

Ontario Specialized Transit Services Fact Book 2014 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 2013 and 2014, 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 – 2014 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 2013 and 2014, 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-15-21: English
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Notes on 2014 Data

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 2015 Dedicated Gas Tax allocation.

I. ONTARIO SUMMARY

Ontario Summary

Number of Systems Reporting:	79	Systems with Dedicated Service:	76	96%	REGISTRANTS	Active	Total
Population served:	11,981,398	Operated by:			Wheelchair/Scooter Users:	56,372	71,940
Service area (km²):	616,223.3	Transit System/Municipality:	36	46%	Ambulatory:	76,298	100,765
Communities served:	169	Private Contractor:	24	30%	Attendants:	4,972	6,016
Eligibility Criteria:		Private Non-Profit Organization:	30	38%	Companions:	638	653
Unable to Board:	65%	Systems with Non-Dedicated Service:	31	39%	Other:	4,051	4,267
Unable to Use:	67%	Systems with a Taxi Scrip Program:	9	11%	Total:	143,852	185,590
Other Criteria:	46%						

OPERATING DATA

	2013	2014
Number of transit systems reporting	79	79
Rev. Veh. Km. - Dedicated Service	44,913,903	44,674,705
Tot. Veh. Km. - Dedicated Service	50,797,662	49,940,370
Rev. Veh. Hrs. - Dedicated Service	2,293,383	2,272,623
Tot. Veh. Hrs. - Dedicated Service	2,544,945	2,500,868
Non-Dedicated Service - Veh. Km.	5,682,733	6,988,112
Non-Dedicated Service - Veh. Hrs.	192,533	269,206

PASSENGER DATA

Dedicated Service	5,874,115	5,952,986
Non-Dedicated Service	1,684,548	1,959,057
TOTAL PASSENGERS	7,558,663	7,912,043
Subscription / Pre-booked	44%	48%
Reservation	45%	43%
On-Demand / Day of trip	11%	10%
Cancelled in advance	1,686,405	1,881,472
No-shows / Cancelled at door	177,493	194,550
Unaccommodated trips	199,465	174,948
Number of complaints	8,717	12,399

OPERATING EXPENSES

Administration	\$27,301,445	\$29,458,210
Operations:		
Internal - Dedicated Service	\$87,642,054	\$95,420,276
Contract - Dedicated Service	\$49,887,727	\$49,475,523
Contract - Non-Dedicated Service	\$32,056,625	\$37,583,673
Contract - Taxi Scrip	\$2,307,159	\$2,631,760
Maintenance (Vehicles & Facilities)	\$25,202,779	\$28,376,445
Fuel	\$9,776,064	\$10,036,941
TOTAL OPERATING EXPENSES	\$236,458,851	\$253,642,283

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,522,992	\$17,893,115
Other Operating Revenue	\$764,780	\$865,349
Total Operating Revenue	\$18,287,772	\$18,758,464
Federal Contributions	\$9,095	
Provincial Contributions	\$8,250,622	\$9,609,701
Municipal Contributions	\$209,259,925	\$225,341,515
Other / Donations	\$685,980	\$582,109
TOTAL	\$236,493,395	\$254,291,789

CAPITAL EXPENSES

Vehicles Purchased	\$9,430,160	\$3,579,891
Debt Servicing	\$7,418	\$1,192
Other Capital Expenses	\$3,781,575	\$1,816,332
TOTAL CAPITAL EXPENSES	\$13,219,154	\$5,397,415

CAPITAL FUNDING SOURCE

Transit System	\$4,420,513	\$39,161
Federal Contributions	\$1,503,290	\$762,131
Provincial Contributions	\$2,671,492	\$2,514,338
Municipal Contributions	\$4,542,465	\$1,927,689
Other / Donations	\$88,373	\$154,095
TOTAL CAPITAL FUNDING	\$13,226,133	\$5,397,414

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

SCHEDULING

Advanced booking notice:	32 day(s)
Minimum notice for reservation:	23.6 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.39	\$2.80	\$75.99
Child	\$2.99	\$2.65	\$54.05
Student	\$3.29	\$2.64	\$62.54
Senior	\$3.24	\$2.56	\$52.46
Attendant	\$3.25	\$2.82	\$60.00
Companion	\$2.99	\$2.70	\$72.21

EMPLOYEE DATA

	Full-time	Part-time
Operators	946	282
Other Operations	205	61
Vehicle Mechanics	124	11
General and Administration	122	32
Other	24	10

TOTAL NUMBER OF EMPLOYEES 1,421 396

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$20.95

Average Top Mechanic Wage Rate: \$30.21

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$18.33	\$19.64
Total Exp. / Passenger	\$31.33	\$32.11
Total Exp. / Eligible Passenger	\$34.09	\$34.97
Transportation Exp. / Passenger		
Dedicated Service	\$29.80	\$31.02
Non-Dedicated Service	\$20.54	\$20.66
Transportation Exp. / Hour (Dedicated Service)	\$68.02	\$72.06
OPERATING		
Registrants / Capita	0.0148	0.0155
Passengers / Capita	0.6341	0.6604
Passengers / Registrant	42.96	42.61
Passengers / Hour (Dedicated Service)	2.51	2.53
Kms / Passenger (Dedicated Service)	8.14	7.96
Average Speed (Dedicated Service)	20.47	20.19

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,536,114	1,630,853
Wheelchair/Scooter Users	1,938,957	157,069
Attendants	274,679	29,391
Companions	130,591	22,187
Other (specified)	72,645	119,557
TOTAL	5,952,986	1,959,057

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	379	274	N/A	
Accessible Vans / Minivans	415	362		1
Small Buses	731	591	3	7
Other	34	33		
TOTAL DED. VEHICLES	1,559	1,260	N/A	N/A
Accessible taxis:	340			

II. POPULATION GROUP SUMMARIES

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

Population Group 1 (>150,000)

Number of Systems Reporting:	12	Systems with Dedicated Service:	12	100%	REGISTRANTS	Active	Total
Population served:	9,302,746	Operated by:			Wheelchair/Scooter Users:	36,562	47,737
Service area (km²):	12,819.8	Transit System/Municipality:	8	67%	Ambulatory:	48,423	63,971
Communities served:	44	Private Contractor:	5	42%	Attendants:	1,362	1,362
Eligibility Criteria:		Private Non-Profit Organization:	4	33%	Companions:	98	98
Unable to Board:	67%	Systems with Non-Dedicated Service:	9	75%	Other:	3,725	3,939
Unable to Use:	67%	Systems with a Taxi Scrip Program:	5	42%	Total:	90,170	117,107
Other Criteria:	75%						

OPERATING DATA

	2013	2014
Number of transit systems reporting	12	12
Rev. Veh. Km. - Dedicated Service	36,005,092	35,199,975
Tot. Veh. Km. - Dedicated Service	41,230,371	39,436,991
Rev. Veh. Hrs. - Dedicated Service	1,848,538	1,850,544
Tot. Veh. Hrs. - Dedicated Service	2,074,403	2,053,732
Non-Dedicated Service - Veh. Km.	5,513,577	6,795,095
Non-Dedicated Service - Veh. Hrs.	186,602	263,346

PASSENGER DATA

Dedicated Service	4,686,800	4,743,919
Non-Dedicated Service	1,526,761	1,803,155
TOTAL PASSENGERS	6,213,561	6,547,074
Subscription / Pre-booked	46%	47%
Reservation	49%	49%
On-Demand / Day of trip	4%	4%
Cancelled in advance	1,530,749	1,709,047
No-shows / Cancelled at door	159,896	174,585
Unaccommodated trips	186,688	159,966
Number of complaints	8,418	12,036

OPERATING EXPENSES

Administration	\$24,371,437	\$26,115,611
Operations:		
Internal - Dedicated Service	\$77,394,408	\$81,674,066
Contract - Dedicated Service	\$39,046,073	\$40,990,889
Contract - Non-Dedicated Service	\$30,372,339	\$36,002,151
Contract - Taxi Scrip	\$2,307,100	\$2,384,013
Maintenance (Vehicles & Facilities)	\$22,762,402	\$24,872,996
Fuel	\$7,952,773	\$8,043,350
TOTAL OPERATING EXPENSES	\$204,206,532	\$220,083,077

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,236,713	\$13,731,984
Other Operating Revenue	\$519,214	\$497,234
Total Operating Revenue	\$13,755,927	\$14,229,218
Federal Contributions		
Provincial Contributions	\$3,577,705	\$4,452,432
Municipal Contributions	\$186,861,173	\$201,389,687
Other / Donations	\$23,623	\$23,740
TOTAL	\$204,218,428	\$220,095,076

CAPITAL EXPENSES

Vehicles Purchased	\$7,344,297	\$1,131,317
Debt Servicing		
Other Capital Expenses	\$3,608,175	\$1,432,979
TOTAL CAPITAL EXPENSES	\$10,952,472	\$2,564,296

CAPITAL FUNDING SOURCE

Transit System	\$4,417,213	\$39,161
Federal Contributions	\$1,357,760	\$568,241
Provincial Contributions	\$1,434,845	\$1,290,329
Municipal Contributions	\$3,733,056	\$666,565
Other / Donations	\$9,601	
TOTAL CAPITAL FUNDING	\$10,952,475	\$2,564,296

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

SCHEDULING

Advanced booking notice:	10 day(s)
Minimum notice for reservation:	19.4 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.12	\$2.95	\$102.85
Child	\$2.32	\$2.35	\$73.25
Student	\$3.03	\$2.56	\$84.42
Senior	\$2.86	\$2.40	\$60.85
Attendant	\$2.75	\$2.75	
Companion	\$3.12	\$3.42	\$109.50

EMPLOYEE DATA

	Full-time	Part-time
Operators	777	63
Other Operations	168	37
Vehicle Mechanics	113	
General and Administration	91	
Other	19	8

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$25.94

Average Top Mechanic Wage Rate: \$33.25

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$20.58	\$22.13
Total Exp. / Passenger	\$32.86	\$33.62
Total Exp. / Eligible Passenger	\$35.65	\$36.39
Transportation Exp. / Passenger		
Dedicated Service	\$31.40	\$32.80
Non-Dedicated Service	\$21.40	\$21.29
Transportation Exp. / Hour (Dedicated Service)	\$70.94	\$75.76
OPERATING		
Registrants / Capita	0.0117	0.0126
Passengers / Capita	0.6714	0.7038
Passengers / Registrant	57.49	55.91
Passengers / Hour (Dedicated Service)	2.54	2.56
Kms / Passenger (Dedicated Service)	8.12	7.85
Average Speed (Dedicated Service)	20.63	20.20

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,808,966	1,524,335
Wheelchair/Scooter Users	1,569,613	144,900
Attendants	185,005	27,684
Companions	110,209	20,950
Other (specified)	70,126	85,286
TOTAL	4,743,919	1,803,155

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	361	256	N/A	1
Accessible Vans / Minivans	297	272	1	2
Small Buses	529	423	3	6
Other	29	29		
TOTAL DED. VEHICLES	1,216	980	N/A	N/A
Accessible taxis:	326			

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

Number of Systems Reporting:	22	Systems with Dedicated Service:	21	95%	REGISTRANTS	Active	Total
Population served:	1,870,813	Operated by:			Wheelchair/Scooter Users:	13,660	17,715
Service area (km²):	16,506.5	Transit System/Municipality:	10	45%	Ambulatory:	18,039	25,961
Communities served:	58	Private Contractor:	3	14%	Attendants:	870	1,826
Eligibility Criteria:		Private Non-Profit Organization:	9	41%	Companions:	461	461
Unable to Board:	68%	Systems with Non-Dedicated Service:	14	64%	Other:	31	31
Unable to Use:	73%	Systems with a Taxi Scrip Program:	3	14%	Total:	33,924	47,285
Other Criteria:	32%						

OPERATING DATA

	2013	2014
Number of transit systems reporting	22	22
Rev. Veh. Km. - Dedicated Service	6,892,240	7,225,134
Tot. Veh. Km. - Dedicated Service	7,273,061	7,903,885
Rev. Veh. Hrs. - Dedicated Service	322,376	292,642
Tot. Veh. Hrs. - Dedicated Service	329,884	301,449
Non-Dedicated Service - Veh. Km.	106,078	118,653
Non-Dedicated Service - Veh. Hrs.	2,926	3,000

PASSENGER DATA

Dedicated Service	773,170	785,055
Non-Dedicated Service	125,057	125,106
TOTAL PASSENGERS	898,227	910,161
Subscription / Pre-booked	35%	40%
Reservation	56%	56%
On-Demand / Day of trip	9%	4%
Cancelled in advance	118,278	130,936
No-shows / Cancelled at door	14,269	15,162
Unaccommodated trips	10,538	13,054
Number of complaints	93	182

OPERATING EXPENSES

Administration	\$1,756,761	\$2,262,702
Operations:		
Internal - Dedicated Service	\$7,315,122	\$10,828,886
Contract - Dedicated Service	\$7,303,369	\$4,761,782
Contract - Non-Dedicated Service	\$1,379,305	\$1,255,257
Contract - Taxi Scrip	\$28	\$247,747
Maintenance (Vehicles & Facilities)	\$1,601,020	\$2,608,387
Fuel	\$1,327,400	\$1,502,034
TOTAL OPERATING EXPENSES	\$22,968,004	\$24,126,250

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,712,893	\$2,519,003
Other Operating Revenue	\$108,321	\$229,054
Total Operating Revenue	\$2,821,214	\$2,748,057
Federal Contributions		
Provincial Contributions	\$2,675,260	\$3,431,552
Municipal Contributions	\$17,250,514	\$18,403,622
Other / Donations	\$282,546	\$204,947
TOTAL	\$23,029,534	\$24,788,177

CAPITAL EXPENSES

Vehicles Purchased	\$1,536,948	\$2,032,736
Debt Servicing	\$7,418	\$1,192
Other Capital Expenses	\$147,993	\$342,175
TOTAL CAPITAL EXPENSES	\$1,692,359	\$2,376,103

CAPITAL FUNDING SOURCE

Transit System	\$3,300	
Federal Contributions	\$145,530	\$193,890
Provincial Contributions	\$748,764	\$921,561
Municipal Contributions	\$722,878	\$1,205,633
Other / Donations	\$71,887	\$55,018
TOTAL CAPITAL FUNDING	\$1,692,359	\$2,376,102

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

SCHEDULING

Advanced booking notice:	26 day(s)
Minimum notice for reservation:	27.6 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.38	\$2.34	\$73.22
Child	\$3.36	\$2.08	\$51.50
Student	\$3.31	\$2.21	\$60.44
Senior	\$3.36	\$2.10	\$53.91
Attendant	\$2.80	\$2.29	\$60.00
Companion	\$2.76	\$2.33	\$74.48

EMPLOYEE DATA

	Full-time	Part-time
Operators	137	124
Other Operations	30	13
Vehicle Mechanics	5	5
General and Administration	19	16
Other	4	2

TOTAL NUMBER OF EMPLOYEES

195 160

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$21.96

Average Top Mechanic Wage Rate: \$30.84

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	12%	11%
Net Operating Cost / Capita	\$10.79	\$11.43
Total Exp. / Passenger	\$25.57	\$26.51
Total Exp. / Eligible Passenger	\$28.31	\$29.95
Transportation Exp. / Passenger		
Dedicated Service	\$25.08	\$26.11
Non-Dedicated Service	\$12.23	\$13.40
Transportation Exp. / Hour (Dedicated Service)	\$56.95	\$58.02
OPERATING		
Registrants / Capita	0.0254	0.0253
Passengers / Capita	0.4812	0.4865
Passengers / Registrant	18.92	19.25
Passengers / Hour (Dedicated Service)	2.33	2.32
Kms / Passenger (Dedicated Service)	8.91	9.20
Average Speed (Dedicated Service)	20.82	21.36

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	456,097	86,909
Wheelchair/Scooter Users	253,228	9,272
Attendants	60,605	1,066
Companions	15,125	1,237
Other (specified)		26,622
TOTAL	785,055	125,106

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	10	10	N/A	
Accessible Vans / Minivans	87	61	1	2
Small Buses	125	102	2	6
Other	3	3		1
TOTAL DED. VEHICLES	225	176	N/A	N/A
Accessible taxis:	10			

Population Group 3 (<50,000)

Number of Systems Reporting:	45	Systems with Dedicated Service:	43	96%	REGISTRANTS	Active	Total
Population served:	807,839	Operated by:			Wheelchair/Scooter Users:	6,150	6,488
Service area (km²):	586,897.1	Transit System/Municipality:	18	40%	Ambulatory:	9,836	10,833
Communities served:	67	Private Contractor:	16	36%	Attendants:	2,740	2,828
Eligibility Criteria:		Private Non-Profit Organization:	17	38%	Companions:	79	94
Unable to Board:	62%	Systems with Non-Dedicated Service:	8	18%	Other:	295	297
Unable to Use:	64%	Systems with a Taxi Scrip Program:	1	2%	Total:	19,758	21,198
Other Criteria:	44%						

OPERATING DATA

	2013	2014
Number of transit systems reporting	45	45
Rev. Veh. Km. - Dedicated Service	2,016,571	2,249,596
Tot. Veh. Km. - Dedicated Service	2,294,230	2,599,494
Rev. Veh. Hrs. - Dedicated Service	122,469	129,437
Tot. Veh. Hrs. - Dedicated Service	140,658	145,687
Non-Dedicated Service - Veh. Km.	63,078	74,364
Non-Dedicated Service - Veh. Hrs.	3,005	2,860

PASSENGER DATA

Dedicated Service	414,145	424,012
Non-Dedicated Service	32,730	30,796
TOTAL PASSENGERS	446,875	454,808
Subscription / Pre-booked	47%	52%
Reservation	39%	33%
On-Demand / Day of trip	14%	15%
Cancelled in advance	37,378	41,489
No-shows / Cancelled at door	3,328	4,803
Unaccommodated trips	2,239	1,928
Number of complaints	206	181

OPERATING EXPENSES

Administration	\$1,173,247	\$1,079,896
Operations:		
Internal - Dedicated Service	\$2,932,525	\$2,917,324
Contract - Dedicated Service	\$3,538,285	\$3,722,852
Contract - Non-Dedicated Service	\$304,981	\$326,265
Contract - Taxi Scrip	\$31	
Maintenance (Vehicles & Facilities)	\$839,356	\$895,062
Fuel	\$495,891	\$491,557
TOTAL OPERATING EXPENSES	\$9,284,315	\$9,432,956

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,573,386	\$1,642,128
Other Operating Revenue	\$137,245	\$139,061
Total Operating Revenue	\$1,710,631	\$1,781,189
Federal Contributions	\$9,095	
Provincial Contributions	\$1,997,657	\$1,725,717
Municipal Contributions	\$5,148,239	\$5,548,207
Other / Donations	\$379,811	\$353,422
TOTAL	\$9,245,433	\$9,408,535

CAPITAL EXPENSES

Vehicles Purchased	\$548,915	\$415,838
Debt Servicing		
Other Capital Expenses	\$25,408	\$41,178
TOTAL CAPITAL EXPENSES	\$574,322	\$457,016

CAPITAL FUNDING SOURCE

Transit System		
Federal Contributions		
Provincial Contributions	\$487,883	\$302,448
Municipal Contributions	\$86,531	\$55,491
Other / Donations	\$6,885	\$99,077
TOTAL CAPITAL FUNDING	\$581,299	\$457,016

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

SCHEDULING

Advanced booking notice:	41 day(s)
Minimum notice for reservation:	22.5 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.46	\$3.00	\$52.17
Child	\$3.02	\$3.11	\$42.94
Student	\$3.35	\$2.94	\$45.17
Senior	\$3.29	\$2.88	\$42.47
Attendant	\$3.80	\$3.64	
Companion	\$3.08	\$2.67	\$43.55

EMPLOYEE DATA

	Full-time	Part-time
Operators	32	95
Other Operations	7	11
Vehicle Mechanics	6	6
General and Administration	12	16
Other	1	

TOTAL NUMBER OF EMPLOYEES

58	128
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* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$18.56

Average Top Mechanic Wage Rate: \$27.45

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	18%	19%
Net Operating Cost / Capita	\$9.71	\$9.72
Total Exp. / Passenger	\$21.31	\$21.38
Total Exp. / Eligible Passenger	\$23.41	\$23.64
Transportation Exp. / Passenger		
Dedicated Service	\$19.38	\$19.56
Non-Dedicated Service	\$8.61	\$10.40
Transportation Exp. / Hour (Dedicated Service)	\$48.35	\$48.01
OPERATING		
Registrants / Capita	0.0255	0.0263
Passengers / Capita	0.5583	0.5630
Passengers / Registrant	21.86	21.29
Passengers / Hour (Dedicated Service)	2.63	2.54
Kms / Passenger (Dedicated Service)	6.47	6.53
Average Speed (Dedicated Service)	16.71	17.09

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	271,051	19,609
Wheelchair/Scooter Users	116,116	2,897
Attendants	29,069	641
Companions	5,257	
Other (specified)	2,519	7,649
TOTAL	424,012	30,796

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	8	8	N/A	
Accessible Vans / Minivans	31	29		1
Small Buses	77	66	2	7
Other	2	1		
TOTAL DED. VEHICLES	118	104	N/A	N/A
Accessible taxis:	4			

III. INDIVIDUAL TRANSIT SYSTEM DATA

Bancroft

Community Care North Hastings

Contact: Gord MacDonald
 Title: Executive Director
 Telephone: 613 332-4700 x222
 Fax: 613 332-0432
 Email: gmacdonald@comcarenh.org

Population served: 15,303
 Service area (km²): 3,388.0
 Communities served: 8
 Service began: 03/05/2010
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	13	13
Ambulatory:	232	232
Attendants:	5	5
Companions:		
Other:		
Total:	250	250

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	39,470	36,810
Tot. Veh. Km. - Dedicated Service	39,697	37,026
Rev. Veh. Hrs. - Dedicated Service	1,550	1,275
Tot. Veh. Hrs. - Dedicated Service	1,584	1,303
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	7,653	7,990
Non-Dedicated Service		
TOTAL PASSENGERS	7,653	7,990
Subscription / Pre-booked	87%	84%
Reservation	0%	0%
On-Demand / Day of trip	13%	16%
Cancelled in advance	73	142
No-shows / Cancelled at door	14	28
Unaccommodated trips	4	8
Number of complaints	6	4

OPERATING EXPENSES

Administration	\$20,586	\$16,340
Operations:		
Internal - Dedicated Service	\$77,471	\$58,103
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$29,546	\$9,375
Fuel	\$9,640	\$8,042
TOTAL OPERATING EXPENSES	\$137,243	\$91,860

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,930	\$10,717
Other Operating Revenue	\$8,965	\$4,577
Total Operating Revenue	\$26,895	\$15,294
Federal Contributions	\$9,095	
Provincial Contributions	\$57,840	\$29,039
Municipal Contributions	\$18,828	\$18,750
Other / Donations	\$24,585	\$28,777
TOTAL	\$137,243	\$91,860

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.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 1630	Sunday:	0900 to 1300
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:	03/05/2010	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$10.00	\$5.50		☒
Child				☐
Student	\$9.00	\$5.50		☐
Senior	\$9.00	\$5.50		☒
Attendant				☐
Companion				
Other	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	2013	2014
R/C Ratio	20%	17%
Net Operating Cost / Capita	\$7.21	\$5.00
Total Exp. / Passenger	\$17.93	\$11.50
Total Exp. / Eligible Passenger	\$17.94	\$11.50
Transportation Exp. / Passenger		
Dedicated Service	\$15.24	\$9.45
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$73.65	\$57.96
OPERATING		
Registrants / Capita	0.0158	0.0163
Passengers / Capita	0.5001	0.5221
Passengers / Registrant	31.76	31.96
Passengers / Hour (Dedicated Service)	4.94	6.27
Kms / Passenger (Dedicated Service)	5.16	4.61
Average Speed (Dedicated Service)	25.46	28.87

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,990	
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	7,990	

VEHICLE DATA

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

Barrie

Barrie Accessible Community Transportation Service

Contact: Brent Forsyth
 Title: Supervisor of Transit Business Services
 Telephone: 705-739-4220 x4521
 Fax: 705-739-4238
 Email: brent.forsyth@barrie.ca

Population served: 142,000
 Service area (km²): 100.0
 Communities served: 2
 Service began: 01/02/1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	2,290	2,290
Ambulatory:	2,872	2,872
Attendants:		
Companions:		
Other:		
Total:	5,162	5,162

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

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

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

VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	317,941	339,756
Tot. Veh. Km. - Dedicated Service	317,941	339,756
Rev. Veh. Hrs. - Dedicated Service	22,971	23,032
Tot. Veh. Hrs. - Dedicated Service	22,971	23,032
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	46,310	44,150
Non-Dedicated Service	1,586	1,537
TOTAL PASSENGERS	47,896	45,687
Subscription / Pre-booked	18%	18%
Reservation	79%	79%
On-Demand / Day of trip	3%	3%
Cancelled in advance	11,009	10,884
No-shows / Cancelled at door	1,150	1,064
Unaccommodated trips	1,403	1,461
Number of complaints	20	50

OPERATING EXPENSES

Administration	\$81,240	\$80,950
Operations:		
Internal - Dedicated Service		\$1,338,372
Contract - Dedicated Service	\$1,307,127	
Contract - Non-Dedicated Service	\$21,684	\$13,772
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,467	
Fuel	\$47,386	\$49,263
TOTAL OPERATING EXPENSES	\$1,466,904	\$1,482,357

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$41,011	\$57,159
Other Operating Revenue		
Total Operating Revenue	\$41,011	\$57,159
Federal Contributions		
Provincial Contributions	\$275,000	\$275,000
Municipal Contributions	\$1,150,893	\$1,150,198
Other / Donations		
TOTAL	\$1,466,904	\$1,482,357

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

FARE STRUCTURE

Effective Date: 01/05/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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				

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: \$21.73
 Top Mechanic Wage Rate: \$29.94

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	3%	4%
Net Operating Cost / Capita	\$9.47	\$10.04
Total Exp. / Passenger	\$30.63	\$32.45
Total Exp. / Eligible Passenger	\$34.74	\$35.99
Transportation Exp. / Passenger		
Dedicated Service	\$29.45	\$31.43
Non-Dedicated Service	\$13.67	\$8.96
Transportation Exp. / Hour (Dedicated Service)	\$59.38	\$60.25
OPERATING		
Registrants / Capita	0.0305	0.0364
Passengers / Capita	0.3180	0.3217
Passengers / Registrant	10.43	8.85
Passengers / Hour (Dedicated Service)	2.02	1.92
Kms / Passenger (Dedicated Service)	6.87	7.70
Average Speed (Dedicated Service)	13.84	14.75

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	29,108	1,061
Wheelchair/Scooter Users	10,700	315
Attendants	2,718	161
Companions	1,624	
Other (specified)		
TOTAL	44,150	1,537

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2		
Small Buses	11	11		
Other				
TOTAL DED. VEHICLES	13	13	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:	285	285
Ambulatory:	351	351
Attendants:	413	413
Companions:		
Other:		
Total:	1,049	1,049

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 2
☐ 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

	2013	2014
Rev. Veh. Km. - Dedicated Service	52,055	53,466
Tot. Veh. Km. - Dedicated Service	52,055	53,466
Rev. Veh. Hrs. - Dedicated Service	4,935	4,964
Tot. Veh. Hrs. - Dedicated Service	4,935	4,964
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	12,043	12,327
Non-Dedicated Service	1,753	2,079
TOTAL PASSENGERS	13,796	14,406
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	\$258,536	\$231,395
Contract - Non-Dedicated Service	\$32,945	\$37,141
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$291,481	\$268,536

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,101	\$16,586
Other Operating Revenue		
Total Operating Revenue	\$20,101	\$16,586
Federal Contributions		
Provincial Contributions	\$32,945	\$37,141
Municipal Contributions	\$238,435	\$177,668
Other / Donations		
TOTAL	\$291,481	\$231,395

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:	0500 to 2230	Sunday:	0900 to 1800
Saturday:	0700 to 1900	Holiday:	to
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	Monthly Pass	Free
Cash	(unit price)		
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

	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	2013	2014
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$5.49	\$5.09
Total Exp. / Passenger	\$21.13	\$18.64
Total Exp. / Eligible Passenger	\$21.66	\$19.37
Transportation Exp. / Passenger		
Dedicated Service	\$21.47	\$18.77
Non-Dedicated Service	\$18.79	\$17.86
Transportation Exp. / Hour (Dedicated Service)	\$52.39	\$46.61
OPERATING		
Registrants / Capita	0.0100	0.0212
Passengers / Capita	0.2790	0.2913
Passengers / Registrant	27.93	13.73
Passengers / Hour (Dedicated Service)	2.44	2.48
Kms / Passenger (Dedicated Service)	4.32	4.34
Average Speed (Dedicated Service)	10.55	10.77

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	11,783	2,079
Attendants	544	
Companions		
Other (specified)		
TOTAL	12,327	2,079

VEHICLE DATA

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

Vehicle ownership: Contracted Operator/Municipal Transit System
 Vehicle maintenance responsibility: Contracted Operator/Municipal Transit System
 Accessible taxis: 1

Blind River

Liberty Express Liberte

Contact: Gerard Rainville
 Title: Clerk-Treasurer
 Telephone: 705-356-2251 X 207
 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:	19	19
Ambulatory:	51	51
Attendants:	22	22
Companions:		
Other:		
Total:	92	92

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

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

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

VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	19,706	17,125
Tot. Veh. Km. - Dedicated Service	19,706	17,125
Rev. Veh. Hrs. - Dedicated Service	1,892	1,864
Tot. Veh. Hrs. - Dedicated Service	1,892	1,864
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	1,545	1,411
Non-Dedicated Service		
TOTAL PASSENGERS	1,545	1,411
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

	2013	2014
Administration	\$11,000	\$6,441
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$21,321	\$19,354
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,009	\$2,697
Fuel	\$6,336	\$5,600
TOTAL OPERATING EXPENSES	\$41,666	\$34,092

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$10,412	\$8,445
Other Operating Revenue		
Total Operating Revenue	\$10,412	\$8,445
Federal Contributions		
Provincial Contributions	\$19,538	\$12,447
Municipal Contributions	\$11,716	\$13,200
Other / Donations		
TOTAL	\$41,666	\$34,092

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date: 01/12/2011	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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: \$18.96
 Top Mechanic Wage Rate: \$25.17

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	25%	25%
Net Operating Cost / Capita	\$8.81	\$7.23
Total Exp. / Passenger	\$26.97	\$24.16
Total Exp. / Eligible Passenger	\$31.23	\$27.97
Transportation Exp. / Passenger		
Dedicated Service	\$19.85	\$19.60
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$16.21	\$14.83
OPERATING		
Registrants / Capita	0.0352	0.0259
Passengers / Capita	0.4353	0.3976
Passengers / Registrant	12.36	15.34
Passengers / Hour (Dedicated Service)	0.82	0.76
Kms / Passenger (Dedicated Service)	12.75	12.14
Average Speed (Dedicated Service)	10.42	9.19

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	878	
Wheelchair/Scooter Users	341	
Attendants	192	
Companions		
Other (specified)		
TOTAL	1,411	

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: 97,499
 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: 552
 Ambulatory: 1,114
 Attendants:
 Companions:
 Other:
Total: 1,666

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	406,611	401,767
Tot. Veh. Km. - Dedicated Service	406,611	401,767
Rev. Veh. Hrs. - Dedicated Service	25,414	26,403
Tot. Veh. Hrs. - Dedicated Service	25,414	26,403
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	73,583	66,140
Non-Dedicated Service		
TOTAL PASSENGERS	73,583	66,140
Subscription / Pre-booked	20%	20%
Reservation	70%	70%
On-Demand / Day of trip	10%	10%
Cancelled in advance	2,627	14,742
No-shows / Cancelled at door	983	2,107
Unaccommodated trips	25	200
Number of complaints		

OPERATING EXPENSES

Administration	\$12,490	\$28,744
Operations:		
Internal - Dedicated Service	\$168,171	\$1,312,771
Contract - Dedicated Service	\$1,179,711	
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$192,145	\$262,348
Fuel	\$143,574	\$137,084
TOTAL OPERATING EXPENSES	\$1,696,091	\$1,740,947

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$212,398	\$120,956
Other Operating Revenue		
Total Operating Revenue	\$212,398	\$120,956
Federal Contributions		
Provincial Contributions	\$71,922	\$71,920
Municipal Contributions	\$1,533,932	\$1,548,071
Other / Donations		
TOTAL	\$1,818,252	\$1,740,947

CAPITAL EXPENSES

Vehicles Purchased		\$151,642
Debt Servicing		
Other Capital Expenses	\$145,530	\$92,832
TOTAL CAPITAL EXPENSES	\$145,530	\$244,474

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$145,530	\$193,890
Provincial Contributions		
Municipal Contributions		\$50,584
Other / Donations		
TOTAL CAPITAL FUNDING	\$145,530	\$244,474

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0100	Sunday:	0800 to 2000
Saturday:	0600 to 0100	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:	01/04/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.30	\$70.00	☐
Child	\$1.75	\$1.65		☐
Student	\$3.00	\$2.30	\$53.00	☐
Senior	\$3.00	\$2.30	\$53.00	☐
Attendant				☒
Companion	\$3.00	\$2.30	\$70.00	☐
Other	CNIB - \$37/3 months			

EMPLOYEE DATA

	Full-time	Part-time
Operators	10	7
Other Operations	2	2
Vehicle Mechanics		
General and Administration	1	
Other	1	
TOTAL NUMBER OF EMPLOYEES	14	9

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

Top Operator Wage Rate: \$21.72
 Top Mechanic Wage Rate: \$30.48

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	13%	7%
Net Operating Cost / Capita	\$15.69	\$16.62
Total Exp. / Passenger	\$23.05	\$26.32
Total Exp. / Eligible Passenger	\$23.24	\$27.79
Transportation Exp. / Passenger		
Dedicated Service	\$22.88	\$25.89
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$66.25	\$64.85
OPERATING		
Registrants / Capita	0.0130	0.0171
Passengers / Capita	0.7780	0.6784
Passengers / Registrant	60.02	39.70
Passengers / Hour (Dedicated Service)	2.90	2.51
Kms / Passenger (Dedicated Service)	5.53	6.07
Average Speed (Dedicated Service)	16.00	15.22

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	51,561	
Wheelchair/Scooter Users	11,094	
Attendants	1,863	
Companions	1,622	
Other (specified)		
TOTAL	66,140	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	16	12	4	
Small Buses				
Other				
TOTAL DED. VEHICLES	16	12	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Brockville

Brockville Para Transit

Contact: Paul McMunn C.E.T.
 Title: Supervisor of Transportation Services
 Telephone: 613-342-8772 x8225
 Fax: 613-342-5035
 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:	388	388
Ambulatory:	311	311
Attendants:	365	365
Companions:		
Other:		
Total:	1,064	1,064

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	52,529	49,669
Tot. Veh. Km. - Dedicated Service	52,832	49,802
Rev. Veh. Hrs. - Dedicated Service	5,100	5,128
Tot. Veh. Hrs. - Dedicated Service	5,139	5,180
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	11,498	10,674
Non-Dedicated Service		
TOTAL PASSENGERS	11,498	10,674
Subscription / Pre-booked	61%	62%
Reservation	37%	36%
On-Demand / Day of trip	2%	2%
Cancelled in advance	1,522	1,355
No-shows / Cancelled at door	113	53
Unaccommodated trips	30	8
Number of complaints	13	9

OPERATING EXPENSES

	2013	2014
Administration	\$14,037	\$17,097
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$300,831	\$304,162
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$21,097	\$21,265
Fuel	\$30,285	\$31,596
TOTAL OPERATING EXPENSES	\$366,250	\$374,120

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$17,573	\$15,869
Other Operating Revenue	\$25,038	\$30,544
Total Operating Revenue	\$42,611	\$46,413
Federal Contributions		
Provincial Contributions	\$43,564	\$43,564
Municipal Contributions	\$280,075	\$284,143
Other / Donations		
TOTAL	\$366,250	\$374,120

CAPITAL EXPENSES

	2013	2014
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2013	2014
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:	Partially Computerized		

FARE STRUCTURE

Effective Date:	01/04/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.25	\$1.80	\$64.00	☐
Child	\$2.25	\$1.80	\$64.00	☐
Student	\$2.25	\$1.80	\$64.00	☐
Senior	\$2.25	\$1.80	\$64.00	☒
Attendant				☐
Companion	\$2.25	\$1.80	\$64.00	☐
Other	40 Ride Pass for \$64, children under 5 are 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: \$30.12

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$14.80	\$14.98
Total Exp. / Passenger	\$31.85	\$35.05
Total Exp. / Eligible Passenger	\$35.96	\$39.01
Transportation Exp. / Passenger		
Dedicated Service	\$30.63	\$33.45
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$68.54	\$68.92
OPERATING		
Registrants / Capita	0.0449	0.0487
Passengers / Capita	0.5257	0.4881
Passengers / Registrant	11.71	10.03
Passengers / Hour (Dedicated Service)	2.25	2.08
Kms / Passenger (Dedicated Service)	4.57	4.65
Average Speed (Dedicated Service)	10.30	9.69

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,308	
Wheelchair/Scooter Users	4,282	
Attendants	1,084	
Companions		
Other (specified)		
TOTAL	10,674	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	4	10
Other	1		4	10
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: 180,000
Service area (km²): 98.0
Communities served: 1
Service began: 01/01/1975
Advisory Committee members: N/A
Eligibility Committee members: N/A

REGISTRANTS
Wheelchair/Scooter Users: 1,274
Ambulatory: 2,194
Attendants:
Companions:
Other:
Total: 3,468

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	317,860	347,568
Tot. Veh. Km. - Dedicated Service	319,160	348,818
Rev. Veh. Hrs. - Dedicated Service	16,912	18,375
Tot. Veh. Hrs. - Dedicated Service	17,447	18,475
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	44,341	47,895
Non-Dedicated Service	7,071	1,349
TOTAL PASSENGERS	51,412	49,244
Subscription / Pre-booked	50%	50%
Reservation	49%	49%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,829	4,621
No-shows / Cancelled at door	450	493
Unaccommodated trips	88	333
Number of complaints		

OPERATING EXPENSES

Administration	\$31,704	\$136,085
Operations:		
Internal - Dedicated Service	\$858,980	\$846,896
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$58,862	\$20,202
Contract - Taxi Scrip	\$23,634	
Maintenance (Vehicles & Facilities)	\$134,090	\$215,384
Fuel	\$111,655	\$104,607
TOTAL OPERATING EXPENSES	\$1,218,925	\$1,323,174

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$80,420	\$72,601
Other Operating Revenue		
Total Operating Revenue	\$80,420	\$72,601
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,138,505	\$1,250,573
Other / Donations		
TOTAL	\$1,218,925	\$1,323,174

CAPITAL EXPENSES

Vehicles Purchased	\$275,842	\$353,487
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$275,842	\$353,487

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$353,487
Municipal Contributions	\$275,842	
Other / Donations		
TOTAL CAPITAL FUNDING	\$275,842	\$353,487

SERVICE HOURS / SCHEDULING

Weekday:	0500 to 0100	Sunday:	0700 to 2100
Saturday:	0700 to 0100	Holiday:	0700 to 1900
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	Tickets/Cards (unit price)	Monthly Pass	Free
Cash			\$95.00	
Adult	\$3.25	\$2.70		
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 Cofare \$0.70			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$25.29
Top Mechanic Wage Rate: \$31.41

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	5%
Net Operating Cost / Capita	\$6.59	\$6.95
Total Exp. / Passenger	\$23.71	\$26.87
Total Exp. / Eligible Passenger	\$24.65	\$28.33
Transportation Exp. / Passenger		
Dedicated Service	\$24.91	\$24.36
Non-Dedicated Service	\$11.67	\$14.98
Transportation Exp. / Hour (Dedicated Service)	\$63.32	\$63.16
OPERATING		
Registrants / Capita	0.0155	0.0193
Passengers / Capita	0.2976	0.2736
Passengers / Registrant	19.20	14.20
Passengers / Hour (Dedicated Service)	2.62	2.61
Kms / Passenger (Dedicated Service)	7.17	7.26
Average Speed (Dedicated Service)	18.79	18.92

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	31,796	162
Wheelchair/Scooter Users	13,569	1,187
Attendants	2,530	
Companions		
Other (specified)		
TOTAL	47,895	1,349

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	1	2
Small Buses	9	9	5	5
Other				
TOTAL DED. VEHICLES	10	10	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: 59,400
 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: 313
 Attendants:
 Companions:
 Other:
Total: 313

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		2013	2014
Rev. Veh. Km. - Dedicated Service		355,951	355,951
Tot. Veh. Km. - Dedicated Service		355,951	355,951
Rev. Veh. Hrs. - Dedicated Service		12,691	15,894
Tot. Veh. Hrs. - Dedicated Service		12,691	15,894
Non-Dedicated Service - Veh. Km.			
Non-Dedicated Service - Veh. Hrs.			
PASSENGER DATA			
Dedicated Service		20,888	21,638
Non-Dedicated Service			
TOTAL PASSENGERS		20,888	21,638
Subscription / Pre-booked		35%	31%
Reservation		64%	68%
On-Demand / Day of trip		1%	1%
Cancelled in advance		2,477	2,520
No-shows / Cancelled at door		384	569
Unaccommodated trips		663	639
Number of complaints			
OPERATING EXPENSES			
Administration		\$61,885	\$79,728
Operations:			
Internal - Dedicated Service		\$412,145	\$441,381
Contract - Dedicated Service			
Contract - Non-Dedicated Service			
Contract - Taxi Scrip		\$28	\$6
Maintenance (Vehicles & Facilities)		\$14,831	\$61,440
Fuel		\$54,655	\$60,466
TOTAL OPERATING EXPENSES		\$543,543	\$643,021
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			
Passenger Revenue		\$103,968	\$101,766
Other Operating Revenue			
Total Operating Revenue		\$103,968	\$101,766
Federal Contributions			
Provincial Contributions		\$446,388	\$486,974
Municipal Contributions		\$26,879	\$26,928
Other / Donations			
TOTAL		\$577,235	\$615,668
CAPITAL EXPENSES			
Vehicles Purchased			\$87,762
Debt Servicing			
Other Capital Expenses			
TOTAL CAPITAL EXPENSES			\$87,762
CAPITAL FUNDING SOURCES			
Transit System			
Federal Contributions			
Provincial Contributions			\$87,762
Municipal Contributions			
Other / Donations			
TOTAL CAPITAL FUNDING			\$87,762

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.

SERVICE HOURS / SCHEDULING			
Weekday:	0600 to 1800	Sunday:	0600 to 1400
Saturday:	0600 to 1800	Holiday:	0600 to 1800
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		
FARE STRUCTURE			
Effective Date:	01/05/2009	Tickets/Cards (unit price)	Monthly Pass
	Cash		Free
Adult	\$4.00		☐
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		2013	2014
FINANCIAL			
R/C Ratio		19%	16%
Net Operating Cost / Capita		\$7.39	\$9.11
Total Exp. / Passenger		\$26.02	\$29.72
Total Exp. / Eligible Passenger		\$28.25	\$33.20
Transportation Exp. / Passenger			
Dedicated Service		\$23.06	\$26.03
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$37.95	\$35.44
OPERATING			
Registrants / Capita		0.0050	0.0053
Passengers / Capita		0.3513	0.3643
Passengers / Registrant		70.81	69.13
Passengers / Hour (Dedicated Service)		1.65	1.36
Kms / Passenger (Dedicated Service)		17.04	16.45
Average Speed (Dedicated Service)		28.05	22.40

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	19,366	
Wheelchair/Scooter Users		
Attendants	2,272	
Companions		
Other (specified)		
TOTAL	21,638	

VEHICLE DATA		Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars				Wheelchair	Ambulatory
Accessible Vans / Minivans				N/A	
Small Buses	7	6		3	10
Other					
TOTAL DED. VEHICLES	7	6		N/A	N/A
Vehicle ownership:	Non-Profit Organization				
Vehicle maintenance responsibility:	Non-Profit Organization				
Accessible taxis:					

Chapleau

Chapleau Handi Transit

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

Population served: 2,072
 Service area (km²): 13.5
 Communities served: 1
 Service began: 01-01-1973
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

Total

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

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

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

VEHICLE KILOMETRES & HOURS

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.

2013

2014

1,313

1,313

1,313

1,313

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

2,379

2,553

TOTAL PASSENGERS

2,379

2,553

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

OPERATING EXPENSES

Administration

Operations:

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

\$40,280

\$40,160

Maintenance (Vehicles & Facilities)

\$26,726

\$26,438

Fuel

TOTAL OPERATING EXPENSES

\$67,006

\$66,598

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$5,554

\$8,411

Total Operating Revenue

\$5,554

\$8,411

Federal Contributions

Provincial Contributions

\$18,614

\$17,515

Municipal Contributions

\$42,838

\$40,672

Other / Donations

TOTAL

\$67,006

\$66,598

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

\$70,616

TOTAL CAPITAL EXPENSES

\$70,616

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$70,616

TOTAL CAPITAL FUNDING

\$70,616

* Other Eligibility Criteria: Seniors and persons with disabilities.

SERVICE HOURS / SCHEDULING

Weekday: 0845 to 1445 Sunday: to 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: 01-01-2004

Cash

Adult \$3.50

Child \$1.00

Student \$3.50

Senior \$2.50

Attendant \$3.50

Companion \$3.50

Other

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics: CUPE LOCAL 887

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate: \$30.88

PERFORMANCE INDICATORS

FINANCIAL

	2013	2014
R/C Ratio	8%	13%
Net Operating Cost / Capita	\$29.66	\$28.08
Total Exp. / Passenger	\$28.17	\$26.09
Total Exp. / Eligible Passenger	\$28.17	\$26.09
Transportation Exp. / Passenger		
Dedicated Service	\$28.17	\$26.09
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$51.03	\$50.72

OPERATING

Registrants / Capita		
Passengers / Capita	1.1482	1.2321
Passengers / Registrant		
Passengers / Hour (Dedicated Service)	1.81	1.94
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

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

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans			N/A
Small Buses	1	1	
Other			
TOTAL DED. VEHICLES	1	1	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:	573	573
Ambulatory:	590	590
Attendants:	541	541
Companions:		
Other:		
Total:	1,704	1,704

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

	2013	2014
Rev. Veh. Km. - Dedicated Service		123,473
Tot. Veh. Km. - Dedicated Service		123,473
Rev. Veh. Hrs. - Dedicated Service	3,711	3,691
Tot. Veh. Hrs. - Dedicated Service	3,711	3,691
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	26,997	27,164
Non-Dedicated Service		
TOTAL PASSENGERS	26,997	27,164
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	185	981
No-shows / Cancelled at door	60	1,328
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$11,009	\$11,212
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$432,786	\$517,229
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$21,582	
TOTAL OPERATING EXPENSES	\$465,377	\$528,441

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$53,461	\$71,474
Other Operating Revenue		
Total Operating Revenue	\$53,461	\$71,474
Federal Contributions		
Provincial Contributions	\$144,975	\$90,346
Municipal Contributions	\$266,941	\$366,620
Other / Donations		
TOTAL	\$465,377	\$528,441

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	0615 to 1915	Sunday:	0900 to 1700
Saturday:	0615 to 1915	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	01/01/2007	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	2013	2014
R/C Ratio	11%	14%
Net Operating Cost / Capita	\$9.15	\$10.15
Total Exp. / Passenger	\$17.24	\$19.45
Total Exp. / Eligible Passenger	\$20.26	\$22.81
Transportation Exp. / Passenger		
Dedicated Service	\$16.83	\$19.04
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$122.44	\$140.13
OPERATING		
Registrants / Capita	0.0337	0.0379
Passengers / Capita	0.5999	0.6036
Passengers / Registrant	17.81	15.94
Passengers / Hour (Dedicated Service)	7.27	7.36
Kms / Passenger (Dedicated Service)		4.55
Average Speed (Dedicated Service)		33.45

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	23,163	
Wheelchair/Scooter Users		
Attendants	4,001	
Companions		
Other (specified)		
TOTAL	27,164	

VEHICLE DATA

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

Vehicle ownership: contracted operators

Vehicle maintenance responsibility: contracted operators

Accessible taxis:

Cobourg

WHEELS

Contact: Renee Champagne
Title: Admin Assistant
Telephone: 905-372-4555 x4301
Fax: 905-372-1533
Email: rchampagne@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:		288	288
Ambulatory:		223	223
Attendants:		200	200
Companions:			
Other:		70	70
Total:		781	781

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 2
☐ Private Non-Profit Org.

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

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

VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	29,393	29,641
Tot. Veh. Km. - Dedicated Service	29,393	29,641
Rev. Veh. Hrs. - Dedicated Service	1,914	4,347
Tot. Veh. Hrs. - Dedicated Service	1,914	4,347
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,972	5,411
Non-Dedicated Service	4,829	4,679
TOTAL PASSENGERS	9,801	10,090
Subscription / Pre-booked	15%	0%
Reservation	5%	0%
On-Demand / Day of trip	80%	0%
Cancelled in advance	1,053	1,318
No-shows / Cancelled at door	426	520
Unaccommodated trips	337	186
Number of complaints	115	125

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$92,564	\$93,078
Contract - Non-Dedicated Service	\$57,844	\$67,746
Contract - Taxi Scrip	\$31	
Maintenance (Vehicles & Facilities)		
Fuel		

TOTAL OPERATING EXPENSES **\$150,439** **\$160,824**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,288	\$16,404
Other Operating Revenue		
Total Operating Revenue	\$14,288	\$16,404

Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$136,151	\$144,420
Other / Donations		
TOTAL	\$150,439	\$160,824

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	0615 to 1945	Sunday:	0845 to 1600
Saturday:	0815 to 1845	Holiday:	1115 to 1715
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	01/01/2008	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$1.60	\$60.00	☐
Child	\$2.00	\$1.60	\$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	2013	2014
R/C Ratio	9%	10%
Net Operating Cost / Capita	\$7.35	\$7.80
Total Exp. / Passenger	\$15.35	\$15.94
Total Exp. / Eligible Passenger	\$15.35	\$15.94
Transportation Exp. / Passenger		
Dedicated Service	\$18.62	\$17.20
Non-Dedicated Service	\$11.98	\$14.48
Transportation Exp. / Hour (Dedicated Service)	\$48.36	\$21.41
OPERATING		
Registrants / Capita	0.0270	0.0422
Passengers / Capita	0.5292	0.5449
Passengers / Registrant	19.64	12.92
Passengers / Hour (Dedicated Service)	2.60	1.24
Kms / Passenger (Dedicated Service)	5.91	5.48
Average Speed (Dedicated Service)	15.36	6.82

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,411	4,679
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	5,411	4,679

VEHICLE DATA

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

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

Cochrane

Accessibility Advisory Committee

Contact: Julie Belhumeur
 Title: Deputy Treasurer
 Telephone: 705-272-4361x227
 Fax: 705-272-6068
 Email: julie.belhumeur@cochraneontario.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: 32
 Ambulatory: 87
 Attendants:
 Companions:
 Other:
Total: 119

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.

2013

2014

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

3,721

4,896

3,721

4,896

0%

0%

0%

0%

100%

100%

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

OPERATING EXPENSES

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

\$9,600

\$9,579

\$28,744

\$40,846

Maintenance (Vehicles & Facilities)
 Fuel

\$955

TOTAL OPERATING EXPENSES

\$38,344

\$51,380

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$21,017

\$29,515

Total Operating Revenue

\$21,017

\$29,515

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$12,995

\$16,399

\$4,332

\$5,466

TOTAL

\$38,344

\$51,380

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: 01/01/2014

	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

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2013	2014
R/C Ratio	55%	57%
Net Operating Cost / Capita	\$3.24	\$4.09
Total Exp. / Passenger	\$10.30	\$10.49
Total Exp. / Eligible Passenger	\$10.30	\$10.49
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$7.72	\$8.34
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0219	0.0223
Passengers / Capita	0.6968	0.9169
Passengers / Registrant	31.80	41.14
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		4,896
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL		4,896

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:

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

Collingwood

Canadian Red Cross Contract Town of Collingwood

Contact: Dianne Tripp-Akeson
 Title: Transport 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: 119
 Ambulatory: 99
 Attendants:
 Companions:
 Other:
Total: 218

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	40,979	35,363
Tot. Veh. Km. - Dedicated Service	44,064	39,728
Rev. Veh. Hrs. - Dedicated Service	4,420	3,300
Tot. Veh. Hrs. - Dedicated Service	4,420	3,815
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	10,497	7,693
Non-Dedicated Service		
TOTAL PASSENGERS	10,497	7,693
Subscription / Pre-booked	95%	95%
Reservation	0%	0%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,414	2,013
No-shows / Cancelled at door	68	163
Unaccommodated trips	21	24
Number of complaints	14	8

OPERATING EXPENSES

	2013	2014
Administration	\$16,265	\$7,326
Operations:		
Internal - Dedicated Service	\$103,143	\$92,993
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,398	\$15,773
Fuel	\$15,697	\$12,420
TOTAL OPERATING EXPENSES	\$148,503	\$128,512

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$36,740	\$26,926
Other Operating Revenue		
Total Operating Revenue	\$36,740	\$26,926
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$113,967	\$115,108
Other / Donations		
TOTAL	\$150,707	\$142,034

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.06
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	25%	21%
Net Operating Cost / Capita	\$5.32	\$4.84
Total Exp. / Passenger	\$14.15	\$16.71
Total Exp. / Eligible Passenger	\$14.15	\$16.71
Transportation Exp. / Passenger		
Dedicated Service	\$12.60	\$15.75
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$29.92	\$31.77
OPERATING		
Registrants / Capita	0.0153	0.0104
Passengers / Capita	0.4999	0.3663
Passengers / Registrant	32.60	35.29
Passengers / Hour (Dedicated Service)	2.37	2.33
Kms / Passenger (Dedicated Service)	3.90	4.60
Average Speed (Dedicated Service)	9.27	10.72

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,693	
Wheelchair/Scooter Users	3,000	
Attendants		
Companions		
Other (specified)		
TOTAL	7,693	

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:		512	512
Ambulatory:		952	952
Attendants:		381	381
Companions:			
Other:			
Total:		1,845	1,845

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	220,590	203,215
Tot. Veh. Km. - Dedicated Service	220,590	203,215
Rev. Veh. Hrs. - Dedicated Service	12,982	13,370
Tot. Veh. Hrs. - Dedicated Service	12,982	13,370
Non-Dedicated Service - Veh. Km.	10,611	11,393
Non-Dedicated Service - Veh. Hrs.	1,515	932

PASSENGER DATA

Dedicated Service	35,433	35,535
Non-Dedicated Service	4,081	4,875
TOTAL PASSENGERS	39,514	40,410
Subscription / Pre-booked	40%	40%
Reservation	0%	0%
On-Demand / Day of trip	60%	60%
Cancelled in advance	8,022	8,444
No-shows / Cancelled at door	347	445
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$249,385	\$249,996
Operations:		
Internal - Dedicated Service	\$606,892	\$617,468
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$31,019	\$35,615
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$193,232	\$234,159
Fuel	\$77,015	\$61,215
TOTAL OPERATING EXPENSES	\$1,157,543	\$1,198,453

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$99,626	\$85,975
Other Operating Revenue	\$8,793	\$9,167
Total Operating Revenue	\$108,419	\$95,142
Federal Contributions		
Provincial Contributions	\$200,400	\$215,400
Municipal Contributions	\$848,724	\$887,911
Other / Donations		
TOTAL	\$1,157,543	\$1,198,453

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$5,750	\$41,178
TOTAL CAPITAL EXPENSES	\$5,750	\$41,178

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$5,750	\$41,178
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$5,750	\$41,178

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2330	Sunday:	to
Saturday:	0615 to 2330	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
Adult	\$2.75	\$2.20		☐
Child	\$2.50	\$1.80		☐
Student	\$2.75	\$2.00		☐
Senior	\$2.75	\$2.00		☒
Attendant				☐
Companion	\$2.75			
Other				

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: \$22.60
Top Mechanic Wage Rate: \$25.09

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$22.82	\$24.00
Total Exp. / Passenger	\$29.29	\$29.66
Total Exp. / Eligible Passenger	\$32.90	\$33.97
Transportation Exp. / Passenger		
Dedicated Service	\$24.75	\$25.69
Non-Dedicated Service	\$7.60	\$7.31
Transportation Exp. / Hour (Dedicated Service)	\$67.57	\$68.28
OPERATING		
Registrants / Capita	0.0337	0.0401
Passengers / Capita	0.8597	0.8792
Passengers / Registrant	25.49	21.90
Passengers / Hour (Dedicated Service)	2.73	2.66
Kms / Passenger (Dedicated Service)	6.23	5.72
Average Speed (Dedicated Service)	16.99	15.20

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,326	4,322
Wheelchair/Scooter Users	12,634	
Attendants	4,575	553
Companions		
Other (specified)		
TOTAL	35,535	4,875

VEHICLE DATA

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

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

Cramahe

Community Care Northumberland

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: 9
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	5	5
Ambulatory:	161	161
Attendants:		
Companions:		
Other:	1	1
Total:	167	167

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	83,089	49,742
Tot. Veh. Km. - Dedicated Service	116,876	79,880
Rev. Veh. Hrs. - Dedicated Service	1,821	1,146
Tot. Veh. Hrs. - Dedicated Service	2,569	1,827
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	3,307	3,296
Non-Dedicated Service		
TOTAL PASSENGERS	3,307	3,296
Subscription / Pre-booked	60%	60%
Reservation	10%	30%
On-Demand / Day of trip	30%	10%
Cancelled in advance	1,139	1,650
No-shows / Cancelled at door	23	100
Unaccommodated trips	50	25
Number of complaints		

OPERATING EXPENSES

	2013	2014
Administration	\$15,816	\$12,650
Operations:		
Internal - Dedicated Service	\$75,915	\$77,072
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$17,177	\$3,094
Fuel	\$13,339	\$13,388
TOTAL OPERATING EXPENSES	\$122,247	\$106,204

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$15,352	\$15,112
Other Operating Revenue		\$6,515
Total Operating Revenue	\$15,352	\$21,627
Federal Contributions		
Provincial Contributions	\$75,520	\$71,590
Municipal Contributions	\$12,500	\$13,000
Other / Donations	\$18,875	
TOTAL	\$122,247	\$106,217

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:	Partially 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		1
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	1	4

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

Top Operator Wage Rate: \$15.09

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	13%	20%
Net Operating Cost / Capita	\$4.34	\$3.43
Total Exp. / Passenger	\$36.97	\$32.22
Total Exp. / Eligible Passenger	\$36.97	\$32.22
Transportation Exp. / Passenger		
Dedicated Service	\$32.18	\$28.38
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$41.43	\$51.20
OPERATING		
Registrants / Capita	0.0062	0.0068
Passengers / Capita	0.1343	0.1338
Passengers / Registrant	21.76	19.74
Passengers / Hour (Dedicated Service)	1.82	2.88
Kms / Passenger (Dedicated Service)	25.13	15.09
Average Speed (Dedicated Service)	45.63	43.40

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,092	
Wheelchair/Scooter Users	204	
Attendants		
Companions		
Other (specified)		
TOTAL	3,296	

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: 7,617
 Service area (km²): 65.8
 Communities served: 1
 Service began: 01/06/1976
 Advisory Committee members: 2
 Eligibility Committee members: 2

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	15,214	13,813
Tot. Veh. Km. - Dedicated Service	15,308	13,907
Rev. Veh. Hrs. - Dedicated Service	1,485	1,352
Tot. Veh. Hrs. - Dedicated Service	2,664	2,671
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,094	4,028
Non-Dedicated Service		
TOTAL PASSENGERS	5,094	4,028
Subscription / Pre-booked	80%	80%
Reservation	15%	15%
On-Demand / Day of trip	5%	5%
Cancelled in advance	71	39
No-shows / Cancelled at door	28	14
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$10,560	\$10,692
Operations:		
Internal - Dedicated Service	\$50,320	\$50,332
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,496	\$7,938
Fuel	\$9,264	\$8,824
TOTAL OPERATING EXPENSES	\$84,640	\$77,786

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,112	\$489
Other Operating Revenue	\$125	\$199
Total Operating Revenue	\$1,237	\$688
Federal Contributions		
Provincial Contributions	\$17,000	\$22,619
Municipal Contributions	\$59,000	\$53,760
Other / Donations	\$1,784	\$1,178
TOTAL	\$79,021	\$78,246

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date: 01/01/2009	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00			☐
Child				☐
Student				☐
Senior	\$1.50			☐
Attendant	\$3.00			☐
Companion	\$3.00			☐
Other	Home Support Service \$1.50 and School Board \$4.50/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	2013	2014
R/C Ratio	1%	1%
Net Operating Cost / Capita	\$13.31	\$10.12
Total Exp. / Passenger	\$16.62	\$19.31
Total Exp. / Eligible Passenger	\$16.82	\$19.75
Transportation Exp. / Passenger		
Dedicated Service	\$14.54	\$16.66
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$27.81	\$25.12
OPERATING		
Registrants / Capita	0.0423	0.0348
Passengers / Capita	0.8128	0.5288
Passengers / Registrant	19.22	15.20
Passengers / Hour (Dedicated Service)	3.43	2.98
Kms / Passenger (Dedicated Service)	2.99	3.43
Average Speed (Dedicated Service)	10.25	10.22

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,620	
Wheelchair/Scooter Users	319	
Attendants	89	
Companions		
Other (specified)		
TOTAL	4,028	

VEHICLE DATA

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

Durham Region

Durham Region Transit

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

Population served: 656,055
 Service area (km²): 2,537.0
 Communities served: 8
 Service began: 01/01/2006
 Advisory Committee members: 8
 Eligibility Committee members: 11

REGISTRANTS
 Wheelchair/Scooter Users: 1,001
 Ambulatory: 1,549
 Attendants:
 Companions:
 Other:
Total: 2,550

Active
 1,001
 1,549
 5,591

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	1,115,012	1,188,956
Tot. Veh. Km. - Dedicated Service	1,115,012	1,188,956
Rev. Veh. Hrs. - Dedicated Service	40,063	45,634
Tot. Veh. Hrs. - Dedicated Service	44,055	45,634
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		29,178

PASSENGER DATA

Dedicated Service	112,532	116,654
Non-Dedicated Service	67,014	74,589
TOTAL PASSENGERS	179,546	191,243
Subscription / Pre-booked	62%	62%
Reservation	35%	35%
On-Demand / Day of trip	3%	3%
Cancelled in advance	30,704	34,393
No-shows / Cancelled at door	1,540	2,559
Unaccommodated trips	2,446	4,767
Number of complaints	4	9

OPERATING EXPENSES

Administration	\$838,147	\$748,674
Operations:		
Internal - Dedicated Service	\$3,063,549	\$3,404,256
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,059,390	\$1,347,728
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$828,710	\$729,326
Fuel	\$314,380	\$314,991
TOTAL OPERATING EXPENSES	\$6,104,176	\$6,544,976

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$274,504	\$249,009
Other Operating Revenue	\$7,985	
Total Operating Revenue	\$282,490	\$249,009
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$5,821,686	\$6,295,967
Other / Donations		
TOTAL	\$6,104,176	\$6,544,976

CAPITAL EXPENSES

Vehicles Purchased	\$777,552	\$394,216
Debt Servicing		
Other Capital Expenses	\$57,049	\$228,923
TOTAL CAPITAL EXPENSES	\$834,601	\$623,139

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$834,601	\$295,662
Municipal Contributions		\$327,477
Other / Donations		
TOTAL CAPITAL FUNDING	\$834,601	\$623,139

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

FARE STRUCTURE

Effective Date:	01/07/2014			
	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25	\$2.85	\$106.00	☐
Child	\$2.10	\$1.95	\$62.00	☐
Student	\$3.25	\$2.64	\$86.50	☐
Senior	\$2.10	\$1.95	\$42.75	☐
Attendant				☒
Companion				☐
Other	ODSP \$42.75			

EMPLOYEE DATA

	Full-time	Part-time
Operators	20	12
Other Operations	2	6
Vehicle Mechanics		
General and Administration	4	
Other		

TOTAL NUMBER OF EMPLOYEES

26 18

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

Top Operator Wage Rate: \$29.92
 Top Mechanic Wage Rate: \$36.61

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	5%	4%
Net Operating Cost / Capita	\$8.93	\$9.60
Total Exp. / Passenger	\$34.00	\$34.22
Total Exp. / Eligible Passenger	\$34.00	\$34.91
Transportation Exp. / Passenger		
Dedicated Service	\$37.38	\$38.13
Non-Dedicated Service	\$15.81	\$18.07
Transportation Exp. / Hour (Dedicated Service)	\$95.49	\$97.48
OPERATING		
Registrants / Capita	0.0060	0.0085
Passengers / Capita	0.2756	0.2915
Passengers / Registrant	46.31	34.21
Passengers / Hour (Dedicated Service)	2.81	2.56
Kms / Passenger (Dedicated Service)	9.91	10.19
Average Speed (Dedicated Service)	27.83	26.05

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	77,421	49,504
Wheelchair/Scooter Users	36,936	23,617
Attendants	2,297	1,468
Companions		
Other (specified)		
TOTAL	116,654	74,589

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	30	26	4	
Other				
TOTAL DED. VEHICLES	30	26	N/A	N/A

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

Dysart et Al

Dysart Special Transit Service

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	4,778	4,630
Tot. Veh. Km. - Dedicated Service	6,370	6,173
Rev. Veh. Hrs. - Dedicated Service	423	397
Tot. Veh. Hrs. - Dedicated Service	564	529
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,444	1,526
Non-Dedicated Service		
TOTAL PASSENGERS	1,444	1,526
Subscription / Pre-booked	75%	75%
Reservation	23%	23%
On-Demand / Day of trip	2%	2%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration	\$6,831	\$6,837
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$9,917	\$10,001
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$2,793	\$3,627
Fuel	\$2,612	\$2,680
TOTAL OPERATING EXPENSES	\$22,153	\$23,145

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,429	\$7,873
Other Operating Revenue		
Total Operating Revenue	\$7,429	\$7,873
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$14,724	\$15,272
Other / Donations		
TOTAL	\$22,153	\$23,145

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:

Mechanics: CUPE 2142 - Full Time Municipal Employee

Other (specify):

Top Operator Wage Rate: \$18.00

Top Mechanic Wage Rate: \$23.50

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	34%	34%
Net Operating Cost / Capita	\$2.27	\$2.35
Total Exp. / Passenger	\$15.34	\$15.17
Total Exp. / Eligible Passenger	\$18.68	\$17.69
Transportation Exp. / Passenger		
Dedicated Service	\$10.61	\$10.69
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$27.17	\$30.83
OPERATING		
Registrants / Capita	0.0215	0.0215
Passengers / Capita	0.2222	0.2348
Passengers / Registrant	10.31	10.90
Passengers / Hour (Dedicated Service)	3.41	3.84
Kms / Passenger (Dedicated Service)	3.31	3.03
Average Speed (Dedicated Service)	11.30	11.66

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	816	
Wheelchair/Scooter Users	492	
Attendants	218	
Companions		
Other (specified)		
TOTAL	1,526	

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

Contact: Sean McGhee
 Title: Director of Operations
 Telephone: 705-848-2019 x233
 Fax: 705-848-1306
 Email: sean.mcgee@city.elliottlake.on.ca

Population served: 10,226
 Service area (km²): 16.0
 Communities served: 1
 Service began: 01/01/1988
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	85	85
Ambulatory:	120	120
Attendants:	30	30
Companions:		
Other:		
Total:	235	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

	2013	2014
Rev. Veh. Km. - Dedicated Service	36,984	40,677
Tot. Veh. Km. - Dedicated Service	36,984	40,677
Rev. Veh. Hrs. - Dedicated Service	3,785	3,785
Tot. Veh. Hrs. - Dedicated Service	3,785	3,785
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	8,153	10,521
Non-Dedicated Service		
TOTAL PASSENGERS	8,153	10,521
Subscription / Pre-booked	65%	75%
Reservation	25%	24%
On-Demand / Day of trip	10%	1%
Cancelled in advance	224	250
No-shows / Cancelled at door	224	300
Unaccommodated trips	373	200
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$93,420	\$116,210
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,227	\$26,297
Fuel	\$12,451	\$12,584
TOTAL OPERATING EXPENSES	\$124,098	\$155,091

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,769	\$21,317
Other Operating Revenue		
Total Operating Revenue	\$16,769	\$21,317
Federal Contributions		
Provincial Contributions		\$51,210
Municipal Contributions	\$54,676	\$82,564
Other / Donations		
TOTAL	\$71,445	\$155,091

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. * Thursday & Friday service hours: 0700-2130 hrs.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1830	Sunday:	to
Saturday:	0700 to 1830	Holiday:	to
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50			☐
Child	\$2.25			☐
Student	\$2.25			☐
Senior	\$2.25			☐
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.82
 Top Mechanic Wage Rate: \$28.14

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$9.33	\$13.08
Total Exp. / Passenger	\$15.22	\$14.74
Total Exp. / Eligible Passenger	\$16.65	\$16.37
Transportation Exp. / Passenger		
Dedicated Service	\$15.22	\$14.74
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$32.79	\$40.98
OPERATING		
Registrants / Capita	0.0200	0.0230
Passengers / Capita	0.7090	1.0289
Passengers / Registrant	35.45	44.77
Passengers / Hour (Dedicated Service)	2.15	2.78
Kms / Passenger (Dedicated Service)	4.54	3.87
Average Speed (Dedicated Service)	9.77	10.75

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,474	
Wheelchair/Scooter Users		
Attendants		
Companions	1,047	
Other (specified)		
TOTAL	10,521	

VEHICLE DATA

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

Espanola

Espanola Care Van

Contact: Cathy Tessier
 Title: Accounting Clerk
 Telephone: 705-869-1540
 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	Active	Total
Wheelchair/Scooter Users:	22	22
Ambulatory:	161	161
Attendants:		
Companions:	1	1
Other:		
Total:	184	184

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.

2013

2014

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

5,858

6,096

TOTAL PASSENGERS

5,858

6,096

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

\$997

\$1,021

\$42,083

\$41,360

Maintenance (Vehicles & Facilities)
 Fuel

\$1,116

\$2,315

\$7,167

\$6,388

TOTAL OPERATING EXPENSES

\$51,363

\$51,084

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$14,644

\$15,240

Total Operating Revenue

\$14,644

\$15,240

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$21,546

\$36,719

\$14,298

TOTAL

\$51,363

\$51,084

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: The Espanola Care Van provides public transportation for residents aged 55 and over and residents with disabilities.

FARE STRUCTURE

Effective Date: 01/07/2004

	Cash	Tickets/Cards (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

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time

Part-time

2

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: \$31.81

PERFORMANCE INDICATORS

FINANCIAL

	2013	2014
R/C Ratio	29%	30%
Net Operating Cost / Capita	\$6.43	\$6.28
Total Exp. / Passenger	\$8.77	\$8.38
Total Exp. / Eligible Passenger	\$8.77	\$8.46
Transportation Exp. / Passenger		
Dedicated Service	\$8.60	\$8.21
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0315	0.0322
Passengers / Capita	1.0261	1.0678
Passengers / Registrant	32.54	33.13
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,305	
Wheelchair/Scooter Users	731	
Attendants		
Companions	60	
Other (specified)		
TOTAL	6,096	

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:				

Fort Erie

Fort Erie Accessible Specialized Transit (FAST)

Contact: Carla Stout
 Title: Transit Program Manager
 Telephone: 905-871-1600 x2401
 Fax: 905-871-6411
 Email: cstout@forterie.on.ca

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	35	171
Ambulatory:	287	700
Attendants:	10	31
Companions:	3	15
Other:		
Total:	335	917

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

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

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

VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	91,211	90,000
Tot. Veh. Km. - Dedicated Service	91,211	90,000
Rev. Veh. Hrs. - Dedicated Service	6,130	6,000
Tot. Veh. Hrs. - Dedicated Service	6,130	6,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	9,716	8,278
Non-Dedicated Service		
TOTAL PASSENGERS	9,716	8,278
Subscription / Pre-booked	56%	56%
Reservation	43%	43%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,860	2,949
No-shows / Cancelled at door	15	144
Unaccommodated trips	78	27
Number of complaints	26	

OPERATING EXPENSES

Administration	\$8,558	\$14,083
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$222,946	\$222,946
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$20,924	\$18,181
Fuel		
TOTAL OPERATING EXPENSES	\$252,428	\$255,210

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,575	\$11,696
Other Operating Revenue		
Total Operating Revenue	\$11,575	\$11,696
Federal Contributions		
Provincial Contributions	\$139,380	\$114,500
Municipal Contributions	\$101,473	\$129,014
Other / Donations		
TOTAL	\$252,428	\$255,210

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	

* The impact of the adverse weather in 2014 is clearly reflected in the number of rides, cancelled trips and cancelled at the door trips. The reduction in the number of service hours and the number of trips booked also reflects the increased number of days the roads were impassible and/or clients decided not to travel. A more reasonable comparator for the purpose of service cost should be based on "scheduled trips" which reflects a 3% increase consistent with labour and material increases.

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 (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$2.00		☐
Child	\$2.50	\$2.00		☐
Student	\$2.50	\$2.00		☐
Senior	\$2.50	\$2.00		☒
Attendant				☒
Companion				☒
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	2013	2014
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$8.04	\$8.13
Total Exp. / Passenger	\$25.98	\$30.83
Total Exp. / Eligible Passenger	\$27.35	\$32.46
Transportation Exp. / Passenger		
Dedicated Service	\$25.10	\$29.13
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$39.78	\$40.19
OPERATING		
Registrants / Capita	0.0289	0.0306
Passengers / Capita	0.3243	0.2763
Passengers / Registrant	11.22	9.03
Passengers / Hour (Dedicated Service)	1.58	1.38
Kms / Passenger (Dedicated Service)	9.39	10.87
Average Speed (Dedicated Service)	14.88	15.00

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,341	
Wheelchair/Scooter Users	1,521	
Attendants	335	
Companions	81	
Other (specified)		
TOTAL	8,278	

VEHICLE DATA

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

Vehicle ownership: Municipality (2) / Operator (1)
 Vehicle maintenance responsibility: Municipality (2) / Operator (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: 2

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	37,428	42,972
Tot. Veh. Km. - Dedicated Service	37,428	42,972
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	9,109	11,375
Non-Dedicated Service	11,637	7,655
TOTAL PASSENGERS	20,746	19,030
Subscription / Pre-booked	44%	0%
Reservation	56%	60%
On-Demand / Day of trip	0%	40%
Cancelled in advance	2,250	1,954
No-shows / Cancelled at door	6	14
Unaccommodated trips		
Number of complaints	1	2

OPERATING EXPENSES

	2013	2014
Administration	\$10,538	\$10,699
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$135,117	\$132,246
Contract - Non-Dedicated Service	\$25,852	\$32,260
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,580	\$16,913
Fuel	\$11,786	\$13,287
TOTAL OPERATING EXPENSES	\$193,873	\$205,406

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$24,651	\$23,345
Other Operating Revenue		
Total Operating Revenue	\$24,651	\$23,345
Federal Contributions		
Provincial Contributions	\$73,763	\$67,301
Municipal Contributions	\$77,336	\$97,012
Other / Donations	\$18,123	\$17,749
TOTAL	\$193,873	\$205,406

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

	Weekday:	0800 to 1600	Sunday:	to
Saturday:	to		Holiday:	to
Advanced booking notice:	1 day(s)			
Minimum notice for reservation:	24.0 hour(s)			
Reservations / Scheduling:	Manual			

FARE STRUCTURE

Effective Date:	01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$1.25			☐
Child	\$1.25			☐
Student	\$1.25			☐
Senior	\$1.00			☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$27.64

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	13%	11%
Net Operating Cost / Capita	\$21.28	\$22.90
Total Exp. / Passenger	\$9.35	\$10.79
Total Exp. / Eligible Passenger	\$21.25	\$18.13
Transportation Exp. / Passenger		
Dedicated Service	\$17.29	\$14.28
Non-Dedicated Service	\$2.22	\$4.21
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0409	0.0409
Passengers / Capita	2.6089	2.3931
Passengers / Registrant	63.83	58.55
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	4.11	3.78
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	11,326	6
Attendants	49	
Companions		
Other (specified)		7,649
TOTAL	11,375	7,655

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:	1			

Greater Sudbury

Sudbury Handi Transit

Contact: Robert Gauthier
 Title: Manager of Transit Operations
 Telephone: 705-675-3333
 Fax: 705-560-4571
 Email: robert.gauthier@sudbury.ca

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	950	3,159
Ambulatory:	1,126	3,177
Attendants:	286	1,242
Companions:	426	426
Other:		
Total:	2,788	8,004

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

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

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

VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	1,144,528	1,280,000
Tot. Veh. Km. - Dedicated Service	1,144,528	1,280,000
Rev. Veh. Hrs. - Dedicated Service	51,839	51,940
Tot. Veh. Hrs. - Dedicated Service	51,839	51,940
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	118,955	118,416
Non-Dedicated Service	14,178	16,509
TOTAL PASSENGERS	133,133	134,925
Subscription / Pre-booked	70%	50%
Reservation	25%	42%
On-Demand / Day of trip	5%	8%
Cancelled in advance	13,077	13,614
No-shows / Cancelled at door	5,256	4,472
Unaccommodated trips		1,653
Number of complaints		

OPERATING EXPENSES

Administration		\$198,060
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,830,128	\$2,668,624
Contract - Non-Dedicated Service	\$211,718	\$265,239
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$3,041,846	\$3,131,923

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$281,021	\$236,141
Other Operating Revenue		
Total Operating Revenue	\$281,021	\$236,141
Federal Contributions		
Provincial Contributions	\$140,393	\$141,334
Municipal Contributions	\$2,620,431	\$2,754,448
Other / Donations		
TOTAL	\$3,041,845	\$3,131,923

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	

TOTAL CAPITAL FUNDING

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

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date: 02/07/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult		\$2.25	\$80.00	☐
Child		\$1.70	\$48.00	☐
Student		\$2.25	\$74.00	☐
Senior		\$1.70	\$48.00	☒
Attendant				☐
Companion		\$2.25	\$80.00	☐
Other	Fare parity implemented as of July 2014. Prior to July, all fares were \$2.20.			

EMPLOYEE DATA

	Full-time	Part-time
Operators	21	24
Other Operations	3	1
Vehicle Mechanics	2	
General and Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$19.49
 Top Mechanic Wage Rate: \$32.69

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$20.01	\$20.98
Total Exp. / Passenger	\$22.85	\$23.21
Total Exp. / Eligible Passenger	\$25.65	\$25.63
Transportation Exp. / Passenger		
Dedicated Service	\$23.79	\$22.54
Non-Dedicated Service	\$14.93	\$16.07
Transportation Exp. / Hour (Dedicated Service)	\$54.59	\$51.38
OPERATING		
Registrants / Capita	0.0420	0.0580
Passengers / Capita	0.9647	0.9777
Passengers / Registrant	22.99	16.86
Passengers / Hour (Dedicated Service)	2.29	2.28
Kms / Passenger (Dedicated Service)	9.62	10.81
Average Speed (Dedicated Service)	22.08	24.64

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	60,868	16,509
Wheelchair/Scooter Users	44,805	
Attendants	7,956	
Companions	4,787	
Other (specified)		
TOTAL	118,416	16,509

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	17	15	4	10
Other				
TOTAL DED. VEHICLES	17	15	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:	10	10
Ambulatory:	35	35
Attendants:	153	153
Companions:	2	2
Other:		
Total:	200	200

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

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

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

VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	3,200	3,320
Tot. Veh. Hrs. - Dedicated Service	3,200	3,320
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,042	5,726
Non-Dedicated Service		
TOTAL PASSENGERS	5,042	5,726
Subscription / Pre-booked	80%	85%
Reservation	0%	0%
On-Demand / Day of trip	20%	15%

Cancelled in advance		5
No-shows / Cancelled at door		
Unaccommodated trips		
Number of complaints	1	

OPERATING EXPENSES

Administration	\$10,867	\$15,080
Operations:		
Internal - Dedicated Service	\$37,812	\$28,599
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,476	\$13,227
Fuel	\$5,175	\$9,202
TOTAL OPERATING EXPENSES	\$63,331	\$66,108

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$104	\$52
Other Operating Revenue		
Total Operating Revenue	\$104	\$52
Federal Contributions		
Provincial Contributions	\$55,548	\$55,713
Municipal Contributions	\$7,679	\$10,343
Other / Donations		
TOTAL	\$63,331	\$66,108

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.

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:	Partially Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$25.94

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	0%	0%
Net Operating Cost / Capita	\$13.17	\$13.76
Total Exp. / Passenger	\$12.56	\$11.55
Total Exp. / Eligible Passenger	\$12.56	\$11.56
Transportation Exp. / Passenger		
Dedicated Service	\$10.41	\$8.91
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$16.39	\$15.37
OPERATING		
Registrants / Capita	0.0385	0.0417
Passengers / Capita	1.0504	1.1929
Passengers / Registrant	27.25	28.63
Passengers / Hour (Dedicated Service)	1.58	1.72
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,720	
Wheelchair/Scooter Users		
Attendants		
Companions	6	
Other (specified)		
TOTAL	5,726	

VEHICLE DATA

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

Guelph

Guelph Transit Mobility Service

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

Population served: 122,362
 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: 319
 Ambulatory: 922
 Attendants:
 Companions:
 Other:
Total: 1,241

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	167,945	166,320
Tot. Veh. Km. - Dedicated Service	168,825	167,140
Rev. Veh. Hrs. - Dedicated Service	8,603	5,836
Tot. Veh. Hrs. - Dedicated Service	8,633	5,861
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	28,403	28,821
Non-Dedicated Service	24,165	20,810
TOTAL PASSENGERS	52,568	49,631
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	7,134	9,283
No-shows / Cancelled at door	335	512
Unaccommodated trips		1,876
Number of complaints		

OPERATING EXPENSES

Administration	\$5,573	\$91,819
Operations:		
Internal - Dedicated Service	\$775,715	\$767,851
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$202,094	\$234,039
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$238,684	\$353,555
Fuel	\$165,077	\$197,887
TOTAL OPERATING EXPENSES	\$1,387,143	\$1,645,151

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$50,112	\$89,715
Other Operating Revenue		
Total Operating Revenue	\$50,112	\$89,715
Federal Contributions		
Provincial Contributions	\$12,000	\$12,000
Municipal Contributions	\$1,325,031	\$1,543,436
Other / Donations		
TOTAL	\$1,387,143	\$1,645,151

CAPITAL EXPENSES

Vehicles Purchased		\$169,579
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$169,579

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$76,311
Municipal Contributions		\$93,268
Other / Donations		
TOTAL CAPITAL FUNDING		\$169,579

SERVICE HOURS / SCHEDULING

Weekday:	0530 to 0030	Sunday:	0900 to 0830
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:	01/01/2014	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 1189
 Mechanics: ATU 1189
 Other (specify): (Supervisor) NUME

Top Operator Wage Rate: \$27.21

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	4%	5%
Net Operating Cost / Capita	\$10.99	\$12.71
Total Exp. / Passenger	\$26.39	\$33.15
Total Exp. / Eligible Passenger	\$27.97	\$34.95
Transportation Exp. / Passenger		
Dedicated Service	\$41.53	\$45.78
Non-Dedicated Service	\$8.36	\$11.25
Transportation Exp. / Hour (Dedicated Service)	\$136.62	\$225.10
OPERATING		
Registrants / Capita	0.0123	0.0101
Passengers / Capita	0.4321	0.4056
Passengers / Registrant	35.23	39.99
Passengers / Hour (Dedicated Service)	3.30	4.94
Kms / Passenger (Dedicated Service)	5.91	5.77
Average Speed (Dedicated Service)	19.52	28.50

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,922	16,013
Wheelchair/Scooter Users	9,447	3,692
Attendants		
Companions	1,452	1,105
Other (specified)		
TOTAL	28,821	20,810

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	11	8	5	4
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A

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

Halton Hills

Halton Hills

Contact: Deanna Hoffman
 Title: ActiVan Coordinator
 Telephone: 905-873-2601 x2617
 Fax: 905-873-8192
 Email: deannah@haltonhills.ca

Population served: 59,000
 Service area (km²): 280.0
 Communities served: 6
 Service began: 01/01/1981
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 278
 Ambulatory: 1,924
 Attendants:
 Companions:
 Other:
Total: 2,202

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	122,348	173,897
Tot. Veh. Km. - Dedicated Service	122,348	173,897
Rev. Veh. Hrs. - Dedicated Service	7,042	7,260
Tot. Veh. Hrs. - Dedicated Service	7,042	7,260
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	19,653	19,565
Non-Dedicated Service	25,250	30,876
TOTAL PASSENGERS	44,903	50,441
Subscription / Pre-booked	20%	25%
Reservation	78%	71%
On-Demand / Day of trip	2%	4%
Cancelled in advance	468	673
No-shows / Cancelled at door	42	66
Unaccommodated trips		
Number of complaints	3	4

OPERATING EXPENSES

Administration	\$121,043	\$133,776
Operations:		
Internal - Dedicated Service	\$63,600	\$5,226
Contract - Dedicated Service	\$232,881	\$267,704
Contract - Non-Dedicated Service	\$199,779	\$63,492
Contract - Taxi Scrip		\$180,460
Maintenance (Vehicles & Facilities)	\$67,100	\$67,100
Fuel		\$22,794
TOTAL OPERATING EXPENSES	\$684,403	\$740,552

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$128,218	\$145,019
Other Operating Revenue		
Total Operating Revenue	\$128,218	\$145,019
Federal Contributions		
Provincial Contributions	\$312,143	\$379,797
Municipal Contributions	\$244,042	\$208,294
Other / Donations		\$7,442
TOTAL	\$684,403	\$740,552

CAPITAL EXPENSES

Vehicles Purchased		\$64,268
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$64,268

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$64,268
Other / Donations		
TOTAL CAPITAL FUNDING		\$64,268

ActiVan is a public Transportation Service operated by the Town of Halton Hills for both persons with disability and seniors. Any persons with a physical, medical or cognitive disability may apply; as well as any persons over the age of 65 years. Halton Hills does not have conventional transit. Please note: Ridership growth is due to the aging population, as our services provide ridership to anyone over the age of 65.

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

FARE STRUCTURE

Effective Date: 01/01/2014	Tickets/Cards	Monthly Pass	Free
	(unit price)		
Adult	\$2.00		☐
Child	\$2.00		☐
Student	\$2.00		☐
Senior	\$2.00		☒
Attendant			☒
Companion			☒
Other	Caregiver ride for free		

EMPLOYEE DATA

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

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$31.32

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	19%	20%
Net Operating Cost / Capita	\$9.43	\$10.09
Total Exp. / Passenger	\$15.24	\$14.68
Total Exp. / Eligible Passenger	\$34.82	\$30.13
Transportation Exp. / Passenger		
Dedicated Service	\$18.50	\$18.54
Non-Dedicated Service	\$7.91	\$7.90
Transportation Exp. / Hour (Dedicated Service)	\$51.63	\$49.98
OPERATING		
Registrants / Capita	0.0322	0.0373
Passengers / Capita	0.7610	0.8549
Passengers / Registrant	23.62	22.91
Passengers / Hour (Dedicated Service)	2.79	2.69
Kms / Passenger (Dedicated Service)	6.23	8.89
Average Speed (Dedicated Service)	17.37	23.95

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,577	5,014
Wheelchair/Scooter Users	1,988	
Attendants		
Companions		
Other (specified)		25,862
TOTAL	19,565	30,876

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans	2	2	1
Small Buses	1	1	3
Other			18
TOTAL DED. VEHICLES	3	3	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	Active	Total
Wheelchair/Scooter Users:	4,663	8,674
Ambulatory:	1,327	2,220
Attendants:		
Companions:		
Other:	1,906	2,120
Total:	7,896	13,014

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

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

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

VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	4,680,409	5,105,215
Tot. Veh. Km. - Dedicated Service	4,680,409	5,105,215
Rev. Veh. Hrs. - Dedicated Service	207,545	222,318
Tot. Veh. Hrs. - Dedicated Service	207,545	222,318
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	480,715	529,884
Non-Dedicated Service	126,778	114,591
TOTAL PASSENGERS	607,493	644,475
Subscription / Pre-booked	46%	49%
Reservation	29%	29%
On-Demand / Day of trip	25%	22%
Cancelled in advance	95,925	154,681
No-shows / Cancelled at door	16,506	20,431
Unaccommodated trips	9,472	17,575
Number of complaints	1,898	2,484

OPERATING EXPENSES

Administration	\$2,355,449	\$2,361,474
Operations:		
Internal - Dedicated Service	\$8,789,032	\$9,553,912
Contract - Dedicated Service	\$2,163,008	\$2,742,154
Contract - Non-Dedicated Service	\$46,418	\$38,240
Contract - Taxi Scrip	\$1,096,501	\$1,075,796
Maintenance (Vehicles & Facilities)	\$708,300	\$1,018,518
Fuel	\$861,210	\$936,422
TOTAL OPERATING EXPENSES	\$16,019,918	\$17,726,516

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,570,964	\$1,506,389
Other Operating Revenue	\$9,274	\$3,837
Total Operating Revenue	\$1,580,238	\$1,510,226
Federal Contributions		
Provincial Contributions	\$1,036,441	\$1,810,520
Municipal Contributions	\$13,402,983	\$14,405,353
Other / Donations	\$256	\$417
TOTAL	\$16,019,918	\$17,726,516

CAPITAL EXPENSES

Vehicles Purchased	\$4,096,957	
Debt Servicing		
Other Capital Expenses	\$384,254	\$598,424
TOTAL CAPITAL EXPENSES	\$4,481,211	\$598,424

CAPITAL FUNDING SOURCES

Transit System	\$4,417,213	\$39,161
Federal Contributions		
Provincial Contributions	\$63,998	\$641,180
Municipal Contributions		-\$81,917
Other / Donations		
TOTAL CAPITAL FUNDING	\$4,481,211	\$598,424

* Other Eligibility Criteria: Accessible Transportation Services (ATS) are available to persons with disabilities who are unable to access conventional transit service.
 * 2014 Municipal Capital Contributions showed -\$81,917, indicating the development charges was being returned to the Municipal Reserve. The project was closed and not all budgeted expenditures had been made. This made the project over-funded and required transferring the amounts to reserves to close the project.

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
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	136	
Other Operations	12	9
Vehicle Mechanics	6	
General and Administration	29	
Other	5	4
TOTAL NUMBER OF EMPLOYEES	188	13

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

Top Operator Wage Rate: \$24.17
 Top Mechanic Wage Rate: \$28.83

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$26.74	\$30.03
Total Exp. / Passenger	\$26.37	\$27.51
Total Exp. / Eligible Passenger	\$28.83	\$29.93
Transportation Exp. / Passenger		
Dedicated Service	\$26.05	\$26.89
Non-Dedicated Service	\$9.02	\$9.72
Transportation Exp. / Hour (Dedicated Service)	\$60.33	\$64.10
OPERATING		
Registrants / Capita	0.0219	0.0241
Passengers / Capita	1.1250	1.1935
Passengers / Registrant	51.28	49.52
Passengers / Hour (Dedicated Service)	2.32	2.38
Kms / Passenger (Dedicated Service)	9.74	9.63
Average Speed (Dedicated Service)	22.55	22.96

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	196,826	109,066
Wheelchair/Scooter Users	280,875	5,525
Attendants	39,768	
Companions	12,415	
Other (specified)		
TOTAL	529,884	114,591

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	45	30	N/A	6
Accessible Vans / Minivans				
Small Buses	74	54	4	6
Other				
TOTAL DED. VEHICLES	119	84	N/A	N/A

Vehicle ownership: Municipal System - bus, Priv Contractor - car
 Vehicle maintenance responsibility: Non-Profit Orgn - bus, Priv Contractor - car
 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: 77,289
 Service area (km²): 4,300.8
 Communities served: 9
 Service began: 01/01/1979
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: **863** **1,291**

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	181,142	368,540
Tot. Veh. Km. - Dedicated Service	493,586	794,641
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	21,052	30,287
Non-Dedicated Service		
TOTAL PASSENGERS	21,052	30,287
Subscription / Pre-booked	30%	22%
Reservation	62%	71%
On-Demand / Day of trip	8%	7%

Cancelled in advance		
No-shows / Cancelled at door	138	257
Unaccommodated trips		
Number of complaints	8	11

OPERATING EXPENSES

Administration	\$253,204	\$287,118
Operations:		
Internal - Dedicated Service	\$432,442	\$684,819
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$35,854	\$59,319
Fuel	\$97,612	\$162,471
TOTAL OPERATING EXPENSES	\$819,112	\$1,193,727

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$112,657	\$175,107
Other Operating Revenue	\$74,606	\$83,508
Total Operating Revenue	\$187,263	\$258,615
Federal Contributions		
Provincial Contributions	\$253,169	\$513,987
Municipal Contributions	\$375,000	\$417,125
Other / Donations	\$3,680	\$4,000
TOTAL	\$819,112	\$1,193,727

CAPITAL EXPENSES

Vehicles Purchased	\$340,731	\$376,551
Debt Servicing		
Other Capital Expenses	\$2,463	\$1,008
TOTAL CAPITAL EXPENSES	\$343,194	\$377,559

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$336,260	\$377,559
Municipal Contributions		
Other / Donations	\$6,934	
TOTAL CAPITAL FUNDING	\$343,194	\$377,559

* Service began in the Township of Chatsworth on April 1, 2014. * Individual user fee increased to \$7.50 effective Jan 1, 2015. * Other Eligibility Criteria: Mentally and Physically Challenged.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1800	Sunday:	0700 to 1800
Saturday:	0700 to 1800	Holiday:	0700 to 1800

Advanced booking notice: day(s)
 Minimum notice for reservation: 72.0 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				☒
Companion				☒
Other	out of service area: fares based on time & mileage			

EMPLOYEE DATA

	Full-time	Part-time
Operators	17	4
Other Operations	1	1
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	19	5

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

Top Operator Wage Rate: \$15.60

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	23%	22%
Net Operating Cost / Capita	\$8.98	\$12.10
Total Exp. / Passenger	\$38.91	\$39.41
Total Exp. / Eligible Passenger	\$45.00	\$46.37
Transportation Exp. / Passenger		
Dedicated Service	\$26.88	\$29.93
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0110	0.0167
Passengers / Capita	0.2994	0.3919
Passengers / Registrant	27.30	23.46
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	8.60	12.17
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,677	
Wheelchair/Scooter Users	15,066	
Attendants	4,544	
Companions		
Other (specified)		
TOTAL	30,287	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	
Accessible Vans / Minivans	12	10	2	3
Small Buses	9	6	5	9
Other	2	2	12	15
TOTAL DED. VEHICLES	24	19	N/A	N/A

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

Hearst

Hearst Community Transportation Association

Contact: Monique Lafrance
 Title: Secretary/Treasurer
 Telephone: 705-372-2817
 Fax: 705-362-5902
 Email: mlafrance@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.

2013

2014

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

12,009

12,040

TOTAL PASSENGERS

12,009

12,040

Subscription / Pre-booked 5%
 Reservation 0%
 On-Demand / Day of trip 95%

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

OPERATING EXPENSES

Administration \$13,452

\$12,262

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$134,524

\$122,600

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES \$147,976

\$134,862

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$30,023

\$30,100

Other Operating Revenue

Total Operating Revenue \$30,023

\$30,100

Federal Contributions

Provincial Contributions \$60,874

\$24,543

Municipal Contributions \$51,579

\$73,719

Other / Donations \$5,500

\$6,500

TOTAL \$147,976

\$134,862

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: 01/01/2006

	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

	Full-time	Part-time
Operators	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	2013	2014
R/C Ratio	20%	22%
Net Operating Cost / Capita	\$23.17	\$20.58
Total Exp. / Passenger	\$12.32	\$11.20
Total Exp. / Eligible Passenger	\$12.45	\$11.31
Transportation Exp. / Passenger		
Dedicated Service	\$11.20	\$10.18
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0851	0.0851
Passengers / Capita	2.3593	2.3654
Passengers / Registrant	27.73	27.81
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,114	
Wheelchair/Scooter Users	1,805	
Attendants	121	
Companions		
Other (specified)		
TOTAL	12,040	

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

Contact: Michael Graves
 Title: Clerk
 Telephone: 519-485-0120
 Fax: 519-485-3543
 Email: mgraves@ingersoll.ca

Population served: 12,146
 Service area (km²): 12.9
 Communities served: 1
 Service began: 04/01/1992
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	29	89
Ambulatory:	47	206
Attendants:	28	40
Companions:		
Other:		2
Total:	104	337

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

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

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

VEHICLE KILOMETRES & HOURS

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

2013

2014

SERVICE HOURS / SCHEDULING

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

Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Fully Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

4,766

4,208

TOTAL PASSENGERS

4,766

4,208

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

0%

2%

100%

90%

0%

8%

Cancelled in advance

2,031

No-shows / Cancelled at door

8

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

\$44,839

\$24,102

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

\$44,976

\$43,899

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$89,815

\$68,001

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$14,235

\$13,224

Other Operating Revenue

Total Operating Revenue

\$14,235

\$13,224

Federal Contributions

Provincial Contributions

\$4,268

Municipal Contributions

\$71,312

Other / Donations

TOTAL

\$89,815

\$13,224

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: 14/04/2009

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

EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2013	2014
R/C Ratio	16%	19%
Net Operating Cost / Capita	\$6.22	\$4.51
Total Exp. / Passenger	\$18.84	\$16.16
Total Exp. / Eligible Passenger	\$18.84	\$16.16
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$9.44	\$10.43
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0272	0.0278
Passengers / Capita	0.3924	0.3465
Passengers / Registrant	14.44	12.49
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

Ded. Service
 Ambulatory
 Wheelchair/Scooter Users
 Attendants
 Companions
 Other (specified)

Ded. Service

Non-Ded. Service

3,445

763

TOTAL

4,208

VEHICLE DATA

Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses
 Other

Number

Veh.
Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

8

1

1

N/A

N/A

3

4

TOTAL DED. VEHICLES

9

9

N/A

N/A

Vehicle ownership:

Contracted Operator

Vehicle maintenance responsibility:

Contracted Operator

Accessible taxis:

1

Kapuskasing

KAP Accessible Bus Service

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

Population served: 7,259
 Service area (km²): 85.5
 Communities served: 1
 Service began: 01/01/1990
 Advisory Committee members: 6
 Eligibility Committee members: 6

REGISTRANTS

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

Active

Total

Total: 658 658

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.

2013

2014

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

14,489

14,857

TOTAL PASSENGERS

14,489

14,857

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

0%

0%

0%

0%

0%

0%

Cancelled in advance

No-shows / Cancelled at door

213

189

Unaccommodated trips

175

82

Number of complaints

1

OPERATING EXPENSES

Administration

\$8,323

\$6,621

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$127,384

\$139,569

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$2,402

\$12,526

Fuel

TOTAL OPERATING EXPENSES

\$138,109

\$158,716

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$15,722

\$20,631

Other Operating Revenue

Total Operating Revenue

\$15,722

\$20,631

Federal Contributions

Provincial Contributions

\$58,007

\$33,075

Municipal Contributions

\$64,380

\$105,010

Other / Donations

TOTAL

\$138,109

\$158,716

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.

FARE STRUCTURE

Effective Date: 01/01/2012

Tickets/Cards

Cash

(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

FINANCIAL

2013

2014

R/C Ratio

11%

13%

Net Operating Cost / Capita

\$14.40

\$19.02

Total Exp. / Passenger

\$9.53

\$10.68

Total Exp. / Eligible Passenger

\$9.86

\$10.97

Transportation Exp. / Passenger

Dedicated Service

\$8.96

\$10.24

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0722

0.0907

Passengers / Capita

1.7046

2.0467

Passengers / Registrant

23.60

22.58

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

12,756

Wheelchair/Scooter Users

1,718

Attendants

383

Companions

Other (specified)

TOTAL

14,857

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:	38	116
Ambulatory:	85	266
Attendants:	24	79
Companions:		
Other:		
Total:	147	461

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.

2013

2014

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

11,253

13,601

TOTAL PASSENGERS

11,253

13,601

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

70%

72%

25%

22%

5%

6%

Cancelled in advance

496

571

No-shows / Cancelled at door

28

34

Unaccommodated trips

Number of complaints

4

3

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

Other Operating Revenue

Total Operating Revenue

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

* Specialized Transit Financial Data (Revenue and Expense) has been consolidated with the 2014 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: \$20.85

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2013

2014

R/C Ratio

Net Operating Cost / Capita

Total Exp. / Passenger

Total Exp. / Eligible Passenger

Transportation Exp. / Passenger

Dedicated Service

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0238

0.0227

Passengers / Capita

0.5529

0.6682

Passengers / Registrant

23.25

29.50

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

3,536

Wheelchair/Scooter Users

7,072

Attendants

2,993

Companions

Other (specified)

TOTAL

13,601

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: 16,300
 Service area (km²): 75.1
 Communities served: 1
 Service began: 16/06/1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 94
 Ambulatory: 117
 Attendants:
 Companions:
 Other:
Total: 211

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	44,120	49,794
Tot. Veh. Km. - Dedicated Service	45,014	51,018
Rev. Veh. Hrs. - Dedicated Service	2,777	3,083
Tot. Veh. Hrs. - Dedicated Service	2,926	3,236
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	7,429	8,502
Non-Dedicated Service		
TOTAL PASSENGERS	7,429	8,502
Subscription / Pre-booked	52%	30%
Reservation	44%	62%
On-Demand / Day of trip	4%	8%
Cancelled in advance	34	101
No-shows / Cancelled at door	8	8
Unaccommodated trips	14	13
Number of complaints	2	2

OPERATING EXPENSES

	2013	2014
Administration	\$25,007	\$24,278
Operations:		
Internal - Dedicated Service	\$59,468	\$70,211
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,182	\$10,665
Fuel	\$13,708	\$16,221
TOTAL OPERATING EXPENSES	\$109,365	\$121,375

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$37,879	\$43,519
Other Operating Revenue		
Total Operating Revenue	\$37,879	\$43,519
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$81,803	\$81,800
Other / Donations	\$14,275	\$12,715
TOTAL	\$133,957	\$138,034

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 1700	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully 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

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

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

Top Operator Wage Rate: \$16.20

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	35%	36%
Net Operating Cost / Capita	\$4.47	\$4.78
Total Exp. / Passenger	\$14.72	\$14.28
Total Exp. / Eligible Passenger	\$15.92	\$15.10
Transportation Exp. / Passenger		
Dedicated Service	\$11.36	\$11.42
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$28.83	\$30.01
OPERATING		
Registrants / Capita	0.0134	0.0129
Passengers / Capita	0.4643	0.5216
Passengers / Registrant	34.71	40.29
Passengers / Hour (Dedicated Service)	2.68	2.76
Kms / Passenger (Dedicated Service)	5.94	5.86
Average Speed (Dedicated Service)	15.89	16.15

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,008	
Wheelchair/Scooter Users	6,032	
Attendants	462	
Companions		
Other (specified)		
TOTAL	8,502	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	5	6
Small Buses				
Other				
TOTAL DED. VEHICLES	2	2	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: 11

REGISTRANTS
 Wheelchair/Scooter Users: 738
 Ambulatory: 648
 Attendants:
 Companions:
 Other:
Total: 1,386

Active
 738
 648
 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

	2013	2014
Rev. Veh. Km. - Dedicated Service	593,310	606,203
Tot. Veh. Km. - Dedicated Service	593,310	606,203
Rev. Veh. Hrs. - Dedicated Service	27,955	
Tot. Veh. Hrs. - Dedicated Service	31,101	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	73,830	76,613
Non-Dedicated Service	2,142	1,896
TOTAL PASSENGERS	75,972	78,509
Subscription / Pre-booked	52%	55%
Reservation	48%	45%
On-Demand / Day of trip	0%	0%
Cancelled in advance	17,253	17,253
No-shows / Cancelled at door	1,381	1,646
Unaccommodated trips	1,996	2,168
Number of complaints		

OPERATING EXPENSES

	2013	2014
Administration	\$337,931	\$282,297
Operations:		
Internal - Dedicated Service	\$1,336,432	\$1,473,256
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$20,357	\$17,848
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$220,406	\$246,359
Fuel	\$206,210	\$217,716
TOTAL OPERATING EXPENSES	\$2,121,336	\$2,237,476

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$199,042	\$199,093
Other Operating Revenue	\$9,272	
Total Operating Revenue	\$208,314	\$199,093
Federal Contributions		
Provincial Contributions	\$61,072	\$60,917
Municipal Contributions	\$1,811,488	\$1,929,860
Other / Donations	\$250	\$14,726
TOTAL	\$2,081,124	\$2,204,596

CAPITAL EXPENSES

	2013	2014
Vehicles Purchased	\$291,932	\$470,000
Debt Servicing		
Other Capital Expenses		\$59,966
TOTAL CAPITAL EXPENSES	\$291,932	\$529,966

CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$291,932	\$529,966
Other / Donations		
TOTAL CAPITAL FUNDING	\$291,932	\$529,966

SERVICE HOURS / SCHEDULING

	Weekday	Sunday
0700 to 2300	0900 to 2100	
Saturday: 0900 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: 01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75			☐
Child	\$2.75			☐
Student	\$2.75			☐
Senior	\$2.75			☒
Attendant				☐
Companion	\$2.75			
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	14	8
Other Operations	6	1
Vehicle Mechanics		
General and Administration	3	
Other		
TOTAL NUMBER OF EMPLOYEES	23	9

Union Affiliations: Operators: Unifor local 4266
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$20.67

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$15.51	\$16.52
Total Exp. / Passenger	\$27.92	\$28.50
Total Exp. / Eligible Passenger	\$32.22	\$34.10
Transportation Exp. / Passenger		
Dedicated Service	\$23.88	\$25.29
Non-Dedicated Service	\$9.50	\$9.41
Transportation Exp. / Hour (Dedicated Service)	\$56.69	
OPERATING		
Registrants / Capita	0.0190	0.0190
Passengers / Capita	0.6158	0.6364
Passengers / Registrant	32.43	33.51
Passengers / Hour (Dedicated Service)	2.64	
Kms / Passenger (Dedicated Service)	8.04	7.91
Average Speed (Dedicated Service)	21.22	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	26,405	1,896
Wheelchair/Scooter Users	37,306	
Attendants	8,773	
Companions	4,129	
Other (specified)		
TOTAL	76,613	1,896

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@lanarktransportation.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: 419
 Ambulatory: 5,312
 Attendants:
 Companions:
 Other:
Total: 5,731

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	504,656	520,987
Tot. Veh. Km. - Dedicated Service	507,656	524,727
Rev. Veh. Hrs. - Dedicated Service	13,306	13,500
Tot. Veh. Hrs. - Dedicated Service	13,631	13,852
Non-Dedicated Service - Veh. Km.	690	65
Non-Dedicated Service - Veh. Hrs.	16	2

PASSENGER DATA

Dedicated Service	13,540	15,182
Non-Dedicated Service	22	46
TOTAL PASSENGERS	13,562	15,228
Subscription / Pre-booked	5%	5%
Reservation	90%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,608	2,250
No-shows / Cancelled at door	242	202
Unaccommodated trips	32	136
Number of complaints	4	3

OPERATING EXPENSES

Administration	\$173,410	\$137,619
Operations:		
Internal - Dedicated Service	\$419,346	\$500,512
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$349	\$1,207
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$33,550	\$48,281
Fuel	\$58,016	\$60,714
TOTAL OPERATING EXPENSES	\$684,671	\$748,333

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$351,706	\$365,681
Other Operating Revenue	\$2,786	\$2,566
Total Operating Revenue	\$354,492	\$368,247
Federal Contributions		
Provincial Contributions	\$182,430	\$282,817
Municipal Contributions	\$76,800	\$86,842
Other / Donations		
TOTAL	\$613,722	\$737,906

CAPITAL EXPENSES

Vehicles Purchased	\$44,923	\$121,333
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$44,923	\$121,333

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$37,570	\$108,883
Municipal Contributions		
Other / Donations	\$7,353	\$12,450
TOTAL CAPITAL FUNDING	\$44,923	\$121,333

SERVICE HOURS / SCHEDULING

Weekday:	0500 to 2300	Sunday:	to
Saturday:	0800 to 2000	Holiday:	to
Advanced booking notice:	180 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date: 01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				☐
Child				☐
Student				☐
Senior				☐
Attendant				☒
Companion				☐
Other	\$16 in town, max \$70 to Ottawa/Kingston, financial assistance available			

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: \$16.52

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	52%	49%
Net Operating Cost / Capita	\$4.42	\$5.09
Total Exp. / Passenger	\$50.48	\$49.14
Total Exp. / Eligible Passenger	\$51.67	\$50.14
Transportation Exp. / Passenger		
Dedicated Service	\$37.73	\$40.15
Non-Dedicated Service	\$15.86	\$26.24
Transportation Exp. / Hour (Dedicated Service)	\$37.48	\$44.00
OPERATING		
Registrants / Capita	0.0651	0.0768
Passengers / Capita	0.1817	0.2040
Passengers / Registrant	2.79	2.66
Passengers / Hour (Dedicated Service)	1.02	1.12
Kms / Passenger (Dedicated Service)	37.27	34.32
Average Speed (Dedicated Service)	37.93	38.59

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	13,680	46
Wheelchair/Scooter Users	1,200	
Attendants	302	
Companions		
Other (specified)		
TOTAL	15,182	46

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	9	9	N/A	6
Accessible Vans / Minivans	4	4	2	3
Small Buses				
Other				
TOTAL DED. VEHICLES	13	13	N/A	N/A

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

Leamington

Erie Shore Community Transit

Contact: Mark Wybenga
 Title: Department Coordinator, Community Services
 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	Active	Total
Wheelchair/Scooter Users:	184	184
Ambulatory:	337	337
Attendants:		
Companions:		
Other:		
Total:	521	521

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	97,254	127,698
Tot. Veh. Km. - Dedicated Service	97,254	127,698
Rev. Veh. Hrs. - Dedicated Service	5,200	5,018
Tot. Veh. Hrs. - Dedicated Service	5,200	5,018
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	6,803	6,820
Non-Dedicated Service		
TOTAL PASSENGERS	6,803	6,820
Subscription / Pre-booked	20%	50%
Reservation	75%	49%
On-Demand / Day of trip	5%	1%
Cancelled in advance	375	287
No-shows / Cancelled at door	677	162
Unaccommodated trips	30	15
Number of complaints	1	2

OPERATING EXPENSES

	2013	2014
Administration	\$12,558	\$13,656
Operations:		
Internal - Dedicated Service	\$202,810	\$216,483
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$24,614	\$38,190
Fuel	\$28,866	\$24,898
TOTAL OPERATING EXPENSES	\$268,848	\$293,227

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$59,997	\$64,898
Other Operating Revenue		
Total Operating Revenue	\$59,997	\$64,898
Federal Contributions		
Provincial Contributions	\$187,839	\$207,317
Municipal Contributions	\$21,012	\$21,012
Other / Donations		
TOTAL	\$268,848	\$293,227

CAPITAL EXPENSES

	2013	2014
Vehicles Purchased	\$57,600	\$42,568
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$57,600	\$42,568

CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations	\$57,600	\$42,568
TOTAL CAPITAL FUNDING	\$57,600	\$42,568

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.

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:	02/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$12.00			☐
Child	\$12.00			☐
Student	\$12.00			☐
Senior	\$12.00			☒
Attendant				☐
Companion				☐
Other	Essex County \$17.00, City of Windsor \$25.00, after hours cost recovery			

EMPLOYEE DATA

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

Union Affiliations: Operators: CUPE Local 4523

Mechanics:
 Other (specify):

Top Operator Wage Rate: \$17.61

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	22%	22%
Net Operating Cost / Capita	\$3.76	\$4.11
Total Exp. / Passenger	\$39.52	\$43.00
Total Exp. / Eligible Passenger	\$41.99	\$45.57
Transportation Exp. / Passenger		
Dedicated Service	\$37.67	\$40.99
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$49.29	\$55.71
OPERATING		
Registrants / Capita	0.0090	0.0094
Passengers / Capita	0.1225	0.1228
Passengers / Registrant	13.55	13.09
Passengers / Hour (Dedicated Service)	1.31	1.36
Kms / Passenger (Dedicated Service)	14.30	18.72
Average Speed (Dedicated Service)	18.70	25.45

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,153	
Wheelchair/Scooter Users	1,281	
Attendants	386	
Companions		
Other (specified)		
TOTAL	6,820	

VEHICLE DATA

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

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

London

London Community Transportation Brokerage

Contact: Kelly Paleczny
 Title: General Manager
 Telephone: 519-451-1340 x337
 Fax: 519-451-0153
 Email: kpaleczn@london.ca

Population served: 373,730
 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:	2,251	2,251
Ambulatory:	4,003	4,003
Attendants:		
Companions:		
Other:		
Total:	6,254	6,254

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

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

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

VEHICLE KILOMETRES & HOURS	2013	2014
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	103,374	108,145
Tot. Veh. Hrs. - Dedicated Service	103,374	108,145
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		
PASSENGER DATA		
Dedicated Service	255,280	258,604
Non-Dedicated Service		
TOTAL PASSENGERS	255,280	258,604
Subscription / Pre-booked	29%	33%
Reservation	62%	60%
On-Demand / Day of trip	9%	7%
Cancelled in advance	39,228	44,157
No-shows / Cancelled at door	4,993	5,272
Unaccommodated trips	15,929	15,034
Number of complaints	120	115
OPERATING EXPENSES		
Administration	\$103,742	\$123,322
Operations:		
Internal - Dedicated Service	\$814,164	\$801,162
Contract - Dedicated Service	\$3,823,747	\$4,427,573
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$4,741,653	\$5,352,057
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$460,986	\$470,268
Other Operating Revenue		
Total Operating Revenue	\$460,986	\$470,268
Federal Contributions		
Provincial Contributions	\$650,169	\$1,019,789
Municipal Contributions	\$3,630,498	\$3,862,000
Other / Donations		
TOTAL	\$4,741,653	\$5,352,057
CAPITAL EXPENSES		
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

* Other Eligibility Criteria: 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.

SERVICE HOURS / SCHEDULING		
Weekday:	0600 to 0000	Sunday: 0830 to 2300
Saturday:	0600 to 0000	Holiday: 0830 to 2300
Advanced booking notice:	3 day(s)	
Minimum notice for reservation:	1.0 hour(s)	
Reservations / Scheduling:	Partially Computerized	
FARE STRUCTURE		
Effective Date: 01/12/2008		
Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$2.75	\$1.90
Child	\$1.35	\$1.10
Student	\$2.75	\$1.54
Senior	\$2.75	\$1.43
Attendant		
Companion	\$2.75	
Other		
EMPLOYEE DATA	Full-time	Part-time
Operators		
Other Operations	8	
Vehicle Mechanics		
General and Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	10	
Union Affiliations:	Operators:	
	Mechanics:	
	Other (specify):	
Top Operator Wage Rate:		
Top Mechanic Wage Rate:		
PERFORMANCE INDICATORS		
FINANCIAL	2013	2014
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$11.45	\$13.06
Total Exp. / Passenger	\$18.57	\$20.70
Total Exp. / Eligible Passenger	\$20.67	\$23.15
Transportation Exp. / Passenger		
Dedicated Service	\$18.17	\$20.22
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.87	\$48.35
OPERATING		
Registrants / Capita	0.0147	0.0167
Passengers / Capita	0.6831	0.6920
Passengers / Registrant	46.40	41.35
Passengers / Hour (Dedicated Service)	2.47	2.39
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	147,930	
Wheelchair/Scooter Users	83,211	
Attendants		
Companions	27,463	
Other (specified)		
TOTAL	258,604	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans	30	30	6
Small Buses	2	2	12
Other			
TOTAL DED. VEHICLES	32	32	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:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total:

Active

Total

Dedicated Serv. Operated by: ☒ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☐ Unable to Board

☐ Private Contractor(s), number:

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.

2013

2014

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
 Non-Dedicated Service

1,330

982

TOTAL PASSENGERS

1,330

982

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

2

OPERATING EXPENSES

Administration

\$2,500

Operations:

Internal - Dedicated Service

\$14,607

\$15,026

Contract - Dedicated Service

\$1,800

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$4,604

\$3,458

Fuel

\$6,769

\$8,324

TOTAL OPERATING EXPENSES

\$28,480

\$28,608

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$9,379

\$9,429

Other Operating Revenue

Total Operating Revenue

\$9,379

\$9,429

Federal Contributions

Provincial Contributions

\$18,601

\$19,179

Municipal Contributions

\$500

Other / Donations

TOTAL

\$28,480

\$28,608

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: 01/01/2012

Cash

Tickets/Cards
(unit price)

Monthly Pass

Free

Adult

\$5.00

Child

Student

Senior

\$5.00

Attendant

Companion

\$5.00

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: \$17.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

2013

2014

R/C Ratio

33%

33%

Net Operating Cost / Capita

\$20.85

\$20.94

Total Exp. / Passenger

\$21.41

\$29.13

Total Exp. / Eligible Passenger

\$21.41

\$29.13

Transportation Exp. / Passenger

Dedicated Service

\$19.53

\$29.13

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.1004

Passengers / Capita

1.4520

1.0721

Passengers / Registrant

14.46

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

982

Wheelchair/Scooter Users

Attendants

Companions

Other (specified)

TOTAL

982

VEHICLE DATA

Number

Veh.
Peak

Avg. Capacity per Veh.
Wheelchair Ambulatory

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

1

1

2

20

Other

TOTAL DED. VEHICLES

1

1

N/A

N/A

Vehicle ownership:

Vehicle maintenance responsibility:

Accessible taxis:

Meaford

Georgian HandiVan

Contact: Bradley Carbert
 Title: Operations Coordinator
 Telephone: 519-538-1060 x1315
 Fax: 519-538-5599
 Email: bcarbert@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:	12	41
Ambulatory:	93	293
Attendants:	4	4
Companions:	1	1
Other:	11	11
Total:	121	350

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	24,634	26,129
Tot. Veh. Km. - Dedicated Service	24,634	26,129
Rev. Veh. Hrs. - Dedicated Service	1,450	1,372
Tot. Veh. Hrs. - Dedicated Service	2,005	2,058
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,515	4,052
Non-Dedicated Service		
TOTAL PASSENGERS	4,515	4,052
Subscription / Pre-booked	50%	50%
Reservation	40%	40%
On-Demand / Day of trip	10%	10%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service		
Contract - Dedicated Service	\$63,733	\$63,117
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,150	\$12,957
Fuel		\$10,000
TOTAL OPERATING EXPENSES	\$77,883	\$86,074

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,155	\$5,829
Other Operating Revenue	\$20,349	\$16,986
Total Operating Revenue	\$25,504	\$22,815
Federal Contributions		
Provincial Contributions		\$10,000
Municipal Contributions	\$52,379	\$53,259
Other / Donations		
TOTAL	\$77,883	\$86,074

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 1600	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				☐
Companion	\$2.00			
Other	Other: \$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	2013	2014
R/C Ratio	33%	27%
Net Operating Cost / Capita	\$4.72	\$5.70
Total Exp. / Passenger	\$17.25	\$21.24
Total Exp. / Eligible Passenger	\$34.91	\$33.45
Transportation Exp. / Passenger		
Dedicated Service	\$17.25	\$21.24
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.84	\$41.81
OPERATING		
Registrants / Capita	0.0278	0.0315
Passengers / Capita	0.4068	0.3651
Passengers / Registrant	14.66	11.58
Passengers / Hour (Dedicated Service)	3.11	2.95
Kms / Passenger (Dedicated Service)	5.46	6.45
Average Speed (Dedicated Service)	16.99	19.04

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,484	
Wheelchair/Scooter Users	89	
Attendants	21	
Companions		
Other (specified)	1,458	
TOTAL	4,052	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A
Accessible Vans / Minivans			Ambulatory
Small Buses	1	1	2
Other			10
TOTAL DED. VEHICLES	1	1	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: 17,000
 Service area (km²): 100.0
 Communities served: 1
 Service began: 15/12/2005
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	75	110
Ambulatory:	210	254
Attendants:	15	15
Companions:	10	10
Other:		
Total:	310	389

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	41,330	43,365
Tot. Veh. Km. - Dedicated Service	45,830	46,065
Rev. Veh. Hrs. - Dedicated Service	3,744	4,160
Tot. Veh. Hrs. - Dedicated Service	4,212	4,560
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,183	4,789
Non-Dedicated Service		
TOTAL PASSENGERS	5,183	4,789
Subscription / Pre-booked	32%	30%
Reservation	50%	50%
On-Demand / Day of trip	18%	20%
Cancelled in advance	561	232
No-shows / Cancelled at door	14	20
Unaccommodated trips		4
Number of complaints		

OPERATING EXPENSES

Administration	\$7,395	\$3,545
Operations:		
Internal - Dedicated Service		\$4,927
Contract - Dedicated Service	\$88,355	\$97,837
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,695	\$4,458
Fuel	\$8,114	\$9,337
TOTAL OPERATING EXPENSES	\$105,559	\$120,104

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,949	\$11,082
Other Operating Revenue		
Total Operating Revenue	\$10,949	\$11,082
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$94,610	\$109,023
Other / Donations		
TOTAL	\$105,559	\$120,105

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

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			☐
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	2013	2014
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$5.67	\$6.41
Total Exp. / Passenger	\$20.37	\$25.08
Total Exp. / Eligible Passenger	\$21.13	\$26.26
Transportation Exp. / Passenger		
Dedicated Service	\$18.94	\$24.34
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$23.31	\$25.56
OPERATING		
Registrants / Capita	0.0220	0.0229
Passengers / Capita	0.3104	0.2817
Passengers / Registrant	14.08	12.31
Passengers / Hour (Dedicated Service)	1.38	1.15
Kms / Passenger (Dedicated Service)	7.97	9.06
Average Speed (Dedicated Service)	11.04	10.42

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,250	
Wheelchair/Scooter Users	1,323	
Attendants	191	
Companions	25	
Other (specified)		
TOTAL	4,789	

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 access+

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

Population served: 100,743
 Service area (km²): 380.0
 Communities served: 1
 Service began:
 Advisory Committee members: 7
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	58	58
Ambulatory:	245	245
Attendants:	48	48
Companions:		
Other:		
Total:	351	351

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

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

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

VEHICLE KILOMETRES & HOURS

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

2013 2014

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

22,816 15,496

TOTAL PASSENGERS

22,816 15,496

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

0% 10%
 5% 65%
 95% 25%

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

\$366,553 \$235,461

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$366,553 \$235,461

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$42,335 \$35,966

Total Operating Revenue

\$42,335 \$35,966

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$324,218 \$199,495

TOTAL

\$366,553 \$235,461

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

Reservationist / dispatch function introduced March 2014 provided by service contractor. Operational service policies were also introduced in 2014 (i.e. reservation periods, pick-up windows, cancellation policies, etc.) which contributed to a decrease in expenditure and ridership. * CNIB users ride free.

SERVICE HOURS / SCHEDULING

Weekday: 0540 to 2030 Sunday: to
 Saturday: 0710 to 2010 Holiday: to

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

FARE STRUCTURE

Effective Date: 02/01/2014

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25	\$2.60	\$70.00	☒
Child				☐
Student	\$3.25	\$1.90	\$50.00	☐
Senior	\$3.25	\$1.90	\$50.00	☒
Attendant				☐
Companion				☐
Other	Companions pay fare according to user status (adult, student, senior)			

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time Part-time

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	12%	15%
Net Operating Cost / Capita	\$3.24	\$1.98
Total Exp. / Passenger	\$16.07	\$15.19
Total Exp. / Eligible Passenger	\$16.07	\$15.19
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$16.07	\$15.19
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0059	0.0035
Passengers / Capita	0.2282	0.1538
Passengers / Registrant	39.00	44.15
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		15,496
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL		15,496

VEHICLE DATA

Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses
 Other

TOTAL DED. VEHICLES

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis: 1

Number	Veh. Peak	Avg. Capacity per Veh.	
		Wheelchair	Ambulatory
N/A			
N/A			
N/A			
N/A			
N/A			

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: 85,000
 Service area (km²): 81.0
 Communities served: 1
 Service began: 30/06/1977
 Advisory Committee members: 6
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 724
 Ambulatory: 826
 Attendants:
 Companions:
 Other:
Total: 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

	2013	2014
Rev. Veh. Km. - Dedicated Service	217,328	230,159
Tot. Veh. Km. - Dedicated Service	217,328	230,159
Rev. Veh. Hrs. - Dedicated Service	10,276	10,888
Tot. Veh. Hrs. - Dedicated Service	10,276	10,888
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	29,688	30,424
Non-Dedicated Service		760
TOTAL PASSENGERS	29,688	31,184
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance		3,519
No-shows / Cancelled at door	212	190
Unaccommodated trips	349	675
Number of complaints		1

OPERATING EXPENSES

Administration	\$29,346	
Operations:		
Internal - Dedicated Service	\$390,754	
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$907	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,149	
Fuel		
TOTAL OPERATING EXPENSES	\$422,156	\$659,455

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$42,821	\$41,153
Other Operating Revenue	\$20,514	
Total Operating Revenue	\$63,335	\$41,153
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$398,428	\$618,302
Other / Donations		
TOTAL	\$461,763	\$659,455

CAPITAL EXPENSES

Vehicles Purchased		\$88,777
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$88,777

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$88,777
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$88,777

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 2330	Sunday:	0730 to 1930
Saturday:	0700 to 2330	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators	4	8
Other Operations	2	
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	6	8

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

Top Operator Wage Rate: \$23.17

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	15%	6%
Net Operating Cost / Capita	\$4.32	\$7.27
Total Exp. / Passenger	\$14.22	\$21.15
Total Exp. / Eligible Passenger	\$14.22	\$23.84
Transportation Exp. / Passenger		
Dedicated Service	\$13.20	
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.14	
OPERATING		
Registrants / Capita	0.0167	0.0182
Passengers / Capita	0.3577	0.3669
Passengers / Registrant	21.48	20.12
Passengers / Hour (Dedicated Service)	2.89	2.79
Kms / Passenger (Dedicated Service)	7.32	7.57
Average Speed (Dedicated Service)	21.15	21.14

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	19,498	
Wheelchair/Scooter Users	8,165	
Attendants	2,761	
Companions		
Other (specified)		760
TOTAL	30,424	760

VEHICLE DATA

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

Vehicle ownership: Niagara Falls Transit
 Vehicle maintenance responsibility: Niagara Falls Transit
 Accessible taxis:

Niagara Region

Niagara Specialized Transit

Contact: Kim Koz
 Title: Associate Director, Fleet & Specialized Transit
 Telephone: 905-984-3621
 Fax: 905-685-0013
 Email: kim.koz@niagararegion.ca

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	944	1,736
Ambulatory:	718	1,695
Attendants:	1,218	1,218
Companions:	98	98
Other:		
Total:	2,978	4,747

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	447,584	491,307
Tot. Veh. Km. - Dedicated Service	447,584	491,307
Rev. Veh. Hrs. - Dedicated Service	12,364	13,440
Tot. Veh. Hrs. - Dedicated Service	12,364	13,440
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	14,629	13,611
Non-Dedicated Service		
TOTAL PASSENGERS	14,629	13,611
Subscription / Pre-booked	63%	0%
Reservation	36%	0%
On-Demand / Day of trip	1%	0%
Cancelled in advance	1,988	2,306
No-shows / Cancelled at door	12	16
Unaccommodated trips	53	58
Number of complaints	22	

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$514,501	\$543,456
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$68,033	\$136,553
Fuel	\$105,948	\$119,800
TOTAL OPERATING EXPENSES	\$688,482	\$799,809

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$106,968	\$100,249
Other Operating Revenue		
Total Operating Revenue	\$106,968	\$100,249
Federal Contributions		
Provincial Contributions	\$258,203	\$328,165
Municipal Contributions	\$323,311	\$371,395
Other / Donations		
TOTAL	\$688,482	\$799,809

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

Complaints were not tracked by our service provider in 2014.

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

	7	4
--	---	---

Union Affiliations:

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

Top Operator Wage Rate: \$17.88

Top Mechanic Wage Rate: \$32.71

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	16%	13%
Net Operating Cost / Capita	\$1.34	\$1.61
Total Exp. / Passenger	\$47.06	\$58.76
Total Exp. / Eligible Passenger	\$52.96	\$70.37
Transportation Exp. / Passenger		
Dedicated Service	\$47.06	\$58.76
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$55.68	\$59.51
OPERATING		
Registrants / Capita	0.0028	0.0109
Passengers / Capita	0.0336	0.0313
Passengers / Registrant	11.85	2.87
Passengers / Hour (Dedicated Service)	1.18	1.01
Kms / Passenger (Dedicated Service)	30.60	36.10
Average Speed (Dedicated Service)	36.20	36.56

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,205	
Wheelchair/Scooter Users	5,160	
Attendants	2,078	
Companions	168	
Other (specified)		
TOTAL	13,611	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans			
Small Buses	6	6	16
Other			
TOTAL DED. VEHICLES	6	6	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: 1,327
 Ambulatory: 963
 Attendants:
 Companions:
 Other:
Total: 2,290

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	177,655	168,798
Tot. Veh. Km. - Dedicated Service	177,655	168,798
Rev. Veh. Hrs. - Dedicated Service	10,610	10,468
Tot. Veh. Hrs. - Dedicated Service	10,610	10,468
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	28,250	26,937
Non-Dedicated Service	10,620	9,104
TOTAL PASSENGERS	38,870	36,041
Subscription / Pre-booked	0%	99%
Reservation	0%	0%
On-Demand / Day of trip	0%	1%
Cancelled in advance	14,966	8,825
No-shows / Cancelled at door	337	345
Unaccommodated trips	429	
Number of complaints	9	9

OPERATING EXPENSES

Administration	\$18,582	\$18,582
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$396,744	\$397,593
Contract - Non-Dedicated Service	\$111,392	\$98,845
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$97,530	\$147,855
Fuel	\$75,655	\$70,985
TOTAL OPERATING EXPENSES	\$699,903	\$733,860

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$100,600	\$106,269
Other Operating Revenue		
Total Operating Revenue	\$100,600	\$106,269
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$599,303	\$627,591
Other / Donations		
TOTAL	\$699,903	\$733,860

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		
	Cash	(unit price)	Monthly Pass	Free
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

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

TOTAL NUMBER OF EMPLOYEES

3

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

Top Operator Wage Rate: \$19.36
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$10.70	\$11.21
Total Exp. / Passenger	\$18.01	\$20.36
Total Exp. / Eligible Passenger	\$20.47	\$22.81
Transportation Exp. / Passenger		
Dedicated Service	\$20.17	\$22.88
Non-Dedicated Service	\$10.49	\$10.86
Transportation Exp. / Hour (Dedicated Service)	\$53.72	\$58.89
OPERATING		
Registrants / Capita	0.0347	0.0409
Passengers / Capita	0.6941	0.6436
Passengers / Registrant	20.02	15.74
Passengers / Hour (Dedicated Service)	2.66	2.57
Kms / Passenger (Dedicated Service)	6.29	6.27
Average Speed (Dedicated Service)	16.74	16.13

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,816	7,546
Wheelchair/Scooter Users	12,831	982
Attendants	3,290	576
Companions		
Other (specified)		
TOTAL	26,937	9,104

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans			
Small Buses	6	6	5
Other			7
TOTAL DED. VEHICLES	6	6	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.Ogrady@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:	74	74
Ambulatory:	218	218
Attendants:	69	69
Companions:		
Other:		
Total:	361	361

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

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

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

VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	24,717	26,260
Tot. Veh. Km. - Dedicated Service	24,717	26,260
Rev. Veh. Hrs. - Dedicated Service	2,084	2,271
Tot. Veh. Hrs. - Dedicated Service	2,084	2,271
Non-Dedicated Service - Veh. Km.	52,467	62,971
Non-Dedicated Service - Veh. Hrs.	1,490	1,928

PASSENGER DATA

Dedicated Service	6,633	6,988
Non-Dedicated Service	1,482	1,470
TOTAL PASSENGERS	8,115	8,458
Subscription / Pre-booked	65%	63%
Reservation	30%	35%
On-Demand / Day of trip	5%	2%
Cancelled in advance	1,169	1,603
No-shows / Cancelled at door	179	148
Unaccommodated trips	43	191
Number of complaints	1	

OPERATING EXPENSES

Administration	\$51,391	\$25,063
Operations:		
Internal - Dedicated Service	\$91,577	\$93,556
Contract - Dedicated Service	\$5,133	\$1,986
Contract - Non-Dedicated Service	\$18,639	\$22,787
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,760	\$7,093
Fuel	\$10,889	\$9,245
TOTAL OPERATING EXPENSES	\$196,389	\$159,730

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$69,197	\$71,274
Other Operating Revenue		
Total Operating Revenue	\$69,197	\$71,274
Federal Contributions		
Provincial Contributions	\$120,724	\$81,926
Municipal Contributions	\$6,468	\$6,530
Other / Donations		
TOTAL	\$196,389	\$159,730

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

*Other Eligibility Criteria: Seniors and persons with disabilities. *Non-dedicated service provided by VON Volunteers; Volunteer Transportation rates based upon a mileage rate of \$.40/km or \$.50 for in-town trips (as of August 1st, 2014). *Fare structure shows in-town one-way fare; other fares as of August 1st, 2014 are as follows: within North Perth \$10.00 one-way; \$.80/km for out-of-town travel plus wait time of \$15.00/hour; new Adult Day Program Transportation rate of \$10.00/day regardless of distance or mode of transport; charter rate \$40.00/hour driving time & \$25.00/hour waiting time. *Cancellation trip data is high due the large volume of subscription trip bookings. *VON Perth-Huron is part of EasyRide, and integrated transportation system for Perth & Huron counties, all bookings are taken by the centralized EasyRide office in Stratford and web-based scheduling software from Trapeze Novus is utilized by all of the agencies involved.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	0900 to 1200
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:	01/08/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$5.00			☐
Child				☐
Student	\$5.00			☐
Senior	\$5.00			☐
Attendant				☒
Companion	\$5.00			☐
Other	Fare varies 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	2013	2014
R/C Ratio	35%	45%
Net Operating Cost / Capita	\$10.07	\$7.00
Total Exp. / Passenger	\$24.20	\$18.89
Total Exp. / Eligible Passenger	\$26.54	\$20.75
Transportation Exp. / Passenger		
Dedicated Service	\$19.05	\$16.01
Non-Dedicated Service	\$12.58	\$15.50
Transportation Exp. / Hour (Dedicated Service)	\$60.63	\$49.26
OPERATING		
Registrants / Capita	0.0261	0.0286
Passengers / Capita	0.6425	0.6696
Passengers / Registrant	24.67	23.43
Passengers / Hour (Dedicated Service)	3.18	3.08
Kms / Passenger (Dedicated Service)	3.73	3.76
Average Speed (Dedicated Service)	11.86	11.56

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,259	1,333
Wheelchair/Scooter Users	1,055	49
Attendants	674	88
Companions		
Other (specified)		
TOTAL	6,988	1,470

VEHICLE DATA

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

REGISTRANTS		Active	Total
Wheelchair/Scooter Users:		418	418
Ambulatory:		1,809	1,809
Attendants:		144	144
Companions:			
Other:			
Total:		2,371	2,371

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	298,707	335,882
Tot. Veh. Km. - Dedicated Service	298,707	335,882
Rev. Veh. Hrs. - Dedicated Service	16,124	19,308
Tot. Veh. Hrs. - Dedicated Service	16,124	19,308
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	37,778	43,894
Non-Dedicated Service	34,137	40,510
TOTAL PASSENGERS	71,915	84,404
Subscription / Pre-booked	32%	32%
Reservation	67%	67%
On-Demand / Day of trip	1%	1%
Cancelled in advance	4,128	5,946
No-shows / Cancelled at door	550	784
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$168,136	\$189,421
Operations:		
Internal - Dedicated Service	\$679,372	\$924,074
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$502,234	\$593,877
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$59,625	\$93,420
Fuel	\$81,849	\$99,558
TOTAL OPERATING EXPENSES	\$1,491,216	\$1,900,350

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$133,237	\$164,763
Other Operating Revenue		
Total Operating Revenue	\$133,237	\$164,763
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,357,979	\$1,735,587
Other / Donations		
TOTAL	\$1,491,216	\$1,900,350

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$425,612	
Municipal Contributions	\$177,531	
Other / Donations	\$9,601	
TOTAL CAPITAL FUNDING	\$612,744	

* Other Eligibility Criteria: as per Town's definition. * Continue allowing seniors ride free on Mondays. * Same day booking implemented in 2014. * Adult and student tickets were decommissioned in 2013 to move towards using Presto Fare Card system. Exception: Specialized Transit users may use special purpose tickets for adults and students.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0200	Sunday:	0800 to 2000
Saturday:	0700 to 0200	Holiday:	0800 to 2000
Advanced booking notice:	10 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.50	\$2.70	\$105.00	☒
Child				☐
Student	\$3.50	\$2.20	\$70.00	☐
Senior	\$3.50	\$1.75	\$50.00	☒
Attendant				☐
Companion	\$3.50			
Other	GO Riders \$0.75, Student Freedom Monthly \$15, Blind free w. CNIB			

EMPLOYEE DATA

	Full-time	Part-time
Operators	8	
Other Operations	3	2
Vehicle Mechanics		
General and Administration		
Other	1	
TOTAL NUMBER OF EMPLOYEES	12	2

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

Top Operator Wage Rate: \$28.61
Top Mechanic Wage Rate: \$34.07

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$7.22	\$9.23
Total Exp. / Passenger	\$20.74	\$22.51
Total Exp. / Eligible Passenger	\$22.41	\$24.14
Transportation Exp. / Passenger		
Dedicated Service	\$21.73	\$25.45
Non-Dedicated Service	\$14.71	\$14.66
Transportation Exp. / Hour (Dedicated Service)	\$50.91	\$57.85
OPERATING		
Registrants / Capita	0.0115	0.0126
Passengers / Capita	0.3825	0.4490
Passengers / Registrant	33.14	35.60
Passengers / Hour (Dedicated Service)	2.34	2.27
Kms / Passenger (Dedicated Service)	7.91	7.65
Average Speed (Dedicated Service)	18.53	17.40

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	30,097	33,837
Wheelchair/Scooter Users	10,431	4,350
Attendants	3,118	2,321
Companions	248	2
Other (specified)		
TOTAL	43,894	40,510

VEHICLE DATA

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

Vehicle ownership: Municipal Transit System
Vehicle maintenance responsibility: Municipal Transit System
Accessible taxis: 4

Orillia

Orillia Wheelchair Limousine Service

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

Population served: 32,945
 Service area (km²): 28.8
 Communities served: 1
 Service began: 01/01/1987
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	418	418
Ambulatory:		
Attendants:	17	17
Companions:		
Other:	122	122
Total:	557	557

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	45,081	47,071
Tot. Veh. Km. - Dedicated Service	45,081	47,071
Rev. Veh. Hrs. - Dedicated Service	5,092	5,948
Tot. Veh. Hrs. - Dedicated Service	5,092	5,948
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	8,264	8,682
Non-Dedicated Service		
TOTAL PASSENGERS	8,264	8,682
Subscription / Pre-booked	5%	0%
Reservation	90%	0%
On-Demand / Day of trip	5%	0%
Cancelled in advance	132	281
No-shows / Cancelled at door	78	116
Unaccommodated trips	247	204
Number of complaints	5	

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service		
Contract - Dedicated Service	\$216,592	\$226,441
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES **\$216,592** **\$226,441**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$15,029	\$15,616
Other Operating Revenue		
Total Operating Revenue	\$15,029	\$15,616
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$201,063	\$210,825
Other / Donations	\$500	
TOTAL	\$216,592	\$226,441

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:	6:30 to 22:30	Sunday:	9:00 to 16:30
Saturday:	9:00 to 18:00	Holiday:	to

Advanced booking notice: 2 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Partially Computerized

FARE STRUCTURE

Effective Date:	01/09/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$1.84	\$47.00	☐
Child	\$2.00	\$1.84	\$47.00	☐
Student	\$2.00	\$1.84	\$47.00	☐
Senior	\$2.00	\$1.84	\$47.00	☐
Attendant				☒
Companion				☐
Other				

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$6.39	\$6.40
Total Exp. / Passenger	\$26.21	\$26.08
Total Exp. / Eligible Passenger	\$28.14	\$28.06
Transportation Exp. / Passenger		
Dedicated Service	\$26.21	\$26.08
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$42.54	\$38.07
OPERATING		
Registrants / Capita	0.0173	0.0169
Passengers / Capita	0.2618	0.2635
Passengers / Registrant	15.14	15.59
Passengers / Hour (Dedicated Service)	1.62	1.46
Kms / Passenger (Dedicated Service)	5.46	5.42
Average Speed (Dedicated Service)	8.85	7.91

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	8,071	
Attendants	611	
Companions		
Other (specified)		
TOTAL	8,682	

VEHICLE DATA

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

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

Ottawa

Para Transpo

Contact: Andy Versteeg
Title: Project Manager
Telephone: 613-842-3636 x2404
Fax: 613-244-4329
Email: andy.versteeg@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: 3,746
Ambulatory: 8,957
Attendants:
Companions:
Other:
Total: 12,703

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	5,072,509	4,613,865
Tot. Veh. Km. - Dedicated Service	5,791,310	5,235,604
Rev. Veh. Hrs. - Dedicated Service	228,392	204,853
Tot. Veh. Hrs. - Dedicated Service	228,392	230,339
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	528,992	486,190
Non-Dedicated Service	342,598	397,477
TOTAL PASSENGERS	871,590	883,667
Subscription / Pre-booked	61%	58%
Reservation	36%	38%
On-Demand / Day of trip	3%	4%
Cancelled in advance	149,746	148,866
No-shows / Cancelled at door	23,921	23,940
Unaccommodated trips	69,064	59,490
Number of complaints	634	786

OPERATING EXPENSES

Administration	\$2,441,538	\$2,370,180
Operations:		
Internal - Dedicated Service	\$13,798,052	\$13,702,879
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$9,014,899	\$10,105,346
Contract - Taxi Scrip	\$299,672	\$345,339
Maintenance (Vehicles & Facilities)	\$2,990,283	\$3,374,722
Fuel	\$1,538,081	\$1,512,788
TOTAL OPERATING EXPENSES	\$30,082,525	\$31,411,254

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,100,809	\$2,243,138
Other Operating Revenue	\$15,274	\$16,817
Total Operating Revenue	\$2,116,083	\$2,259,955
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$27,966,442	\$29,151,299
Other / Donations		
TOTAL	\$30,082,525	\$31,411,254

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$19,744	\$36,212
TOTAL CAPITAL EXPENSES	\$19,744	\$36,212

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$31,000
Provincial Contributions		
Municipal Contributions	\$19,744	\$5,212
Other / Donations		
TOTAL CAPITAL FUNDING	\$19,744	\$36,212

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:	01/07/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$1.55	\$100.75	☐
Child	\$1.55	\$1.55		☐
Student	\$2.75	\$1.55	\$80.25	☐
Senior	\$2.10	\$1.55	\$40.75	☐
Attendant				☒
Companion	\$2.75	\$1.55		☐
Other	Child under 6 Free			

EMPLOYEE DATA

	Full-time	Part-time
Operators	161	1
Other Operations	25	6
Vehicle Mechanics	14	
General and Administration	15	
Other	8	
TOTAL NUMBER OF EMPLOYEES	223	7

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

Top Operator Wage Rate: \$26.07
Top Mechanic Wage Rate: \$32.03

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$29.65	\$30.90
Total Exp. / Passenger	\$34.51	\$35.55
Total Exp. / Eligible Passenger	\$39.36	\$40.29
Transportation Exp. / Passenger		
Dedicated Service	\$34.64	\$38.24
Non-Dedicated Service	\$27.19	\$26.29
Transportation Exp. / Hour (Dedicated Service)	\$80.24	\$80.71
OPERATING		
Registrants / Capita	0.0139	0.0135
Passengers / Capita	0.9240	0.9368
Passengers / Registrant	66.68	69.56
Passengers / Hour (Dedicated Service)	2.32	2.37
Kms / Passenger (Dedicated Service)	9.59	9.49
Average Speed (Dedicated Service)	22.21	22.52

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	265,098	275,652
Wheelchair/Scooter Users	153,257	85,546
Attendants	23,991	19,197
Companions	43,844	17,082
Other (specified)		
TOTAL	486,190	397,477

VEHICLE DATA

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

Vehicle ownership: Municipal Transit System
Vehicle maintenance responsibility: Municipal Transit System
Accessible taxis: 94

Owen Sound

Owen Sound Transit

Contact: Chris Hughes
 Title: Special Projects Manager
 Telephone: 519-376-4440 x 3223
 Fax: 519-372-1209
 Email: chughes@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:	121	121
Ambulatory:	132	132
Attendants:	96	96
Companions:		
Other:		
Total:	349	349

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	33,945	39,362
Tot. Veh. Km. - Dedicated Service	35,913	41,432
Rev. Veh. Hrs. - Dedicated Service	3,359	3,402
Tot. Veh. Hrs. - Dedicated Service	3,476	3,566
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	5,789	7,308
Non-Dedicated Service		
TOTAL PASSENGERS	5,789	7,308
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	514	319
No-shows / Cancelled at door	78	70
Unaccommodated trips	14	22
Number of complaints	2	7

OPERATING EXPENSES

	2013	2014
Administration	\$18,648	\$18,554
Operations:		
Internal - Dedicated Service	\$105	\$130
Contract - Dedicated Service	\$159,435	\$218,907
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$10,021	\$12,024
TOTAL OPERATING EXPENSES	\$188,209	\$249,615

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$11,386	\$12,000
Other Operating Revenue		
Total Operating Revenue	\$11,386	\$12,000
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$176,823	\$237,615
Other / Donations		
TOTAL	\$188,209	\$249,615

CAPITAL EXPENSES

	2013	2014
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

Owen Sound Transit started offering conventional Saturday service in October 2013 and extended Specialized Transit hours to match conventional transit service.

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	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50			☐
Child				☐
Student	\$2.00			☐
Senior	\$2.50			☐
Attendant				☐
Companion	\$2.50			☐
Other				☐

EMPLOYEE DATA

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

Union Affiliations: Operators: Unifor Local 4268

Mechanics:

Other (specify):

Top Operator Wage Rate: \$16.50

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$8.04	\$10.80
Total Exp. / Passenger	\$32.51	\$34.16
Total Exp. / Eligible Passenger	\$34.41	\$38.72
Transportation Exp. / Passenger		
Dedicated Service	\$29.29	\$31.62
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$48.78	\$64.80
OPERATING		
Registrants / Capita	0.0146	0.0159
Passengers / Capita	0.2631	0.3322
Passengers / Registrant	18.03	20.94
Passengers / Hour (Dedicated Service)	1.72	2.15
Kms / Passenger (Dedicated Service)	5.86	5.39
Average Speed (Dedicated Service)	10.11	11.57

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,203	
Wheelchair/Scooter Users	2,243	
Attendants	862	
Companions		
Other (specified)		
TOTAL	7,308	

VEHICLE DATA

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

Parry Sound

Parry Sound Specialized Transit

Contact: Martha Vincent
 Title: Public Works Administrative Assistant
 Telephone: 705-746-2101
 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: N/A
 Eligibility Committee members: N/A

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	3,120	3,535
Tot. Veh. Km. - Dedicated Service	3,120	3,535
Rev. Veh. Hrs. - Dedicated Service	379	354
Tot. Veh. Hrs. - Dedicated Service	379	354
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	793	820
Non-Dedicated Service		
TOTAL PASSENGERS	793	820
Subscription / Pre-booked	0%	0%
Reservation	100%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance		
No-shows / Cancelled at door	325	246
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$34,459	\$32,965
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$34,459	\$32,965

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,269	\$2,553
Other Operating Revenue		
Total Operating Revenue	\$2,269	\$2,553
Federal Contributions		
Provincial Contributions	\$19,431	\$7,722
Municipal Contributions	\$12,759	\$22,690
Other / Donations		
TOTAL	\$34,459	\$32,965

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:	Fully 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	2013	2014
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$5.20	\$4.91
Total Exp. / Passenger	\$43.45	\$40.20
Total Exp. / Eligible Passenger	\$43.45	\$40.20
Transportation Exp. / Passenger		
Dedicated Service	\$43.45	\$40.20
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$90.92	\$93.12
OPERATING		
Registrants / Capita	0.0021	0.0021
Passengers / Capita	0.1281	0.1325
Passengers / Registrant	61.00	63.08
Passengers / Hour (Dedicated Service)	2.09	2.32
Kms / Passenger (Dedicated Service)	3.93	4.31
Average Speed (Dedicated Service)	8.23	9.99

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	820	
Attendants		
Companions		
Other (specified)		
TOTAL	820	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans			N/A
Small Buses	1	1	4
Other			
TOTAL DED. VEHICLES	1	1	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: 905-791-7800 x6856
 Fax: 905-277-5864
 Email: maarit.varga@peelregion.ca

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

REGISTRANTS
 Wheelchair/Scooter Users: 5,520
 Ambulatory: 8,281
 Attendants:
 Companions:
 Other: 1,819
Total: 15,620

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 4
☒ Private Non-Profit Org.

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

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

VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	4,867,216	4,911,057
Tot. Veh. Km. - Dedicated Service	5,436,962	5,576,295
Rev. Veh. Hrs. - Dedicated Service	227,696	242,563
Tot. Veh. Hrs. - Dedicated Service	245,365	264,068
Non-Dedicated Service - Veh. Km.	111,432	43,293
Non-Dedicated Service - Veh. Hrs.	11,121	11,416

PASSENGER DATA

Dedicated Service	502,328	528,742
Non-Dedicated Service	62,290	65,358
TOTAL PASSENGERS	564,618	594,100
Subscription / Pre-booked	40%	40%
Reservation	55%	55%
On-Demand / Day of trip	5%	5%
Cancelled in advance	46,344	51,812
No-shows / Cancelled at door	9,651	9,389
Unaccommodated trips	3,010	3,166
Number of complaints	1,726	2,196

OPERATING EXPENSES

Administration	\$3,362,793	\$2,066,529
Operations:		
Internal - Dedicated Service	\$5,344,929	\$7,007,311
Contract - Dedicated Service	\$3,860,734	\$4,282,866
Contract - Non-Dedicated Service	\$3,566,480	\$4,270,862
Contract - Taxi Scrip	\$174,863	\$221,203
Maintenance (Vehicles & Facilities)	\$1,177,901	\$1,118,254
Fuel	\$460,493	\$607,987
TOTAL OPERATING EXPENSES	\$17,948,193	\$19,575,012

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,455,035	\$1,696,249
Other Operating Revenue	\$105,066	\$80,943
Total Operating Revenue	\$1,560,101	\$1,777,192
Federal Contributions		
Provincial Contributions	\$691,866	\$352,932
Municipal Contributions	\$15,696,227	\$17,439,328
Other / Donations		\$5,560
TOTAL	\$17,948,194	\$19,575,012

CAPITAL EXPENSES

Vehicles Purchased	\$1,037,011	
Debt Servicing		
Other Capital Expenses	\$654,943	\$569,420
TOTAL CAPITAL EXPENSES	\$1,691,954	\$569,420

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$1,357,760	\$537,241
Provincial Contributions	\$110,634	
Municipal Contributions	\$223,563	\$32,179
Other / Donations		
TOTAL CAPITAL FUNDING	\$1,691,957	\$569,420

Other criteria - cognitive & behavioural disabilities

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date: 01/04/2014	Tickets/Cards	Monthly Pass	Free
	(unit price)		
Adult	\$3.50	\$112.00	☐
Child	\$3.50	\$112.00	☐
Student	\$3.50	\$112.00	☐
Senior	\$3.50	\$112.00	☒
Attendant			☐
Companion	\$3.50		
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 966
 Mechanics: CUPE 966
 Other (specify):

Top Operator Wage Rate: \$26.14
 Top Mechanic Wage Rate: \$32.26

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$12.64	\$13.72
Total Exp. / Passenger	\$31.79	\$32.95
Total Exp. / Eligible Passenger	\$44.22	\$45.31
Transportation Exp. / Passenger		
Dedicated Service	\$21.59	\$24.62
Non-Dedicated Service	\$60.06	\$68.73
Transportation Exp. / Hour (Dedicated Service)	\$44.20	\$49.29
OPERATING		
Registrants / Capita	0.0109	0.0120
Passengers / Capita	0.4354	0.4581
Passengers / Registrant	40.12	38.03
Passengers / Hour (Dedicated Service)	2.21	2.18
Kms / Passenger (Dedicated Service)	9.69	9.29
Average Speed (Dedicated Service)	21.38	20.25

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	237,613	43,202
Wheelchair/Scooter Users	151,208	
Attendants	60,618	4,563
Companions	15,250	3,813
Other (specified)	64,053	13,780
TOTAL	528,742	65,358

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	70	60	N/A
Accessible Vans / Minivans	34	32	1
Small Buses	66	52	4
Other	29	29	4
TOTAL DED. VEHICLES	199	173	N/A

Vehicle ownership: Peel Region/Non Profit
 Vehicle maintenance responsibility: Peel Region/Private Operation
 Accessible taxis: 34

Pembroke

Pembroke Handi Bus

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

Population served: 24,200
 Service area (km²): 91.2
 Communities served: 4
 Service began: 01/08/1999
 Advisory Committee members: 10
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	164	164
Ambulatory:	311	311
Attendants:		
Companions:		
Other:		
Total:	475	475

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	90,705	87,453
Tot. Veh. Km. - Dedicated Service	90,705	87,453
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	14,406	14,398
Non-Dedicated Service		
TOTAL PASSENGERS	14,406	14,398
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	255	221
No-shows / Cancelled at door	76	53
Unaccommodated trips		
Number of complaints	1	2

OPERATING EXPENSES

Administration	\$90,692	\$89,219
Operations:		
Internal - Dedicated Service	\$110,243	\$115,398
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$26,850	\$31,768
Fuel	\$22,435	\$27,902
TOTAL OPERATING EXPENSES	\$250,220	\$264,287

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$64,917	\$71,909
Other Operating Revenue		
Total Operating Revenue	\$64,917	\$71,909
Federal Contributions		
Provincial Contributions	\$110,000	\$119,000
Municipal Contributions	\$38,000	\$37,500
Other / Donations	\$32,461	\$35,216
TOTAL	\$245,378	\$263,625

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

* Service Hours on Thursdays: 0700-2000 hrs.

SERVICE HOURS / SCHEDULING

Weekday:	0700 to 1700	Sunday:	to
Saturday:	0900 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:	08/09/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$6.00	\$6.00		☐
Child	\$6.00	\$6.00		☐
Student	\$6.00	\$6.00		☐
Senior	\$6.00	\$6.00		☒
Attendant				☒
Companion				☒
Other	service animals free			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.20

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	26%	27%
Net Operating Cost / Capita	\$9.27	\$7.95
Total Exp. / Passenger	\$17.37	\$18.36
Total Exp. / Eligible Passenger	\$20.26	\$20.95
Transportation Exp. / Passenger		
Dedicated Service	\$11.07	\$12.16
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0234	0.0196
Passengers / Capita	0.7203	0.5950
Passengers / Registrant	30.78	30.31
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	6.30	6.07
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,016	
Wheelchair/Scooter Users	3,598	
Attendants	1,784	
Companions		
Other (specified)		
TOTAL	14,398	

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: 519-595-8755
 Fax: 519-595-7755
 Email: dlichti@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: 108
 Ambulatory: 764
 Attendants:
 Companions:
 Other:
Total: 872

Active
 108
 764
 872

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	95,703	104,950
Tot. Veh. Km. - Dedicated Service	96,003	106,450
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	12,121	11,614
Non-Dedicated Service		
TOTAL PASSENGERS	12,121	11,614
Subscription / Pre-booked	9%	10%
Reservation	70%	69%
On-Demand / Day of trip	21%	21%
Cancelled in advance	1,545	1,388
No-shows / Cancelled at door	21	16
Unaccommodated trips	146	29
Number of complaints	2	2

OPERATING EXPENSES

	2013	2014
Administration	\$8,298	\$3,101
Operations:		
Internal - Dedicated Service	\$118,491	\$123,326
Contract - Dedicated Service	\$12,019	\$1,749
Contract - Non-Dedicated Service	\$19,620	\$6,028
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,761	\$8,938
Fuel	\$30,573	\$28,371
TOTAL OPERATING EXPENSES	\$199,762	\$171,513

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$75,580	\$70,859
Other Operating Revenue		
Total Operating Revenue	\$75,580	\$70,859
Federal Contributions		
Provincial Contributions	\$104,961	\$80,434
Municipal Contributions	\$7,500	\$7,500
Other / Donations	\$11,721	\$12,720
TOTAL	\$199,762	\$171,513

CAPITAL EXPENSES

	2013	2014
Vehicles Purchased	\$71,165	\$75,487
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$71,165	\$75,487

CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions	\$71,165	\$75,487
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$71,165	\$75,487

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date: 01/09/2013	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.00			☐
Child	\$0.50			☐
Student	\$5.00			☐
Senior	\$5.00			☐
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.58

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	38%	41%
Net Operating Cost / Capita	\$10.35	\$8.39
Total Exp. / Passenger	\$16.48	\$14.77
Total Exp. / Eligible Passenger	\$17.52	\$15.79
Transportation Exp. / Passenger		
Dedicated Service	\$14.18	\$13.98
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0778	0.0727
Passengers / Capita	1.0101	0.9678
Passengers / Registrant	12.99	13.32
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	7.90	9.04
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,888	
Wheelchair/Scooter Users	977	
Attendants	749	
Companions		
Other (specified)		
TOTAL	11,614	

VEHICLE DATA

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

Vehicle ownership: Non-Profit Organizaton - Knollcrest Lodge

Vehicle maintenance responsibility: Non-Profit Organizaton - Knollcrest Lodge

Accessible taxis:

Peterborough

Peterborough Transit

Contact: Andrew Burdett
 Title: Operations Supervisor
 Telephone: 705-742-7777 x 2889
 Fax: 705-742-3741
 Email: aburdett@peterborough.ca

Population served: 80,000
 Service area (km²): 67.4
 Communities served: 1
 Service began: 01/09/1976
 Advisory Committee members: 11
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	854	854
Ambulatory:	912	912
Attendants:		
Companions:	35	35
Other:		
Total:	1,801	1,801

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	253,546	263,998
Tot. Veh. Km. - Dedicated Service	253,546	263,998
Rev. Veh. Hrs. - Dedicated Service	14,832	16,488
Tot. Veh. Hrs. - Dedicated Service	14,832	16,488
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	35,900	39,077
Non-Dedicated Service		
TOTAL PASSENGERS	35,900	39,077
Subscription / Pre-booked	37%	37%
Reservation	62%	62%
On-Demand / Day of trip	1%	1%
Cancelled in advance	9,500	10,847
No-shows / Cancelled at door	600	691
Unaccommodated trips	300	550
Number of complaints	3	4

OPERATING EXPENSES

Administration	\$126,000	\$146,606
Operations:		
Internal - Dedicated Service	\$561,000	\$532,179
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$200	\$59
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$162,500	\$134,901
Fuel	\$81,600	\$105,404
TOTAL OPERATING EXPENSES	\$931,300	\$919,149

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$77,200	\$87,923
Other Operating Revenue		
Total Operating Revenue	\$77,200	\$87,923
Federal Contributions		
Provincial Contributions	\$169,400	\$169,400
Municipal Contributions	\$684,700	\$661,826
Other / Donations		
TOTAL	\$931,300	\$919,149

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		☐
Other	CNIB 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): Admin CUPE Local 126

Top Operator Wage Rate: \$26.39
 Top Mechanic Wage Rate: \$30.14

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	8%	10%
Net Operating Cost / Capita	\$10.68	\$10.39
Total Exp. / Passenger	\$25.94	\$23.52
Total Exp. / Eligible Passenger	\$27.07	\$26.26
Transportation Exp. / Passenger		
Dedicated Service	\$22.43	\$19.77
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$54.28	\$46.85
OPERATING		
Registrants / Capita	0.0189	0.0225
Passengers / Capita	0.4488	0.4885
Passengers / Registrant	23.74	21.70
Passengers / Hour (Dedicated Service)	2.42	2.37
Kms / Passenger (Dedicated Service)	7.06	6.76
Average Speed (Dedicated Service)	17.09	16.01

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,198	
Wheelchair/Scooter Users	16,799	
Attendants	4,080	
Companions		
Other (specified)		
TOTAL	39,077	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	11	7	4	4
Small Buses				
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: coordinator
 Telephone: 705-749-0036
 Fax: 705-745-6011
 Email: jane@commcareptbo.org

Population served: 58,000
 Service area (km²): 3,769.3
 Communities served: 8
 Service began: 18/01/1992
 Advisory Committee members: 6
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	63	154
Ambulatory:	34	90
Attendants:		
Companions:		
Other:		
Total:	97	244

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	40,366	44,482
Tot. Veh. Km. - Dedicated Service	80,732	88,964
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

	2013	2014
Dedicated Service	2,496	2,842
Non-Dedicated Service		
TOTAL PASSENGERS	2,496	2,842
Subscription / Pre-booked	0%	80%
Reservation	0%	19%
On-Demand / Day of trip	0%	1%
Cancelled in advance	79	90
No-shows / Cancelled at door	6	2
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2013	2014
Administration	\$15,341	\$15,623
Operations:		
Internal - Dedicated Service	\$86,782	\$88,392
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,554	\$22,205
Fuel	\$20,709	\$26,472
TOTAL OPERATING EXPENSES	\$130,386	\$152,692

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$16,234	\$17,562
Other Operating Revenue		\$124
Total Operating Revenue	\$16,234	\$17,686
Federal Contributions		
Provincial Contributions	\$52,556	\$96,011
Municipal Contributions	\$29,664	\$28,875
Other / Donations	\$31,932	\$10,120
TOTAL	\$130,386	\$152,692

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	
Other / Donations	

TOTAL CAPITAL FUNDING

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	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				☐
Child				☐
Student				☐
Senior				☒
Attendant				☒
Companion				☒
Other	\$15.00 or \$30.00 depending on distance			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$23.92

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$1.89	\$2.33
Total Exp. / Passenger	\$52.24	\$53.73
Total Exp. / Eligible Passenger	\$62.66	\$66.97
Transportation Exp. / Passenger		
Dedicated Service	\$46.09	\$48.23
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.35	\$45.69
OPERATING		
Registrants / Capita	0.0034	0.0042
Passengers / Capita	0.0414	0.0490
Passengers / Registrant	12.30	11.65
Passengers / Hour (Dedicated Service)	1.66	1.89
Kms / Passenger (Dedicated Service)	16.17	15.65
Average Speed (Dedicated Service)	26.91	29.65

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,016	
Wheelchair/Scooter Users	1,264	
Attendants	562	
Companions		
Other (specified)		
TOTAL	2,842	

VEHICLE DATA

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

Rolls Service

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

Population served: 16,214
 Service area (km²): .0
 Communities served: 1
 Service began: 14/04/1969
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	66	66
Ambulatory:	214	214
Attendants:		
Companions:	62	62
Other:		
Total:	342	342

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.

2013	2014
3,733	3,614
3,733	3,614

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

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

OPERATING EXPENSES

Administration

Operations:

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

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions
 Provincial Contributions

Municipal Contributions
 Other / Donations

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Employment Statistics showed the Contracted Operator's employees; contracted dispatchers and administrators spend 8% of time on Port Hope Specialized transit service.

SERVICE HOURS / SCHEDULING

Weekday: 0700 to 2000 Sunday: to
 Saturday: 0900 to 1600 Holiday: to

Advanced booking notice: 30 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Partially Computerized

FARE STRUCTURE

Effective Date: 01/01/2014

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00		\$50.00	☐
Child	\$1.50		\$30.00	☐
Student	\$1.50		\$30.00	☐
Senior	\$1.50		\$30.00	☐

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

	2013	2014
R/C Ratio	5%	4%
Net Operating Cost / Capita	\$8.04	\$6.69
Total Exp. / Passenger	\$20.89	\$22.58
Total Exp. / Eligible Passenger	\$20.89	\$24.20
Transportation Exp. / Passenger		
Dedicated Service	\$19.63	\$21.18
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$29.16	\$29.21

OPERATING

Registrants / Capita	0.0201	0.0211
Passengers / Capita	0.4034	0.3074
Passengers / Registrant	20.10	14.57
Passengers / Hour (Dedicated Service)	1.49	1.38
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,004	
Wheelchair/Scooter Users	648	
Attendants	332	
Companions		
Other (specified)		
TOTAL	4,984	

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				
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:	435	435
Ambulatory:	462	462
Attendants:	32	32
Companions:		
Other:		
Total:	929	929

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	82,738	99,562
Tot. Veh. Km. - Dedicated Service	87,629	103,954
Rev. Veh. Hrs. - Dedicated Service	2,325	2,660
Tot. Veh. Hrs. - Dedicated Service	2,614	3,045
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	6,777	7,397
Non-Dedicated Service		
TOTAL PASSENGERS	6,777	7,397
Subscription / Pre-booked	40%	40%
Reservation	58%	58%
On-Demand / Day of trip	2%	2%
Cancelled in advance	1,115	901
No-shows / Cancelled at door	20	18
Unaccommodated trips	2	21
Number of complaints		

OPERATING EXPENSES

	2013	2014
Administration	\$13,176	\$10,380
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$124,046	\$124,424
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$137,222	\$134,804

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$45,742	\$51,876
Other Operating Revenue		
Total Operating Revenue	\$45,742	\$51,876
Federal Contributions		
Provincial Contributions	\$63,993	\$21,401
Municipal Contributions	\$22,487	\$56,527
Other / Donations	\$5,000	\$5,000
TOTAL	\$137,222	\$134,804

CAPITAL EXPENSES

	2013	2014
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2013	2014
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 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	2013	2014
R/C Ratio	33%	38%
Net Operating Cost / Capita	\$3.59	\$3.25
Total Exp. / Passenger	\$20.25	\$18.22
Total Exp. / Eligible Passenger	\$22.60	\$20.25
Transportation Exp. / Passenger		
Dedicated Service	\$18.30	\$16.82
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$47.45	\$40.86
OPERATING		
Registrants / Capita	0.0273	0.0365
Passengers / Capita	0.2659	0.2902
Passengers / Registrant	9.74	7.96
Passengers / Hour (Dedicated Service)	2.91	2.78
Kms / Passenger (Dedicated Service)	12.21	13.46
Average Speed (Dedicated Service)	35.59	37.43

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,274	
Wheelchair/Scooter Users	1,383	
Attendants	740	
Companions		
Other (specified)		
TOTAL	7,397	

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	12
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A

Vehicle ownership: Municipality - Quinte West
 Vehicle maintenance responsibility: Non-Profit Organization - Quinte Access
 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:	520	520
Ambulatory:	1,024	1,024
Attendants:	96	96
Companions:		
Other:		
Total:	1,640	1,640

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

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

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

VEHICLE KILOMETRES & HOURS

	2013	2014
Rev. Veh. Km. - Dedicated Service	373,817	370,347
Tot. Veh. Km. - Dedicated Service	391,703	385,920
Rev. Veh. Hrs. - Dedicated Service	11,402	11,509
Tot. Veh. Hrs. - Dedicated Service	13,354	13,429
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	26,693	32,158
Non-Dedicated Service		
TOTAL PASSENGERS	26,693	32,158
Subscription / Pre-booked	65%	60%
Reservation	33%	38%
On-Demand / Day of trip	2%	2%
Cancelled in advance	4,194	4,520
No-shows / Cancelled at door	74	74
Unaccommodated trips	60	52
Number of complaints		

OPERATING EXPENSES

	2013	2014
Administration	\$144,350	\$125,358
Operations:		
Internal - Dedicated Service	\$315,328	\$343,774
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$73,352	\$84,808
Fuel	\$79,648	\$82,985
TOTAL OPERATING EXPENSES	\$612,679	\$636,925

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$162,575	\$170,594
Other Operating Revenue		
Total Operating Revenue	\$162,575	\$170,594
Federal Contributions		
Provincial Contributions	\$163,360	\$181,402
Municipal Contributions	\$192,800	\$202,540
Other / Donations	\$93,944	\$82,390
TOTAL	\$612,679	\$636,925

CAPITAL EXPENSES

	2013	2014
Vehicles Purchased	\$43,733	\$46,599
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$43,733	\$46,599

CAPITAL FUNDING SOURCES

	2013	2014
Transit System	\$3,300	
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$40,433	\$46,599
Other / Donations		
TOTAL CAPITAL FUNDING	\$43,733	\$46,599

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				

Rates are Zone Based: \$2 for one way within Trenton Ward

EMPLOYEE DATA

	Full-time	Part-time
Operators	6	9
Other Operations	1	
Vehicle Mechanics		
General and Administration	2	2
Other		
TOTAL NUMBER OF EMPLOYEES	9	11

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

Top Operator Wage Rate: \$16.40

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	27%	27%
Net Operating Cost / Capita	\$8.51	\$8.81
Total Exp. / Passenger	\$22.95	\$19.81
Total Exp. / Eligible Passenger	\$25.11	\$21.38
Transportation Exp. / Passenger		
Dedicated Service	\$17.54	\$15.91
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.07	\$38.09
OPERATING		
Registrants / Capita	0.0315	0.0310
Passengers / Capita	0.5044	0.6077
Passengers / Registrant	15.99	19.61
Passengers / Hour (Dedicated Service)	2.34	2.79
Kms / Passenger (Dedicated Service)	14.00	11.52
Average Speed (Dedicated Service)	32.79	32.18

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	24,205	
Wheelchair/Scooter Users	5,580	
Attendants	2,373	
Companions		
Other (specified)		
TOTAL	32,158	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	3	N/A	
Small Buses	5	4	1	3
Other			5	16
TOTAL DED. VEHICLES	8	7	N/A	N/A

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Non-Profit Organization - Quinte Access
 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

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	275,100	400,657
Tot. Veh. Km. - Dedicated Service	423,230	616,393
Rev. Veh. Hrs. - Dedicated Service	11,165	11,675
Tot. Veh. Hrs. - Dedicated Service	17,177	17,962
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	32,372	38,109
Non-Dedicated Service		
TOTAL PASSENGERS	32,372	38,109
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

OPERATING EXPENSES

Administration	\$135,086	\$137,257
Operations:		
Internal - Dedicated Service	\$524,072	\$618,041
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$59,269	\$51,394
Fuel	\$83,249	\$90,972
TOTAL OPERATING EXPENSES	\$801,675	\$897,664

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$397,663	\$491,086
Other Operating Revenue	\$29,829	\$31,922
Total Operating Revenue	\$427,493	\$523,008
Federal Contributions		
Provincial Contributions	\$140,876	\$152,699
Municipal Contributions	\$16,800	\$17,000
Other / Donations	\$216,507	\$204,957
TOTAL	\$801,675	\$897,664

CAPITAL EXPENSES

Vehicles Purchased	\$48,452	\$99,077
Debt Servicing		
Other Capital Expenses	\$6,319	
TOTAL CAPITAL EXPENSES	\$54,771	\$99,077

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$54,771	
Municipal Contributions		
Other / Donations		\$99,077
TOTAL CAPITAL FUNDING	\$54,771	\$99,077

* 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%. * Population and Service Area Size data sourced from Statistics Canada - Census 2011. * Trip volume growth of 18% attributable to aging population, increased awareness of disabilities under AODA, increased awareness of Sunshine Coach Service as an accessible transportation provider within our service area.

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:	01/04/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$6.00	\$6.00		☐
Child	\$6.00	\$6.00		☐
Student	\$6.00	\$6.00		☐
Senior	\$6.00	\$6.00		☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	14
Other Operations		
Vehicle Mechanics		
General and Administration	2	1
Other		
TOTAL NUMBER OF EMPLOYEES	5	15

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

Top Operator Wage Rate: \$21.36
 Top Mechanic Wage Rate: \$19.13

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	53%	58%
Net Operating Cost / Capita	\$13.88	\$13.90
Total Exp. / Passenger	\$24.76	\$23.56
Total Exp. / Eligible Passenger	\$28.27	\$26.81
Transportation Exp. / Passenger		
Dedicated Service	\$20.59	\$19.95
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.81	\$42.33
OPERATING		
Registrants / Capita	0.0278	0.0278
Passengers / Capita	1.2012	1.4141
Passengers / Registrant	43.16	50.81
Passengers / Hour (Dedicated Service)	2.90	3.26
Kms / Passenger (Dedicated Service)	8.50	10.51
Average Speed (Dedicated Service)	24.64	34.32

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,974	
Wheelchair/Scooter Users	10,508	
Attendants	4,499	
Companions		
Other (specified)	128	
TOTAL	38,109	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	8	8	2	4
Small Buses	1	1	4	10
Other	1	1	2	7
TOTAL DED. VEHICLES	10	10	N/A	N/A

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

Sarnia

Sarnia Care-A-Van

Contact: Jim Stevens
Title: Director of Transit
Telephone: 519-336-3271
Fax: 519-336-3361
Email: jim.stevens@sarnia.ca

Population served: 71,420
Service area (km²): 167.3
Communities served: 2
Service began: 01/04/1981
Advisory Committee members: 12
Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,105	1,105
Ambulatory:	1,071	1,071
Attendants:		
Companions:		
Other:	31	31
Total:	2,207	2,207

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	209,531	211,613
Tot. Veh. Km. - Dedicated Service	209,531	211,613
Rev. Veh. Hrs. - Dedicated Service	14,415	12,961
Tot. Veh. Hrs. - Dedicated Service	14,415	12,961
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	32,294	32,556
Non-Dedicated Service		
TOTAL PASSENGERS	32,294	32,556
Subscription / Pre-booked	50%	50%
Reservation	48%	48%
On-Demand / Day of trip	2%	2%
Cancelled in advance	4,194	5,209
No-shows / Cancelled at door	400	507
Unaccommodated trips	430	509
Number of complaints		

OPERATING EXPENSES

Administration	\$86,885	\$103,246
Operations:		
Internal - Dedicated Service	\$569,864	\$515,831
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$84,612	\$117,221
Fuel	\$67,199	\$66,067
TOTAL OPERATING EXPENSES	\$808,560	\$802,365

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$61,549	\$67,720
Other Operating Revenue		
Total Operating Revenue	\$61,549	\$67,720
Federal Contributions		
Provincial Contributions	\$24,114	\$67,590
Municipal Contributions	\$722,897	\$667,055
Other / Donations		
TOTAL	\$808,560	\$802,365

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing	\$7,418	\$1,192
Other Capital Expenses		\$6,100
TOTAL CAPITAL EXPENSES	\$7,418	\$7,292

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$7,418	\$7,292
Other / Donations		
TOTAL CAPITAL FUNDING	\$7,418	\$7,292

Notes: 2014 Point Edward Service: passenger revenue \$1,741, contract revenue \$28,333, ridership 1,519, and registrants 42.

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 \$165/4-mth & Ele/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 L127
Mechanics: Unifor L127
Other (specify): CUPE 3690

Top Operator Wage Rate: \$25.24
Top Mechanic Wage Rate: \$29.42

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$10.46	\$10.29
Total Exp. / Passenger	\$25.04	\$24.65
Total Exp. / Eligible Passenger	\$26.12	\$25.73
Transportation Exp. / Passenger		
Dedicated Service	\$22.35	\$21.47
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$50.06	\$53.94
OPERATING		
Registrants / Capita	0.0287	0.0309
Passengers / Capita	0.4522	0.4558
Passengers / Registrant	15.78	14.75
Passengers / Hour (Dedicated Service)	2.24	2.51
Kms / Passenger (Dedicated Service)	6.49	6.50
Average Speed (Dedicated Service)	14.54	16.33

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	21,236	
Wheelchair/Scooter Users	9,951	
Attendants	1,151	
Companions	218	
Other (specified)		
TOTAL	32,556	

VEHICLE DATA

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

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

Sault Ste Marie

Sault Ste Marie Transit Para Bus Services

Contact: Sam Piraino
 Title: Area Coordinator Transit/Parking
 Telephone: 705-759-5434
 Fax: 705-759-5834
 Email: s.piraino@cityssm.on.ca

Population served: 69,900
 Service area (km²): 223.5
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: N/A
 Eligibility Committee members: 12

REGISTRANTS
 Wheelchair/Scooter Users: 1,633
 Ambulatory: 1,096
 Attendants:
 Companions:
 Other:
Total: 2,729

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	262,723	283,934
Tot. Veh. Km. - Dedicated Service	262,723	283,934
Rev. Veh. Hrs. - Dedicated Service	17,071	17,459
Tot. Veh. Hrs. - Dedicated Service	17,071	17,459
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	36,344	38,480
Non-Dedicated Service	10,914	12,183
TOTAL PASSENGERS	47,258	50,663
Subscription / Pre-booked	40%	28%
Reservation	58%	71%
On-Demand / Day of trip	2%	1%
Cancelled in advance	2,616	2,834
No-shows / Cancelled at door	603	615
Unaccommodated trips	633	638
Number of complaints	20	18

OPERATING EXPENSES

Administration	\$304	\$351
Operations:		
Internal - Dedicated Service	\$636,853	\$679,961
Contract - Dedicated Service	\$156,131	\$181,804
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$81,992	\$99,602
Fuel	\$94,968	\$106,704
TOTAL OPERATING EXPENSES	\$970,248	\$1,068,422

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$74,620	\$76,566
Other Operating Revenue		
Total Operating Revenue	\$74,620	\$76,566
Federal Contributions		
Provincial Contributions	\$323,474	\$343,130
Municipal Contributions	\$572,154	\$657,081
Other / Donations		
TOTAL	\$970,248	\$1,076,777

CAPITAL EXPENSES

Vehicles Purchased	\$66,691	\$141,154
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$66,691	\$141,154

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$66,691	\$141,154
Other / Donations		
TOTAL CAPITAL FUNDING	\$66,691	\$141,154

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 2330	Sunday:	0600 to 2330
Saturday:	0600 to 2330	Holiday:	0600 to 2330
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/02/2013	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

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

Top Operator Wage Rate: \$25.01

Top Mechanic Wage Rate: \$27.90

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	8%	7%
Net Operating Cost / Capita	\$12.81	\$14.19
Total Exp. / Passenger	\$20.53	\$21.09
Total Exp. / Eligible Passenger	\$23.05	\$23.70
Transportation Exp. / Passenger		
Dedicated Service	\$26.69	\$27.76
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$56.82	\$61.18
OPERATING		
Registrants / Capita	0.0423	0.0390
Passengers / Capita	0.6761	0.7248
Passengers / Registrant	15.99	18.56
Passengers / Hour (Dedicated Service)	2.13	2.20
Kms / Passenger (Dedicated Service)	7.23	7.38
Average Speed (Dedicated Service)	15.39	16.26

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,737	12,183
Wheelchair/Scooter Users	20,152	
Attendants	5,591	
Companions		
Other (specified)		
TOTAL	38,480	12,183

VEHICLE DATA

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

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

Schreiber

Schreiber Terrace Bay Handitransit

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
 Wheelchair/Scooter Users: 14
 Ambulatory: 92
 Attendants: 3
 Companions: 3
 Other: 3
Total: 106 109

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	12,479	16,207
Tot. Veh. Km. - Dedicated Service	19,345	23,814
Rev. Veh. Hrs. - Dedicated Service	329	365
Tot. Veh. Hrs. - Dedicated Service	464	508
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	1,735	1,962
Non-Dedicated Service		
TOTAL PASSENGERS	1,735	1,962
Subscription / Pre-booked	0%	100%
Reservation	100%	0%
On-Demand / Day of trip	0%	0%

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

OPERATING EXPENSES

	2013	2014
Administration	\$46,002	\$49,306
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$924	\$1,166
Fuel	\$5,391	\$6,307
TOTAL OPERATING EXPENSES	\$52,317	\$56,779

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$6,193	\$7,603
Other Operating Revenue		
Total Operating Revenue	\$6,193	\$7,603
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$46,124	\$49,176
Other / Donations		
TOTAL	\$52,317	\$56,779

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

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

Eligibility Criteria: elderly, visually impaired, cognitively disabled, epilepsy, or other mobility condition

SERVICE HOURS / SCHEDULING

	2013	2014
Weekday: 0700 to 2300		
Sunday: 1000 to 2300		
Saturday: 1000 to 2300		
Holiday: 1000 to 2300		
Advanced booking notice: 1 day(s)		
Minimum notice for reservation: 24.0 hour(s)		
Reservations / Scheduling: Manual		

FARE STRUCTURE

Effective Date: 01/01/2014	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	\$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

	2013	2014
FINANCIAL		
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$18.26	\$19.47
Total Exp. / Passenger	\$30.15	\$28.94
Total Exp. / Eligible Passenger	\$30.61	\$29.16
Transportation Exp. / Passenger		
Dedicated Service	\$3.64	\$3.81
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$13.61	\$14.71
OPERATING		
Registrants / Capita	0.0443	0.0432
Passengers / Capita	0.6869	0.7767
Passengers / Registrant	15.49	18.00
Passengers / Hour (Dedicated Service)	5.27	5.38
Kms / Passenger (Dedicated Service)	7.19	8.26
Average Speed (Dedicated Service)	37.93	44.40

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,402	
Wheelchair/Scooter Users	545	
Attendants	15	
Companions		
Other (specified)		
TOTAL	1,962	

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		Active	Total
Wheelchair/Scooter Users:		401	991
Ambulatory:		500	616
Attendants:			
Companions:			
Other:			
Total:		901	1,607

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	294,828	283,052
Tot. Veh. Km. - Dedicated Service	294,828	283,052
Rev. Veh. Hrs. - Dedicated Service	15,227	15,287
Tot. Veh. Hrs. - Dedicated Service	15,227	15,287
Non-Dedicated Service - Veh. Km.	24,616	22,862
Non-Dedicated Service - Veh. Hrs.	1,734	1,631

PASSENGER DATA

Dedicated Service	31,102	30,155
Non-Dedicated Service	6,515	6,277
TOTAL PASSENGERS	37,617	36,432
Subscription / Pre-booked	10%	5%
Reservation	85%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	989	1,594
No-shows / Cancelled at door	256	290
Unaccommodated trips	832	728
Number of complaints	13	15

OPERATING EXPENSES

Administration	\$156,493	\$163,169
Operations:		
Internal - Dedicated Service	\$730,738	\$739,699
Contract - Dedicated Service	\$88,892	\$96,897
Contract - Non-Dedicated Service	\$72,749	\$82,123
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$209,032	\$228,836
Fuel	\$71,799	\$72,950
TOTAL OPERATING EXPENSES	\$1,329,703	\$1,383,674

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$93,867	\$97,102
Other Operating Revenue	\$373	\$476
Total Operating Revenue	\$94,240	\$97,578
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,221,563	\$1,275,696
Other / Donations	\$13,900	\$10,400
TOTAL	\$1,329,703	\$1,383,674

CAPITAL EXPENSES

Vehicles Purchased	\$282,548	\$190,007
Debt Servicing		
Other Capital Expenses		\$182,269
TOTAL CAPITAL EXPENSES	\$282,548	\$372,276

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$182,269
Municipal Contributions	\$282,548	\$190,007
Other / Donations		
TOTAL CAPITAL FUNDING	\$282,548	\$372,276

Thorold 2014 Stats : Number of registrants 60, number of passengers 2,774, contract revenue \$80,461, Passenger revenue \$6,514.50.

SERVICE HOURS / SCHEDULING

Weekday:	0730 to 2330	Sunday:	0900 to 2030
Saturday:	0900 to 2330	Holiday:	1030 to 1830
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/09/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.60	\$92.00	☒
Child	\$2.50			☐
Student	\$2.50	\$2.25	\$62.00	☐
Senior	\$3.00	\$2.00	\$57.00	☐
Attendant	\$3.00			☒
Companion	\$3.00			☐
Other	Child <5 free; registered attendant 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

FINANCIAL	2013	2014
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$9.40	\$9.79
Total Exp. / Passenger	\$35.35	\$37.98
Total Exp. / Eligible Passenger	\$37.39	\$40.65
Transportation Exp. / Passenger		
Dedicated Service	\$35.38	\$37.75
Non-Dedicated Service	\$11.17	\$13.08
Transportation Exp. / Hour (Dedicated Service)	\$72.27	\$74.47
OPERATING		
Registrants / Capita	0.0113	0.0122
Passengers / Capita	0.2863	0.2773
Passengers / Registrant	25.30	22.67
Passengers / Hour (Dedicated Service)	2.04	1.97
Kms / Passenger (Dedicated Service)	9.48	9.39
Average Speed (Dedicated Service)	19.36	18.52

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,506	4,026
Wheelchair/Scooter Users	10,528	1,978
Attendants	1,221	155
Companions	900	118
Other (specified)		
TOTAL	30,155	6,277

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	2		3
Small Buses	8	6	5	5
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A

Vehicle ownership: Transit Commission
Vehicle maintenance responsibility: Transit Commission
Accessible taxis: 1

St. Marys

St. Marys and Area Mobility Service

Contact: Kelly Ann Van Dinther
 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: 83
 Ambulatory: 483
 Attendants:
 Companions:
 Other:
Total: 566

Active
 83
 483
 566

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	51,730	50,987
Tot. Veh. Km. - Dedicated Service	51,730	50,987
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	11,982	10,669
Non-Dedicated Service	461	528
TOTAL PASSENGERS	12,443	11,197
Subscription / Pre-booked	30%	30%
Reservation	69%	69%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,799	1,720
No-shows / Cancelled at door	71	71
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$47,761	\$48,192
Operations:		
Internal - Dedicated Service	\$152,625	\$152,717
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$41,742	\$30,991
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,410	\$12,715
Fuel	\$11,033	\$12,559
TOTAL OPERATING EXPENSES	\$265,571	\$257,174

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$139,241	\$109,972
Other Operating Revenue		\$2,369
Total Operating Revenue	\$139,241	\$112,341
Federal Contributions		
Provincial Contributions	\$73,747	\$133,145
Municipal Contributions	\$18,600	\$19,733
Other / Donations	\$16,146	\$14,830
TOTAL	\$247,734	\$280,049

CAPITAL EXPENSES

Vehicles Purchased		\$44,800
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$44,800

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$44,800
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$44,800

We experienced a decrease in dedicated services in comparison to 2013 which decreased revenue for the service.

SERVICE HOURS / SCHEDULING

Weekday:	0000 to 2400	Sunday:	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	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$4.75			☐
Child	\$4.75			☐
Student	\$4.75			☐
Senior	\$4.75			☐
Attendant				☐
Companion				☐
Other				☐

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$17.42

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	52%	44%
Net Operating Cost / Capita	\$11.75	\$13.47
Total Exp. / Passenger	\$21.34	\$22.97
Total Exp. / Eligible Passenger	\$21.34	\$22.97
Transportation Exp. / Passenger		
Dedicated Service	\$14.69	\$16.68
Non-Dedicated Service	\$90.55	\$58.70
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0535	0.0527
Passengers / Capita	1.1576	1.0417
Passengers / Registrant	21.64	19.78
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	4.32	4.78
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,440	528
Wheelchair/Scooter Users	2,229	
Attendants		
Companions		
Other (specified)		
TOTAL	10,669	528

VEHICLE DATA

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

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

St. Thomas

City of St. Thomas - Transit

Contact: Dave White
 Title: Supervisor of Roads and Transportation
 Telephone: 519 631-0368 x5130
 Fax: 519 631-5542
 Email: dwhite@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

Active
 100
 600
 700

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☐ Contractors:

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☐ Unable to Use

☐ Private Non-Profit Org.

☐ Other Criteria

VEHICLE KILOMETRES & HOURS

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.

2013

2014

6,313

6,313

6,313

6,313

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

17,520

18,756

TOTAL PASSENGERS

17,520

18,756

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

0%

0%

0%

0%

0%

0%

Cancelled in advance

2,011

1,703

No-shows / Cancelled at door

119

47

Unaccommodated trips

164

241

Number of complaints

OPERATING EXPENSES

Administration

\$20,542

\$11,497

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$285,229

\$289,903

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$47,314

\$70,845

Fuel

TOTAL OPERATING EXPENSES

\$353,085

\$372,245

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$26,831

\$20,090

Other Operating Revenue

\$1,379

Total Operating Revenue

\$28,210

\$20,090

Federal Contributions

Provincial Contributions

Municipal Contributions

\$324,875

\$352,155

Other / Donations

TOTAL

\$353,085

\$372,245

CAPITAL EXPENSES

Vehicles Purchased

\$166,474

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

\$166,474

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

\$110,983

Municipal Contributions

\$55,491

Other / Donations

TOTAL CAPITAL FUNDING

\$166,474

SERVICE HOURS / SCHEDULING

Weekday: 0715 to 1845 Sunday: to
 Saturday: 0915 to 1845 Holiday: to

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

FARE STRUCTURE

Effective Date: 01/07/2007

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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 adult

EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2013	2014
R/C Ratio	8%	5%
Net Operating Cost / Capita	\$9.02	\$9.78
Total Exp. / Passenger	\$20.15	\$19.85
Total Exp. / Eligible Passenger	\$21.08	\$20.78
Transportation Exp. / Passenger		
Dedicated Service	\$18.98	\$19.23
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$52.68	\$57.14

OPERATING

Registrants / Capita	0.0194	0.0194
Passengers / Capita	0.4867	0.5210
Passengers / Registrant	25.03	26.79
Passengers / Hour (Dedicated Service)	2.78	2.97
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	13,101	
Wheelchair/Scooter Users	4,814	
Attendants	841	
Companions		
Other (specified)		
TOTAL	18,756	

VEHICLE DATA

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

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

Stratford

Parallel Transit

Contact: Mike Mousley
Title: Manager of Transit
Telephone: 519-271-0250 x347
Fax:
Email: mmousley@stratfordcanada.ca

Population served: 32,000
Service area (km²): 27.0
Communities served: 1
Service began: 06/01/2005
Advisory Committee members: 8
Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	108	108
Ambulatory:	112	112
Attendants:	55	55
Companions:		
Other:	91	91
Total:	366	366

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	79,596	85,800
Tot. Veh. Km. - Dedicated Service	79,596	85,800
Rev. Veh. Hrs. - Dedicated Service	6,910	6,948
Tot. Veh. Hrs. - Dedicated Service	6,910	6,948
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	19,206	18,600
Non-Dedicated Service		
TOTAL PASSENGERS	19,206	18,600
Subscription / Pre-booked	75%	65%
Reservation	22%	25%
On-Demand / Day of trip	3%	10%
Cancelled in advance	1,234	
No-shows / Cancelled at door	100	
Unaccommodated trips	170	
Number of complaints	2	

OPERATING EXPENSES

Administration	\$48,094	\$49,210
Operations:		
Internal - Dedicated Service	\$291,199	\$184,454
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		\$11,000
Fuel	\$9,614	\$10,228
TOTAL OPERATING EXPENSES	\$348,907	\$254,892

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$48,770	\$46,500
Other Operating Revenue		
Total Operating Revenue	\$48,770	\$46,500
Federal Contributions		
Provincial Contributions	\$38,339	
Municipal Contributions	\$261,798	\$208,392
Other / Donations		
TOTAL	\$348,907	\$254,892

CAPITAL EXPENSES

Vehicles Purchased	\$69,031	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$69,031	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$69,031	
Other / Donations		
TOTAL CAPITAL FUNDING	\$69,031	

Service Hours on Fridays: 0800-2300 hrs.

SERVICE HOURS / SCHEDULING

Weekday:	0800 to 1700	Sunday:	0830 to 1630
Saturday:	0900 to 1630	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	2.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date:	01/06/2012	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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 under 5 free			

EMPLOYEE DATA

	Full-time	Part-time
Operators	3	5
Other Operations		
Vehicle Mechanics	2	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	6	5

Union Affiliations: Operators: IBEW 636
Mechanics: IBEW 636
Other (specify):

Top Operator Wage Rate: \$22.19

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	14%	18%
Net Operating Cost / Capita	\$9.38	\$6.51
Total Exp. / Passenger	\$18.17	\$13.70
Total Exp. / Eligible Passenger	\$18.17	\$16.26
Transportation Exp. / Passenger		
Dedicated Service	\$15.66	\$11.06
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$43.53	\$29.60
OPERATING		
Registrants / Capita	0.0222	0.0114
Passengers / Capita	0.6002	0.5813
Passengers / Registrant	27.01	50.82
Passengers / Hour (Dedicated Service)	2.78	2.68
Kms / Passenger (Dedicated Service)	4.14	4.61
Average Speed (Dedicated Service)	11.52	12.35

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,522	
Wheelchair/Scooter Users	8,155	
Attendants	2,333	
Companions		
Other (specified)	590	
TOTAL	18,600	

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

Lift+ Specialized Transit Service

Contact: Dana Earle
 Title: Supervisor - Customer Care & Admin Services
 Telephone: 807-684-3191
 Fax: 804-345-5744
 Email: dearle@thunderbay.ca

Population served: 109,000
 Service area (km²): 256.0
 Communities served: 1
 Service began: 01/01/2014
 Advisory Committee members: 13
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	334	412
Ambulatory:	453	551
Attendants:		
Companions:		
Other:		
Total:	787	963

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	572,277	392,851
Tot. Veh. Km. - Dedicated Service	572,277	574,480
Rev. Veh. Hrs. - Dedicated Service	31,726	24,952
Tot. Veh. Hrs. - Dedicated Service	31,726	29,346
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	73,406	72,366
Non-Dedicated Service	1,417	2,236
TOTAL PASSENGERS	74,823	74,602
Subscription / Pre-booked	0%	45%
Reservation	0%	55%
On-Demand / Day of trip	0%	1%
Cancelled in advance	14,989	12,080
No-shows / Cancelled at door	815	966
Unaccommodated trips	2,352	589
Number of complaints		55

OPERATING EXPENSES

Administration		\$233,777
Operations:		
Internal - Dedicated Service		\$946,476
Contract - Dedicated Service		
Contract - Non-Dedicated Service		\$45,945
Contract - Taxi Scrip		\$67,281
Maintenance (Vehicles & Facilities)		\$592,709
Fuel		
TOTAL OPERATING EXPENSES	\$2,284,998	\$1,886,188

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$361,707	\$136,021
Other Operating Revenue		\$141,960
Total Operating Revenue	\$361,707	\$277,981
Federal Contributions		
Provincial Contributions		\$141,956
Municipal Contributions	\$1,791,200	\$2,113,400
Other / Donations	\$138,840	\$75,869
TOTAL	\$2,291,747	\$2,609,206

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

* Other Operating Contribution was one-time transition funding from the non-profit organization when the specialized service moved to the city on January 1, 2014.

SERVICE HOURS / SCHEDULING

Weekday:	0600 to 0030	Sunday:	0800 to 2330
Saturday:	0600 to 0030	Holiday:	0800 to 2330
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	0.0 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 for \$40; Annual Senior Pass for \$477			

EMPLOYEE DATA

	Full-time	Part-time
Operators	9	9
Other Operations	3	
Vehicle Mechanics		
General and Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

13 Full-time, 9 Part-time

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

Top Operator Wage Rate: \$21.05

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	16%	15%
Net Operating Cost / Capita	\$17.64	\$14.75
Total Exp. / Passenger	\$30.54	\$25.28
Total Exp. / Eligible Passenger	\$30.54	\$27.54
Transportation Exp. / Passenger		
Dedicated Service		\$21.27
Non-Dedicated Service		\$50.64
Transportation Exp. / Hour (Dedicated Service)		\$52.45
OPERATING		
Registrants / Capita	0.0602	0.0088
Passengers / Capita	0.6865	0.6844
Passengers / Registrant	11.41	77.47
Passengers / Hour (Dedicated Service)	2.31	2.90
Kms / Passenger (Dedicated Service)	7.80	5.43
Average Speed (Dedicated Service)	18.04	15.74

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	43,735	1,149
Wheelchair/Scooter Users	22,702	899
Attendants	5,536	174
Companions	393	14
Other (specified)		
TOTAL	72,366	2,236

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	26	11	4	8
Small Buses				
Other				
TOTAL DED. VEHICLES	26	11	N/A	N/A

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

Timmins

Timmins Handy Transit

Contact: Catherine Verreault
 Title: Manager of Timmins 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:	480	480
Ambulatory:	95	95
Attendants:	6	6
Companions:		
Other:		
Total:	581	581

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	107,467	114,349
Tot. Veh. Km. - Dedicated Service	107,467	114,349
Rev. Veh. Hrs. - Dedicated Service	5,349	5,596
Tot. Veh. Hrs. - Dedicated Service	5,349	5,596
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	13,224	13,225
Non-Dedicated Service		
TOTAL PASSENGERS	13,224	13,225
Subscription / Pre-booked	74%	72%
Reservation	25%	27%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,493	3,355
No-shows / Cancelled at door	197	82
Unaccommodated trips	342	87
Number of complaints		

OPERATING EXPENSES

Administration	\$61,894	\$58,075
Operations:		
Internal - Dedicated Service	\$250,230	\$277,516
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$175,563	\$169,235
Fuel	\$29,149	\$28,042
TOTAL OPERATING EXPENSES	\$516,836	\$532,868

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$25,808	\$31,687
Other Operating Revenue		
Total Operating Revenue	\$25,808	\$31,687
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$491,028	\$501,181
Other / Donations		
TOTAL	\$516,836	\$532,868

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		

Part time driver wages are recorded on the Urban Transit Statistics survey - they are not separated by budget line. Dispatchers, mechanics, administration and maintenance employees 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:	01/01/2014	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 < 5 free			

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

Union Affiliations:	Operators:	CUPE Local 1544
	Mechanics:	CUPE Local 1544
	Other (specify):	

Top Operator Wage Rate: \$24.28

Top Mechanic Wage Rate: \$29.69

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	5%	6%
Net Operating Cost / Capita	\$12.71	\$12.98
Total Exp. / Passenger	\$39.08	\$40.29
Total Exp. / Eligible Passenger	\$39.80	\$40.74
Transportation Exp. / Passenger		
Dedicated Service	\$34.40	\$35.90
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$85.05	\$84.85
OPERATING		
Registrants / Capita	0.0158	0.0150
Passengers / Capita	0.3424	0.3424
Passengers / Registrant	21.68	22.76
Passengers / Hour (Dedicated Service)	2.47	2.36
Kms / Passenger (Dedicated Service)	8.13	8.65
Average Speed (Dedicated Service)	20.09	20.43

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	13,079	
Wheelchair/Scooter Users		
Attendants	146	
Companions		
Other (specified)		
TOTAL	13,225	

VEHICLE DATA

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

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

Wheel-Trans

Contact: Margaret Gomes
 Title: Budget & Research Analyst
 Telephone: 416-393-4963
 Fax: 416-338-0139
 Email: margaret.gomes@ttc.ca

Population served: 2,808,500
 Service area (km²): 630.0
 Communities served: 1
 Service began: 01/01/1975
 Advisory Committee members: 15
 Eligibility Committee members: 15

REGISTRANTS
 Wheelchair/Scooter Users: 12,550
 Ambulatory: 22,317
 Attendants:
 Companions:
 Other:
Total: 34,867

Active
 12,550
 22,317
 34,867

Total
 12,550
 22,317
 34,867

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	15,096,706	14,024,459
Tot. Veh. Km. - Dedicated Service	18,870,906	16,829,351
Rev. Veh. Hrs. - Dedicated Service	737,760	716,865
Tot. Veh. Hrs. - Dedicated Service	914,860	845,900
Non-Dedicated Service - Veh. Km.	5,393,027	6,741,500
Non-Dedicated Service - Veh. Hrs.	172,685	219,899

PASSENGER DATA

Dedicated Service	2,160,340	2,160,373
Non-Dedicated Service	735,164	966,129
TOTAL PASSENGERS	2,895,504	3,126,502
Subscription / Pre-booked	45%	45%
Reservation	54%	54%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,035,548	1,139,709
No-shows / Cancelled at door	90,127	99,671
Unaccommodated trips	83,023	56,957
Number of complaints	3,093	5,340

OPERATING EXPENSES

Administration	\$12,543,852	\$15,584,321
Operations:		
Internal - Dedicated Service	\$35,476,441	\$36,686,566
Contract - Dedicated Service	\$19,859,035	\$19,876,113
Contract - Non-Dedicated Service	\$14,477,871	\$18,229,432
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,808,784	\$17,267,536
Fuel	\$3,697,841	\$3,750,888
TOTAL OPERATING EXPENSES	\$101,863,824	\$111,394,856

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,654,684	\$5,778,064
Other Operating Revenue		
Total Operating Revenue	\$5,654,684	\$5,778,064
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$96,209,140	\$105,616,793
Other / Donations		
TOTAL	\$101,863,824	\$111,394,857

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$2,456,826	
TOTAL CAPITAL EXPENSES	\$2,456,826	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$2,456,826	
Other / Donations		
TOTAL CAPITAL FUNDING	\$2,456,826	

* Other Eligibility Criteria: users who have restricted physical functional mobility.

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: 01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.70	\$133.75	☐
Child	\$0.75	\$0.60		☐
Student	\$2.00	\$1.85	\$108.00	☐
Senior	\$2.00	\$1.85	\$108.00	☒
Attendant				☐
Companion				
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	350	
Other Operations	86	
Vehicle Mechanics	89	
General and Administration	7	
Other		

TOTAL NUMBER OF EMPLOYEES

532

Union Affiliations: Operators: ATU Local 113
 Mechanics: ATU Local 113
 Other (specify): (Divisional Clerk) ATU Local 113

Top Operator Wage Rate: \$32.03

Top Mechanic Wage Rate: \$39.28

PERFORMANCE INDICATORS

	2013	2014
FINANCIAL		
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$34.47	\$37.61
Total Exp. / Passenger	\$35.18	\$35.63
Total Exp. / Eligible Passenger	\$35.18	\$35.63
Transportation Exp. / Passenger		
Dedicated Service	\$34.64	\$35.91
Non-Dedicated Service	\$19.69	\$18.87
Transportation Exp. / Hour (Dedicated Service)	\$81.81	\$91.71
OPERATING		
Registrants / Capita	0.0112	0.0124
Passengers / Capita	1.0374	1.1132
Passengers / Registrant	92.80	89.67
Passengers / Hour (Dedicated Service)	2.93	3.01
Kms / Passenger (Dedicated Service)	6.99	6.49
Average Speed (Dedicated Service)	20.46	19.56

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,468,663	957,425
Wheelchair/Scooter Users	691,710	8,704
Attendants		
Companions		
Other (specified)		
TOTAL	2,160,373	966,129

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	200	130	N/A	3
Accessible Vans / Minivans	162	154	1	2
Small Buses	221	162	4	8
Other				
TOTAL DED. VEHICLES	583	446	N/A	N/A

Vehicle ownership: Transit Commission
 Vehicle maintenance responsibility: Transit Commission
 Accessible taxis: 173

Trent Hills

Community Care Northumberland Specialized Transpor

Contact: Charlotte Clay-Ireland
 Title: Transportation Program Coordinator
 Telephone: 905-885-0466
 Fax: 905-885-1818
 Email: c.clay-ireland@commcare.ca

Population served: 12,604
 Service area (km²): 509.5
 Communities served: 1
 Service began: 06/05/1992
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	140	140
Ambulatory:	181	181
Attendants:	20	20
Companions:		
Other:		
Total:	341	341

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	114,381	94,721
Tot. Veh. Km. - Dedicated Service	145,431	118,401
Rev. Veh. Hrs. - Dedicated Service	4,032	3,324
Tot. Veh. Hrs. - Dedicated Service	4,805	3,957
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2013	2014
Dedicated Service	5,033	4,030
Non-Dedicated Service		
TOTAL PASSENGERS	5,033	4,030
Subscription / Pre-booked	50%	50%
Reservation	50%	50%
On-Demand / Day of trip	0%	0%
Cancelled in advance	641	1,155
No-shows / Cancelled at door	42	50
Unaccommodated trips	25	28
Number of complaints	5	10

OPERATING EXPENSES

	2013	2014
Administration	\$45,910	\$39,663
Operations:		
Internal - Dedicated Service	\$146,952	\$131,554
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$31,880	\$31,357
Fuel		
TOTAL OPERATING EXPENSES	\$224,742	\$202,574

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2013	2014
Passenger Revenue	\$39,810	\$28,406
Other Operating Revenue	\$24,961	\$23,870
Total Operating Revenue	\$64,771	\$52,276
Federal Contributions		
Provincial Contributions	\$106,914	\$80,959
Municipal Contributions	\$51,750	\$69,339
Other / Donations	\$408	
TOTAL	\$223,843	\$202,574

CAPITAL EXPENSES

	2013	2014
Vehicles Purchased		\$30,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$30,000

CAPITAL FUNDING SOURCES

	2013	2014
Transit System		
Federal Contributions		
Provincial Contributions		\$30,000
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$30,000

Please note regarding our number of registrants. We have updated our files from last year and the number reported for 2014 is an accurate one. A 2011 Dodge Caravan wheelchair accessible vehicle was purchased in April 2014 with monies from the Central East LHIN/MOH. This vehicle replaced a 2008 Dodge vehicle in the fleet.

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

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

Top Operator Wage Rate: \$15.09

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2013	2014
R/C Ratio	29%	26%
Net Operating Cost / Capita	\$12.69	\$11.92
Total Exp. / Passenger	\$44.65	\$50.27
Total Exp. / Eligible Passenger	\$45.07	\$50.52
Transportation Exp. / Passenger		
Dedicated Service	\$35.53	\$40.42
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.22	\$41.17
OPERATING		
Registrants / Capita	0.0650	0.0271
Passengers / Capita	0.3993	0.3197
Passengers / Registrant	6.15	11.82
Passengers / Hour (Dedicated Service)	1.25	1.21
Kms / Passenger (Dedicated Service)	22.73	23.50
Average Speed (Dedicated Service)	28.37	28.50

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,025	
Wheelchair/Scooter Users	2,985	
Attendants	20	
Companions		
Other (specified)		
TOTAL	4,030	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	1
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A

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

Wallaceburg

CK Transit Wallaceburg Accessible Service

Contact: Jan Metcalfe
 Title: Engineering Technologist
 Telephone: 519-360-1998 x 3301
 Fax: 519-436-3240
 Email: janm@chatham-kent.ca

Population served: 11,000
 Service area (km²): 10.7
 Communities served: 1
 Service began: 01/09/1991
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	173	173
Ambulatory:	352	352
Attendants:	144	144
Companions:		
Other:		
Total:	669	669

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	25,196	25,500
Tot. Veh. Km. - Dedicated Service	25,196	32,000
Rev. Veh. Hrs. - Dedicated Service	3,352	3,340
Tot. Veh. Hrs. - Dedicated Service	3,352	3,340
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	7,615	6,302
Non-Dedicated Service		
TOTAL PASSENGERS	7,615	6,302
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	625	288
No-shows / Cancelled at door		11
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$10,857	\$11,116
Operations:		
Internal - Dedicated Service	\$4,330	\$2,197
Contract - Dedicated Service	\$141,287	\$160,775
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$5,096	\$3,055
TOTAL OPERATING EXPENSES	\$161,570	\$177,143

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,374	\$16,710
Other Operating Revenue		
Total Operating Revenue	\$19,374	\$16,710
Federal Contributions		
Provincial Contributions	\$8,840	\$8,823
Municipal Contributions	\$133,356	\$151,610
Other / Donations		
TOTAL	\$161,570	\$177,143

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	0615 to 1915	Sunday:	0800 to 1700
Saturday:	0615 to 1915	Holiday:	to

Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Partially Computerized

FARE STRUCTURE

Effective Date:	01/01/2006	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	2013	2014
R/C Ratio	12%	9%
Net Operating Cost / Capita	\$12.93	\$14.58
Total Exp. / Passenger	\$21.22	\$28.11
Total Exp. / Eligible Passenger	\$21.92	\$29.05
Transportation Exp. / Passenger		
Dedicated Service	\$19.79	\$26.35
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.96	\$49.71
OPERATING		
Registrants / Capita	0.0544	0.0608
Passengers / Capita	0.6923	0.5729
Passengers / Registrant	12.73	9.42
Passengers / Hour (Dedicated Service)	2.27	1.89
Kms / Passenger (Dedicated Service)	3.31	4.05
Average Speed (Dedicated Service)	7.52	7.63

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,584	
Wheelchair/Scooter Users	513	
Attendants	205	
Companions		
Other (specified)		
TOTAL	6,302	

VEHICLE DATA

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

Vehicle ownership: contracted operators

Vehicle maintenance responsibility: contracted operators

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: 57,000
 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: 620
 Ambulatory: 1,055
 Attendants:
 Companions:
 Other:
Total: 1,675

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		2013	2014
Rev. Veh. Km. - Dedicated Service		511,135	549,603
Tot. Veh. Km. - Dedicated Service		511,135	549,603
Rev. Veh. Hrs. - Dedicated Service		14,774	16,602
Tot. Veh. Hrs. - Dedicated Service		14,774	16,602
Non-Dedicated Service - Veh. Km.		80,772	95,726
Non-Dedicated Service - Veh. Hrs.		1,176	1,367
PASSENGER DATA			
Dedicated Service		37,858	36,388
Non-Dedicated Service		5,432	7,376
TOTAL PASSENGERS		43,290	43,764
Subscription / Pre-booked		69%	72%
Reservation		30%	27%
On-Demand / Day of trip		1%	1%
Cancelled in advance		6,979	7,599
No-shows / Cancelled at door		257	298
Unaccommodated trips		624	780
Number of complaints			
OPERATING EXPENSES			
Administration			
Operations:			
Internal - Dedicated Service			
Contract - Dedicated Service	\$1,111,755		\$1,149,160
Contract - Non-Dedicated Service	\$171,523		\$197,227
Contract - Taxi Scrip			
Maintenance (Vehicles & Facilities)			
Fuel			
TOTAL OPERATING EXPENSES	\$1,283,278		\$1,346,387
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			
Passenger Revenue	\$102,865		\$91,238
Other Operating Revenue			
Total Operating Revenue	\$102,865		\$91,238
Federal Contributions			
Provincial Contributions			
Municipal Contributions	\$1,150,896		\$1,256,363
Other / Donations			
TOTAL	\$1,253,761		\$1,347,601
CAPITAL EXPENSES			
Vehicles Purchased			\$82,495
Debt Servicing			
Other Capital Expenses			
TOTAL CAPITAL EXPENSES			\$82,495
CAPITAL FUNDING SOURCES			
Transit System			
Federal Contributions			
Provincial Contributions			
Municipal Contributions			\$82,495
Other / Donations			
TOTAL CAPITAL FUNDING			\$82,495

* Fares: Child under 5 or veteran pass is free.

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:	01/07/2014	Tickets/Cards	
	Cash	(unit price)	Monthly Pass
Adult	\$3.00	\$2.47	\$76.00
Child	\$3.00	\$2.14	\$64.00
Student	\$3.00	\$2.14	\$64.00
Senior	\$3.00	\$2.14	\$64.00
Attendant			
Companion	\$3.00		
Other	Attendant free only if the registrant has a PlusONE card		
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: \$22.01			
Top Mechanic Wage Rate:			
PERFORMANCE INDICATORS			
FINANCIAL		2013	2014
R/C Ratio		8%	7%
Net Operating Cost / Capita		\$21.46	\$22.02
Total Exp. / Passenger		\$29.64	\$30.76
Total Exp. / Eligible Passenger		\$32.74	\$33.54
Transportation Exp. / Passenger			
Dedicated Service		\$29.37	\$31.58
Non-Dedicated Service		\$31.58	\$26.74
Transportation Exp. / Hour (Dedicated Service)		\$75.25	\$69.22
OPERATING			
Registrants / Capita		0.0265	0.0294
Passengers / Capita		0.7871	0.7678
Passengers / Registrant		29.75	26.13
Passengers / Hour (Dedicated Service)		2.56	2.19
Kms / Passenger (Dedicated Service)		13.50	15.10
Average Speed (Dedicated Service)		34.60	33.10

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	26,346	5,970
Wheelchair/Scooter Users	6,418	1,406
Attendants	3,624	
Companions		
Other (specified)		
TOTAL	36,388	7,376

VEHICLE DATA		Veh. Peak	Avg. Capacity per Veh.	
Number			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
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 MobilityPLUS (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: 502,600
 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: 1,036
 Ambulatory: 1,555
 Attendants:
 Companions:
 Other:
Total: 2,591

Active
 1,036
 1,555
 2,591

Total
 2,289
 4,428
 6,717

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	1,168,465	1,134,674
Tot. Veh. Km. - Dedicated Service	1,192,311	1,157,831
Rev. Veh. Hrs. - Dedicated Service	57,044	56,761
Tot. Veh. Hrs. - Dedicated Service	58,208	57,919
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	145,085	149,557
Non-Dedicated Service	146,025	141,011
TOTAL PASSENGERS	291,110	290,568
Subscription / Pre-booked	55%	59%
Reservation	45%	42%
On-Demand / Day of trip	0%	0%
Cancelled in advance	43,547	43,981
No-shows / Cancelled at door	5,721	5,130
Unaccommodated trips	3,584	2,568
Number of complaints	317	380

OPERATING EXPENSES

Administration	\$785,273	\$855,985
Operations:		
Internal - Dedicated Service	\$4,384,308	\$4,528,122
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,542,378	\$1,396,464
Contract - Taxi Scrip	\$687,052	\$712,072
Maintenance (Vehicles & Facilities)	\$835,588	\$774,498
Fuel	\$412,794	\$417,347
TOTAL OPERATING EXPENSES	\$8,647,393	\$8,684,488

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$362,803	\$352,730
Other Operating Revenue	\$381,470	\$395,362
Total Operating Revenue	\$744,273	\$748,092
Federal Contributions		
Provincial Contributions	\$941,026	\$941,026
Municipal Contributions	\$6,962,094	\$6,995,370
Other / Donations		
TOTAL	\$8,647,393	\$8,684,488

CAPITAL EXPENSES

Vehicles Purchased	\$569,223	\$383,614
Debt Servicing		
Other Capital Expenses	\$10,327	
TOTAL CAPITAL EXPENSES	\$579,550	\$383,614

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$579,550	\$383,614
Other / Donations		
TOTAL CAPITAL FUNDING	\$579,550	\$383,614

* Fares: Child under 5 or veteran pass is free. * In June 2008 MobilityPLUS started a Commuter Service for persons with cognitive disabilities, in 2014, 10,586 passengers were carried. All MobilityPLUS registrants have access to Taxiscip as well as complimentary rides on conventional GRT routes. In 2014, there were approximately 126,016 rides provided on GRT conventional transit for registrants of MobilityPLUS.

SERVICE HOURS / SCHEDULING

Weekday:	0515 to 0115	Sunday:	0715 to 0115
Saturday:	0530 to 0115	Holiday:	0715 to 0115
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/07/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.47	\$76.00	☒
Child	\$3.00	\$2.14	\$64.00	☐
Student	\$3.00	\$2.14	\$64.00	☐
Senior	\$3.00	\$2.14	\$64.00	☒
Attendant				☐
Companion	\$3.00			
Other	Attendant free only if the registrant has a PlusONE card			

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 4304
Mechanics:	Unifor 4304
Other (specify):	(Clerical staff) CUPE 1883

Top Operator Wage Rate: \$28.27

Top Mechanic Wage Rate: \$32.07

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$15.89	\$15.79
Total Exp. / Passenger	\$29.70	\$29.89
Total Exp. / Eligible Passenger	\$41.48	\$42.16
Transportation Exp. / Passenger		
Dedicated Service	\$38.82	\$38.25
Non-Dedicated Service	\$15.27	\$14.95
Transportation Exp. / Hour (Dedicated Service)	\$96.77	\$98.76
OPERATING		
Registrants / Capita	0.0153	0.0134
Passengers / Capita	0.5852	0.5781
Passengers / Registrant	38.17	43.26
Passengers / Hour (Dedicated Service)	2.54	2.63
Kms / Passenger (Dedicated Service)	8.05	7.59
Average Speed (Dedicated Service)	20.48	19.99

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	80,659	53,560
Wheelchair/Scooter Users	55,826	15,945
Attendants	13,072	
Companions		
Other (specified)		71,506
TOTAL	149,557	141,011

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
Accessible Vans / Minivans	30	25	6 7
Small Buses			
Other			
TOTAL DED. VEHICLES	30	25	N/A N/A

Vehicle ownership: Regional Transit System
 Vehicle maintenance responsibility: Regional Transit System
 Accessible taxis: 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:	710	710
Ambulatory:	604	604
Attendants:	440	440
Companions:		
Other:		
Total:	1,754	1,754

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	87,348	85,178
Tot. Veh. Km. - Dedicated Service	93,593	91,584
Rev. Veh. Hrs. - Dedicated Service	5,522	5,645
Tot. Veh. Hrs. - Dedicated Service	6,077	6,261
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	16,122	16,040
Non-Dedicated Service		
TOTAL PASSENGERS	16,122	16,040
Subscription / Pre-booked	55%	45%
Reservation	44%	54%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,744	2,313
No-shows / Cancelled at door	121	127
Unaccommodated trips	380	385
Number of complaints	12	10

OPERATING EXPENSES

Administration	\$120,127	\$122,223
Operations:		
Internal - Dedicated Service	\$213,142	\$241,903
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$46,648	\$43,658
Fuel	\$34,426	\$37,174
TOTAL OPERATING EXPENSES	\$414,343	\$444,958

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,390	\$35,354
Other Operating Revenue	\$770	\$420
Total Operating Revenue	\$37,160	\$35,774
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$377,183	\$409,184
Other / Donations		
TOTAL	\$414,343	\$444,958

CAPITAL EXPENSES

Vehicles Purchased	\$116,539	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$116,539	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$116,539	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$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: \$26.96
 Top Mechanic Wage Rate: \$33.20

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$7.49	\$8.13
Total Exp. / Passenger	\$25.70	\$27.74
Total Exp. / Eligible Passenger	\$27.37	\$30.82
Transportation Exp. / Passenger		
Dedicated Service	\$18.25	\$20.12
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$48.41	\$51.55
OPERATING		
Registrants / Capita	0.0381	0.0349
Passengers / Capita	0.3203	0.3187
Passengers / Registrant	8.41	9.14
Passengers / Hour (Dedicated Service)	2.92	2.84
Kms / Passenger (Dedicated Service)	5.42	5.31
Average Speed (Dedicated Service)	15.82	15.09

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,487	
Wheelchair/Scooter Users	5,951	
Attendants	1,602	
Companions		
Other (specified)		
TOTAL	16,040	

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 x222
 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
 Wheelchair/Scooter Users: 20
 Ambulatory: 82
 Attendants:
 Companions:
 Other:
Total: 102

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	69,103	59,211
Tot. Veh. Km. - Dedicated Service	69,103	59,211
Rev. Veh. Hrs. - Dedicated Service	1,828	1,745
Tot. Veh. Hrs. - Dedicated Service	1,828	1,745
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,116	2,364
Non-Dedicated Service		
TOTAL PASSENGERS	3,116	2,364
Subscription / Pre-booked	100%	100%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	128	128
No-shows / Cancelled at door	4	11
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$4,609	\$4,236
Operations:		
Internal - Dedicated Service	\$39,751	\$38,262
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,460	\$19,842
Fuel	\$10,055	\$9,771
TOTAL OPERATING EXPENSES	\$69,874	\$72,111

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,858	\$14,000
Other Operating Revenue		
Total Operating Revenue	\$18,858	\$14,000
Federal Contributions		
Provincial Contributions	\$22,955	\$26,354
Municipal Contributions	\$28,061	\$23,028
Other / Donations		
TOTAL	\$69,874	\$63,382

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

*Other Eligibility Criteria includes persons with an application signed by a health care professional or doctor. * Contributions by the Municipality of Chatham-Kent \$3,491.86, Newbury \$1,163.95, Southwest Middlesex \$7,987.90, and West Elgin \$10,384.27.
 *Dedicated Gas Tax Funds for New Initiatives Program on Mondays and Tuesdays-Fridays. This program has been in place since 2007 and reported on yearly Dedicated Gas Tax Forms for Public Transportation. * The Four Counties Day Program was reduced from four (4) days each week to three (3) days in 2014. The amount of days allowable for Special Trips was increased from one (1) day to two (2) days each week in 2014. Majority of our clients are seniors. Part of the decline in ridership would be attributed to former clients no longer having the need for the service.

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 serv. area & reg. hrs. \$25.00/hr + \$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: \$21.78
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	27%	19%
Net Operating Cost / Capita	\$2.22	\$2.53
Total Exp. / Passenger	\$22.42	\$30.50
Total Exp. / Eligible Passenger	\$25.77	\$35.68
Transportation Exp. / Passenger		
Dedicated Service	\$20.95	\$28.71
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.70	\$38.90
OPERATING		
Registrants / Capita	0.0043	0.0044
Passengers / Capita	0.1357	0.1030
Passengers / Registrant	31.80	23.18
Passengers / Hour (Dedicated Service)	1.70	1.35
Kms / Passenger (Dedicated Service)	22.18	25.05
Average Speed (Dedicated Service)	37.80	33.93

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,811	
Wheelchair/Scooter Users	210	
Attendants		
Companions		
Other (specified)	343	
TOTAL	2,364	

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 and Area Mobility Bus

Contact: Vicky Wolfe Hinz
 Title: Manager of Outreach Services
 Telephone: 519-348-8612 ext 226
 Fax: 519-348-4420
 Email: maco@ritzlutheranvilla.com

Population served: 9,129
 Service area (km²): 567,000.0
 Communities served: 1
 Service began: 01/09/1985
 Advisory Committee members: 12
 Eligibility Committee members: 1

REGISTRANTS
 Wheelchair/Scooter Users: 95
 Ambulatory: 197
 Attendants: 56
 Companions: 56
 Other: 56
Total: 348

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	26,009	26,086
Tot. Veh. Km. - Dedicated Service	26,844	27,086
Rev. Veh. Hrs. - Dedicated Service	2,123	2,099
Tot. Veh. Hrs. - Dedicated Service	2,253	2,243
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,145	3,303
Non-Dedicated Service		406
TOTAL PASSENGERS	4,145	3,709
Subscription / Pre-booked	45%	15%
Reservation	50%	80%
On-Demand / Day of trip	5%	5%
Cancelled in advance	35	218
No-shows / Cancelled at door	8	26
Unaccommodated trips	4	5
Number of complaints	3	4

OPERATING EXPENSES

Administration	\$26,314	\$29,346
Operations:		
Internal - Dedicated Service	\$53,483	\$48,783
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$3,600	\$8,951
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$6,115	\$8,262
Fuel		\$4,868
TOTAL OPERATING EXPENSES	\$89,512	\$100,210

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,907	\$24,751
Other Operating Revenue	\$13,805	\$12,912
Total Operating Revenue	\$26,712	\$37,663
Federal Contributions		
Provincial Contributions	\$53,046	\$60,126
Municipal Contributions	\$12,000	\$12,000
Other / Donations	\$13,926	\$13,780
TOTAL	\$105,684	\$123,569

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-the fares indicated are for in-town; rural is \$8.00 one way; if going out of the service area during service hours within Huron and Perth rate is \$0.80/km & \$12/hr waiting; if beyond these counties rate is \$0.65/km & \$12/hr waiting. Outside of service hours & group charters \$44/hr driving; \$34/hr standby, loading, waiting. * Service hours: Mondays/Wednesdays 0900-1300hrs; Tuesdays 1000-1500hrs; Thursdays/Fridays 0900-1700 hrs. * General administration staff also acts as a spare driver when required. *Note: information is based on fiscal data as we have no way of collecting data annually as we operate on a fiscal year. * We had a large decrease in subscription trips in 2014 due to regular users no longer using the service. Increase in no shows and trips cancelled in advance due to computerized data being able to be accessed.

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date: 01/08/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			☐
Child	\$4.00			☐
Student	\$4.00			☐
Senior	\$4.00			☒
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	2013	2014
R/C Ratio	30%	38%
Net Operating Cost / Capita	\$6.88	\$6.85
Total Exp. / Passenger	\$21.60	\$27.02
Total Exp. / Eligible Passenger	\$21.60	\$27.02
Transportation Exp. / Passenger		
Dedicated Service	\$14.38	\$18.74
Non-Dedicated Service		\$22.05
Transportation Exp. / Hour (Dedicated Service)	\$26.45	\$27.60
OPERATING		
Registrants / Capita	0.0424	0.0381
Passengers / Capita	0.4541	0.4063
Passengers / Registrant	10.71	10.66
Passengers / Hour (Dedicated Service)	1.95	1.57
Kms / Passenger (Dedicated Service)	6.27	7.90
Average Speed (Dedicated Service)	12.25	12.43

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,303	406
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	3,303	406

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	4
Small Buses	1	1	5	12
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Windsor

Handi-Transit Windsor

Contact: Lori Colennutt
 Title: General Manager
 Telephone: 519-966-0930
 Fax: 519-966-1249
 Email: handitransitwindsor@gmail.com

Population served: 233,687
 Service area (km²): 195.6
 Communities served: 2
 Service began: 01/09/1978
 Advisory Committee members: 11
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 1,541
 Ambulatory: 2,187
 Attendants:
 Companions:
 Other:
Total: 3,728

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	325,052	311,737
Tot. Veh. Km. - Dedicated Service	462,438	432,477
Rev. Veh. Hrs. - Dedicated Service	21,109	20,407
Tot. Veh. Hrs. - Dedicated Service	21,109	20,407
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	55,442	52,747
Non-Dedicated Service		
TOTAL PASSENGERS	55,442	52,747
Subscription / Pre-booked	38%	38%
Reservation	59%	60%
On-Demand / Day of trip	4%	2%
Cancelled in advance	20,824	20,838
No-shows / Cancelled at door	698	743
Unaccommodated trips	17	18
Number of complaints	4	1

OPERATING EXPENSES

Administration	\$366,579	\$366,220
Operations:		
Internal - Dedicated Service	\$671,564	\$664,291
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$149,785	\$144,496
Fuel	\$139,393	\$139,860
TOTAL OPERATING EXPENSES	\$1,327,321	\$1,314,867

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$271,971	\$256,974
Other Operating Revenue	\$145	\$275
Total Operating Revenue	\$272,116	\$257,249
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,067,100	\$1,067,100
Other / Donations		\$2,517
TOTAL	\$1,339,216	\$1,326,866

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

The data for Windsor also includes the specialized transit service for the Town of LaSalle. In 2014, 82 registered clients took 3,306 trips. LaSalle service contract revenue for 2014 was \$61,822.20 and the passenger revenue was \$17,356.50.

SERVICE HOURS / SCHEDULING

Weekday:	0630 to 0030	Sunday:	0800 to 2200
Saturday:	0800 to 0030	Holiday:	0800 to 2200
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	2.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	01/01/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.75		☐
Child	\$2.75	\$2.75		☐
Student	\$2.75	\$2.75		☐
Senior	\$2.75	\$2.75		☐
Attendant	\$2.75	\$2.75		☐
Companion	\$2.75	\$2.75		☐
Other	LaSalle 5.25/trip			

EMPLOYEE DATA

	Full-time	Part-time
Operators	5	11
Other Operations	3	1
Vehicle Mechanics		
General and Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	10	12

Union Affiliations: Operators: Teamsters Local 879
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$21.05

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	21%	20%
Net Operating Cost / Capita	\$4.52	\$4.53
Total Exp. / Passenger	\$23.94	\$24.93
Total Exp. / Eligible Passenger	\$24.98	\$26.05
Transportation Exp. / Passenger		
Dedicated Service	\$17.33	\$17.98
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$45.51	\$46.49
OPERATING		
Registrants / Capita	0.0155	0.0160
Passengers / Capita	0.2373	0.2257
Passengers / Registrant	15.29	14.15
Passengers / Hour (Dedicated Service)	2.63	2.58
Kms / Passenger (Dedicated Service)	5.86	5.91
Average Speed (Dedicated Service)	15.40	15.28

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	29,848	
Wheelchair/Scooter Users	20,626	
Attendants	2,273	
Companions		
Other (specified)		
TOTAL	52,747	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	13	12	5	6
Other				
TOTAL DED. VEHICLES	13	12	N/A	N/A

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

Woodstock

City of Woodstock

Contact: Alex Piggott
 Title: Works Superintendent
 Telephone: 519-539-2382 x3140
 Fax: 519-537-6984
 Email: apiggott@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: 128
 Ambulatory: 246
 Attendants:
 Companions:
 Other:
Total: 374

Active
 128
 246
 374

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

	2013	2014
Rev. Veh. Km. - Dedicated Service	45,991	58,001
Tot. Veh. Km. - Dedicated Service	85,128	105,001
Rev. Veh. Hrs. - Dedicated Service	1,464	5,916
Tot. Veh. Hrs. - Dedicated Service	8,884	10,444
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	20,919	24,074
Non-Dedicated Service		
TOTAL PASSENGERS	20,919	24,074
Subscription / Pre-booked	15%	46%
Reservation	75%	0%
On-Demand / Day of trip	10%	54%
Cancelled in advance	3,338	3,776
No-shows / Cancelled at door	131	69
Unaccommodated trips		234
Number of complaints		

OPERATING EXPENSES

Administration	\$39,408	\$28,821
Operations:		
Internal - Dedicated Service	\$81,756	\$75,299
Contract - Dedicated Service	\$429,503	\$448,442
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,220	\$25,129
Fuel	\$17,446	\$19,104
TOTAL OPERATING EXPENSES	\$586,333	\$596,795

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,833	\$31,942
Other Operating Revenue	\$4,000	
Total Operating Revenue	\$40,833	\$31,942
Federal Contributions		
Provincial Contributions	\$100,000	
Municipal Contributions	\$445,500	\$564,853
Other / Donations		
TOTAL	\$586,333	\$596,795

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. * This was the first full year on the new system with the booking in advance and the shared ride system (without cabs).

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:	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	\$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

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

TOTAL NUMBER OF EMPLOYEES

6

Union Affiliations: Operators: CUPE 1146
 Mechanics: CUPE 1146
 Other (specify):

Top Operator Wage Rate: \$29.04

Top Mechanic Wage Rate: \$29.22

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	7%	5%
Net Operating Cost / Capita	\$14.36	\$14.86
Total Exp. / Passenger	\$28.03	\$24.79
Total Exp. / Eligible Passenger	\$29.85	\$29.79
Transportation Exp. / Passenger		
Dedicated Service	\$26.14	\$23.59
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$61.56	\$54.38
OPERATING		
Registrants / Capita	0.0095	0.0098
Passengers / Capita	0.5505	0.6335
Passengers / Registrant	57.95	64.37
Passengers / Hour (Dedicated Service)	14.29	4.07
Kms / Passenger (Dedicated Service)	2.20	2.41
Average Speed (Dedicated Service)	31.41	9.80

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,346	
Wheelchair/Scooter Users	2,690	
Attendants		
Companions	4,038	
Other (specified)		
TOTAL	24,074	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans			N/A
Small Buses	6	6	4
Other			14
TOTAL DED. VEHICLES	6	6	N/A

Vehicle ownership: Municipality (2), Contractor (4)

Vehicle maintenance responsibility: Municipality & Contractor

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: 1,144,800
 Service area (km²): 1,775.0
 Communities served: 9
 Service began: 01/01/2001
 Advisory Committee members: 13
 Eligibility Committee members: 3

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	5,364	5,487
Ambulatory:	2,483	2,540
Attendants:		
Companions:		
Other:		
Total:	7,847	8,027

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 3
☐ 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

	2013	2014
Rev. Veh. Km. - Dedicated Service	2,615,572	2,735,255
Tot. Veh. Km. - Dedicated Service	2,615,572	2,735,255
Rev. Veh. Hrs. - Dedicated Service	180,155	181,875
Tot. Veh. Hrs. - Dedicated Service	205,560	207,779
Non-Dedicated Service - Veh. Km.	9,118	10,302
Non-Dedicated Service - Veh. Hrs.	2,796	2,853

PASSENGER DATA

Dedicated Service	349,338	355,768
Non-Dedicated Service	5,684	2,141
TOTAL PASSENGERS	355,022	357,909
Subscription / Pre-booked	33%	47%
Reservation	66%	52%
On-Demand / Day of trip	1%	1%
Cancelled in advance	58,938	57,737
No-shows / Cancelled at door	5,727	6,157
Unaccommodated trips	2	
Number of complaints	600	725

OPERATING EXPENSES

Administration	\$1,374,224	\$1,313,400
Operations:		
Internal - Dedicated Service	\$3,514,017	\$3,554,597
Contract - Dedicated Service	\$8,825,048	\$9,118,727
Contract - Non-Dedicated Service	\$103,807	
Contract - Taxi Scrip	\$25,378	\$29,603
Maintenance (Vehicles & Facilities)	\$1,303	\$289
Fuel	\$229,130	\$39,102
TOTAL OPERATING EXPENSES	\$14,072,907	\$14,055,718

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$764,332	\$841,550
Other Operating Revenue		
Total Operating Revenue	\$764,332	\$841,550
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$13,285,208	\$13,198,922
Other / Donations	\$23,367	\$15,246
TOTAL	\$14,072,907	\$14,055,718

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 February, Mobility Plus implemented New RouteMatch scheduling software and tablet technology in all vehicles. * Other Eligibility 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. * Other passenger trips includes "Family of Service" passenger trips.

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: 01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00	\$3.30	\$132.00	☐
Child	\$4.00	\$2.00	\$55.00	☐
Student	\$4.00	\$2.50	\$99.00	☐
Senior	\$4.00	\$2.00	\$55.00	☒
Attendant				☐
Companion	\$4.00	\$3.30	\$132.00	☐
Other	Zone 2: Cash \$5, Monthly Pass \$177			

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations	11	6
Vehicle Mechanics		
General and Administration	7	
Other		

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2013	2014
R/C Ratio	5%	6%
Net Operating Cost / Capita	\$11.77	\$11.54
Total Exp. / Passenger	\$39.64	\$39.27
Total Exp. / Eligible Passenger	\$45.87	\$46.00
Transportation Exp. / Passenger		
Dedicated Service	\$35.98	\$35.73
Non-Dedicated Service	\$22.73	\$13.83
Transportation Exp. / Hour (Dedicated Service)	\$61.15	\$61.18
OPERATING		
Registrants / Capita	0.0099	0.0070
Passengers / Capita	0.3141	0.3126
Passengers / Registrant	31.79	44.59
Passengers / Hour (Dedicated Service)	1.94	1.96
Kms / Passenger (Dedicated Service)	7.49	7.69
Average Speed (Dedicated Service)	14.52	15.04

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	236,810	1,927
Wheelchair/Scooter Users	66,804	26
Attendants	35,260	135
Companions	10,821	53
Other (specified)	6,073	
TOTAL	355,768	2,141

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	46	36	N/A	3
Accessible Vans / Minivans	40	30	2	2
Small Buses	9	6	5	10
Other				
TOTAL DED. VEHICLES	95	72	N/A	N/A

Vehicle ownership: Transit System - bus, Priv Operation - car/van
 Vehicle maintenance responsibility: Private Operation
 Accessible taxis:

IV. 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)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$