Passengers / Capita	0.3317	0.3424
Passengers / Registrant	25.88	21.68
Passengers / Hour (Dedicated Service)	1.67	2.47
Kms / Passenger (Dedicated Service)	9.39	8.13
Average Speed (Dedicated Service)	15.68	20.09

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,985	
Wheelchair/Scooter Users		
Attendants	239	
Companions		
Other (specified)		
TOTAL	13,224	

VEHICLE DATA

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

Toronto

Wheel-Trans

Contact: Margaret Gomes
 Title: Budget & Research Analyst
 Telephone: 416-393-4963
 Fax: 416-338-0139
 Email: margaret.gomes@ttc.ca

Population served: 2,791,100
 Service area (km²): 630.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 15
 Eligibility Committee members: 15

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	10,900	10,900
Ambulatory:	20,300	20,300
Attendants:		
Companions:		
Other:		
Total:	31,200	31,200

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 2

Eligibility Criteria: ☐ Unable to Board

☒ Private Contractor(s), number: 3

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	15,351,707	15,096,706
Tot. Veh. Km. - Dedicated Service	19,189,607	18,870,906
Rev. Veh. Hrs. - Dedicated Service	729,322	737,760
Tot. Veh. Hrs. - Dedicated Service	911,622	914,860
Non-Dedicated Service - Veh. Km.	4,783,025	5,393,027
Non-Dedicated Service - Veh. Hrs.	154,428	172,685

PASSENGER DATA

Dedicated Service	2,293,114	2,160,340
Non-Dedicated Service	652,603	735,164
TOTAL PASSENGERS	2,945,717	2,895,504
Subscription / Pre-booked	45%	45%
Reservation	54%	54%
On-Demand / Day of trip	1%	1%
Cancelled in advance	826,008	1,035,548
No-shows / Cancelled at door	88,300	90,127
Unaccommodated trips	61,330	83,023
Number of complaints	2,486	3,093

OPERATING EXPENSES

Administration	\$13,891,996	\$12,543,852
Operations:		
Internal - Dedicated Service	\$34,791,386	\$35,476,441
Contract - Dedicated Service	\$20,103,165	\$19,859,035
Contract - Non-Dedicated Service	\$12,625,122	\$14,477,871
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,898,960	\$15,808,784
Fuel	\$3,713,887	\$3,697,841
TOTAL OPERATING EXPENSES	\$101,024,516	\$101,863,824

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,567,087	\$5,654,684
Other Operating Revenue		
Total Operating Revenue	\$5,567,087	\$5,654,684
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$95,457,429	\$96,209,140
Other / Donations		
TOTAL	\$101,024,516	\$101,863,824

CAPITAL EXPENSES

Vehicles Purchased	\$27,647,212	
Debt Servicing		
Other Capital Expenses	\$3,385,881	\$2,456,826
TOTAL CAPITAL EXPENSES	\$31,033,093	\$2,456,826

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$31,033,093	\$2,456,826
Other / Donations		
TOTAL CAPITAL FUNDING	\$31,033,093	\$2,456,826

SERVICE HOURS / SCHEDULING

Weekday:	0000 to 2400	Sunday:	0000 to 2400
Saturday:	0000 to 2400	Holiday:	0000 to 2400
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	3.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.65	\$128.50	☐
Child	\$0.75	\$0.60		☐
Student	\$2.00	\$1.80	\$106.00	☐
Senior	\$2.00	\$1.80	\$106.00	☐
Attendant				☐
Companion				☐
Other				☐

EMPLOYEE DATA

	Full-time	Part-time
Operators	342	
Other Operations	77	
Vehicle Mechanics	86	
General and Administration	8	
Other		

TOTAL NUMBER OF EMPLOYEES

513

Union Affiliations: Operators: ATU Local 113
 Mechanics: ATU Local 113

Other (specify):

Top Operator Wage Rate: \$31.40

Top Mechanic Wage Rate: \$38.51

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$34.20	\$34.47
Total Exp. / Passenger	\$34.30	\$35.18
Total Exp. / Eligible Passenger	\$34.30	\$35.18
Transportation Exp. / Passenger		
Dedicated Service	\$32.49	\$34.64
Non-Dedicated Service	\$19.35	\$19.69
Transportation Exp. / Hour (Dedicated Service)	\$81.73	\$81.81
OPERATING		
Registrants / Capita	0.0168	0.0112
Passengers / Capita	1.0554	1.0374
Passengers / Registrant	62.94	92.80
Passengers / Hour (Dedicated Service)	3.14	2.93
Kms / Passenger (Dedicated Service)	6.69	6.99
Average Speed (Dedicated Service)	21.05	20.46

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,490,097	729,433
Wheelchair/Scooter Users	670,243	5,731
Attendants		
Companions		
Other (specified)		
TOTAL	2,160,340	735,164

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	130	90	N/A
Accessible Vans / Minivans	162	154	1
Small Buses	221	168	4
Other			
TOTAL DED. VEHICLES	513	412	N/A

Vehicle ownership: Transit Commission

Vehicle maintenance responsibility: Transit Commission

Accessible taxis: 173

Trent Hills

Venture Van

Contact: Charlotte Clay-Ireland
 Title: Transportation 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: 9
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 219
 Ambulatory: 454
 Attendants: 146
 Companions: 146
 Other: 819
Total: 819

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	108,758	114,381
Tot. Veh. Km. - Dedicated Service	135,323	145,431
Rev. Veh. Hrs. - Dedicated Service	3,613	4,032
Tot. Veh. Hrs. - Dedicated Service	4,325	4,805
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	4,348	5,033
Non-Dedicated Service		
TOTAL PASSENGERS	4,348	5,033
Subscription / Pre-booked	50%	50%
Reservation	50%	50%
On-Demand / Day of trip	0%	0%
Cancelled in advance	314	641
No-shows / Cancelled at door	34	42
Unaccommodated trips	20	25
Number of complaints	5	5

OPERATING EXPENSES

	2012	2013
Administration	\$48,159	\$45,910
Operations:		
Internal - Dedicated Service	\$130,196	\$146,952
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,475	\$31,880
Fuel	\$26,632	
TOTAL OPERATING EXPENSES	\$212,462	\$224,742

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$31,699	\$39,810
Other Operating Revenue	\$32,370	\$24,961
Total Operating Revenue	\$64,069	\$64,771
Federal Contributions		
Provincial Contributions	\$92,190	\$106,914
Municipal Contributions	\$38,500	\$51,750
Other / Donations	\$17,703	\$408
TOTAL	\$212,462	\$223,843

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:	7 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	01/01/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$4.00	\$3.33		☐
Child	\$4.00	\$3.33		☐
Student	\$4.00	\$3.33		☐
Senior	\$4.00	\$3.33		☒
Attendant				☐
Companion				☐
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: \$14.58
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	30%	29%
Net Operating Cost / Capita	\$11.77	\$12.69
Total Exp. / Passenger	\$48.86	\$44.65
Total Exp. / Eligible Passenger	\$49.83	\$45.07
Transportation Exp. / Passenger		
Dedicated Service	\$37.79	\$35.53
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.99	\$37.22
OPERATING		
Registrants / Capita	0.0365	0.0650
Passengers / Capita	0.3450	0.3993
Passengers / Registrant	9.45	6.15
Passengers / Hour (Dedicated Service)	1.20	1.25
Kms / Passenger (Dedicated Service)	25.01	22.73
Average Speed (Dedicated Service)	30.10	28.37

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,033	
Wheelchair/Scooter Users	2,953	
Attendants	47	
Companions		
Other (specified)		
TOTAL	5,033	

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 Organizaton			
Vehicle maintenance responsibility:	Non-Profit Organizaton			
Accessible taxis:				

Wallaceburg

CK Transit Wallaceburg Accessible Service

Contact: Jan Metcalfe
 Title: Engineering Technologist
 Telephone: 519-360-1998 x3301
 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:	129	129
Ambulatory:	335	335
Attendants:	134	134
Companions:		
Other:		
Total:	598	598

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	22,804	25,196
Tot. Veh. Km. - Dedicated Service	22,804	25,196
Rev. Veh. Hrs. - Dedicated Service	3,340	3,352
Tot. Veh. Hrs. - Dedicated Service	3,340	3,352
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	7,248	7,615
Non-Dedicated Service		
TOTAL PASSENGERS	7,248	7,615
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	601	625
No-shows / Cancelled at door		
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$10,857	\$10,857
Operations:		
Internal - Dedicated Service	\$4,352	\$4,330
Contract - Dedicated Service	\$135,785	\$141,287
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$7,308	\$5,096
TOTAL OPERATING EXPENSES	\$158,302	\$161,570

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$19,974	\$19,374
Other Operating Revenue		
Total Operating Revenue	\$19,974	\$19,374
Federal Contributions		
Provincial Contributions		\$8,840
Municipal Contributions	\$138,328	\$133,356
Other / Donations		
TOTAL	\$158,302	\$161,570

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

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2012	2013
FINANCIAL		
R/C Ratio	13%	12%
Net Operating Cost / Capita	\$12.58	\$12.93
Total Exp. / Passenger	\$21.84	\$21.22
Total Exp. / Eligible Passenger	\$22.60	\$21.92
Transportation Exp. / Passenger		
Dedicated Service	\$20.34	\$19.79
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.15	\$44.96
OPERATING		
Registrants / Capita	0.0596	0.0544
Passengers / Capita	0.6589	0.6923
Passengers / Registrant	11.07	12.73
Passengers / Hour (Dedicated Service)	2.17	2.27
Kms / Passenger (Dedicated Service)	3.15	3.31
Average Speed (Dedicated Service)	6.83	7.52

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,464	
Wheelchair/Scooter Users	906	
Attendants	245	
Companions		
Other (specified)		
TOTAL	7,615	

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. o/a Kiwanis Transit

Contact: Cheryl Fisher
 Title: KT Transit Manager
 Telephone: 519-669-4533 x223
 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: 553
 Ambulatory: 902
 Attendants: 902
 Companions: 902
 Other: 902
Total: 1,455

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	444,108	511,135
Tot. Veh. Km. - Dedicated Service	444,108	511,135
Rev. Veh. Hrs. - Dedicated Service	11,733	14,774
Tot. Veh. Hrs. - Dedicated Service	11,733	14,774
Non-Dedicated Service - Veh. Km.	43,515	80,772
Non-Dedicated Service - Veh. Hrs.	655	1,176

PASSENGER DATA

Dedicated Service	37,802	37,858
Non-Dedicated Service	3,658	5,432
TOTAL PASSENGERS	41,460	43,290
Subscription / Pre-booked	71%	69%
Reservation	28%	30%
On-Demand / Day of trip	1%	1%
Cancelled in advance	7,884	6,979
No-shows / Cancelled at door	198	257
Unaccommodated trips	520	624
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$965,042	\$1,111,755
Contract - Non-Dedicated Service	\$94,978	\$171,523
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$1,060,020	\$1,283,278

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$143,722	\$102,865
Other Operating Revenue		
Total Operating Revenue	\$143,722	\$102,865
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$930,796	\$1,150,896
Other / Donations		
TOTAL	\$1,074,518	\$1,253,761

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$43,000	
TOTAL CAPITAL EXPENSES	\$43,000	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations	\$43,000	
TOTAL CAPITAL FUNDING	\$43,000	

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 1800	Sunday:	to
Saturday:	0700 to 1700	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/07/2013			
	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.30	\$72.00	☐
Child	\$3.00	\$2.00	\$60.00	☐
Student	\$3.00	\$2.00	\$60.00	☐
Senior	\$3.00	\$2.00	\$60.00	☐
Attendant				☒
Companion	\$3.00			☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	5	5
Other Operations	2	1
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	8	6

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

Top Operator Wage Rate: \$21.58

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	14%	8%
Net Operating Cost / Capita	\$16.66	\$21.46
Total Exp. / Passenger	\$25.57	\$29.64
Total Exp. / Eligible Passenger	\$27.44	\$32.74
Transportation Exp. / Passenger		
Dedicated Service	\$25.53	\$29.37
Non-Dedicated Service	\$25.96	\$31.58
Transportation Exp. / Hour (Dedicated Service)	\$82.25	\$75.25
OPERATING		
Registrants / Capita	0.0248	0.0265
Passengers / Capita	0.7538	0.7871
Passengers / Registrant	30.44	29.75
Passengers / Hour (Dedicated Service)	3.22	2.56
Kms / Passenger (Dedicated Service)	11.75	13.50
Average Speed (Dedicated Service)	37.85	34.60

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	27,213	4,448
Wheelchair/Scooter Users	6,550	984
Attendants	4,095	
Companions		
Other (specified)		
TOTAL	37,858	5,432

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	6	5	6	12
Other				
TOTAL DED. VEHICLES	6	5	N/A	N/A

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

Waterloo Region - Urban

Grand River Transit Mobility/PLUS (Urban Area)

Contact: Bonnie Liesemer
 Title: Manager, Finance & Administration (GRT)
 Telephone: 519-585-7597 x7218
 Fax: 519-585-1060
 Email: bliesemer@regionofwaterloo.ca

Population served: 497,500
 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: 1,318
 Ambulatory: 1,581
 Attendants:
 Companions:
 Other:
Total: 2,899

Active
 1,318
 1,581
 7,627

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	1,336,422	1,168,465
Tot. Veh. Km. - Dedicated Service	1,363,696	1,192,311
Rev. Veh. Hrs. - Dedicated Service	58,752	57,044
Tot. Veh. Hrs. - Dedicated Service	64,627	58,208
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	143,972	145,085
Non-Dedicated Service	140,055	146,025
TOTAL PASSENGERS	284,027	291,110
Subscription / Pre-booked	55%	55%
Reservation	45%	45%
On-Demand / Day of trip	0%	0%
Cancelled in advance	21,510	43,547
No-shows / Cancelled at door	7,649	5,721
Unaccommodated trips	3,197	3,584
Number of complaints	305	317

OPERATING EXPENSES

Administration	\$785,529	\$785,273
Operations:		
Internal - Dedicated Service	\$4,251,891	\$4,384,308
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,385,764	\$1,542,378
Contract - Taxi Scrip	\$669,294	\$687,052
Maintenance (Vehicles & Facilities)	\$696,412	\$835,588
Fuel	\$414,969	\$412,794
TOTAL OPERATING EXPENSES	\$8,203,859	\$8,647,393

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$350,952	\$362,803
Other Operating Revenue	\$371,611	\$381,470
Total Operating Revenue	\$722,563	\$744,273
Federal Contributions		
Provincial Contributions	\$911,486	\$941,026
Municipal Contributions	\$6,569,810	\$6,962,094
Other / Donations		
TOTAL	\$8,203,859	\$8,647,393

CAPITAL EXPENSES

Vehicles Purchased	\$184,019	\$569,223
Debt Servicing		
Other Capital Expenses	\$247,135	\$10,327
TOTAL CAPITAL EXPENSES	\$431,154	\$579,550

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$431,154	\$579,550
Other / Donations		
TOTAL CAPITAL FUNDING	\$431,154	\$579,550

* Other Eligibility Criteria: CNIB registrant. * In June 2008 MobilityPLUS started a Commuter Service for persons with cognitive disabilities. In 2013, 9,041 passengers were carried. All MobilityPLUS registrants have access to TaxiSCRIP as well as complimentary rides on conventional GRT routes. There were approximately 143,943 rides provided on GRT conventional transit for registrants of MobilityPLUS. * In 2013, MobilityPLUS also provided 2,182 rides for 77 registered clients in the Township of North Dumfries. This service is contracted to local taxi companies, with expenses of \$38,166 and revenues of \$2,628.

SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0130	Sunday:	0730 to 0130
Saturday:	0530 to 0130	Holiday:	0730 to 0130

Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 48.0 hour(s)
 Reservations / Scheduling: Fully Computerized

FARE STRUCTURE

Effective Date:	01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.30	\$68.00	☒
Child	\$3.00	\$2.00	\$56.00	☐
Student	\$3.00	\$2.00	\$56.00	☐
Senior	\$3.00	\$2.00	\$56.00	☐
Attendant				☐
Companion				☐
Other	Children under 5 ride free			☐

EMPLOYEE DATA

	Full-time	Part-time
Operators	34	12
Other Operations	6	5
Vehicle Mechanics		
General and Administration	10	
Other		

TOTAL NUMBER OF EMPLOYEES 50 17

Union Affiliations: Operators: UNIFOR Local 4304
 Mechanics: UNIFOR Local 4304
 Other (specify): (Clerical Staff) CUPE Local 1883

Top Operator Wage Rate: \$27.85
 Top Mechanic Wage Rate: \$31.60

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$15.14	\$15.89
Total Exp. / Passenger	\$28.88	\$29.70
Total Exp. / Eligible Passenger	\$40.29	\$41.48
Transportation Exp. / Passenger		
Dedicated Service	\$37.25	\$38.82
Non-Dedicated Service	\$14.67	\$15.27
Transportation Exp. / Hour (Dedicated Service)	\$82.99	\$96.77
OPERATING		
Registrants / Capita	0.0149	0.0153
Passengers / Capita	0.5750	0.5852
Passengers / Registrant	38.61	38.17
Passengers / Hour (Dedicated Service)	2.45	2.54
Kms / Passenger (Dedicated Service)	9.28	8.05
Average Speed (Dedicated Service)	22.75	20.48

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	68,692	63,991
Wheelchair/Scooter Users	63,479	12,296
Attendants	12,914	
Companions		
Other (specified)		69,738
TOTAL	145,085	146,025

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans	30	25	N/A
Small Buses			6
Other			7
TOTAL DED. VEHICLES	30	25	N/A

Vehicle ownership: Regional Transit System
 Vehicle maintenance responsibility: Regional Transit System
 Accessible taxis: 21

Welland

WellTrans

Contact: Lorraine Denis
 Title: WellTrans Co-ordinator
 Telephone: 905-735-1700 x3102
 Fax: 905-732-9422
 Email: lorraine.denis@welland.ca

Population served: 50,331
 Service area (km²): 86.0
 Communities served: 1
 Service began: 01/08/1981
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	823	823
Ambulatory:	844	844
Attendants:	250	250
Companions:		
Other:		
Total:	1,917	1,917

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	88,004	87,348
Tot. Veh. Km. - Dedicated Service	94,561	93,593
Rev. Veh. Hrs. - Dedicated Service	5,450	5,522
Tot. Veh. Hrs. - Dedicated Service	6,080	6,077
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	16,347	16,122
Non-Dedicated Service		
TOTAL PASSENGERS	16,347	16,122
Subscription / Pre-booked	56%	55%
Reservation	43%	44%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,934	2,744
No-shows / Cancelled at door	74	121
Unaccommodated trips	375	380
Number of complaints	10	12

OPERATING EXPENSES

Administration	\$117,528	\$120,127
Operations:		
Internal - Dedicated Service	\$204,166	\$213,142
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$49,765	\$46,648
Fuel	\$30,536	\$34,426
TOTAL OPERATING EXPENSES	\$401,995	\$414,343

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$40,867	\$36,390
Other Operating Revenue	\$828	\$770
Total Operating Revenue	\$41,695	\$37,160
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$360,300	\$377,183
Other / Donations		
TOTAL	\$401,995	\$414,343

CAPITAL EXPENSES

Vehicles Purchased	\$98,242	\$116,539
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$98,242	\$116,539

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$98,242	\$116,539
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$98,242	\$116,539

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 Date:	01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.20		☐
Child	\$2.75	\$2.20		☐
Student	\$2.75	\$2.20		☐
Senior	\$2.75	\$2.20		☐
Attendant	\$2.75	\$2.20		☐
Companion	\$2.75	\$2.20		☐
Other	free with CNIB card			

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	3
Other Operations		1
Vehicle Mechanics		1
General and Administration	1	2
Other		
TOTAL NUMBER OF EMPLOYEES	3	7

Union Affiliations: Operators: ATU Local 1633
 Mechanics: ATU Local 1633
 Other (specify):

Top Operator Wage Rate: \$26.48
 Top Mechanic Wage Rate: \$32.58

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$7.16	\$7.49
Total Exp. / Passenger	\$24.59	\$25.70
Total Exp. / Eligible Passenger	\$26.44	\$27.37
Transportation Exp. / Passenger		
Dedicated Service	\$17.40	\$18.25
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$46.79	\$48.41
OPERATING		
Registrants / Capita	0.0358	0.0381
Passengers / Capita	0.3248	0.3203
Passengers / Registrant	9.07	8.41
Passengers / Hour (Dedicated Service)	3.00	2.92
Kms / Passenger (Dedicated Service)	5.38	5.42
Average Speed (Dedicated Service)	16.15	15.82

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,200	
Wheelchair/Scooter Users	5,941	
Attendants	981	
Companions		
Other (specified)		
TOTAL	16,122	

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: Spencer Pray
 Title: Financial Assistant
 Telephone: 519-785-0560
 Fax: 519-785-0644
 Email: spray@westelgin.net

Population served: 22,955
 Service area (km²): 1,555.0
 Communities served: 4
 Service began: 01/04/1994
 Advisory Committee members: N/A
 Eligibility Committee members: 6

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	16	16
Ambulatory:	82	82
Attendants:		
Companions:		
Other:		
Total:	98	98

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

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

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

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	66,528	69,103
Tot. Veh. Km. - Dedicated Service	66,528	69,103
Rev. Veh. Hrs. - Dedicated Service	1,780	1,828
Tot. Veh. Hrs. - Dedicated Service	1,780	1,828
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	2,882	3,116
Non-Dedicated Service		
TOTAL PASSENGERS	2,882	3,116
Subscription / Pre-booked	100%	100%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	120	128
No-shows / Cancelled at door	5	4
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$4,879	\$4,609
Operations:		
Internal - Dedicated Service	\$38,248	\$39,751
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,894	\$15,460
Fuel	\$14,905	\$10,055
TOTAL OPERATING EXPENSES	\$64,926	\$69,874

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$15,458	\$18,858
Other Operating Revenue		
Total Operating Revenue	\$15,458	\$18,858
Federal Contributions		
Provincial Contributions	\$21,472	\$22,955
Municipal Contributions	\$27,996	\$28,061
Other / Donations		
TOTAL	\$64,926	\$69,874

CAPITAL EXPENSES

	2012	2013
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2012	2013
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 the Municipality of Chatham-Kent \$3405.45, Southwest Middlesex \$14610.05, West Elgin \$9781.62, and Newbury \$714.21.
 *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 1700	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date:	01/07/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$5.00			☐
Child	\$5.00			☐
Student	\$5.00			☐
Senior	\$5.00			☐
Attendant	\$5.00			☐
Companion	\$5.00			☐
Other	Out of Service Area and regular service hrs \$25.00/hr plus \$0.70/km			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$20.55
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	24%	27%
Net Operating Cost / Capita	\$2.81	\$2.22
Total Exp. / Passenger	\$22.53	\$22.42
Total Exp. / Eligible Passenger	\$27.68	\$25.77
Transportation Exp. / Passenger		
Dedicated Service	\$20.84	\$20.95
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$33.73	\$35.70
OPERATING		
Registrants / Capita	0.0043	0.0043
Passengers / Capita	0.1638	0.1357
Passengers / Registrant	38.43	31.80
Passengers / Hour (Dedicated Service)	1.62	1.70
Kms / Passenger (Dedicated Service)	23.08	22.18
Average Speed (Dedicated Service)	37.38	37.80

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,585	
Wheelchair/Scooter Users	126	
Attendants		
Companions		
Other (specified)	405	
TOTAL	3,116	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	2	16
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

West Perth

Mitchell & Area Mobility Bus

Contact: Vicky Wolfe Hinz
 Title: Manager of Outreach Services
 Telephone: 519-348-8612 x226
 Fax: 519-348-4420
 Email: maco@ritzlutheranvilla.com

Population served: 9,129
 Service area (km²): 567.0
 Communities served: 1
 Service began: 01/09/1985
 Advisory Committee members: 12
 Eligibility Committee members: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	87	87
Ambulatory:	267	267
Attendants:	33	33
Companions:		
Other:		
Total:	387	387

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	27,858	26,009
Tot. Veh. Km. - Dedicated Service	28,983	26,844
Rev. Veh. Hrs. - Dedicated Service	2,295	2,123
Tot. Veh. Hrs. - Dedicated Service	2,468	2,253
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	4,513	4,145
Non-Dedicated Service		
TOTAL PASSENGERS	4,513	4,145
Subscription / Pre-booked	45%	45%
Reservation	50%	50%
On-Demand / Day of trip	5%	5%
Cancelled in advance	45	35
No-shows / Cancelled at door	5	8
Unaccommodated trips	2	4
Number of complaints	2	3

OPERATING EXPENSES

	2012	2013
Administration	\$23,269	\$26,314
Operations:		
Internal - Dedicated Service	\$42,487	\$53,483
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$3,130	\$3,600
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,102	\$6,115
Fuel	\$7,026	
TOTAL OPERATING EXPENSES	\$82,014	\$89,512

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$15,900	\$12,907
Other Operating Revenue	\$16,054	\$13,805
Total Operating Revenue	\$31,954	\$26,712
Federal Contributions		
Provincial Contributions	\$57,371	\$53,046
Municipal Contributions	\$12,000	\$12,000
Other / Donations	\$9,235	\$13,926
TOTAL	\$110,560	\$105,684

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 0900-1700hrs. General administration staff also acts as a spare driver when required.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date: 01/08/2012	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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

FINANCIAL	2012	2013
R/C Ratio	39%	30%
Net Operating Cost / Capita	\$5.48	\$6.88
Total Exp. / Passenger	\$18.17	\$21.60
Total Exp. / Eligible Passenger	\$18.17	\$21.60
Transportation Exp. / Passenger		
Dedicated Service	\$12.32	\$14.38
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$22.53	\$26.45
OPERATING		
Registrants / Capita	0.0426	0.0424
Passengers / Capita	0.4944	0.4541
Passengers / Registrant	11.60	10.71
Passengers / Hour (Dedicated Service)	1.97	1.95
Kms / Passenger (Dedicated Service)	6.17	6.27
Average Speed (Dedicated Service)	12.14	12.25

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,145	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	4,145	

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 Organizaton			
Accessible taxis:				

Windsor

Handi-Transit Windsor

Contact: Lori Colenutt
 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: 1,533
 Ambulatory: 2,094
 Attendants:
 Companions:
 Other:
Total: 3,627

Active
 1,533
 2,094
 3,627

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	334,492	325,052
Tot. Veh. Km. - Dedicated Service	473,320	462,438
Rev. Veh. Hrs. - Dedicated Service	21,312	21,109
Tot. Veh. Hrs. - Dedicated Service	21,312	21,109
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	57,191	55,442
Non-Dedicated Service		
TOTAL PASSENGERS	57,191	55,442
Subscription / Pre-booked	50%	38%
Reservation	47%	59%
On-Demand / Day of trip	3%	4%
Cancelled in advance	20,784	20,824
No-shows / Cancelled at door	824	698
Unaccommodated trips	18	17
Number of complaints		4

OPERATING EXPENSES

Administration	\$356,920	\$366,579
Operations:		
Internal - Dedicated Service	\$688,020	\$671,564
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$133,906	\$149,785
Fuel	\$136,874	\$139,393
TOTAL OPERATING EXPENSES	\$1,315,720	\$1,327,321

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$254,101	\$271,971
Other Operating Revenue	\$18,162	\$145
Total Operating Revenue	\$272,263	\$272,116
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,006,257	\$1,067,100
Other / Donations		
TOTAL	\$1,278,520	\$1,339,216

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 2013, 126 registered clients took 3,956 trips. LaSalle service contract revenue for 2013 was \$73,977.20 and its passenger revenue was \$20,769.

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 Date:	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	12
Other Operations	3	1
Vehicle Mechanics		
General and Administration	2	
Other		

TOTAL NUMBER OF EMPLOYEES

10 **13**

Union Affiliations: Operators: Teamsters Local 879
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$21.05

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	21%	21%
Net Operating Cost / Capita	\$4.47	\$4.52
Total Exp. / Passenger	\$23.01	\$23.94
Total Exp. / Eligible Passenger	\$24.09	\$24.98
Transportation Exp. / Passenger		
Dedicated Service	\$16.76	\$17.33
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.99	\$45.51
OPERATING		
Registrants / Capita	0.0156	0.0155
Passengers / Capita	0.2447	0.2373
Passengers / Registrant	15.71	15.29
Passengers / Hour (Dedicated Service)	2.68	2.63
Kms / Passenger (Dedicated Service)	5.85	5.86
Average Speed (Dedicated Service)	15.70	15.40

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	32,483	
Wheelchair/Scooter Users	20,655	
Attendants	2,304	
Companions		
Other (specified)		
TOTAL	55,442	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	13	12	5	6
Other				
TOTAL DED. VEHICLES	13	12	N/A	N/A

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

Woodstock

City of Woodstock

Contact: Alex Piggott
 Title: Works Superintendent
 Telephone: 519-539-2382 x3140
 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: 126
 Ambulatory: 235
 Attendants:
 Companions:
 Other:
Total: 361

Active
 126
 235
 361

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

	2012	2013
Rev. Veh. Km. - Dedicated Service	13,562	45,991
Tot. Veh. Km. - Dedicated Service	13,562	85,128
Rev. Veh. Hrs. - Dedicated Service	1,560	1,464
Tot. Veh. Hrs. - Dedicated Service	1,560	8,884
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2012	2013
Dedicated Service	6,031	20,919
Non-Dedicated Service	28,335	
TOTAL PASSENGERS	34,366	20,919
Subscription / Pre-booked	5%	15%
Reservation	0%	75%
On-Demand / Day of trip	95%	10%
Cancelled in advance		3,338
No-shows / Cancelled at door	95	131
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2012	2013
Administration	\$8,055	\$39,408
Operations:		
Internal - Dedicated Service	\$68,843	\$81,756
Contract - Dedicated Service		\$429,503
Contract - Non-Dedicated Service	\$271,949	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$30,863	\$18,220
Fuel	\$9,983	\$17,446
TOTAL OPERATING EXPENSES	\$389,693	\$586,333

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2012	2013
Passenger Revenue	\$9,556	\$36,833
Other Operating Revenue	\$51,596	\$4,000
Total Operating Revenue	\$61,152	\$40,833
Federal Contributions		
Provincial Contributions		\$100,000
Municipal Contributions	\$328,540	\$445,500
Other / Donations		
TOTAL	\$389,692	\$586,333

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	

2 buses are owned and operated by the City. Up to 4 buses are available for scheduling and are owned and operated by the service contractor. Dispatch service is provided by the Red Cross.

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 1830	Sunday:	to
Saturday:	0830 to 1830	Holiday:	to
Advanced booking notice:	365 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/01/2013	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		6
Other Operations		
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES		6

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

	2012	2013
FINANCIAL		
R/C Ratio	16%	7%
Net Operating Cost / Capita	\$8.65	\$14.36
Total Exp. / Passenger	\$11.34	\$28.03
Total Exp. / Eligible Passenger	\$11.34	\$29.85
Transportation Exp. / Passenger		
Dedicated Service	\$18.19	\$26.14
Non-Dedicated Service	\$9.60	
Transportation Exp. / Hour (Dedicated Service)	\$70.31	\$61.56
OPERATING		
Registrants / Capita	0.0156	0.0095
Passengers / Capita	0.9044	0.5505
Passengers / Registrant	58.05	57.95
Passengers / Hour (Dedicated Service)	3.87	14.29
Kms / Passenger (Dedicated Service)	2.25	2.20
Average Speed (Dedicated Service)	8.69	31.41

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,161	
Wheelchair/Scooter Users	1,484	
Attendants		
Companions	1,274	
Other (specified)		
TOTAL	20,919	

VEHICLE DATA

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

York Region

YRT- Mobility Plus

Contact: Steven Baldo
 Title: Supervisor, Contract Administration
 Telephone: 905-762-1282 x75629
 Fax: 905-762-2110
 Email: steven.baldo@york.ca

Population served: 1,130,400
 Service area (km²): 1,775.0
 Communities served: 9
 Service began: 01/01/2001
 Advisory Committee members: 13
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 1,377
 Ambulatory: 2,922
 Attendants: 8,187
 Companions: 4,299
 Other: 11,169
Total:

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 4

Taxi Scrip Program Available: ☒

☒ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2012	2013
Rev. Veh. Km. - Dedicated Service	2,738,201	2,615,572
Tot. Veh. Km. - Dedicated Service	2,738,201	2,615,572
Rev. Veh. Hrs. - Dedicated Service	182,766	180,155
Tot. Veh. Hrs. - Dedicated Service	212,364	205,560
Non-Dedicated Service - Veh. Km.	39,467	9,118
Non-Dedicated Service - Veh. Hrs.	4,892	2,796

PASSENGER DATA

Dedicated Service	363,894	349,338
Non-Dedicated Service	5,255	5,684
TOTAL PASSENGERS	369,149	355,022
Subscription / Pre-booked	37%	33%
Reservation	63%	66%
On-Demand / Day of trip	0%	1%
Cancelled in advance	55,157	58,938
No-shows / Cancelled at door	4,882	5,727
Unaccommodated trips	4	2
Number of complaints	683	600

OPERATING EXPENSES

Administration	\$1,356,893	\$1,374,224
Operations:		
Internal - Dedicated Service	\$2,898,823	\$3,514,017
Contract - Dedicated Service	\$9,388,747	\$8,825,048
Contract - Non-Dedicated Service	\$92,035	\$103,807
Contract - Taxi Scrip	\$28,928	\$25,378
Maintenance (Vehicles & Facilities)	\$1,464	\$1,303
Fuel	\$219,172	\$229,130
TOTAL OPERATING EXPENSES	\$13,986,062	\$14,072,907

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$805,550	\$764,332
Other Operating Revenue		
Total Operating Revenue	\$805,550	\$764,332
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$13,142,220	\$13,285,208
Other / Donations	\$38,291	\$23,367
TOTAL	\$13,986,061	\$14,072,907

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 Ownership: Small Buses-Transit System, Accessible Mini-Vans & Sedans-Private Operation. * Ridership decreased in 2013 due to December ice-storm and no 2 months of free fares offered in 2012 as a result of the YRT strike. * New contract rate for Bus, Sedan & Minivan service in August 2013. * Higher operating cost for Operations - Internal dedicated services in 2013 due to the assignment of a larger proportion of internal support program allocations to Mobility Plus.

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 Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.75	\$3.00	\$120.00	☐
Child	\$3.75	\$1.85	\$55.00	☐
Student	\$3.75	\$2.30	\$90.00	☐
Senior	\$3.75	\$1.85	\$55.00	☒
Attendant				☐
Companion	\$3.75	\$3.00	\$120.00	☐
Other	Zone 2 = \$4.75, Zone 2 Monthly Pass = \$165.00			

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations	11	6
Vehicle Mechanics		
General and Administration	7	
Other		
TOTAL NUMBER OF EMPLOYEES	18	6

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2012	2013
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$11.89	\$11.77
Total Exp. / Passenger	\$37.89	\$39.64
Total Exp. / Eligible Passenger	\$43.98	\$45.87
Transportation Exp. / Passenger		
Dedicated Service	\$34.37	\$35.98
Non-Dedicated Service	\$23.02	\$22.73
Transportation Exp. / Hour (Dedicated Service)	\$58.90	\$61.15
OPERATING		
Registrants / Capita	0.0101	0.0099
Passengers / Capita	0.3330	0.3141
Passengers / Registrant	32.91	31.79
Passengers / Hour (Dedicated Service)	1.99	1.94
Kms / Passenger (Dedicated Service)	7.52	7.49
Average Speed (Dedicated Service)	14.98	14.52

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	237,260	5,114
Wheelchair/Scooter Users	64,358	69
Attendants	34,026	359
Companions	9,573	142
Other (specified)	4,121	
TOTAL	349,338	5,684

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	49	36	N/A	3
Accessible Vans / Minivans	40	30	2	2
Small Buses	9	6	5	10
Other				
TOTAL DED. VEHICLES	98	72	N/A	N/A

Vehicle ownership: Transit System - bus; Priv Operation - car/van
 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)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$