

Ontario Specialized Transit Services Fact Book 2015 Operating Data

prepared for
The Ontario Ministry of Transportation

by
The Canadian Urban Transit Association

Abstract

The Ontario Urban Transit Fact Book is a summary of operating and financial statistics voluntarily submitted by Ontario transit systems, through the Urban Transit Statistics (UTS) questionnaire 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).

CUTA DATA PRODUCT TERMS OF USE

COPYRIGHT

The Canadian Urban Transit Association (CUTA) is the owner of all intellectual property rights (including copyright) in this data product. Users of this data product (Users) are hereby granted a non-exclusive right to use this data product subject to the terms below.

TERMS OF USE

This data product may only be used for personal, corporate, educational or public policy research purposes. This permission includes the use of the content in analyses and the reporting of results and conclusions, including the citation of limited amounts of supporting data extracted from this data product.

The Data may not be:

- Sold, copied or otherwise traded
- Put available on the internet

When used in research:

The ***source of any such data must be acknowledged*** in all documents and communications by providing the following source citation at the bottom of each table and graph: Source (or “Adapted from”, if appropriate): Canadian Urban Transit Association, name of data product, catalogue number of data product, reference date of data product.

Users shall ***obtain approval*** from the CUTA department of Research & Technical Services before distributing any material extracted from this data product in any medium outside of the CUTA member organization. Users shall not use any part of this data product to develop or derive any other data product or data service for distribution or commercial sale.

WARRANTIES AND DISCLAIMERS

This data product is provided “as-is” and CUTA makes no warranty, either express or implied, including but not limited to, warranties or merchantability and fitness for a particular purpose. In no event will CUTA be liable for any direct, special, indirect, consequential or other damages however caused.

ANY USE WHATSOEVER OF THIS DATA PRODUCT SHALL CONSTITUTE YOUR ACKNOWLEDGMENT AND ACCEPTANCE OF THE TERMS DESCRIBED ABOVE.

For further information please contact the CUTA License Administrator:

License Administrator
Canadian Urban Transit Association
Phone: 416-365-9800; extension 113
E-mail: techservices@cutaactu.ca

CUTA REPORT DOCUMENTATION FORM

CUTA Report No. RTS-16-21	ISBN No.	Publication Date October 2015
Title and Sub-title ONTARIO SPECIALIZED TRANSIT SERVICES FACT BOOK 2015 OPERATING DATA		
Prepared By Calvin Chia Jr. Industry Data Analyst		Performing Agency Canadian Urban Transit Association 55 York Street, Suite 1401 Toronto, CANADA M5J 1R7 Telephone: 416-365-9800 E-mail: techservices@cutaactu.ca Website: www.cutaactu.ca
Project Manager Wendy Reuter Vice President, Member Value		Sponsoring Agency Ontario Ministry of Transportation Division Services and Program Management Office Suite 2702 777 Bay Street Toronto, ON M7A 2J8 Telephone: 416-585-7141 E-mail: rita.debartolo@ontario.ca Website: www.mto.gov.on.ca
Supplementary Notes Please contact CUTA's Research, Technical and Member Services Department for any corrections or comments. Copyright © 2016 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)		
Abstract The Ontario Specialized Transit Services Fact Book – 2015 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 2014 and 2015, 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-16-21: English
No. of Pages 98		Distribution Available to Ontario transit systems

This page is intentionally left blank

Table of Contents

List of Specialized Transit Systems	iii
Notes on 2015 Data	iv
I. Ontario Summary	G1
II. Population Group Summaries	G3
• Population Group 1 (population > 150,000)	G4
• Population Group 2 (population between 50,000 and 150,000)	G5
• Population Group 3 (population < 50,000)	G6
III. Individual Transit System Data	1
Appendix	
IV. Specialized Transit Statistics Glossary	A1

This page is intentionally left blank

LIST OF SPECIALIZED TRANSIT SYSTEMS

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

Notes on 2015 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 2016 Dedicated Gas Tax allocation.

I. ONTARIO SUMMARY

Number of Systems Reporting:	79	Systems with Dedicated Service:	78	99%	REGISTRANTS	Active	Total
Population served:	12,091,112	Operated by:			Wheelchair/Scooter Users:	61,370	78,357
Service area (km²):	616,914.1	Transit System/Municipality:	40	51%	Ambulatory:	84,611	113,141
Communities served:	164	Private Contractor:	24	30%	Attendants:	4,316	5,415
Eligibility Criteria:		Private Non-Profit Organization:	29	37%	Companions:	181	195
Unable to Board:	66%	Systems with Non-Dedicated Service:	31	39%	Other:	2,460	3,842
Unable to Use:	68%	Systems with a Taxi Scrip Program:	9	11%	Total:	158,455	207,010
Other Criteria:	47%						

OPERATING DATA

	2014	2015
Number of transit systems reporting	79	79
Rev. Veh. Km. - Dedicated Service	44,641,705	46,433,384
Tot. Veh. Km. - Dedicated Service	49,907,370	54,238,169
Rev. Veh. Hrs. - Dedicated Service	2,272,623	2,415,108
Tot. Veh. Hrs. - Dedicated Service	2,500,868	2,671,067
Non-Dedicated Service - Veh. Km.	6,988,112	7,103,417
Non-Dedicated Service - Veh. Hrs.	269,206	278,414

PASSENGER DATA

Dedicated Service	5,952,986	6,363,036
Non-Dedicated Service	1,959,057	2,087,927
TOTAL PASSENGERS	7,912,043	8,450,963
Subscription / Pre-booked	48%	45%
Reservation	43%	45%
On-Demand / Day of trip	10%	10%
Cancelled in advance	1,881,472	1,745,684
No-shows / Cancelled at door	194,550	172,260
Unaccommodated trips	174,948	143,974
Number of complaints	12,399	12,463

OPERATING EXPENSES

Administration	\$29,470,912	\$31,046,290
Operations:		
Internal - Dedicated Service	\$95,420,276	\$97,082,531
Contract - Dedicated Service	\$49,475,523	\$59,232,957
Contract - Non-Dedicated Service	\$37,831,855	\$40,263,823
Contract - Taxi Scrip	\$2,631,760	\$2,439,235
Maintenance (Vehicles & Facilities)	\$28,376,445	\$28,696,545
Fuel	\$10,036,941	\$8,619,430
TOTAL OPERATING EXPENSES	\$253,903,167	\$267,380,811

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,893,115	\$19,389,063
Other Operating Revenue	\$865,349	\$909,325
Total Operating Revenue	\$18,758,464	\$20,298,388
Federal Contributions		
Provincial Contributions	\$9,613,969	\$9,563,956
Municipal Contributions	\$225,653,749	\$237,387,542
Other / Donations	\$582,109	\$530,561
TOTAL	\$254,608,290	\$267,780,446

CAPITAL EXPENSES

Vehicles Purchased	\$3,594,351	\$10,681,444
Debt Servicing	\$1,192	
Other Capital Expenses	\$1,816,332	\$1,949,433
TOTAL CAPITAL EXPENSES	\$5,411,875	\$12,630,876

CAPITAL FUNDING SOURCES

Transit System	\$39,161	\$687,725
Federal Contributions	\$762,131	\$4,801,639
Provincial Contributions	\$2,584,106	\$2,865,919
Municipal Contributions	\$1,932,189	\$3,428,202
Other / Donations	\$154,509	\$922,892
TOTAL CAPITAL FUNDING	\$5,472,096	\$12,706,378

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

SCHEDULING

Advanced booking notice:	27 day(s)
Minimum notice for reservation:	22.3 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.49	\$2.78	\$76.29
Child	\$3.23	\$2.68	\$55.15
Student	\$3.44	\$2.63	\$62.58
Senior	\$3.31	\$2.54	\$53.26
Attendant	\$3.27	\$2.89	\$60.00
Companion	\$3.10	\$2.72	\$72.91

EMPLOYEE DATA

	Full-time	Part-time
Operators	853	367
Other Operations	212	60
Vehicle Mechanics	123	14
General and Administration	129	37
Other	23	9

TOTAL NUMBER OF EMPLOYEES 1,340 487

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$21.35

Average Top Mechanic Wage Rate: \$30.62

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$19.66	\$20.47
Total Exp. / Passenger	\$32.15	\$31.69
Total Exp. / Eligible Passenger	\$35.01	\$34.44
Transportation Exp. / Passenger		
Dedicated Service	\$31.02	\$30.49
Non-Dedicated Service	\$20.79	\$20.58
Transportation Exp. / Hour (Dedicated Service)	\$72.06	\$71.64
OPERATING		
Registrants / Capita	0.0155	0.0171
Passengers / Capita	0.6604	0.6989
Passengers / Registrant	42.61	40.81
Passengers / Hour (Dedicated Service)	2.53	2.58
Kms / Passenger (Dedicated Service)	7.95	7.71
Average Speed (Dedicated Service)	20.18	19.96

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,839,722	1,731,783
Wheelchair/Scooter Users	2,036,351	162,730
Attendants	283,325	34,890
Companions	128,369	23,250
Other (specified)	71,966	135,274
TOTAL	6,359,733	2,087,927

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	351	266	N/A	
Accessible Vans / Minivans	548	464	1	1
Small Buses	657	548	2	6
Other	35	33		
TOTAL DED. VEHICLES	1,591	1,311	N/A	N/A
Accessible taxis:	190			

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
Population Group 2 (50,000 - 150,000)		Greenstone	25
Barrie	3	Hearst	30
Brantford (Brantford Lift)	6	Ingersoll	31
Caledon	9	Kapuskasing	32
Greater Sudbury	24	Kawartha Lakes (Urban)	33
Guelph	26	Kenora	34
Halton Hills	27	Machin	39
Hanover (Saugeen Mobility and Regional Transit)	29	Meaford (Georgian Handivan)	40
Kingston (Kingston Access Bus)	35	Midland	41
Lanark County	36	North Perth	46
Leamington (Erie Shore Community Transit)	37	Orillia	48
Milton	42	Owen Sound	50
Niagara Falls	43	Parry Sound	51
North Bay	45	Pembroke	53
Peterborough	55	Perth East	54
Peterborough County (Caremobile)	56	Port Hope	57
Quinte West	59	Prince Edward County	58
Sarnia	61	Renfrew (Sunshine Coach Service)	60
Sault Ste Marie	62	Schreiber	63
St. Catharines	64	St. Marys	65
Thunder Bay (Thunder Bay Lift+)	68	St. Thomas	66
Waterloo Region - Rural	73	Stratford	67
Welland	75	Timmins	69
Population Group 3 (population <50,000)		Trent Hills (Campbellford) (Venture Van)	71
Belleville	4	Wallaceburg	72
Blind River (Liberty Express Liberté)	5	West Elgin (Four Counties Transportation)	76
Brockville	7	West Perth (Mitchell and Area Mobility Bus)	77
		Woodstock	79

Population Group 1 (>150,000)

Number of Systems Reporting:	12	Systems with Dedicated Service:	12	100%	REGISTRANTS	Active	Total
Population served:	9,348,203	Operated by:			Wheelchair/Scooter Users:	40,468	52,465
Service area (km²):	12,908.5	Transit System/Municipality:	8	67%	Ambulatory:	55,480	73,893
Communities served:	44	Private Contractor:	6	50%	Attendants:	1,236	1,734
Eligibility Criteria:		Private Non-Profit Organization:	4	33%	Companions:	98	112
Unable to Board:	67%	Systems with Non-Dedicated Service:	9	75%	Other:	1,766	3,148
Unable to Use:	67%	Systems with a Taxi Scrip Program:	5	42%	Total:	102,604	134,965
Other Criteria:	67%						

OPERATING DATA

	2014	2015
Number of transit systems reporting	12	12
Rev. Veh. Km. - Dedicated Service	35,199,975	36,905,197
Tot. Veh. Km. - Dedicated Service	39,436,991	43,597,017
Rev. Veh. Hrs. - Dedicated Service	1,850,544	1,952,110
Tot. Veh. Hrs. - Dedicated Service	2,053,732	2,174,956
Non-Dedicated Service - Veh. Km.	6,795,095	6,883,087
Non-Dedicated Service - Veh. Hrs.	263,346	271,707

PASSENGER DATA

Dedicated Service	4,743,919	5,129,642
Non-Dedicated Service	1,803,155	1,931,646
TOTAL PASSENGERS	6,547,074	7,061,288
Subscription / Pre-booked	47%	45%
Reservation	49%	49%
On-Demand / Day of trip	4%	5%
Cancelled in advance	1,709,047	1,602,523
No-shows / Cancelled at door	174,585	148,589
Unaccommodated trips	159,966	129,899
Number of complaints	12,036	12,097

OPERATING EXPENSES

Administration	\$26,115,611	\$27,545,830
Operations:		
Internal - Dedicated Service	\$81,674,066	\$82,044,869
Contract - Dedicated Service	\$40,990,889	\$50,577,192
Contract - Non-Dedicated Service	\$36,250,334	\$38,744,640
Contract - Taxi Scrip	\$2,384,013	\$2,129,564
Maintenance (Vehicles & Facilities)	\$24,872,996	\$24,967,006
Fuel	\$8,043,350	\$6,940,495
TOTAL OPERATING EXPENSES	\$220,331,259	\$232,949,596

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,731,984	\$14,726,515
Other Operating Revenue	\$497,234	\$576,714
Total Operating Revenue	\$14,229,218	\$15,303,229
Federal Contributions		
Provincial Contributions	\$4,452,432	\$4,434,158
Municipal Contributions	\$201,638,709	\$213,228,267
Other / Donations	\$23,740	\$3,465
TOTAL	\$220,344,099	\$232,969,119

CAPITAL EXPENSES

Vehicles Purchased	\$1,145,777	\$7,054,018
Debt Servicing		
Other Capital Expenses	\$1,432,979	\$1,747,969
TOTAL CAPITAL EXPENSES	\$2,578,756	\$8,801,986

CAPITAL FUNDING SOURCES

Transit System	\$39,161	\$687,725
Federal Contributions	\$568,241	\$4,323,867
Provincial Contributions	\$1,360,097	\$1,654,831
Municipal Contributions	\$671,065	\$1,463,114
Other / Donations	\$414	\$738,326
TOTAL CAPITAL FUNDING	\$2,638,978	\$8,867,863

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

SCHEDULING

Advanced booking notice:	10 day(s)
Minimum notice for reservation:	17. hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.19	\$3.02	\$106.64
Child	\$2.56	\$2.64	\$74.88
Student	\$3.01	\$2.62	\$87.38
Senior	\$2.82	\$2.46	\$62.45
Attendant	\$2.75	\$2.75	
Companion	\$3.02	\$3.48	\$115.30

EMPLOYEE DATA

	Full-time	Part-time
Operators	704	151
Other Operations	176	40
Vehicle Mechanics	116	
General and Administration	100	1
Other	19	7

TOTAL NUMBER OF EMPLOYEES

1,115 199
* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$26.34

Average Top Mechanic Wage Rate: \$33.80

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	6%	7%
Net Operating Cost / Capita	\$22.16	\$23.28
Total Exp. / Passenger	\$33.65	\$32.99
Total Exp. / Eligible Passenger	\$36.43	\$35.57
Transportation Exp. / Passenger		
Dedicated Service	\$32.80	\$32.07
Non-Dedicated Service	\$21.43	\$21.16
Transportation Exp. / Hour (Dedicated Service)	\$75.76	\$75.65
OPERATING		
Registrants / Capita	0.0126	0.0144
Passengers / Capita	0.7038	0.7554
Passengers / Registrant	55.90	52.32
Passengers / Hour (Dedicated Service)	2.56	2.63
Kms / Passenger (Dedicated Service)	7.85	7.60
Average Speed (Dedicated Service)	20.20	20.10

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,134,162	1,635,675
Wheelchair/Scooter Users	1,631,679	146,639
Attendants	193,458	31,647
Companions	107,836	22,428
Other (specified)	62,507	95,257
TOTAL	5,129,642	1,931,646

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	330	245	N/A	1
Accessible Vans / Minivans	409	359	2	3
Small Buses	472	391	2	5
Other	29	29		
TOTAL DED. VEHICLES	1,240	1,024	N/A	N/A
Accessible taxis:	176			

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

Number of Systems Reporting:	22	Systems with Dedicated Service:	22	100%	REGISTRANTS	Active	Total
Population served:	1,926,739	Operated by:			Wheelchair/Scooter Users:	14,548	19,188
Service area (km²):	16,865.5	Transit System/Municipality:	10	45%	Ambulatory:	19,374	29,081
Communities served:	53	Private Contractor:	3	14%	Attendants:	736	1,039
Eligibility Criteria:		Private Non-Profit Organization:	9	41%	Companions:		
Unable to Board:	68%	Systems with Non-Dedicated Service:	13	59%	Other:	39	39
Unable to Use:	73%	Systems with a Taxi Scrip Program:	3	14%	Total:	35,678	50,814
Other Criteria:	32%						

OPERATING DATA

	2014	2015
Number of transit systems reporting	22	22
Rev. Veh. Km. - Dedicated Service	7,225,134	7,253,586
Tot. Veh. Km. - Dedicated Service	7,903,885	7,995,606
Rev. Veh. Hrs. - Dedicated Service	292,642	328,618
Tot. Veh. Hrs. - Dedicated Service	301,449	340,652
Non-Dedicated Service - Veh. Km.	118,653	146,438
Non-Dedicated Service - Veh. Hrs.	3,000	3,898

PASSENGER DATA

Dedicated Service	785,055	805,498
Non-Dedicated Service	125,106	122,602
TOTAL PASSENGERS	910,161	928,100
Subscription / Pre-booked	40%	33%
Reservation	56%	61%
On-Demand / Day of trip	4%	5%
Cancelled in advance	130,936	111,136
No-shows / Cancelled at door	15,162	18,159
Unaccommodated trips	13,054	11,592
Number of complaints	182	160

OPERATING EXPENSES

Administration	\$2,262,702	\$2,337,294
Operations:		
Internal - Dedicated Service	\$10,828,886	\$11,895,200
Contract - Dedicated Service	\$4,761,782	\$4,525,562
Contract - Non-Dedicated Service	\$1,255,257	\$1,240,992
Contract - Taxi Scrip	\$247,747	\$296,169
Maintenance (Vehicles & Facilities)	\$2,608,387	\$2,910,758
Fuel	\$1,502,034	\$1,245,820
TOTAL OPERATING EXPENSES	\$24,126,250	\$24,451,795

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,519,003	\$2,897,645
Other Operating Revenue	\$229,054	\$106,459
Total Operating Revenue	\$2,748,057	\$3,004,104
Federal Contributions		
Provincial Contributions	\$3,431,552	\$3,197,906
Municipal Contributions	\$18,403,622	\$18,191,420
Other / Donations	\$204,947	\$242,871
TOTAL	\$24,788,177	\$24,636,301

CAPITAL EXPENSES

Vehicles Purchased	\$2,032,736	\$2,897,481
Debt Servicing	\$1,192	
Other Capital Expenses	\$342,175	\$201,464
TOTAL CAPITAL EXPENSES	\$2,376,103	\$3,098,944

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$193,890	\$477,772
Provincial Contributions	\$921,561	\$736,353
Municipal Contributions	\$1,205,633	\$1,867,116
Other / Donations	\$55,018	\$27,327
TOTAL CAPITAL FUNDING	\$2,376,102	\$3,108,568

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

SCHEDULING

Advanced booking notice:	26 day(s)
Minimum notice for reservation:	24.5 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.52	\$2.42	\$72.95
Child	\$3.63	\$2.22	\$53.67
Student	\$3.47	\$2.30	\$61.12
Senior	\$3.42	\$2.19	\$54.50
Attendant	\$2.85	\$2.43	\$60.00
Companion	\$2.83	\$2.48	\$69.98

EMPLOYEE DATA

	Full-time	Part-time
Operators	118	115
Other Operations	28	11
Vehicle Mechanics	1	6
General and Administration	18	17
Other	2	2

TOTAL NUMBER OF EMPLOYEES

167 151
* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$22.36

Average Top Mechanic Wage Rate: \$31.32

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	11%	12%
Net Operating Cost / Capita	\$11.43	\$11.13
Total Exp. / Passenger	\$26.51	\$26.35
Total Exp. / Eligible Passenger	\$29.95	\$29.75
Transportation Exp. / Passenger		
Dedicated Service	\$26.11	\$25.55
Non-Dedicated Service	\$13.40	\$14.04
Transportation Exp. / Hour (Dedicated Service)	\$58.02	\$56.74

OPERATING

Registrants / Capita	0.0253	0.0264
Passengers / Capita	0.4865	0.4817
Passengers / Registrant	19.25	18.26
Passengers / Hour (Dedicated Service)	2.32	2.33
Kms / Passenger (Dedicated Service)	9.20	9.01
Average Speed (Dedicated Service)	21.36	20.48

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	463,827	75,607
Wheelchair/Scooter Users	268,425	14,082
Attendants	56,701	2,883
Companions	15,434	822
Other (specified)	1,111	29,208
TOTAL	805,498	122,602

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	11	11	N/A	
Accessible Vans / Minivans	104	73		1
Small Buses	109	92	2	6
Other	2	2		1
TOTAL DED. VEHICLES	226	178	N/A	N/A
Accessible taxis:	11			

Population Group 3 (<50,000)

Number of Systems Reporting:	45	Systems with Dedicated Service:	44	98%	REGISTRANTS	Active	Total
Population served:	816,170	Operated by:			Wheelchair/Scooter Users:	6,354	6,704
Service area (km²):	587,140.1	Transit System/Municipality:	22	49%	Ambulatory:	9,757	10,167
Communities served:	67	Private Contractor:	15	33%	Attendants:	2,344	2,642
Eligibility Criteria:		Private Non-Profit Organization:	16	36%	Companions:	83	83
Unable to Board:	64%	Systems with Non-Dedicated Service:	9	20%	Other:	655	655
Unable to Use:	67%	Systems with a Taxi Scrip Program:	1	2%	Total:	20,173	21,231
Other Criteria:	49%						

OPERATING DATA

	2014	2015
Number of transit systems reporting	45	45
Rev. Veh. Km. - Dedicated Service	2,216,596	2,274,601
Tot. Veh. Km. - Dedicated Service	2,566,494	2,645,546
Rev. Veh. Hrs. - Dedicated Service	129,437	134,380
Tot. Veh. Hrs. - Dedicated Service	145,687	155,459
Non-Dedicated Service - Veh. Km.	74,364	73,892
Non-Dedicated Service - Veh. Hrs.	2,860	2,809

PASSENGER DATA

Dedicated Service	424,012	427,896
Non-Dedicated Service	30,796	33,679
TOTAL PASSENGERS	454,808	461,575
Subscription / Pre-booked	52%	50%
Reservation	33%	36%
On-Demand / Day of trip	15%	14%
Cancelled in advance	41,489	32,025
No-shows / Cancelled at door	4,803	5,512
Unaccommodated trips	1,928	2,483
Number of complaints	181	206

OPERATING EXPENSES

Administration	\$1,092,598	\$1,163,167
Operations:		
Internal - Dedicated Service	\$2,917,324	\$3,142,462
Contract - Dedicated Service	\$3,722,852	\$4,111,425
Contract - Non-Dedicated Service	\$326,265	\$278,191
Contract - Taxi Scrip		\$13,502
Maintenance (Vehicles & Facilities)	\$895,062	\$818,781
Fuel	\$491,557	\$433,115
TOTAL OPERATING EXPENSES	\$9,445,658	\$9,960,642

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,642,128	\$1,746,125
Other Operating Revenue	\$139,061	\$226,152
Total Operating Revenue	\$1,781,189	\$1,972,277
Federal Contributions		\$200,400
Provincial Contributions	\$1,729,985	\$1,716,588
Municipal Contributions	\$5,611,418	\$5,982,760
Other / Donations	\$353,422	\$284,225
TOTAL	\$9,476,014	\$10,156,249

CAPITAL EXPENSES

Vehicles Purchased	\$415,838	\$729,945
Debt Servicing		
Other Capital Expenses	\$41,178	
TOTAL CAPITAL EXPENSES	\$457,016	\$729,945

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$302,448	\$474,735
Municipal Contributions	\$55,491	\$97,972
Other / Donations	\$99,077	\$157,239
TOTAL CAPITAL FUNDING	\$457,016	\$729,946

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

SCHEDULING

Advanced booking notice:	33 day(s)
Minimum notice for reservation:	22.6 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.56	\$2.90	\$54.06
Child	\$3.21	\$2.89	\$44.52
Student	\$3.53	\$2.83	\$45.31
Senior	\$3.38	\$2.78	\$44.47
Attendant	\$3.80	\$3.64	
Companion	\$3.31	\$2.58	\$48.55

EMPLOYEE DATA

	Full-time	Part-time
Operators	31	101
Other Operations	8	9
Vehicle Mechanics	6	8
General and Administration	11	19
Other	2	

TOTAL NUMBER OF EMPLOYEES **58** **137**

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$18.91

Average Top Mechanic Wage Rate: \$27.82

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	19%	20%
Net Operating Cost / Capita	\$9.73	\$10.04
Total Exp. / Passenger	\$21.41	\$22.17
Total Exp. / Eligible Passenger	\$23.67	\$25.30
Transportation Exp. / Passenger		
Dedicated Service	\$19.56	\$20.50
Non-Dedicated Service	\$10.40	\$8.53
Transportation Exp. / Hour (Dedicated Service)	\$48.01	\$48.11
OPERATING		
Registrants / Capita	0.0263	0.0261
Passengers / Capita	0.5630	0.5655
Passengers / Registrant	21.29	21.59
Passengers / Hour (Dedicated Service)	2.54	2.47
Kms / Passenger (Dedicated Service)	6.44	6.34
Average Speed (Dedicated Service)	16.80	16.40

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	241,733	20,501
Wheelchair/Scooter Users	136,247	2,009
Attendants	33,166	360
Companions	5,099	
Other (specified)	8,348	10,809
TOTAL	424,593	33,679

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	10	10	N/A	
Accessible Vans / Minivans	35	32		1
Small Buses	76	65	2	6
Other	4	2		
TOTAL DED. VEHICLES	125	109	N/A	N/A
Accessible taxis:	3			

III. INDIVIDUAL TRANSIT SYSTEM DATA

Bancroft

Community Care North Hastings - TROUT

Contact: Gord MacDonald
 Title: Chief Executive Officer
 Telephone: 613-332-4700 x 222
 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:	14	14
Ambulatory:	246	246
Attendants:	6	6
Companions:		
Other:		
Total:	266	266

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	36,810	29,021
Tot. Veh. Km. - Dedicated Service	37,026	29,205
Rev. Veh. Hrs. - Dedicated Service	1,275	1,145
Tot. Veh. Hrs. - Dedicated Service	1,303	1,163
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	7,990	7,023
Non-Dedicated Service		
TOTAL PASSENGERS	7,990	7,023
Subscription / Pre-booked	84%	86%
Reservation	0%	0%
On-Demand / Day of trip	16%	14%
Cancelled in advance	142	62
No-shows / Cancelled at door	28	18
Unaccommodated trips	8	8
Number of complaints	4	3

OPERATING EXPENSES

Administration	\$16,340	\$14,004
Operations:		
Internal - Dedicated Service	\$58,103	\$23,322
Contract - Dedicated Service		\$66,522
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,375	
Fuel	\$8,042	
TOTAL OPERATING EXPENSES	\$91,860	\$103,848

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,717	\$5,208
Other Operating Revenue	\$4,577	\$325
Total Operating Revenue	\$15,294	\$5,533
Federal Contributions		
Provincial Contributions	\$29,039	\$52,732
Municipal Contributions	\$18,750	\$26,480
Other / Donations	\$28,777	\$19,103
TOTAL	\$91,860	\$103,848

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:	07:30 to 16:30	Sunday:	09:00 to 13:00
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	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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		
Other Operations		
Vehicle Mechanics		
General and Administration		2
Other		
TOTAL NUMBER OF EMPLOYEES		2

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	17%	5%
Net Operating Cost / Capita	\$5.00	\$6.42
Total Exp. / Passenger	\$11.50	\$14.79
Total Exp. / Eligible Passenger	\$11.50	\$14.82
Transportation Exp. / Passenger		
Dedicated Service	\$9.45	\$12.79
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$57.96	\$77.25
OPERATING		
Registrants / Capita	0.0163	0.0174
Passengers / Capita	0.5221	0.4589
Passengers / Registrant	31.96	26.40
Passengers / Hour (Dedicated Service)	6.27	6.13
Kms / Passenger (Dedicated Service)	4.61	4.13
Average Speed (Dedicated Service)	28.87	25.35

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,823	
Wheelchair/Scooter Users	185	
Attendants	15	
Companions		
Other (specified)		
TOTAL	7,023	

VEHICLE DATA

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

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

Barrie

Specialized Transit 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
 Wheelchair/Scooter Users: 2,540
 Ambulatory: 2,926
 Attendants:
 Companions:
 Other:
Total: 5,466

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	339,756	288,681
Tot. Veh. Km. - Dedicated Service	339,756	318,311
Rev. Veh. Hrs. - Dedicated Service	23,032	22,940
Tot. Veh. Hrs. - Dedicated Service	23,032	26,076
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	44,150	47,929
Non-Dedicated Service	1,537	653
TOTAL PASSENGERS	45,687	48,582
Subscription / Pre-booked	18%	24%
Reservation	79%	74%
On-Demand / Day of trip	3%	2%
Cancelled in advance	10,884	7,022
No-shows / Cancelled at door	1,064	1,082
Unaccommodated trips	1,461	1,628
Number of complaints	50	32

OPERATING EXPENSES

Administration	\$80,950	\$81,136
Operations:		
Internal - Dedicated Service	\$1,338,372	\$1,233,719
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$13,772	\$16,670
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		\$7,731
Fuel	\$49,263	
TOTAL OPERATING EXPENSES	\$1,482,357	\$1,339,256

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$57,159	\$60,576
Other Operating Revenue		
Total Operating Revenue	\$57,159	\$60,576
Federal Contributions		
Provincial Contributions	\$275,000	\$275,000
Municipal Contributions	\$1,150,198	\$1,003,680
Other / Donations		
TOTAL	\$1,482,357	\$1,339,256

CAPITAL EXPENSES

Vehicles Purchased		\$542,539
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$542,539

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$105,128
Municipal Contributions		\$437,411
Other / Donations		
TOTAL CAPITAL FUNDING		\$542,539

SERVICE HOURS / SCHEDULING

Weekday:	07:30 to 23:00	Sunday:	09:00 to 18:00
Saturday:	09:00 to 23:00	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:			

FARE STRUCTURE

Effective Date: 01/05/2013		Tickets/Cards		
	Cash	(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

Operators	13	
Other Operations	3	
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	16	

Union Affiliations: Operators: ATU 1775
 Mechanics: ATU 1775
 Other (specify):

Top Operator Wage Rate: \$22.05

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	4%	5%
Net Operating Cost / Capita	\$10.04	\$9.00
Total Exp. / Passenger	\$32.45	\$27.57
Total Exp. / Eligible Passenger	\$35.99	\$31.89
Transportation Exp. / Passenger		
Dedicated Service	\$31.43	\$25.90
Non-Dedicated Service	\$8.96	\$25.53
Transportation Exp. / Hour (Dedicated Service)	\$60.25	\$47.61
OPERATING		
Registrants / Capita	0.0364	0.0385
Passengers / Capita	0.3217	0.3421
Passengers / Registrant	8.85	8.89
Passengers / Hour (Dedicated Service)	1.92	2.09
Kms / Passenger (Dedicated Service)	7.70	6.02
Average Speed (Dedicated Service)	14.75	12.58

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	30,846	420
Wheelchair/Scooter Users	10,569	161
Attendants	4,016	72
Companions	2,498	
Other (specified)		
TOTAL	47,929	653

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
Accessible Vans / Minivans	8	8	
Small Buses	5	5	
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
 Wheelchair/Scooter Users: 376
 Ambulatory: 500
 Attendants:
 Companions:
 Other:
Total: 876

Active
 376
 500
 876

Total
 376
 500
 876

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	53,466	55,325
Tot. Veh. Km. - Dedicated Service	53,466	55,325
Rev. Veh. Hrs. - Dedicated Service	4,964	8,054
Tot. Veh. Hrs. - Dedicated Service	4,964	8,054
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	12,327	14,978
Non-Dedicated Service	2,079	720
TOTAL PASSENGERS	14,406	15,698
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

	2014	2015
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$231,395	\$387,666
Contract - Non-Dedicated Service	\$37,141	
Contract - Taxi Scrip		\$13,502
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$268,536	\$401,168

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$16,586	\$13,382
Other Operating Revenue		
Total Operating Revenue	\$16,586	\$13,382
Federal Contributions		
Provincial Contributions	\$37,141	
Municipal Contributions	\$177,668	\$387,786
Other / Donations		
TOTAL	\$231,395	\$401,168

CAPITAL EXPENSES

	2014	2015
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2014	2015
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

SERVICE HOURS / SCHEDULING

	2014	2015
Weekday: 05:00 to 22:30		
Sunday: 09:00 to 18:00		
Saturday: 07:00 to 19:00		
Holiday: 00:00 to		
Advanced booking notice: day(s)		
Minimum notice for reservation: 0.0 hour(s)		
Reservations / Scheduling: Manual		

FARE STRUCTURE

	2014	2015
Effective Date: 08/09/2015		
Cash	Tickets/Cards (unit price)	Monthly Pass
Adult \$2.25	\$1.83	\$57.00
Child \$2.00	\$1.54	
Student \$2.25	\$1.83	\$57.00
Senior \$2.25	\$1.83	\$57.00
Attendant		
Companion		
Other		

EMPLOYEE DATA

	2014	2015
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

	2014	2015
FINANCIAL		
R/C Ratio	6%	3%
Net Operating Cost / Capita	\$5.09	\$7.84
Total Exp. / Passenger	\$18.64	\$25.56
Total Exp. / Eligible Passenger	\$19.37	\$27.46
Transportation Exp. / Passenger		
Dedicated Service	\$18.77	\$25.88
Non-Dedicated Service	\$17.86	\$18.75
Transportation Exp. / Hour (Dedicated Service)	\$46.61	\$48.13
OPERATING		
Registrants / Capita	0.0212	0.0177
Passengers / Capita	0.2913	0.3174
Passengers / Registrant	13.73	17.92
Passengers / Hour (Dedicated Service)	2.48	1.86
Kms / Passenger (Dedicated Service)	4.34	3.69
Average Speed (Dedicated Service)	10.77	6.87

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	13,887	720
Attendants	1,091	
Companions		
Other (specified)		
TOTAL	14,978	720

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/Taxi Operator/ Belleville
 Vehicle maintenance responsibility: Contracted Operator/Taxi Operator/ Belleville
 Accessible taxis: 1

Blind River

Liberty Express Liberte

Contact: Gerard Rainville
 Title: Treasurer
 Telephone: 705-356-2251 x 207
 Fax: 705-356-7343
 Email: gerard.rainville@blindriver.ca

Population served: 3,651
 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:	35	35
Ambulatory:	61	61
Attendants:	19	19
Companions:		
Other:		
Total:	115	115

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	17,125	17,582
Tot. Veh. Km. - Dedicated Service	17,125	17,582
Rev. Veh. Hrs. - Dedicated Service	1,864	1,825
Tot. Veh. Hrs. - Dedicated Service	1,864	1,825
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	1,411	1,385
Non-Dedicated Service		
TOTAL PASSENGERS	1,411	1,385
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%

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

OPERATING EXPENSES

Administration	\$6,441	\$13,301
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$19,354	\$18,499
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$2,697	\$3,439
Fuel	\$5,600	\$4,190
TOTAL OPERATING EXPENSES	\$34,092	\$39,429

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,445	\$9,900
Other Operating Revenue		
Total Operating Revenue	\$8,445	\$9,900
Federal Contributions		
Provincial Contributions	\$12,447	\$16,596
Municipal Contributions	\$13,200	\$12,933
Other / Donations		
TOTAL	\$34,092	\$39,429

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:	08:30 to 16:00	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: \$19.08
 Top Mechanic Wage Rate: \$25.72

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	25%	25%
Net Operating Cost / Capita	\$7.23	\$8.09
Total Exp. / Passenger	\$24.16	\$28.47
Total Exp. / Eligible Passenger	\$27.97	\$29.92
Transportation Exp. / Passenger		
Dedicated Service	\$19.60	\$18.86
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$14.83	\$14.32
OPERATING		
Registrants / Capita	0.0259	0.0315
Passengers / Capita	0.3976	0.3794
Passengers / Registrant	15.34	12.04
Passengers / Hour (Dedicated Service)	0.76	0.76
Kms / Passenger (Dedicated Service)	12.14	12.69
Average Speed (Dedicated Service)	9.19	9.63

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,015	
Wheelchair/Scooter Users	303	
Attendants	67	
Companions		
Other (specified)		
TOTAL	1,385	

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: 97,862
 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: 842
 Ambulatory: 1,213
 Attendants:
 Companions:
 Other:
Total: 2,055

Active
 842
 1,213
 2,055

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

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

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

VEHICLE KILOMETRES & HOURS	2014	2015
Rev. Veh. Km. - Dedicated Service	401,767	403,392
Tot. Veh. Km. - Dedicated Service	401,767	403,392
Rev. Veh. Hrs. - Dedicated Service	26,403	27,133
Tot. Veh. Hrs. - Dedicated Service	26,403	27,133
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		
PASSENGER DATA		
Dedicated Service	66,140	66,694
Non-Dedicated Service		
TOTAL PASSENGERS	66,140	66,694
Subscription / Pre-booked	20%	54%
Reservation	70%	46%
On-Demand / Day of trip	10%	0%
Cancelled in advance	14,742	14,994
No-shows / Cancelled at door	2,107	2,025
Unaccommodated trips	200	213
Number of complaints		
OPERATING EXPENSES		
Administration	\$28,744	\$21,555
Operations:		
Internal - Dedicated Service	\$1,312,771	\$1,198,279
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$262,348	\$478,772
Fuel	\$137,084	\$112,458
TOTAL OPERATING EXPENSES	\$1,740,947	\$1,811,064
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS		
Passenger Revenue	\$120,956	\$121,442
Other Operating Revenue		
Total Operating Revenue	\$120,956	\$121,442
Federal Contributions		
Provincial Contributions	\$71,920	\$71,920
Municipal Contributions	\$1,548,071	\$1,617,702
Other / Donations		
TOTAL	\$1,740,947	\$1,811,064
CAPITAL EXPENSES		
Vehicles Purchased	\$151,642	\$390,010
Debt Servicing		
Other Capital Expenses	\$92,832	
TOTAL CAPITAL EXPENSES	\$244,474	\$390,010
CAPITAL FUNDING SOURCES		
Transit System		
Federal Contributions	\$193,890	\$390,010
Provincial Contributions		
Municipal Contributions	\$50,584	
Other / Donations		
TOTAL CAPITAL FUNDING	\$244,474	\$390,010

SERVICE HOURS / SCHEDULING			
Weekday: 06:00 to 01:00	Sunday: 08:00 to 20:00		
Saturday: 06:00 to 01:00	Holiday: 08:00 to 20:00		
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 \$37.00/3 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): (Administration) ATU Local 685		
Top Operator Wage Rate: \$22.26			
Top Mechanic Wage Rate: \$31.02			
PERFORMANCE INDICATORS			
FINANCIAL		2014	2015
R/C Ratio		7%	7%
Net Operating Cost / Capita		\$16.62	\$17.27
Total Exp. / Passenger		\$26.32	\$27.15
Total Exp. / Eligible Passenger		\$27.79	\$28.82
Transportation Exp. / Passenger			
Dedicated Service		\$25.89	\$26.83
Non-Dedicated Service			
Transportation Exp. / Hour (Dedicated Service)		\$64.85	\$65.95
OPERATING			
Registrants / Capita		0.0171	0.0210
Passengers / Capita		0.6784	0.6815
Passengers / Registrant		39.70	32.45
Passengers / Hour (Dedicated Service)		2.51	2.46
Kms / Passenger (Dedicated Service)		6.07	6.05
Average Speed (Dedicated Service)		15.22	14.87

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	34,253	
Wheelchair/Scooter Users	28,582	
Attendants	2,024	
Companions	1,835	
Other (specified)		
TOTAL	66,694	

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:	374	374
Ambulatory:	319	319
Attendants:	362	362
Companions:		
Other:		
Total:	1,055	1,055

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	49,669	53,619
Tot. Veh. Km. - Dedicated Service	49,802	53,926
Rev. Veh. Hrs. - Dedicated Service	5,128	5,293
Tot. Veh. Hrs. - Dedicated Service	5,180	5,323
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	10,674	11,043
Non-Dedicated Service		
TOTAL PASSENGERS	10,674	11,043
Subscription / Pre-booked	62%	52%
Reservation	36%	45%
On-Demand / Day of trip	2%	3%
Cancelled in advance	1,355	1,910
No-shows / Cancelled at door	53	50
Unaccommodated trips	8	1
Number of complaints	9	11

OPERATING EXPENSES

Administration	\$17,097	\$13,720
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$304,162	\$329,680
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$21,265	\$26,403
Fuel	\$31,596	\$30,479
TOTAL OPERATING EXPENSES	\$374,120	\$400,282

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,869	\$18,253
Other Operating Revenue	\$30,544	\$34,000
Total Operating Revenue	\$46,413	\$52,253
Federal Contributions		
Provincial Contributions	\$43,564	\$22,025
Municipal Contributions	\$284,143	\$326,004
Other / Donations		
TOTAL	\$374,120	\$400,282

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	06:45 to 21:00	Sunday:	to
Saturday:	08:45 to 18:15	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	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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			

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: \$30.65

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	12%	13%
Net Operating Cost / Capita	\$14.98	\$15.91
Total Exp. / Passenger	\$35.05	\$36.25
Total Exp. / Eligible Passenger	\$39.01	\$41.31
Transportation Exp. / Passenger		
Dedicated Service	\$33.45	\$35.01
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$68.92	\$72.62
OPERATING		
Registrants / Capita	0.0487	0.0482
Passengers / Capita	0.4881	0.5049
Passengers / Registrant	10.03	10.47
Passengers / Hour (Dedicated Service)	2.08	2.09
Kms / Passenger (Dedicated Service)	4.65	4.86
Average Speed (Dedicated Service)	9.69	10.13

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,145	
Wheelchair/Scooter Users	4,544	
Attendants	1,354	
Companions		
Other (specified)		
TOTAL	11,043	

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

Burlington Transit

Contact: Colm Lynn
 Title: Manager of Transit Business Administration
 Telephone: 905-335-7869 x7526
 Fax: 905-335-7878
 Email: colm.lynn@burlington.ca

Population served: 175,779
 Service area (km²): 185.7
 Communities served: 1
 Service began: 05/09/1975
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

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

Active

3,556
3,613

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	347,568	194,715
Tot. Veh. Km. - Dedicated Service	348,818	295,264
Rev. Veh. Hrs. - Dedicated Service	18,375	16,558
Tot. Veh. Hrs. - Dedicated Service	18,475	24,192
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	47,895	45,549
Non-Dedicated Service	1,349	1,094
TOTAL PASSENGERS	49,244	46,643
Subscription / Pre-booked	50%	54%
Reservation	49%	45%
On-Demand / Day of trip	1%	1%
Cancelled in advance	4,621	
No-shows / Cancelled at door	493	1,206
Unaccommodated trips	333	
Number of complaints		

OPERATING EXPENSES

Administration	\$136,085	\$203,046
Operations:		
Internal - Dedicated Service	\$846,896	\$897,624
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$20,202	\$14,433
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$215,384	\$260,440
Fuel	\$104,607	\$81,017
TOTAL OPERATING EXPENSES	\$1,323,174	\$1,456,560

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$72,601	\$73,208
Other Operating Revenue		
Total Operating Revenue	\$72,601	\$73,208
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,250,573	\$1,355,420
Other / Donations		
TOTAL	\$1,323,174	\$1,428,628

CAPITAL EXPENSES

Vehicles Purchased	\$353,487	\$200,888
Debt Servicing		
Other Capital Expenses		\$124,830
TOTAL CAPITAL EXPENSES	\$353,487	\$325,718

CAPITAL FUNDING SOURCES

Transit System		\$148,835
Federal Contributions		\$176,883
Provincial Contributions	\$353,487	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$353,487	\$325,718

SERVICE HOURS / SCHEDULING

Weekday:	05:00 to 01:00	Sunday:	07:00 to 21:00
Saturday:	07:00 to 01:00	Holiday:	07:00 to 21:00
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/05/2015	Tickets/Cards (unit price)	Monthly Pass	Free
Cash			\$97.00	
Adult	\$3.50	\$2.70		
Child	\$3.50	\$1.85		
Student	\$3.50	\$1.90	\$71.00	
Senior	\$3.50	\$1.90	\$59.25	
Attendant				
Companion				
Other	Blind free with CNIB card			

EMPLOYEE DATA

	Full-time	Part-time
Operators	10	3
Other Operations	2	
Vehicle Mechanics	1	
General and Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	14	4

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

Top Operator Wage Rate: \$26.10

Top Mechanic Wage Rate: \$32.42

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$6.95	\$7.87
Total Exp. / Passenger	\$26.87	\$31.23
Total Exp. / Eligible Passenger	\$28.33	\$33.56
Transportation Exp. / Passenger		
Dedicated Service	\$24.36	\$27.20
Non-Dedicated Service	\$14.98	\$13.19
Transportation Exp. / Hour (Dedicated Service)	\$63.16	\$51.22
OPERATING		
Registrants / Capita	0.0193	0.0206
Passengers / Capita	0.2736	0.2654
Passengers / Registrant	14.20	12.91
Passengers / Hour (Dedicated Service)	2.61	2.75
Kms / Passenger (Dedicated Service)	7.26	4.27
Average Speed (Dedicated Service)	18.92	11.76

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	27,569	802
Wheelchair/Scooter Users	14,803	225
Attendants	2,366	57
Companions	811	10
Other (specified)		
TOTAL	45,549	1,094

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans	11	10	N/A
Small Buses			4
Other			
TOTAL DED. VEHICLES	11	10	N/A

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

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: 286
 Attendants:
 Companions:
 Other:
Total: 286

Active
 286
Total
 286

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	355,951	343,476
Tot. Veh. Km. - Dedicated Service	355,951	343,476
Rev. Veh. Hrs. - Dedicated Service	15,894	15,212
Tot. Veh. Hrs. - Dedicated Service	15,894	15,212
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	21,638	23,477
Non-Dedicated Service		
TOTAL PASSENGERS	21,638	23,477
Subscription / Pre-booked	31%	35%
Reservation	68%	64%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,520	2,581
No-shows / Cancelled at door	569	554
Unaccommodated trips	639	393
Number of complaints		

OPERATING EXPENSES

Administration	\$79,728	\$77,307
Operations:		
Internal - Dedicated Service	\$441,381	\$517,347
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$6	
Maintenance (Vehicles & Facilities)	\$61,440	\$46,652
Fuel	\$60,466	\$50,122
TOTAL OPERATING EXPENSES	\$643,021	\$691,428

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$101,766	\$102,959
Other Operating Revenue		
Total Operating Revenue	\$101,766	\$102,959
Federal Contributions		
Provincial Contributions	\$486,974	\$450,684
Municipal Contributions	\$26,928	\$4,969
Other / Donations		\$132,816
TOTAL	\$615,668	\$691,428

CAPITAL EXPENSES

Vehicles Purchased	\$87,762	\$87,762
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$87,762	\$87,762

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$87,762
Provincial Contributions	\$87,762	
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$87,762	\$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; six Ford 450 and one Ford 350 6 buses out daily on weekdays , 1 bus out daily on weekends and holidays

SERVICE HOURS / SCHEDULING

Weekday:	06:00 to 18:00	Sunday:	06:00 to 14:00
Saturday:	06:00 to 18:00	Holiday:	06:00 to 18:00
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	2.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators		14
Other Operations		3
Vehicle Mechanics		
General and Administration		3
Other		
TOTAL NUMBER OF EMPLOYEES		20

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

Top Operator Wage Rate: \$19.94

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	16%	15%
Net Operating Cost / Capita	\$9.11	\$9.91
Total Exp. / Passenger	\$29.72	\$29.45
Total Exp. / Eligible Passenger	\$33.20	\$32.31
Transportation Exp. / Passenger		
Dedicated Service	\$26.03	\$26.16
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$35.44	\$40.37
OPERATING		
Registrants / Capita	0.0053	0.0048
Passengers / Capita	0.3643	0.3952
Passengers / Registrant	69.13	82.09
Passengers / Hour (Dedicated Service)	1.36	1.54
Kms / Passenger (Dedicated Service)	16.45	14.63
Average Speed (Dedicated Service)	22.40	22.58

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	21,403	
Wheelchair/Scooter Users		
Attendants	2,074	
Companions		
Other (specified)		
TOTAL	23,477	

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			
Vehicle maintenance responsibility:	Non-Profit			
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 (km ²):	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			2014	2015	SERVICE HOURS / SCHEDULING			
Rev. Veh. Km. - Dedicated Service					Weekday:	08:45 to 14:45	Sunday:	to
Tot. Veh. Km. - Dedicated Service					Saturday:	to	Holiday:	to
Rev. Veh. Hrs. - Dedicated Service			1,313	1,313				
Tot. Veh. Hrs. - Dedicated Service			1,313	1,313	Advanced booking notice: day(s)			
Non-Dedicated Service - Veh. Km.					Minimum notice for reservation: 0.0 hour(s)			
Non-Dedicated Service - Veh. Hrs.					Reservations / Scheduling: Manual			
PASSENGER DATA					FARE STRUCTURE			
Dedicated Service			2,553	3,303	Effective Date: 31/12/2015		Tickets/Cards	
Non-Dedicated Service					Cash		(unit price)	Monthly Pass
TOTAL PASSENGERS			2,553	3,303	Adult	\$3.50		Free
Subscription / Pre-booked			0%	0%	Child	\$1.00		
Reservation			0%	0%	Student	\$3.50		
On-Demand / Day of trip			0%	0%	Senior	\$2.50		
Cancelled in advance					Attendant	\$3.50		
No-shows / Cancelled at door					Companion	\$3.50		
Unaccommodated trips					Other			
Number of complaints					EMPLOYEE DATA		Full-time	Part-time
Administration					Operators			
Operations:					Other Operations			
Internal - Dedicated Service					Vehicle Mechanics			
Contract - Dedicated Service			\$40,160	\$48,157	General and Administration			
Contract - Non-Dedicated Service					Other			
Contract - Taxi Scrip					TOTAL NUMBER OF EMPLOYEES			
Maintenance (Vehicles & Facilities)			\$26,438	\$24,379	Union Affiliations: Operators:			
Fuel					Mechanics: CUPE LOCAL 887			
TOTAL OPERATING EXPENSES			\$66,598	\$72,536	Other (specify):			
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS					Top Operator Wage Rate:			
Passenger Revenue			\$8,411	\$8,697	Top Mechanic Wage Rate: \$31.65			
Other Operating Revenue					PERFORMANCE INDICATORS			
Total Operating Revenue			\$8,411	\$8,697	FINANCIAL			
Federal Contributions					R/C Ratio			
Provincial Contributions			\$17,515	\$17,188	13%			
Municipal Contributions			\$40,672	\$46,652	Net Operating Cost / Capita			
Other / Donations					Total Exp. / Passenger			
TOTAL			\$66,598	\$72,536	Total Exp. / Eligible Passenger			
CAPITAL EXPENSES					Transportation Exp. / Passenger			
Vehicles Purchased					Dedicated Service			
Debt Servicing					Non-Dedicated Service			
Other Capital Expenses					Transportation Exp. / Hour (Dedicated Service)			
TOTAL CAPITAL EXPENSES					OPERATING			
CAPITAL FUNDING SOURCES					Registrants / Capita			
Transit System					Passengers / Capita			
Federal Contributions					Passengers / Registrant			
Provincial Contributions					Passengers / Hour (Dedicated Service)			
Municipal Contributions					Kms / Passenger (Dedicated Service)			
Other / Donations					Average Speed (Dedicated Service)			
TOTAL CAPITAL FUNDING					PASSENGER DATA			
					Ded. Service		Non-Ded. Service	

* Other Eligibility Criteria: Seniors and persons with disabilities.

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

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

Chatham

CKTransit Chatham Accessible Service

Contact: Jan Metcalfe
 Title: Engineering Technologist
 Telephone: 519-360-1998 x 3301
 Fax: 519-436-3240
 Email: janm@chatham-kent.ca

Population served: 45,000
 Service area (km²): 30.9
 Communities served: 1
 Service began: 01/04/1973
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	494	494
Ambulatory:	607	607
Attendants:	470	470
Companions:		
Other:		
Total:	1,571	1,571

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	123,473	153,730
Tot. Veh. Km. - Dedicated Service	123,473	153,730
Rev. Veh. Hrs. - Dedicated Service	3,691	3,668
Tot. Veh. Hrs. - Dedicated Service	3,691	3,668
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	27,164	28,324
Non-Dedicated Service		
TOTAL PASSENGERS	27,164	28,324
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	981	567
No-shows / Cancelled at door	1,328	1,143
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$11,212	\$11,072
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$517,229	\$526,091
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$528,441	\$537,163

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$71,474	\$86,756
Other Operating Revenue		
Total Operating Revenue	\$71,474	\$86,756
Federal Contributions		
Provincial Contributions	\$90,346	\$119,958
Municipal Contributions	\$366,620	\$330,449
Other / Donations		
TOTAL	\$528,441	\$537,163

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	06:15 to 19:15	Sunday:	09:00 to 17:00
Saturday:	06:15 to 19:15	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	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$3.00		☐
Child	\$3.00	\$3.00		☐
Student	\$3.00	\$3.00		☐
Senior	\$3.00	\$3.00		☒
Attendant				☐
Companion	\$3.00	\$3.00		
Other				

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	14%	16%
Net Operating Cost / Capita	\$10.15	\$10.01
Total Exp. / Passenger	\$19.45	\$18.96
Total Exp. / Eligible Passenger	\$22.81	\$22.72
Transportation Exp. / Passenger		
Dedicated Service	\$19.04	\$18.57
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$140.13	\$143.43
OPERATING		
Registrants / Capita	0.0379	0.0349
Passengers / Capita	0.6036	0.6294
Passengers / Registrant	15.94	18.03
Passengers / Hour (Dedicated Service)	7.36	7.72
Kms / Passenger (Dedicated Service)	4.55	5.43
Average Speed (Dedicated Service)	33.45	41.91

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,201	
Wheelchair/Scooter Users	17,439	
Attendants	4,684	
Companions		
Other (specified)		
TOTAL	28,324	

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: Administrative Assistant
 Telephone: 905-372-4555
 Fax: 905-372-1533
 Email: rchampagne@cobourg.ca

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

REGISTRANTS

Wheelchair/Scooter Users: 189
 Ambulatory: 4
 Attendants: 237
 Companions:
 Other: 225
Total: 418 655

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	29,641	30,036
Tot. Veh. Km. - Dedicated Service	29,641	30,036
Rev. Veh. Hrs. - Dedicated Service	4,347	4,357
Tot. Veh. Hrs. - Dedicated Service	4,347	4,357
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	5,411	4,103
Non-Dedicated Service	4,679	3,742
TOTAL PASSENGERS	10,090	7,845
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	1,318	1,263
No-shows / Cancelled at door	520	300
Unaccommodated trips	186	218
Number of complaints	125	154

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$93,078 \$92,192
 Contract - Non-Dedicated Service \$67,746 \$71,050
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES \$160,824 \$163,242

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$16,404	\$15,690
Other Operating Revenue		

Total Operating Revenue \$16,404 \$15,690

	2014	2015
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$144,420	\$147,552
Other / Donations		
TOTAL	\$160,824	\$163,242

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

	2014	2015
Weekday: 06:15 to 19:45		
Sunday: 08:45 to 16:00		
Saturday: 08:15 to 18:45		
Holiday: 11:15 to 17:15		
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	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$1.60	\$60.00		☐
Child	\$2.00	\$1.60	\$25.00		☐
Student	\$2.00	\$1.60	\$50.00		☐
Senior	\$2.00	\$1.60	\$30.00		☒
Attendant					☐
Companion	\$2.00	\$1.60			
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

	2014	2015
FINANCIAL		
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$7.80	\$7.97
Total Exp. / Passenger	\$15.94	\$20.81
Total Exp. / Eligible Passenger	\$15.94	
Transportation Exp. / Passenger		
Dedicated Service	\$17.20	\$22.47
Non-Dedicated Service	\$14.48	\$18.99
Transportation Exp. / Hour (Dedicated Service)	\$21.41	\$21.16
OPERATING		
Registrants / Capita	0.0422	0.0354
Passengers / Capita	0.5449	0.4236
Passengers / Registrant	12.92	11.98
Passengers / Hour (Dedicated Service)	1.24	0.94
Kms / Passenger (Dedicated Service)	5.48	7.32
Average Speed (Dedicated Service)	6.82	6.89

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,103	3,742
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	4,103	3,742

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: Transit Commission
 Vehicle maintenance responsibility: Contracted Operators
 Accessible taxis:

Cochrane

Accessibility Advisory Committee

Contact: Vanessa Vachon
 Title: Deputy Treasurer
 Telephone: 705-272-4361
 Fax: 705-272-6068
 Email: vanessa.vachon@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: 29
 Ambulatory: 88
 Attendants: 1
 Companions: 1
 Other: 1
Total: 117

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.

2014

2015

SERVICE HOURS / SCHEDULING

Weekday: 00:00 to 23:59 Sunday: 00:00 to 23:59
 Saturday: 00:00 to 23:59 Holiday: 00:00 to 23:59

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

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service 4,896 6,495
TOTAL PASSENGERS 4,896 6,495
 Subscription / Pre-booked 0% 0%
 Reservation 0% 0%
 On-Demand / Day of trip 100% 100%

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

OPERATING EXPENSES

Administration \$9,579 \$9,690
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service \$40,846 \$47,593
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$955 \$1,367
 Fuel
TOTAL OPERATING EXPENSES \$51,380 \$58,650

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$29,515 \$34,383
 Other Operating Revenue
Total Operating Revenue \$29,515 \$34,383
 Federal Contributions
 Provincial Contributions \$16,399 \$18,257
 Municipal Contributions \$5,466 \$6,086
 Other / Donations
TOTAL \$51,380 \$58,726

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

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

FARE STRUCTURE

Effective Date: 01/01/2015

	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

	2014	2015
R/C Ratio	57%	59%
Net Operating Cost / Capita	\$4.09	\$4.54
Total Exp. / Passenger	\$10.49	\$9.03
Total Exp. / Eligible Passenger	\$10.49	\$9.03
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$8.34	\$7.33
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0223	0.0219
Passengers / Capita	0.9169	1.2163
Passengers / Registrant	41.14	55.51
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		5,276
Wheelchair/Scooter Users		1,219
Attendants		
Companions		
Other (specified)		
TOTAL		6,495

VEHICLE DATA

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

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Wheelchair

Ambulatory

N/A

N/A

N/A

Collingwood

Canadian Red Cross

Contact: Dianne Tripp-Akeson
 Title: Transport Supervisor
 Telephone: 705-721-3313 x5275
 Fax: 705-739-9916
 Email: dianne.tripp@redcross.ca

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

REGISTRANTS
 Wheelchair/Scooter Users: 90
 Ambulatory: 228
 Attendants:
 Companions:
 Other:
Total: 318 318

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	35,363	34,171
Tot. Veh. Km. - Dedicated Service	39,728	35,747
Rev. Veh. Hrs. - Dedicated Service	3,300	3,373
Tot. Veh. Hrs. - Dedicated Service	3,815	3,556
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	7,693	6,299
Non-Dedicated Service		
TOTAL PASSENGERS	7,693	6,299
Subscription / Pre-booked	95%	95%
Reservation	0%	0%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,013	1,668
No-shows / Cancelled at door	163	789
Unaccommodated trips	24	28
Number of complaints	8	5

OPERATING EXPENSES

	2014	2015
Administration	\$7,326	\$15,251
Operations:		
Internal - Dedicated Service	\$92,993	\$83,308
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,773	\$32,331
Fuel	\$12,420	\$14,032
TOTAL OPERATING EXPENSES	\$128,512	\$144,922

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$26,926	\$16,285
Other Operating Revenue		
Total Operating Revenue	\$26,926	\$16,285
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$115,108	\$129,921
Other / Donations		
TOTAL	\$142,034	\$146,206

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

	Weekday	Saturday	Sunday	Holiday
06:30 to 21:30				
06:30 to 21:30				
Advanced booking notice:	365 day(s)			
Minimum notice for reservation:	72.0 hour(s)			
Reservations / Scheduling:	Partially Computerized			

FARE STRUCTURE

Effective Date: 01/08/2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00			☐
Child				☐
Student				☐
Senior	\$1.50			☐
Attendant				☒
Companion				☒
Other				☐

EMPLOYEE DATA

	Full-time	Part-time
Operators		5
Other Operations		
Vehicle Mechanics		1
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		7

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

Top Operator Wage Rate: \$15.06

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	21%	11%
Net Operating Cost / Capita	\$4.84	\$6.13
Total Exp. / Passenger	\$16.71	\$23.01
Total Exp. / Eligible Passenger	\$16.71	\$23.01
Transportation Exp. / Passenger		
Dedicated Service	\$15.75	\$20.59
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$31.77	\$36.47
OPERATING		
Registrants / Capita	0.0104	0.0151
Passengers / Capita	0.3663	0.3000
Passengers / Registrant	35.29	19.81
Passengers / Hour (Dedicated Service)	2.33	1.87
Kms / Passenger (Dedicated Service)	4.60	5.42
Average Speed (Dedicated Service)	10.72	10.13

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,705	
Wheelchair/Scooter Users	1,594	
Attendants		
Companions		
Other (specified)		
TOTAL	6,299	

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: Town of Collingwood
 Vehicle maintenance responsibility: Canadian 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: 46,000
 Service area (km²): 61.5
 Communities served: 1
 Service began: 07/07/1981
 Advisory Committee members: 6
 Eligibility Committee members: 6

REGISTRANTS
 Wheelchair/Scooter Users: 535
 Ambulatory: 981
 Attendants: 456
 Companions:
 Other:
Total: 1,972

Active
 535
 981
 456
 1,972

Total
 535
 981
 456
 1,972

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	203,215	203,000
Tot. Veh. Km. - Dedicated Service	203,215	203,000
Rev. Veh. Hrs. - Dedicated Service	13,370	13,370
Tot. Veh. Hrs. - Dedicated Service	13,370	13,370
Non-Dedicated Service - Veh. Km.	11,393	13,344
Non-Dedicated Service - Veh. Hrs.	932	1,214

PASSENGER DATA

Dedicated Service	35,535	34,869
Non-Dedicated Service	4,875	5,934
TOTAL PASSENGERS	40,410	40,803
Subscription / Pre-booked	40%	40%
Reservation	0%	0%
On-Demand / Day of trip	60%	60%
Cancelled in advance	8,444	391
No-shows / Cancelled at door	445	87
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$249,996	\$289,979
Operations:		
Internal - Dedicated Service	\$617,468	\$662,764
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$35,615	\$42,262
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$234,159	\$233,409
Fuel	\$61,215	\$51,332
TOTAL OPERATING EXPENSES	\$1,198,453	\$1,279,746

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$85,975	\$100,345
Other Operating Revenue	\$9,167	\$8,800
Total Operating Revenue	\$95,142	\$109,145
Federal Contributions		\$200,400
Provincial Contributions	\$215,400	
Municipal Contributions	\$887,911	\$970,201
Other / Donations		
TOTAL	\$1,198,453	\$1,279,746

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	06:00 to 23:30	Sunday:	to
Saturday:	06:15 to 23:30	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date: 01/05/2015	Tickets/Cards	Monthly Pass	Free
Cash	(unit price)		
Adult	\$2.75	\$2.30	
Child	\$2.50	\$1.90	
Student	\$2.75	\$2.10	
Senior	\$2.75	\$2.10	
Attendant			
Companion	\$2.75		
Other	Low Income-25 for \$42		

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: \$23.05

Top Mechanic Wage Rate: \$25.59

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$24.00	\$25.45
Total Exp. / Passenger	\$29.66	\$31.36
Total Exp. / Eligible Passenger	\$33.97	\$35.51
Transportation Exp. / Passenger		
Dedicated Service	\$25.69	\$27.17
Non-Dedicated Service	\$7.31	\$7.12
Transportation Exp. / Hour (Dedicated Service)	\$68.28	\$70.87
OPERATING		
Registrants / Capita	0.0401	0.0429
Passengers / Capita	0.8792	0.8870
Passengers / Registrant	21.90	20.69
Passengers / Hour (Dedicated Service)	2.66	2.61
Kms / Passenger (Dedicated Service)	5.72	5.82
Average Speed (Dedicated Service)	15.20	15.18

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	16,993	5,686
Wheelchair/Scooter Users	13,361	
Attendants	4,515	248
Companions		
Other (specified)		
TOTAL	34,869	5,934

VEHICLE DATA

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

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

Cramahe

Community Care Northumberland

Contact: Jessica Hoskin
 Title: Transportation Coordinator
 Telephone: 905-355-2989
 Fax: 905-355-1805
 Email: j.hoskin@commcare.ca

Population served: 35,052
 Service area (km²): 1,286.6
 Communities served: 3
 Service began: 08/11/2008
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	10	10
Ambulatory:	383	383
Attendants:		
Companions:		
Other:	1	1
Total:	394	394

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	49,742	46,363
Tot. Veh. Km. - Dedicated Service	79,880	76,152
Rev. Veh. Hrs. - Dedicated Service	1,146	1,193
Tot. Veh. Hrs. - Dedicated Service	1,827	1,738
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	3,296	2,904
Non-Dedicated Service		
TOTAL PASSENGERS	3,296	2,904
Subscription / Pre-booked	60%	70%
Reservation	30%	20%
On-Demand / Day of trip	10%	10%
Cancelled in advance	1,650	1,544
No-shows / Cancelled at door	100	172
Unaccommodated trips	25	22
Number of complaints		

OPERATING EXPENSES

	2014	2015
Administration	\$12,650	\$23,317
Operations:		
Internal - Dedicated Service	\$77,072	\$86,443
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,094	\$4,643
Fuel	\$13,388	\$11,663
TOTAL OPERATING EXPENSES	\$106,204	\$126,066

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$15,112	\$15,711
Other Operating Revenue	\$6,515	\$41,525
Total Operating Revenue	\$21,627	\$57,236
Federal Contributions		
Provincial Contributions	\$71,590	\$31,188
Municipal Contributions	\$13,000	\$16,000
Other / Donations		
TOTAL	\$106,217	\$104,424

CAPITAL EXPENSES

	2014	2015
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2014	2015
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. In 2015 Hamilton Township was also added. We also operate in the Municipality of Trent Hills, which is reported with Trent Hills.

SERVICE HOURS / SCHEDULING

Weekday:	08:00 to 17:30	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		4
Other Operations		1
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	1	5

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

Top Operator Wage Rate: \$15.39

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	20%	45%
Net Operating Cost / Capita	\$3.43	\$1.96
Total Exp. / Passenger	\$32.22	\$43.41
Total Exp. / Eligible Passenger	\$32.22	\$43.41
Transportation Exp. / Passenger		
Dedicated Service	\$28.38	\$35.38
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$51.20	\$59.12
OPERATING		
Registrants / Capita	0.0068	0.0112
Passengers / Capita	0.1338	0.0829
Passengers / Registrant	19.74	7.37
Passengers / Hour (Dedicated Service)	2.88	2.43
Kms / Passenger (Dedicated Service)	15.09	15.97
Average Speed (Dedicated Service)	43.40	38.86

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,614	
Wheelchair/Scooter Users	290	
Attendants		
Companions		
Other (specified)		
TOTAL	2,904	

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

Vehicle ownership: non- profit organization
 Vehicle maintenance responsibility: non- profit organization
 Accessible taxis:

Dryden

Dryden Handi Transit

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

Population served: 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

	2014	2015
Rev. Veh. Km. - Dedicated Service	13,813	13,403
Tot. Veh. Km. - Dedicated Service	13,907	13,497
Rev. Veh. Hrs. - Dedicated Service	1,352	1,314
Tot. Veh. Hrs. - Dedicated Service	2,671	2,491
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,028	4,471
Non-Dedicated Service		
TOTAL PASSENGERS	4,028	4,471
Subscription / Pre-booked	80%	80%
Reservation	15%	15%
On-Demand / Day of trip	5%	5%
Cancelled in advance	39	43
No-shows / Cancelled at door	14	16
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$10,692	\$10,137
Operations:		
Internal - Dedicated Service	\$50,332	\$54,319
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,938	\$5,434
Fuel	\$8,824	\$6,868
TOTAL OPERATING EXPENSES	\$77,786	\$76,758

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$489	\$651
Other Operating Revenue	\$199	\$187
Total Operating Revenue	\$688	\$838
Federal Contributions		
Provincial Contributions	\$22,619	\$17,000
Municipal Contributions	\$53,760	\$57,412
Other / Donations	\$1,178	\$1,507
TOTAL	\$78,246	\$76,757

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: 08:00 to 16:00 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	2014	2015
R/C Ratio	1%	1%
Net Operating Cost / Capita	\$10.12	\$9.97
Total Exp. / Passenger	\$19.31	\$17.17
Total Exp. / Eligible Passenger	\$19.75	\$17.64
Transportation Exp. / Passenger		
Dedicated Service	\$16.66	\$14.90
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$25.12	\$26.74
OPERATING		
Registrants / Capita	0.0348	0.0348
Passengers / Capita	0.5288	0.5870
Passengers / Registrant	15.20	16.87
Passengers / Hour (Dedicated Service)	2.98	3.40
Kms / Passenger (Dedicated Service)	3.43	3.00
Average Speed (Dedicated Service)	10.22	10.20

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,814	
Wheelchair/Scooter Users	537	
Attendants	120	
Companions		
Other (specified)		
TOTAL	4,471	

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: 660,765
 Service area (km²): 2,537.0
 Communities served: 8
 Service began: 01/01/2006
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 1,239
 Ambulatory: 2,319
 Attendants:
 Companions:
 Other:
Total: 3,558

Active
 2,200
 4,466
 6,666

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	1,188,956	1,191,191
Tot. Veh. Km. - Dedicated Service	1,188,956	1,191,191
Rev. Veh. Hrs. - Dedicated Service	45,634	45,634
Tot. Veh. Hrs. - Dedicated Service	45,634	45,634
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.	29,178	29,178

PASSENGER DATA

Dedicated Service	116,654	117,976
Non-Dedicated Service	74,589	64,571
TOTAL PASSENGERS	191,243	182,547
Subscription / Pre-booked	62%	62%
Reservation	35%	35%
On-Demand / Day of trip	3%	3%
Cancelled in advance	34,393	34,461
No-shows / Cancelled at door	2,559	2,786
Unaccommodated trips	4,767	3,649
Number of complaints	9	32

OPERATING EXPENSES

Administration	\$748,674	\$689,657
Operations:		
Internal - Dedicated Service	\$3,404,256	\$3,464,422
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,595,910	\$1,383,514
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$729,326	\$819,571
Fuel	\$314,991	\$270,218
TOTAL OPERATING EXPENSES	\$6,793,158	\$6,627,382

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$249,009	\$239,551
Other Operating Revenue		
Total Operating Revenue	\$249,009	\$239,551
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$6,544,990	\$6,387,832
Other / Donations		
TOTAL	\$6,793,998	\$6,627,382

CAPITAL EXPENSES

Vehicles Purchased	\$394,216	\$609,780
Debt Servicing		
Other Capital Expenses	\$228,923	\$52,729
TOTAL CAPITAL EXPENSES	\$623,139	\$662,509

CAPITAL FUNDING SOURCES

Transit System		\$215,254
Federal Contributions		
Provincial Contributions	\$295,662	\$447,255
Municipal Contributions	\$327,477	
Other / Donations		
TOTAL CAPITAL FUNDING	\$623,139	\$662,509

SERVICE HOURS / SCHEDULING

Weekday:	06:00 to 01:00	Sunday:	06:00 to 01:00
Saturday:	06:00 to 01:00	Holiday:	06:00 to 01:00
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/05/2015	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.50	\$3.00	\$112.00	☒
Child	\$2.25	\$2.00	\$63.50	☒
Student	\$3.50	\$2.70	\$91.00	☒
Senior	\$2.25	\$2.00	\$45.00	☒
Attendant				☐
Companion				☐
Other	ODSP \$45.00/mo			☐

EMPLOYEE DATA

	Full-time	Part-time
Operators	21	13
Other Operations	2	6
Vehicle Mechanics		
General and Administration	5	
Other		
TOTAL NUMBER OF EMPLOYEES	28	19

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

Top Operator Wage Rate: \$30.37
 Top Mechanic Wage Rate: \$37.41

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	4%	4%
Net Operating Cost / Capita	\$9.98	\$9.67
Total Exp. / Passenger	\$35.52	\$36.31
Total Exp. / Eligible Passenger	\$36.23	\$37.35
Transportation Exp. / Passenger		
Dedicated Service	\$38.13	\$38.60
Non-Dedicated Service	\$21.40	\$21.43
Transportation Exp. / Hour (Dedicated Service)	\$97.48	\$99.80
OPERATING		
Registrants / Capita	0.0085	0.0101
Passengers / Capita	0.2915	0.2763
Passengers / Registrant	34.21	27.38
Passengers / Hour (Dedicated Service)	2.56	2.59
Kms / Passenger (Dedicated Service)	10.19	10.10
Average Speed (Dedicated Service)	26.05	26.10

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	77,665	42,508
Wheelchair/Scooter Users	37,023	20,264
Attendants	3,288	1,799
Companions		
Other (specified)		
TOTAL	117,976	64,571

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	30	26	4	
Small Buses				
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@dysartetal.ca

Population served: 6,500
 Service area (km²): 1,506.0
 Communities served: 1
 Service began: 01/12/1989
 Advisory Committee members: 3
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	56	56
Ambulatory:	71	71
Attendants:	16	16
Companions:		
Other:		
Total:	143	143

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	4,630	4,251
Tot. Veh. Km. - Dedicated Service	6,173	5,668
Rev. Veh. Hrs. - Dedicated Service	397	404
Tot. Veh. Hrs. - Dedicated Service	529	538
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	1,526	1,510
Non-Dedicated Service		
TOTAL PASSENGERS	1,526	1,510
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

	2014	2015
Administration	\$6,837	\$6,842
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$10,001	\$9,433
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,627	\$813
Fuel	\$2,680	\$2,163
TOTAL OPERATING EXPENSES	\$23,145	\$19,251

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$7,873	\$8,542
Other Operating Revenue		
Total Operating Revenue	\$7,873	\$8,542
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$15,272	\$10,709
Other / Donations		
TOTAL	\$23,145	\$19,251

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 - \$7/person or \$5/person (Wednesdays only). Area 2 - \$20/person between A1 and A2. Area 3 - \$25/person between A1 and A3. Area 4 - \$35/person between A1 and A4. Area 5 - \$45/person each direction + \$1/km beyond boundaries of A1 and A5. Haliburton to Lindsay, Peterborough or Bracebridge \$250 or \$40 each (min 6 people). Haliburton to Barrie, Oshawa, Toronto or Kingston - \$150 plus \$50/hour. Long-term Care Facilities - \$130 up to 3 hrs, \$45/hour thereafter.

SERVICE HOURS / SCHEDULING

	Weekday:	09:00 to 15:00	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:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				☐
Child				☐
Student				☐
Senior				☐
Attendant				☐
Companion				☐
Other	Charges for zone areas			

EMPLOYEE DATA

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

Union Affiliations:

Operators: CUPE 2142 - Full Time Municipal Employee
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$18.00

Top Mechanic Wage Rate: \$23.97

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	34%	44%
Net Operating Cost / Capita	\$2.35	\$1.65
Total Exp. / Passenger	\$15.17	\$12.75
Total Exp. / Eligible Passenger	\$17.69	\$14.88
Transportation Exp. / Passenger		
Dedicated Service	\$10.69	\$8.22
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$30.83	\$23.07
OPERATING		
Registrants / Capita	0.0215	0.0220
Passengers / Capita	0.2348	0.2323
Passengers / Registrant	10.90	10.56
Passengers / Hour (Dedicated Service)	3.84	3.74
Kms / Passenger (Dedicated Service)	3.03	2.82
Average Speed (Dedicated Service)	11.66	10.52

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	874	
Wheelchair/Scooter Users	420	
Attendants	216	
Companions		
Other (specified)		
TOTAL	1,510	

VEHICLE DATA

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

Elliot Lake

Elliot Lake Handi Lift

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

Population served: 11,348
 Service area (km²): 8.0
 Communities served: 1
 Service began: 01/01/1988
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

Total

Total: 210 210

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	40,677	35,912
Tot. Veh. Km. - Dedicated Service	40,677	37,784
Rev. Veh. Hrs. - Dedicated Service	3,785	3,801
Tot. Veh. Hrs. - Dedicated Service	3,785	3,861
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	10,521	9,283
Non-Dedicated Service		
TOTAL PASSENGERS	10,521	9,283
Subscription / Pre-booked	75%	70%
Reservation	24%	30%
On-Demand / Day of trip	1%	0%
Cancelled in advance	250	400
No-shows / Cancelled at door	300	250
Unaccommodated trips	200	250
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$116,210	\$124,518
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$26,297	\$28,663
Fuel	\$12,584	\$9,814
TOTAL OPERATING EXPENSES	\$155,091	\$162,995

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,317	\$18,778
Other Operating Revenue		
Total Operating Revenue	\$21,317	\$18,778
Federal Contributions		
Provincial Contributions	\$51,210	\$60,000
Municipal Contributions	\$82,564	\$84,217
Other / Donations		
TOTAL	\$155,091	\$162,995

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:	07:00 to 18:30	Sunday:	to
Saturday:	07:00 to 18:30	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:			

FARE STRUCTURE

Effective Date: 01/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.00	\$62.00	☐
Child	\$2.25	\$2.00	\$52.00	☐
Student	\$2.25	\$2.00	\$52.00	☐
Senior	\$2.25	\$2.00	\$52.00	☒
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 1880
 Mechanics: CUPE 170
 Other (specify):

Top Operator Wage Rate: \$16.82

Top Mechanic Wage Rate: \$28.06

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	14%	12%
Net Operating Cost / Capita	\$13.08	\$12.71
Total Exp. / Passenger	\$14.74	\$17.56
Total Exp. / Eligible Passenger	\$16.37	\$19.53
Transportation Exp. / Passenger		
Dedicated Service	\$14.74	\$17.56
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.98	\$42.22
OPERATING		
Registrants / Capita	0.0230	0.0185
Passengers / Capita	1.0289	0.8180
Passengers / Registrant	44.77	44.20
Passengers / Hour (Dedicated Service)	2.78	2.44
Kms / Passenger (Dedicated Service)	3.87	3.87
Average Speed (Dedicated Service)	10.75	9.45

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,382	
Wheelchair/Scooter Users	1,964	
Attendants		
Companions	937	
Other (specified)		
TOTAL	9,283	

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:		Municipal		
Vehicle maintenance responsibility:		Municipal		
Accessible taxis:				

Espanola

Espanola Care Van

Contact: Cathy Tessier
 Title: Manager of Financial Services
 Telephone: 705-869-1540 x2108
 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:	20	20
Ambulatory:	145	145
Attendants:		
Companions:	2	2
Other:		
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

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.

2014

2015

SERVICE HOURS / SCHEDULING

Weekday: 08:00 to 16:00 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

6,096

5,456

TOTAL PASSENGERS

6,096

5,456

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

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

OPERATING EXPENSES

Administration \$1,021
 Operations:
 Internal - Dedicated Service \$41,360
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

\$1,021

\$5,018

\$41,360

\$43,111

Maintenance (Vehicles & Facilities) \$2,315
 Fuel \$6,388

\$2,315

\$2,841

\$6,388

\$4,711

TOTAL OPERATING EXPENSES

\$51,084

\$55,682

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$15,240
 Other Operating Revenue

\$15,240

\$13,640

Total Operating Revenue

\$15,240

\$13,640

Federal Contributions
 Provincial Contributions \$21,546
 Municipal Contributions \$14,298
 Other / Donations

\$21,546

\$38,522

\$14,298

\$3,520

TOTAL

\$51,084

\$55,682

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Eligibility - 55 years of age and/or with mental or physical 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 1
 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: \$17.30

Top Mechanic Wage Rate: \$32.04

PERFORMANCE INDICATORS

FINANCIAL

	2014	2015
R/C Ratio	30%	24%
Net Operating Cost / Capita	\$6.28	\$7.36
Total Exp. / Passenger	\$8.38	\$10.21
Total Exp. / Eligible Passenger	\$8.46	\$10.31
Transportation Exp. / Passenger		
Dedicated Service	\$8.21	\$9.29
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0322	0.0293
Passengers / Capita	1.0678	0.9557
Passengers / Registrant	33.13	32.67
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,747	
Wheelchair/Scooter Users	655	
Attendants		
Companions	54	
Other (specified)		
TOTAL	5,456	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	6
Small Buses			2	
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.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:	66	66
Ambulatory:	170	170
Attendants:	276	276
Companions:		
Other:		
Total:	512	512

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	57,000	67,000
Tot. Veh. Km. - Dedicated Service	57,000	67,000
Rev. Veh. Hrs. - Dedicated Service	6,000	6,000
Tot. Veh. Hrs. - Dedicated Service	6,000	6,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	8,278	10,363
Non-Dedicated Service		
TOTAL PASSENGERS	8,278	10,363
Subscription / Pre-booked	56%	47%
Reservation	43%	53%
On-Demand / Day of trip	1%	0%
Cancelled in advance	2,949	1,506
No-shows / Cancelled at door	144	869
Unaccommodated trips	27	96
Number of complaints		4

OPERATING EXPENSES

	2014	2015
Administration	\$14,083	\$13,248
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$222,946	\$222,946
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,181	\$22,059
Fuel		
TOTAL OPERATING EXPENSES	\$255,210	\$258,253

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$11,696	\$12,236
Other Operating Revenue		
Total Operating Revenue	\$11,696	\$12,236
Federal Contributions		
Provincial Contributions	\$114,500	\$150,000
Municipal Contributions	\$129,014	\$96,017
Other / Donations		
TOTAL	\$255,210	\$258,253

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:	06:30 to 19:30	Sunday:	to
Saturday:	06:30 to 19:30	Holiday:	to	
Advanced booking notice:	2 day(s)			
Minimum notice for reservation:	48.0 hour(s)			
Reservations / Scheduling:	Fully Computerized			

FARE STRUCTURE

	Effective Date: 01/01/2013	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	1	
TOTAL NUMBER OF EMPLOYEES	5	1

Union Affiliations: Operators:
 Mechanics: 2 CUPE Local 714
 Other (specify):

Top Operator Wage Rate: \$17.48

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$8.13	\$8.21
Total Exp. / Passenger	\$30.83	\$24.92
Total Exp. / Eligible Passenger	\$32.46	\$26.33
Transportation Exp. / Passenger		
Dedicated Service	\$29.13	\$23.64
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.19	\$40.83
OPERATING		
Registrants / Capita	0.0306	0.0171
Passengers / Capita	0.2763	0.3459
Passengers / Registrant	9.03	20.24
Passengers / Hour (Dedicated Service)	1.38	1.73
Kms / Passenger (Dedicated Service)	10.87	6.47
Average Speed (Dedicated Service)	15.00	11.17

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,666	
Wheelchair/Scooter Users	1,141	
Attendants	556	
Companions		
Other (specified)		
TOTAL	10,363	

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: 327
 Ambulatory: 1
 Attendants: 1
 Companions: 1
 Other: 1
Total: 327

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	42,972	39,754
Tot. Veh. Km. - Dedicated Service	42,972	39,754
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	11,375	10,571
Non-Dedicated Service	7,655	10,833
TOTAL PASSENGERS	19,030	21,404
Subscription / Pre-booked	0%	0%
Reservation	60%	49%
On-Demand / Day of trip	40%	51%
Cancelled in advance	1,954	1,543
No-shows / Cancelled at door	14	2
Unaccommodated trips		
Number of complaints	2	1

OPERATING EXPENSES

	2014	2015
Administration	\$10,699	\$11,220
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$132,246	\$126,329
Contract - Non-Dedicated Service	\$32,260	\$26,263
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$16,913	\$22,970
Fuel	\$13,287	\$8,735
TOTAL OPERATING EXPENSES	\$205,406	\$195,517

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$23,345	\$21,436
Other Operating Revenue		
Total Operating Revenue	\$23,345	\$21,436
Federal Contributions		
Provincial Contributions	\$67,301	\$58,487
Municipal Contributions	\$97,012	\$97,049
Other / Donations	\$17,749	\$18,545
TOTAL	\$205,406	\$195,517

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:	08:00 to 16:00	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: 01/01/2015	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: \$28.20

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	11%	11%
Net Operating Cost / Capita	\$22.90	\$21.89
Total Exp. / Passenger	\$10.79	\$9.13
Total Exp. / Eligible Passenger	\$18.13	\$18.69
Transportation Exp. / Passenger		
Dedicated Service	\$14.28	\$14.95
Non-Dedicated Service	\$4.21	\$2.42
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0409	0.0411
Passengers / Capita	2.3931	2.6917
Passengers / Registrant	58.55	65.46
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	3.78	3.76
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	10,438	24
Attendants	133	
Companions		10,809
Other (specified)		
TOTAL	10,571	10,833

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: Michelle Ferrigan
Title: Transit Planner
Telephone: 705-674-4455 x3008
Fax:
Email: michelle.ferrigan@greatersudbury.ca

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

REGISTRANTS
Wheelchair/Scooter Users: 1,295
Ambulatory: 1,477
Attendants:
Companions:
Other:
Total: 2,772

Active
1,295
1,477

Total 7,086

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	1,280,000	1,360,000
Tot. Veh. Km. - Dedicated Service	1,280,000	1,360,000
Rev. Veh. Hrs. - Dedicated Service	51,940	50,503
Tot. Veh. Hrs. - Dedicated Service	51,940	50,503
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	118,416	115,655
Non-Dedicated Service	16,509	14,894
TOTAL PASSENGERS	134,925	130,549
Subscription / Pre-booked	50%	58%
Reservation	42%	42%
On-Demand / Day of trip	8%	0%
Cancelled in advance	13,614	12,049
No-shows / Cancelled at door	4,472	3,666
Unaccommodated trips	1,653	2,152
Number of complaints		

OPERATING EXPENSES

Administration	\$198,060	\$5,556
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,668,624	\$2,780,214
Contract - Non-Dedicated Service	\$265,239	\$253,618
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$3,131,923	\$3,039,389

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$236,141	\$262,743
Other Operating Revenue		
Total Operating Revenue	\$236,141	\$262,743
Federal Contributions		
Provincial Contributions	\$141,334	\$141,334
Municipal Contributions	\$2,754,448	\$2,635,312
Other / Donations		
TOTAL	\$3,131,923	\$3,039,389

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:	06:30 to 00:00	Sunday:	07:00 to 00:00
Saturday:	07:00 to 00:00	Holiday:	07:00 to 00:00
Advanced booking notice:	day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date: 01/06/2015	Tickets/Cards	Monthly Pass	Free
Cash	(unit price)		
Adult \$3.00	\$2.40	\$82.00	☒
Child			☐
Student \$3.00	\$2.40	\$76.00	☐
Senior \$2.20	\$1.80	\$49.00	☐
Attendant			☒
Companion \$3.00	\$2.40		☐
Other			

EMPLOYEE DATA

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$20.98	\$20.12
Total Exp. / Passenger	\$23.21	\$23.28
Total Exp. / Eligible Passenger	\$25.63	\$25.82
Transportation Exp. / Passenger		
Dedicated Service	\$22.54	\$24.04
Non-Dedicated Service	\$16.07	\$17.03
Transportation Exp. / Hour (Dedicated Service)	\$51.38	\$55.05
OPERATING		
Registrants / Capita	0.0580	0.0514
Passengers / Capita	0.9777	0.9460
Passengers / Registrant	16.86	18.42
Passengers / Hour (Dedicated Service)	2.28	2.29
Kms / Passenger (Dedicated Service)	10.81	11.76
Average Speed (Dedicated Service)	24.64	26.93

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	59,622	14,894
Wheelchair/Scooter Users	43,186	
Attendants	8,061	
Companions	4,786	
Other (specified)		
TOTAL	115,655	14,894

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: Sue Benwell
 Title: Bookkeeper/Secretary
 Telephone: 807-854-1100 x2010
 Fax: 807-854-1947
 Email: sue.benwell@greenstone.ca

Population served: 4,726
 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:	2	2
Ambulatory:	35	35
Attendants:		
Companions:	10	10
Other:	165	165
Total:	212	212

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.

2014
 3,320
 3,320
 5,881
 5,881

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

5,726
 2,017

TOTAL PASSENGERS

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

5,726
 85%
 0%
 15%

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

5
 65

OPERATING EXPENSES

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

\$15,080
 \$18,580
 \$28,599
 \$29,452
 \$13,227
 \$9,202
\$66,108
\$68,702

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$52
 \$403

Total Operating Revenue

\$52
\$403

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$55,713
 \$55,712
 \$10,343
 \$12,587

TOTAL

\$66,108
\$68,702

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: Our vehicles are used for seniors 55 years and older.

SERVICE HOURS / SCHEDULING

Weekday: 09:00 to 17:00 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
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time
 Part-time

TOTAL NUMBER OF EMPLOYEES

1
 2

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

Top Operator Wage Rate: \$26.43

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2014	2015
R/C Ratio	0%	1%
Net Operating Cost / Capita	\$13.76	\$14.45
Total Exp. / Passenger	\$11.55	\$34.06
Total Exp. / Eligible Passenger	\$11.56	\$34,351.00
Transportation Exp. / Passenger		
Dedicated Service	\$8.91	\$24.85
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$15.37	\$8.52

OPERATING

Registrants / Capita	0.0417	0.0449
Passengers / Capita	1.1929	0.4268
Passengers / Registrant	28.63	9.51
Passengers / Hour (Dedicated Service)	1.72	0.34
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	2	
Attendants		
Companions	20	
Other (specified)	1,995	
TOTAL	2,017	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	2	2	Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	7
Small Buses	1	1	1	4
Other	1	1	1	14
TOTAL DED. VEHICLES	4	4	N/A	N/A

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

Guelph

Guelph Transit Mobility Service

Contact: Phil Meagher
 Title: General Manager, Transit Services
 Telephone: 519-822-1260 x3321
 Fax: 519-822-1322
 Email: phil.meagher@guelph.ca

Population served: 141,097
 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: 358
 Ambulatory: 979
 Attendants:
 Companions:
 Other:
Total: 1,337

Active
 358
 979
 1,337

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	166,320	200,283
Tot. Veh. Km. - Dedicated Service	167,140	201,273
Rev. Veh. Hrs. - Dedicated Service	5,836	10,876
Tot. Veh. Hrs. - Dedicated Service	5,861	10,922
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	28,821	35,236
Non-Dedicated Service	20,810	11,993
TOTAL PASSENGERS	49,631	47,229
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	9,283	7,332
No-shows / Cancelled at door	512	498
Unaccommodated trips	1,876	
Number of complaints		

OPERATING EXPENSES

Administration	\$91,819	\$96,660
Operations:		
Internal - Dedicated Service	\$767,851	\$885,253
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$234,039	\$118,878
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$353,555	\$390,641
Fuel	\$197,887	\$177,248
TOTAL OPERATING EXPENSES	\$1,645,151	\$1,668,680

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$89,715	\$64,519
Other Operating Revenue		
Total Operating Revenue	\$89,715	\$64,519
Federal Contributions		
Provincial Contributions	\$12,000	\$12,000
Municipal Contributions	\$1,543,436	\$1,592,161
Other / Donations		
TOTAL	\$1,645,151	\$1,668,680

CAPITAL EXPENSES

Vehicles Purchased	\$169,579	\$20,797
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$169,579	\$20,797

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$76,311	
Municipal Contributions	\$93,268	\$11,439
Other / Donations		\$9,358
TOTAL CAPITAL FUNDING	\$169,579	\$20,797

SERVICE HOURS / SCHEDULING

Weekday:	05:30 to 00:30	Sunday:	09:00 to 19:30
Saturday:	05:30 to 00:30	Holiday:	09:00 to 19:30
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	Tickets/Cards	Monthly Pass	Free
	(unit price)		
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): NUME - Supervisor

Top Operator Wage Rate: \$27.74

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	5%	4%
Net Operating Cost / Capita	\$12.71	\$11.37
Total Exp. / Passenger	\$33.15	\$35.33
Total Exp. / Eligible Passenger	\$34.95	\$36.79
Transportation Exp. / Passenger		
Dedicated Service	\$45.78	\$41.24
Non-Dedicated Service	\$11.25	\$9.91
Transportation Exp. / Hour (Dedicated Service)	\$225.10	\$133.05
OPERATING		
Registrants / Capita	0.0101	0.0095
Passengers / Capita	0.4056	0.3347
Passengers / Registrant	39.99	35.32
Passengers / Hour (Dedicated Service)	4.94	3.24
Kms / Passenger (Dedicated Service)	5.77	5.68
Average Speed (Dedicated Service)	28.50	18.42

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	24,645	9,116
Wheelchair/Scooter Users	9,321	2,279
Attendants		
Companions	1,270	598
Other (specified)		
TOTAL	35,236	11,993

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

ActiVan		Population served:	59,000	REGISTRANTS	Active	Total
Contact: Deanna Locey		Service area (km²):	280.0	Wheelchair/Scooter Users:	363	363
Title: ActiVan Coordinator		Communities served:	1	Ambulatory:	2,003	2,003
Telephone: 905-873-2601 x2617		Service began:	01/05/1981	Attendants:		
Fax: 905-873-8192		Advisory Committee members:	10	Companions:		
Email: deannal@haltonhills.ca		Eligibility Committee members:	N/A	Other:		
				Total:	2,366	2,366
Dedicated Serv. Operated by: ☒ Transit System/Municipality		Non-Dedicated Service: ☒ Contractors: 3		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	2014	2015	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	173,897	182,596	Weekday: 07:30 to 23:00	Sunday: 07:30 to 23:00	
Tot. Veh. Km. - Dedicated Service	173,897	182,596	Saturday: 07:30 to 23:00	Holiday: to	
Rev. Veh. Hrs. - Dedicated Service	7,260	7,901	Advanced booking notice: 7 day(s)		
Tot. Veh. Hrs. - Dedicated Service	7,260	7,901	Minimum notice for reservation: 48.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Fully Computerized		
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	19,565	27,403	Effective Date: 01/01/2015	Tickets/Cards	
Non-Dedicated Service	30,876	35,345		(unit price)	Monthly Pass
TOTAL PASSENGERS	50,441	62,748	Cash		Free
Subscription / Pre-booked	25%	26%	Adult \$2.00	\$2.00	☐
Reservation	71%	69%	Child \$2.00	\$2.00	☐
On-Demand / Day of trip	4%	5%	Student \$2.00	\$2.00	☐
Cancelled in advance	673	752	Senior \$2.00	\$2.00	☐
No-shows / Cancelled at door	66	43	Attendant		☒
Unaccommodated trips			Companion		☒
Number of complaints	4	4	Other Caregiver free of charge		
OPERATING EXPENSES			EMPLOYEE DATA	Full-time	Part-time
Administration	\$133,776	\$140,983	Operators	2	5
Operations:			Other Operations		
Internal - Dedicated Service	\$5,226	\$2,138	Vehicle Mechanics		3
Contract - Dedicated Service	\$267,704	\$322,916	General and Administration	1	2
Contract - Non-Dedicated Service	\$63,492	\$82,941	Other		
Contract - Taxi Scrip	\$180,460	\$234,752	TOTAL NUMBER OF EMPLOYEES	3	10
Maintenance (Vehicles & Facilities)	\$67,100	\$67,100	Union Affiliations: Operators:		
Fuel	\$22,794	\$17,793	Mechanics: CUPE Local 73		
TOTAL OPERATING EXPENSES	\$740,552	\$868,623	Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Operator Wage Rate:		
Passenger Revenue	\$145,019	\$183,720	Top Mechanic Wage Rate: \$31.91		
Other Operating Revenue			PERFORMANCE INDICATORS		
Total Operating Revenue	\$145,019	\$183,720	FINANCIAL	2014	2015
Federal Contributions			R/C Ratio	20%	21%
Provincial Contributions	\$379,797	\$308,874	Net Operating Cost / Capita	\$10.09	\$11.61
Municipal Contributions	\$208,294	\$375,129	Total Exp. / Passenger	\$14.68	\$13.84
Other / Donations	\$7,442	\$900	Total Exp. / Eligible Passenger	\$30.13	\$25.90
TOTAL	\$740,552	\$868,623	Transportation Exp. / Passenger		
CAPITAL EXPENSES			Dedicated Service	\$18.54	\$14.96
Vehicles Purchased	\$64,268	\$58,290	Non-Dedicated Service	\$7.90	\$8.99
Debt Servicing			Transportation Exp. / Hour (Dedicated Service)	\$49.98	\$51.89
Other Capital Expenses			OPERATING		
TOTAL CAPITAL EXPENSES	\$64,268	\$58,290	Registrants / Capita	0.0373	0.0401
CAPITAL FUNDING SOURCES			Passengers / Capita	0.8549	1.0635
Transit System			Passengers / Registrant	22.91	26.52
Federal Contributions			Passengers / Hour (Dedicated Service)	2.69	3.47
Provincial Contributions			Kms / Passenger (Dedicated Service)	8.89	6.66
Municipal Contributions	\$64,268	\$58,290	Average Speed (Dedicated Service)	23.95	23.11
Other / Donations					
TOTAL CAPITAL FUNDING	\$64,268	\$58,290			

ActiVan is a specialized transportation service provided by the Town of Halton Hills for both persons with a 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 residing within Halton Hills. Halton Hills does not provide conventional transit.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	24,609	6,137
Wheelchair/Scooter Users	2,794	
Attendants		
Companions		
Other (specified)		29,208
TOTAL	27,403	35,345

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	3	N/A	3
Small Buses	1	1	3	18
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:	2			

Hamilton

Accessible Transportation Services

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

Population served: 540,000
 Service area (km²): 1,117.0
 Communities served: 1
 Service began: 01/01/1976
 Advisory Committee members: 15
 Eligibility Committee members: 3

REGISTRANTS

Wheelchair/Scooter Users: 4,898
 Ambulatory: 1,632
 Attendants:
 Companions:
 Other: 1,382
Total: 6,530 12,913

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	5,105,215	5,068,250
Tot. Veh. Km. - Dedicated Service	5,105,215	5,068,250
Rev. Veh. Hrs. - Dedicated Service	222,318	249,662
Tot. Veh. Hrs. - Dedicated Service	222,318	249,662
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	529,884	579,124
Non-Dedicated Service	114,591	100,842
TOTAL PASSENGERS	644,475	679,966
Subscription / Pre-booked	49%	49%
Reservation	29%	31%
On-Demand / Day of trip	22%	20%
Cancelled in advance	154,681	192,758
No-shows / Cancelled at door	20,431	24,193
Unaccommodated trips	17,575	20,206
Number of complaints	2,484	1,422

OPERATING EXPENSES

Administration	\$2,361,474	\$2,414,840
Operations:		
Internal - Dedicated Service	\$9,553,912	\$10,344,793
Contract - Dedicated Service	\$2,742,154	\$3,727,981
Contract - Non-Dedicated Service	\$38,240	
Contract - Taxi Scrip	\$1,075,796	\$1,029,387
Maintenance (Vehicles & Facilities)	\$1,018,518	\$691,733
Fuel	\$936,422	\$800,707
TOTAL OPERATING EXPENSES	\$17,726,516	\$19,009,441

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,506,389	\$1,530,650
Other Operating Revenue	\$3,837	\$1,400
Total Operating Revenue	\$1,510,226	\$1,532,050
Federal Contributions		
Provincial Contributions	\$1,810,520	\$1,812,412
Municipal Contributions	\$14,405,353	\$15,664,627
Other / Donations	\$417	\$352
TOTAL	\$17,726,516	\$19,009,441

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$598,424	\$750,709
TOTAL CAPITAL EXPENSES	\$598,424	\$750,709

CAPITAL FUNDING SOURCES

Transit System	\$39,161	\$323,636
Federal Contributions		
Provincial Contributions	\$641,180	\$427,073
Municipal Contributions	-\$81,917	
Other / Donations		
TOTAL CAPITAL FUNDING	\$598,424	\$750,709

* Other Eligibility Criteria: Accessible Transportation Services (ATS) are available to persons with disabilities who are unable to access conventional transit service. Fare is free for Golden Age (80+) Hamilton residents

SERVICE HOURS / SCHEDULING

Weekday:	05:00 to 02:00	Sunday:	06:30 to 00:30
Saturday:	06:00 to 02:00	Holiday:	06:30 to 00:30
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/09/2015	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.15	\$94.60	☒
Child				☐
Student	\$2.75	\$1.80	\$79.20	☐
Senior	\$2.75	\$1.80	\$23.50	☐
Attendant				☒
Companion	\$2.75	\$2.15	\$94.60	☐
Other	Taxi Scrip - User co-payment 60%; Child < 5 yrs; Student 5-19 yrs			

EMPLOYEE DATA

	Full-time	Part-time
Operators	62	87
Other Operations	12	14
Vehicle Mechanics	6	
General and Administration	28	
Other	5	4

TOTAL NUMBER OF EMPLOYEES

113 105

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

Top Operator Wage Rate: \$24.65

Top Mechanic Wage Rate: \$29.41

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$30.03	\$32.37
Total Exp. / Passenger	\$27.51	\$27.96
Total Exp. / Eligible Passenger	\$29.93	\$30.52
Transportation Exp. / Passenger		
Dedicated Service	\$26.89	\$26.88
Non-Dedicated Service	\$9.72	\$10.21
Transportation Exp. / Hour (Dedicated Service)	\$64.10	\$62.35
OPERATING		
Registrants / Capita	0.0241	0.0239
Passengers / Capita	1.1935	1.2592
Passengers / Registrant	49.52	52.66
Passengers / Hour (Dedicated Service)	2.38	2.32
Kms / Passenger (Dedicated Service)	9.63	8.75
Average Speed (Dedicated Service)	22.96	20.30

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	223,754	95,635
Wheelchair/Scooter Users	298,177	5,207
Attendants	44,238	
Companions	12,955	
Other (specified)		
TOTAL	579,124	100,842

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	61	48	N/A	6
Accessible Vans / Minivans	6	6	1	3
Small Buses	71	54	4	6
Other				
TOTAL DED. VEHICLES	138	108	N/A	N/A

Vehicle ownership: Transit System - bus, Private Operation - car
 Vehicle maintenance responsibility: Non-Profit Org - bus, Private Operation - car
 Accessible taxis: 6

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: 77,718
 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:

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	368,540	396,222
Tot. Veh. Km. - Dedicated Service	794,641	850,679
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	30,287	33,941
Non-Dedicated Service		
TOTAL PASSENGERS	30,287	33,941
Subscription / Pre-booked	22%	22%
Reservation	71%	72%
On-Demand / Day of trip	7%	6%

Cancelled in advance		
No-shows / Cancelled at door	257	293
Unaccommodated trips		
Number of complaints	11	9

OPERATING EXPENSES

Administration	\$287,118	\$299,734
Operations:		
Internal - Dedicated Service	\$684,819	\$754,470
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$59,319	\$67,708
Fuel	\$162,471	\$137,763
TOTAL OPERATING EXPENSES	\$1,193,727	\$1,259,675

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$175,107	\$283,728
Other Operating Revenue	\$83,508	\$87,380
Total Operating Revenue	\$258,615	\$371,108
Federal Contributions		
Provincial Contributions	\$513,987	\$330,089
Municipal Contributions	\$417,125	\$552,000
Other / Donations	\$4,000	\$6,478
TOTAL	\$1,193,727	\$1,259,675

CAPITAL EXPENSES

Vehicles Purchased	\$376,551	\$112,781
Debt Servicing		
Other Capital Expenses	\$1,008	\$6,801
TOTAL CAPITAL EXPENSES	\$377,559	\$119,582

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$377,559	\$119,582
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$377,559	\$119,582

Other Eligibility: Persons with physical and mental disabilities

SERVICE HOURS / SCHEDULING

Weekday:	07:00 to 18:00	Sunday:	07:00 to 18:00
Saturday:	07:00 to 18:00	Holiday:	07:00 to 18:00
Advanced booking notice:	day(s)		
Minimum notice for reservation:	72.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date: 01/01/2015	Tickets/Cards	Monthly Pass	Free
Cash	(unit price)		
Adult	\$7.50		☐
Child	\$7.50		☐
Student	\$7.50		☐
Senior	\$7.50		☒
Attendant			☒
Companion			☒
Other	Rides out of area are time and mileage		

EMPLOYEE DATA

Operators	Full-time	Part-time
Other Operations	16	4
Vehicle Mechanics	2	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	19	4

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

Top Operator Wage Rate: \$15.90

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	22%	29%
Net Operating Cost / Capita	\$12.10	\$11.43
Total Exp. / Passenger	\$39.41	\$37.11
Total Exp. / Eligible Passenger	\$46.37	\$43.08
Transportation Exp. / Passenger		
Dedicated Service	\$29.93	\$28.28
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0167	0.0189
Passengers / Capita	0.3919	0.4367
Passengers / Registrant	23.46	23.14
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	12.17	11.67
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,527	
Wheelchair/Scooter Users	17,711	
Attendants	4,703	
Companions		
Other (specified)		
TOTAL	33,941	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	1	1	N/A	
Accessible Vans / Minivans	13	11	2	3
Small Buses	9	7	5	9
Other	1	1	14	30
TOTAL DED. VEHICLES	24	20	N/A	N/A

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

Hearst

Hearst Community Transportation Association

Contact: Manon Higgins
 Title: Treasurer
 Telephone: 705-372-2816
 Fax: 705-362-5902
 Email: mhiggins@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:	73	73
Ambulatory:	327	327
Attendants:	4	4
Companions:		
Other:		
Total:	404	404

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.

2014

2015

SERVICE HOURS / SCHEDULING

Weekday: 08:00 to 17:00 Sunday: to
 Saturday: 09:00 to 15:00 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

12,040

11,508

TOTAL PASSENGERS

12,040

11,508

FARE STRUCTURE

Effective Date: 01/01/2006

Tickets/Cards
 (unit price)

Monthly Pass

Free

Cash
 Adult \$2.50
 Child \$2.50
 Student \$2.50
 Senior \$2.50
 Attendant \$2.50
 Companion \$2.50
 Other

\$2.27
 \$2.27
 \$2.27
 \$2.27
 \$2.27
 \$2.27

☐
☐
☐
☐
☐

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

OPERATING EXPENSES

Administration

\$12,262

\$12,303

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

\$122,600

\$123,029

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

\$134,862

\$135,332

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$30,100

\$28,770

Other Operating Revenue

Total Operating Revenue

\$30,100

\$28,770

Federal Contributions

Provincial Contributions

\$24,543

\$44,960

Municipal Contributions

\$73,719

\$56,102

Other / Donations

\$6,500

\$5,500

TOTAL

\$134,862

\$135,332

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

EMPLOYEE DATA

Operators

Full-time
 2

Part-time
 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

2014

2015

R/C Ratio

22%

21%

Net Operating Cost / Capita

\$20.58

\$20.94

Total Exp. / Passenger

\$11.20

\$11.76

Total Exp. / Eligible Passenger

\$11.31

\$11.88

Transportation Exp. / Passenger

Dedicated Service

\$10.18

\$10.69

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

0.0851

0.0794

Passengers / Capita

2.3654

2.2609

Passengers / Registrant

27.81

28.49

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory

9,321

Wheelchair/Scooter Users

2,072

Attendants

115

Companions

Other (specified)

TOTAL

11,508

VEHICLE DATA

Number

Veh.
 Peak

Avg. Capacity per Veh.
 Wheelchair Ambulatory

Non-Accessible Cars

Accessible Vans / Minivans

Small Buses

Other

TOTAL DED. VEHICLES

1

1

N/A

N/A

Vehicle ownership: 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:	45	90
Ambulatory:	136	197
Attendants:	6	32
Companions:		
Other:		
Total:	187	319

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 1

Taxi Scrip Program Available: ☐

☒ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

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.

2014

2015

SERVICE HOURS / SCHEDULING

Weekday: 12:00 to 12:00 Sunday: 12:00 to 12:00
 Saturday: 12:00 to 12:00 Holiday: 12:00 to 12:00

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

4,208

3,297

4,208

3,969

2%

3%

90%

92%

8%

5%

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

2,031

1,852

8

10

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:

OPERATING EXPENSES

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

\$36,804

\$35,308

\$43,899

\$40,762

TOTAL OPERATING EXPENSES

\$80,703

\$76,070

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

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

\$13,224

\$11,559

\$13,224

\$11,559

\$4,268

\$64,511

\$63,211

\$80,703

\$76,070

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

PERFORMANCE INDICATORS

FINANCIAL

	2014	2015
R/C Ratio	16%	15%
Net Operating Cost / Capita	\$5.56	\$5.31
Total Exp. / Passenger	\$19.18	\$19.17
Total Exp. / Eligible Passenger	\$19.18	\$19.17
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$10.43	\$12.36
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0278	0.0263
Passengers / Capita	0.3465	0.3268
Passengers / Registrant	12.49	12.44
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

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

Ded. Service

Non-Ded. Service

3,297

672

672

3,297

VEHICLE DATA

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

Number

Veh.
Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

8

1

1

9

N/A

1

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: 770 770

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

2014

2015

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

PASSENGER DATA

Dedicated Service	14,857	17,662
Non-Dedicated Service		
TOTAL PASSENGERS	14,857	17,662
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance		
No-shows / Cancelled at door	189	131
Unaccommodated trips	82	12
Number of complaints	1	

OPERATING EXPENSES

Administration	\$6,621	\$6,620
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$139,569	\$138,997
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,526	\$13,446
Fuel		
TOTAL OPERATING EXPENSES	\$158,716	\$159,063

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,631	\$20,997
Other Operating Revenue		
Total Operating Revenue	\$20,631	\$20,997
Federal Contributions		
Provincial Contributions	\$33,075	\$60,076
Municipal Contributions	\$105,010	\$77,990
Other / Donations		
TOTAL	\$158,716	\$159,063

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

Kap Accessible Bus Service utilizes 2 small accessible buses - one owned by the Municipality and the other by a private contractor. The contractor provides the service utilizing the Municipal Bus for a daily fee which includes the expenses for driver, fuel and labour for maintenance. The Municipality is responsible for all parts costs and external labour if any. The second bus provided by the contractor is paid at a set rate inclusive of all expenses. Employment statistics for the service are not available from the contractor.

SERVICE HOURS / SCHEDULING

Weekday: 08:00 to 16:00 Sunday: to
 Saturday: 10:00 to 16:00 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	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$2.00	\$16.66	☐
Child	\$2.00	\$2.00	\$16.66	☐
Student	\$2.00	\$2.00	\$16.66	☐
Senior	\$2.00	\$2.00	\$16.66	☒
Attendant				☐
Companion	\$2.00	\$2.00	\$16.66	☐
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	2014	2015
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$19.02	\$19.02
Total Exp. / Passenger	\$10.68	\$9.01
Total Exp. / Eligible Passenger	\$10.97	\$9.39
Transportation Exp. / Passenger		
Dedicated Service	\$10.24	\$8.63
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0907	0.1061
Passengers / Capita	2.0467	2.4331
Passengers / Registrant	22.58	22.94
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	14,667	
Wheelchair/Scooter Users	2,270	
Attendants	725	
Companions		
Other (specified)		
TOTAL	17,662	

VEHICLE DATA

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

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

Vehicle maintenance responsibility: Municipality

Accessible taxis:

Kawartha Lakes

LIMO

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

Population served: 20,354
 Service area (km²): 17.1
 Communities served: 1
 Service began: 01/01/2001
 Advisory Committee members: 10
 Eligibility Committee members: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	35	84
Ambulatory:	73	197
Attendants:	22	57
Companions:		
Other:		
Total:	130	338

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.

2014

2015

SERVICE HOURS / SCHEDULING

Weekday: 07:00 to 19:00 Sunday: to
 Saturday: 07:00 to 19:00 Holiday: to

Advanced booking notice: 60 day(s)
 Minimum notice for reservation: 2.0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service 13,601
 Non-Dedicated Service

12,385

TOTAL PASSENGERS

13,601

12,385

Subscription / Pre-booked 72%
 Reservation 22%
 On-Demand / Day of trip 6%

Cancelled in advance 571
 No-shows / Cancelled at door 34
 Unaccommodated trips
 Number of complaints 3

508
 28
 120
 2

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.

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				☐

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

	2014	2015
R/C Ratio		
Net Operating Cost / Capita		
Total Exp. / Passenger	\$0.00	
Total Exp. / Eligible Passenger		
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0227	0.0166
Passengers / Capita	0.6682	0.6085
Passengers / Registrant	29.50	36.64
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,179	
Wheelchair/Scooter Users	6,399	
Attendants	2,807	
Companions		
Other (specified)		
TOTAL	12,385	

VEHICLE DATA

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

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Kenora

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	Active	Total
Wheelchair/Scooter Users:	152	152
Ambulatory:	88	88
Attendants:		
Companions:		
Other:		
Total:	240	240

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	49,794	57,471
Tot. Veh. Km. - Dedicated Service	51,018	58,695
Rev. Veh. Hrs. - Dedicated Service	3,083	4,109
Tot. Veh. Hrs. - Dedicated Service	3,236	4,263
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	8,502	9,128
Non-Dedicated Service		
TOTAL PASSENGERS	8,502	9,128
Subscription / Pre-booked	30%	37%
Reservation	62%	58%
On-Demand / Day of trip	8%	5%
Cancelled in advance	101	36
No-shows / Cancelled at door	8	6
Unaccommodated trips	13	4
Number of complaints	2	3

OPERATING EXPENSES

Administration	\$24,278	\$26,650
Operations:		
Internal - Dedicated Service	\$70,211	\$75,202
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$10,665	\$13,393
Fuel	\$16,221	\$12,387
TOTAL OPERATING EXPENSES	\$121,375	\$127,632

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$43,519	\$45,410
Other Operating Revenue		
Total Operating Revenue	\$43,519	\$45,410
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$81,800	\$81,800
Other / Donations	\$12,715	\$11,432
TOTAL	\$138,034	\$138,642

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:	07:00 to 17:00	Sunday:	to
Saturday:	07:00 to 17:00	Holiday:	to
Advanced booking notice:	60 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.59
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	36%	36%
Net Operating Cost / Capita	\$4.78	\$5.04
Total Exp. / Passenger	\$14.28	\$13.98
Total Exp. / Eligible Passenger	\$15.10	\$14.78
Transportation Exp. / Passenger		
Dedicated Service	\$11.42	\$11.06
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$30.01	\$23.69
OPERATING		
Registrants / Capita	0.0129	0.0147
Passengers / Capita	0.5216	0.5600
Passengers / Registrant	40.29	38.03
Passengers / Hour (Dedicated Service)	2.76	2.22
Kms / Passenger (Dedicated Service)	5.86	6.30
Average Speed (Dedicated Service)	16.15	13.99

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	2,431	
Wheelchair/Scooter Users	6,204	
Attendants	493	
Companions		
Other (specified)		
TOTAL	9,128	

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

Vehicle ownership: Non-Profit Organization
 Vehicle maintenance responsibility: City of Kenora
 Accessible taxis:

Kingston

Kingston Access Services

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

Population served: 123,363
 Service area (km²): 451.2
 Communities served: 1
 Service began: 01/09/1967
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 726
 Ambulatory: 1,180
 Attendants: 1
 Companions: 1
 Other: 1
Total: 1,906

Active
 1,320
 1,560
 1
 1
 1
2,880

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	606,203	620,135
Tot. Veh. Km. - Dedicated Service	606,203	620,135
Rev. Veh. Hrs. - Dedicated Service		34,302
Tot. Veh. Hrs. - Dedicated Service		34,302
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	76,613	78,912
Non-Dedicated Service	1,896	1,205
TOTAL PASSENGERS	78,509	80,117
Subscription / Pre-booked	55%	49%
Reservation	45%	51%
On-Demand / Day of trip	0%	0%
Cancelled in advance	17,253	19,164
No-shows / Cancelled at door	1,646	1,795
Unaccommodated trips	2,168	1,799
Number of complaints		

OPERATING EXPENSES

	2014	2015
Administration	\$282,297	\$346,786
Operations:		
Internal - Dedicated Service	\$1,473,256	\$1,471,628
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$17,848	\$11,414
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$246,359	\$256,062
Fuel	\$217,716	\$184,298
TOTAL OPERATING EXPENSES	\$2,237,476	\$2,270,188

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$199,093	\$196,193
Other Operating Revenue		\$4,828
Total Operating Revenue	\$199,093	\$201,021
Federal Contributions		
Provincial Contributions	\$60,917	\$65,007
Municipal Contributions	\$1,929,860	\$2,016,560
Other / Donations	\$14,726	\$18,851
TOTAL	\$2,204,596	\$2,301,439

CAPITAL EXPENSES

	2014	2015
Vehicles Purchased	\$470,000	\$170,579
Debt Servicing		
Other Capital Expenses	\$59,966	
TOTAL CAPITAL EXPENSES	\$529,966	\$170,579

CAPITAL FUNDING SOURCES

	2014	2015
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$529,966	\$170,579
Other / Donations		
TOTAL CAPITAL FUNDING	\$529,966	\$170,579

SERVICE HOURS / SCHEDULING

	Weekday	Sunday
07:00 to 23:00	09:00 to 21:00	
Saturday: 09:00 to 23:00	Holiday: to	
Advanced booking notice:	14 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	\$2.75	\$2.75		☐
Child	\$2.75	\$2.75		☐
Student	\$2.75	\$2.75		☐
Senior	\$2.75	\$2.75		☒
Attendant				☐
Companion	\$2.75	\$2.75		
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	15	8
Other Operations	5	1
Vehicle Mechanics		
General and Administration	4	
Other		
TOTAL NUMBER OF EMPLOYEES	24	9

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

Top Operator Wage Rate: \$21.17
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$16.52	\$16.77
Total Exp. / Passenger	\$28.50	\$28.34
Total Exp. / Eligible Passenger	\$34.10	\$33.54
Transportation Exp. / Passenger		
Dedicated Service	\$25.29	\$24.23
Non-Dedicated Service	\$9.41	\$9.47
Transportation Exp. / Hour (Dedicated Service)		\$55.74
OPERATING		
Registrants / Capita	0.0190	0.0234
Passengers / Capita	0.6364	0.6494
Passengers / Registrant	33.51	27.82
Passengers / Hour (Dedicated Service)		2.30
Kms / Passenger (Dedicated Service)	7.91	7.86
Average Speed (Dedicated Service)		18.08

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	32,692	1,205
Wheelchair/Scooter Users	33,794	
Attendants	10,266	
Companions	2,160	
Other (specified)		
TOTAL	78,912	1,205

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1		6
Small Buses	20	17	4	6
Other				
TOTAL DED. VEHICLES	21	18	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: 151
 Ambulatory: 593
 Attendants:
 Companions:
 Other:
Total: 744

Active
 472
 6,974
7,446

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

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

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

VEHICLE KILOMETRES & HOURS

	2014	2015
Rev. Veh. Km. - Dedicated Service	520,987	523,589
Tot. Veh. Km. - Dedicated Service	524,727	528,074
Rev. Veh. Hrs. - Dedicated Service	13,500	13,502
Tot. Veh. Hrs. - Dedicated Service	13,852	13,577
Non-Dedicated Service - Veh. Km.	65	1,194
Non-Dedicated Service - Veh. Hrs.	2	

PASSENGER DATA

Dedicated Service	15,182	16,900
Non-Dedicated Service	46	
TOTAL PASSENGERS	15,228	16,900
Subscription / Pre-booked	5%	5%
Reservation	90%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	2,250	1,376
No-shows / Cancelled at door	202	112
Unaccommodated trips	136	151
Number of complaints	3	12

OPERATING EXPENSES

Administration	\$137,619	\$129,626
Operations:		
Internal - Dedicated Service	\$500,512	\$513,564
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,207	\$776
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$48,281	\$48,852
Fuel	\$60,714	\$48,757
TOTAL OPERATING EXPENSES	\$748,333	\$741,575

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$365,681	\$370,466
Other Operating Revenue	\$2,566	\$2,664
Total Operating Revenue	\$368,247	\$373,130
Federal Contributions		
Provincial Contributions	\$282,817	\$323,585
Municipal Contributions	\$86,842	\$79,916
Other / Donations		
TOTAL	\$737,906	\$776,631

CAPITAL EXPENSES

Vehicles Purchased	\$121,333	\$106,760
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$121,333	\$106,760

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$108,883	\$98,415
Municipal Contributions		
Other / Donations	\$12,450	\$8,345
TOTAL CAPITAL FUNDING	\$121,333	\$106,760

SERVICE HOURS / SCHEDULING

Weekday:	05:00 to 23:00	Sunday:	to
Saturday:	08:00 to 20:00	Holiday:	to
Advanced booking notice:	180 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult				☐
Child				☐
Student				☐
Senior				☒
Attendant				☐
Companion				☐
Other	\$16 in town, maximum \$70 to Ottawa, fee subsidy available			

EMPLOYEE DATA

	Full-time	Part-time
Operators		13
Other Operations	2	
Vehicle Mechanics		
General and Administration		1
Other	1	
TOTAL NUMBER OF EMPLOYEES	3	14

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

Top Operator Wage Rate: \$16.95

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	49%	50%
Net Operating Cost / Capita	\$5.09	\$4.94
Total Exp. / Passenger	\$49.14	\$43.88
Total Exp. / Eligible Passenger	\$50.14	\$45.38
Transportation Exp. / Passenger		
Dedicated Service	\$40.15	\$36.16
Non-Dedicated Service	\$26.24	
Transportation Exp. / Hour (Dedicated Service)	\$44.00	\$45.02
OPERATING		
Registrants / Capita	0.0768	0.0998
Passengers / Capita	0.2040	0.2264
Passengers / Registrant	2.66	2.27
Passengers / Hour (Dedicated Service)	1.12	1.25
Kms / Passenger (Dedicated Service)	34.32	30.98
Average Speed (Dedicated Service)	38.59	38.78

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	15,172	
Wheelchair/Scooter Users	1,168	
Attendants	560	
Companions		
Other (specified)		
TOTAL	16,900	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	9	9	Wheelchair	Ambulatory
Accessible Vans / Minivans	4		N/A	6
Small Buses			2	3
Other				
TOTAL DED. VEHICLES	13	9	N/A	N/A
Vehicle ownership:	LTA - Non-Profit			
Vehicle maintenance responsibility:	LTA - Non-Profit			
Accessible taxis:				

Leamington

South Essex Community Council

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: 8
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 187
 Ambulatory: 346
 Attendants:
 Companions:
 Other:
Total: 533

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	127,698	128,856
Tot. Veh. Km. - Dedicated Service	127,698	128,856
Rev. Veh. Hrs. - Dedicated Service	5,018	
Tot. Veh. Hrs. - Dedicated Service	5,018	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	6,820	6,292
Non-Dedicated Service		
TOTAL PASSENGERS	6,820	6,292
Subscription / Pre-booked	50%	29%
Reservation	49%	70%
On-Demand / Day of trip	1%	1%
Cancelled in advance	287	18
No-shows / Cancelled at door	162	134
Unaccommodated trips	15	2
Number of complaints	2	3

OPERATING EXPENSES

	2014	2015
Administration	\$13,656	\$14,076
Operations:		
Internal - Dedicated Service	\$216,483	\$237,126
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$38,190	\$29,948
Fuel	\$24,898	\$20,601
TOTAL OPERATING EXPENSES	\$293,227	\$301,751

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$64,898	\$78,997
Other Operating Revenue		
Total Operating Revenue	\$64,898	\$78,997
Federal Contributions		
Provincial Contributions	\$207,317	\$201,742
Municipal Contributions	\$21,012	\$21,012
Other / Donations		
TOTAL	\$293,227	\$301,751

CAPITAL EXPENSES

	2014	2015
Vehicles Purchased	\$42,568	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$42,568	

CAPITAL FUNDING SOURCES

	2014	2015
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations	\$42,568	\$9,624
TOTAL CAPITAL FUNDING	\$42,568	\$9,624

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: 07:30 to 16:30 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: 30 day(s)
 Minimum notice for reservation: 24.0 hour(s)
 Reservations / Scheduling: Partially Computerized

FARE STRUCTURE

Effective Date: 02/01/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$12.00			☐
Child	\$12.00			☐
Student	\$12.00			☐
Senior	\$12.00			☒
Attendant				☐
Companion				☐
Other	Fare varies for travel to Essex County and Windsor			

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: \$18.08

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	22%	26%
Net Operating Cost / Capita	\$4.11	\$4.01
Total Exp. / Passenger	\$43.00	\$47.96
Total Exp. / Eligible Passenger	\$45.57	\$49.84
Transportation Exp. / Passenger		
Dedicated Service	\$40.99	\$45.72
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$55.71	
OPERATING		
Registrants / Capita	0.0094	0.0096
Passengers / Capita	0.1228	0.1133
Passengers / Registrant	13.09	11.80
Passengers / Hour (Dedicated Service)	1.36	
Kms / Passenger (Dedicated Service)	18.72	20.48
Average Speed (Dedicated Service)	25.45	

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	4,609	
Wheelchair/Scooter Users	1,445	
Attendants	238	
Companions		
Other (specified)		
TOTAL	6,292	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	14
Accessible Vans / Minivans	1	1	2	5
Small Buses	2	2	5	16
Other				
TOTAL DED. VEHICLES	4	4	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Private Operation			
Accessible taxis:				

London

London Community Transportation Brokerage

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

Population served: 377,500
 Service area (km²): 166.0
 Communities served: 1
 Service began: 01/10/1997
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 2,394
 Ambulatory: 4,648
 Attendants:
 Companions:
 Other:
Total: 7,042

Active
 2,394
 4,648
 7,042

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

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.

2014
 108,145
 108,145
 116,224
 116,224

PASSENGER DATA

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

258,604
 272,331
258,604
 33%
 60%
 7%

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

44,157
 5,272
 15,034
 115

OPERATING EXPENSES

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

\$123,322
 \$121,340
 \$801,162
 \$4,427,573
 \$4,825,455

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES \$5,352,057 \$5,767,038

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$470,268
 \$493,402

Total Operating Revenue

\$470,268 \$493,402

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations
TOTAL

\$1,019,789
 \$3,862,000
 \$4,160,800
\$5,352,057 \$5,767,038

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

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

SERVICE HOURS / SCHEDULING

Weekday: 06:00 to 00:00 Sunday: 08:30 to 23:00
 Saturday: 06:00 to 00:00 Holiday: 08:30 to 23:00
 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
 Adult \$2.75
 Child \$1.35
 Student \$2.75
 Senior \$2.75
 Attendant
 Companion \$2.75
 Other
Tickets/Cards (unit price)
 \$1.90
 \$1.10
 \$1.54
 \$1.43
Monthly Pass
 \$81.00
 \$57.00
Free

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other
TOTAL NUMBER OF EMPLOYEES 10

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL
 R/C Ratio 9%
 Net Operating Cost / Capita \$13.06
 Total Exp. / Passenger \$20.70
 Total Exp. / Eligible Passenger \$23.15
 Transportation Exp. / Passenger
 Dedicated Service \$20.22
 Non-Dedicated Service \$20.73
 Transportation Exp. / Hour (Dedicated Service) \$48.35
OPERATING
 Registrants / Capita 0.0167
 Passengers / Capita 0.6920
 Passengers / Registrant 41.35
 Passengers / Hour (Dedicated Service) 2.39
 Kms / Passenger (Dedicated Service) 2.34
 Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service
 Ambulatory 161,655
 Wheelchair/Scooter Users 83,277
 Attendants
 Companions 27,399
 Other (specified)
TOTAL 272,331

VEHICLE DATA

Number
 Non-Accessible Cars
 Accessible Vans / Minivans 34
 Small Buses 2
 Other
TOTAL DED. VEHICLES 36

Veh. Peak
 N/A
 34
 2
 36
Avg. Capacity per Veh.
 Wheelchair N/A
 Ambulatory 6
 10
 12
 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: 906
 Service area (km²): .0
 Communities served: 1
 Service began: 01/01/1991
 Advisory Committee members: 6
 Eligibility Committee members: 6

REGISTRANTS
 Wheelchair/Scooter Users: 3
 Ambulatory: 1
 Attendants: 30
 Companions: 30
 Other: 33
Total: 33

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.

2014

2015

SERVICE HOURS / SCHEDULING

Weekday: 08:00 to 16:00 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Manual

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

982

968

FARE STRUCTURE

Effective Date: 01/01/2015

Tickets/Cards
 (unit price)

Monthly Pass

Free

TOTAL PASSENGERS

982

968

Cash
 Adult \$10.00
 Child \$10.00
 Student \$10.00
 Senior \$10.00
 Attendant
 Companion \$10.00
 Other

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time

Part-time

1

1

2

OPERATING EXPENSES

Administration

\$16,593

Operations:

Internal - Dedicated Service \$15,026
 Contract - Dedicated Service \$1,800
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$3,458

\$5,678

Fuel

\$8,324

\$5,000

TOTAL OPERATING EXPENSES

\$28,608

\$27,271

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: 1

Mechanics:

Other (specify):

Top Operator Wage Rate: \$17.50

Top Mechanic Wage Rate:

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$9,429
 Other Operating Revenue

\$9,226

\$17,823

Total Operating Revenue

\$9,429

\$27,049

Federal Contributions

Provincial Contributions

\$19,179

Municipal Contributions

Other / Donations

TOTAL

\$28,608

\$27,049

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 33% 99%
 Net Operating Cost / Capita \$20.94 \$0.25
 Total Exp. / Passenger \$29.13 \$28.17
 Total Exp. / Eligible Passenger \$29.13 \$401.04
 Transportation Exp. / Passenger
 Dedicated Service \$29.13 \$11.03
 Non-Dedicated Service
 Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita 0.0364
 Passengers / Capita 1.0721 1.0684
 Passengers / Registrant 29.33
 Passengers / Hour (Dedicated Service)
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory
 Wheelchair/Scooter Users 68
 Attendants 900
 Companions
 Other (specified)
TOTAL 968

VEHICLE DATA

Number

Veh.
Peak

Avg. Capacity per Veh.
Wheelchair Ambulatory

Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses 1 1
 Other
TOTAL DED. VEHICLES 1 1

N/A

1

N/A

N/A

N/A

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Meaford

Georgian HandiVan

Contact: Bradey Carbert
 Title: Manager of Purchasing and Asset Management
 Telephone: 519-538-1060 x1112
 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

	2014	2015
Rev. Veh. Km. - Dedicated Service	26,129	30,261
Tot. Veh. Km. - Dedicated Service	26,129	30,261
Rev. Veh. Hrs. - Dedicated Service	1,372	1,508
Tot. Veh. Hrs. - Dedicated Service	2,058	2,003
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,052	4,449
Non-Dedicated Service		
TOTAL PASSENGERS	4,052	4,449
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	\$63,117	\$69,000
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,957	\$11,000
Fuel	\$10,000	\$10,000
TOTAL OPERATING EXPENSES	\$86,074	\$90,000

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,829	\$5,892
Other Operating Revenue	\$16,986	\$15,809
Total Operating Revenue	\$22,815	\$21,701
Federal Contributions		
Provincial Contributions	\$10,000	\$10,000
Municipal Contributions	\$53,259	\$77,226
Other / Donations		
TOTAL	\$86,074	\$108,927

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:	08:00 to 16:00	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

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00			☐
Child	\$2.00			☐
Student	\$2.00			☐
Senior	\$2.00			☒
Attendant				☐
Companion	\$2.00			
Other	Other \$3.00 to \$7.00			

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	2014	2015
R/C Ratio	27%	24%
Net Operating Cost / Capita	\$5.70	\$6.15
Total Exp. / Passenger	\$21.24	\$20.23
Total Exp. / Eligible Passenger	\$33.45	\$34.10
Transportation Exp. / Passenger		
Dedicated Service	\$21.24	\$20.23
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$41.81	\$44.93
OPERATING		
Registrants / Capita	0.0315	0.0315
Passengers / Capita	0.3651	0.4008
Passengers / Registrant	11.58	12.71
Passengers / Hour (Dedicated Service)	2.95	2.95
Kms / Passenger (Dedicated Service)	6.45	6.80
Average Speed (Dedicated Service)	19.04	20.07

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,532	
Wheelchair/Scooter Users	107	
Attendants	20	
Companions		
Other (specified)	1,790	
TOTAL	4,449	

VEHICLE DATA

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

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

Midland

Midland Accessible Transit

Contact: Rick Ignas
 Title: Transportation Manager
 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:	70	110
Ambulatory:	215	240
Attendants:	36	36
Companions:	25	25
Other:		
Total:	346	411

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	43,365	44,286
Tot. Veh. Km. - Dedicated Service	46,065	46,486
Rev. Veh. Hrs. - Dedicated Service	4,160	4,430
Tot. Veh. Hrs. - Dedicated Service	4,560	4,680
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	4,789	5,583
Non-Dedicated Service		
TOTAL PASSENGERS	4,789	5,583
Subscription / Pre-booked	30%	35%
Reservation	50%	50%
On-Demand / Day of trip	20%	15%
Cancelled in advance	232	263
No-shows / Cancelled at door	20	20
Unaccommodated trips	4	4
Number of complaints		

OPERATING EXPENSES

	2014	2015
Administration	\$3,545	\$3,539
Operations:		
Internal - Dedicated Service	\$4,927	\$4,278
Contract - Dedicated Service	\$97,837	\$116,287
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,458	\$1,599
Fuel	\$9,337	\$7,926
TOTAL OPERATING EXPENSES	\$120,104	\$133,630

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$11,082	\$10,978
Other Operating Revenue		
Total Operating Revenue	\$11,082	\$10,978
Federal Contributions		\$31,000
Provincial Contributions		\$91,653
Municipal Contributions	\$109,023	
Other / Donations		
TOTAL	\$120,105	\$133,630

CAPITAL EXPENSES

	2014	2015
Vehicles Purchased		\$157,078
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$157,078

CAPITAL FUNDING SOURCES

	2014	2015
Transit System		
Federal Contributions		
Provincial Contributions		\$154,026
Municipal Contributions		
Other / Donations		\$3,053
TOTAL CAPITAL FUNDING		\$157,079

*Other Eligibility: Those with medical declaration

SERVICE HOURS / SCHEDULING

Weekday:	08:00 to 17:00	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	3
Other Operations		2
Vehicle Mechanics		
General and Administration		2
Other		
TOTAL NUMBER OF EMPLOYEES	1	7

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

Top Operator Wage Rate: \$15.60

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$6.41	\$7.21
Total Exp. / Passenger	\$25.08	\$23.94
Total Exp. / Eligible Passenger	\$26.26	\$26.05
Transportation Exp. / Passenger		
Dedicated Service	\$24.34	\$23.30
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$25.56	\$27.80
OPERATING		
Registrants / Capita	0.0229	0.0242
Passengers / Capita	0.2817	0.3284
Passengers / Registrant	12.31	13.58
Passengers / Hour (Dedicated Service)	1.15	1.26
Kms / Passenger (Dedicated Service)	9.06	7.93
Average Speed (Dedicated Service)	10.42	10.00

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,560	
Wheelchair/Scooter Users	1,570	
Attendants	353	
Companions	100	
Other (specified)		
TOTAL	5,583	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	2	N/A	3
Small Buses			2	
Other				
TOTAL DED. VEHICLES	3	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: 103,700
 Service area (km²): 380.0
 Communities served: 1
 Service began:
 Advisory Committee members: N/A
 Eligibility Committee members: 1

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	62	62
Ambulatory:	281	281
Attendants:	116	116
Companions:		
Other:		
Total:	459	459

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.

2014 2015

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

15,496 15,227

TOTAL PASSENGERS

15,496 15,227

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

10% 15%
 65% 25%
 25% 60%

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

\$235,461 \$261,188

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES **\$235,461**

\$261,188

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$35,966 \$35,664

Total Operating Revenue

\$35,966 \$35,664

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$199,495 \$225,524

TOTAL **\$235,461**

\$261,188

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

\$459,127

TOTAL CAPITAL EXPENSES

\$459,127

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$459,127

TOTAL CAPITAL FUNDING

\$459,127

Reservationist / dispatch function provided by service contractor for full year of operations (prior year was 3/4 of the year).

SERVICE HOURS / SCHEDULING

Weekday: 05:40 to 20:30 Sunday: to
 Saturday: 07:10 to 20:10 Holiday: to
 Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Partially Computerized

FARE STRUCTURE

Effective Date: 01/01/2015

	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 age category			

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	2014	2015
R/C Ratio	15%	14%
Net Operating Cost / Capita	\$1.98	\$2.17
Total Exp. / Passenger	\$15.19	\$17.15
Total Exp. / Eligible Passenger	\$15.19	\$17.15
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$15.19	\$17.15
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0035	0.0044
Passengers / Capita	0.1538	0.1468
Passengers / Registrant	44.15	33.17
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		15,227
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL		15,227

VEHICLE DATA

Non-Accessible Cars
 Accessible Vans / Minivans
 Small Buses
 Other

TOTAL DED. VEHICLES

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

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis: 1

Niagara Falls, ON

Niagara Chair-A-Van

Contact: Beth Paul
 Title: Branch Manager
 Telephone: 905-356-7461
 Fax: 905-356-1647
 Email: beth.paul@on.sja.ca

Population served: 82,997
 Service area (km²): 212.0
 Communities served: 1
 Service began: 01/07/1977
 Advisory Committee members: 11
 Eligibility Committee members: 4

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	786	786
Ambulatory:	863	863
Attendants:	180	180
Companions:		
Other:		
Total:	1,829	1,829

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	230,159	230,159
Tot. Veh. Km. - Dedicated Service	230,159	230,159
Rev. Veh. Hrs. - Dedicated Service	10,888	11,634
Tot. Veh. Hrs. - Dedicated Service	10,888	11,634
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	30,424	29,967
Non-Dedicated Service	760	1,118
TOTAL PASSENGERS	31,184	31,085
Subscription / Pre-booked	0%	16%
Reservation	0%	82%
On-Demand / Day of trip	0%	2%
Cancelled in advance	3,519	3,515
No-shows / Cancelled at door	190	230
Unaccommodated trips	675	593
Number of complaints	1	1

OPERATING EXPENSES

Administration		\$38,425
Operations:		
Internal - Dedicated Service		\$464,726
Contract - Dedicated Service		
Contract - Non-Dedicated Service		\$14,577
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		\$2,323
TOTAL OPERATING EXPENSES	\$659,455	\$520,051

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$41,153	\$51,982
Other Operating Revenue		
Total Operating Revenue	\$41,153	\$51,982
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$618,302	\$468,201
Other / Donations		
TOTAL	\$659,455	\$520,183

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	06:30 to 23:00	Sunday:	09:00 to 19:00
Saturday:	09:00 to 23:00	Holiday:	09:00 to 19:00
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date: 01/07/2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.75		☐
Child				☐
Student	\$2.75	\$2.75		☐
Senior	\$2.50	\$2.50		☐
Attendant				☐
Companion	\$2.75	\$2.75		☐
Other				☐

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	8
Other Operations	2	
Vehicle Mechanics		
General and Administration	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	5	9

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	6%	10%
Net Operating Cost / Capita	\$7.27	\$5.64
Total Exp. / Passenger	\$21.15	\$16.73
Total Exp. / Eligible Passenger	\$23.84	\$17.31
Transportation Exp. / Passenger		
Dedicated Service		\$15.59
Non-Dedicated Service		\$13.04
Transportation Exp. / Hour (Dedicated Service)		\$40.15
OPERATING		
Registrants / Capita	0.0182	0.0220
Passengers / Capita	0.3669	0.3745
Passengers / Registrant	20.12	17.00
Passengers / Hour (Dedicated Service)	2.79	2.58
Kms / Passenger (Dedicated Service)	7.57	7.68
Average Speed (Dedicated Service)	21.14	19.78

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	16,980	952
Wheelchair/Scooter Users	11,950	166
Attendants	1,037	
Companions		
Other (specified)		
TOTAL	29,967	1,118

VEHICLE DATA

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

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

Niagara Region

Niagara Specialized Transit

Contact: Sarah Holmes
 Title: Niagara Region Transit Coordinator
 Telephone: 905-980-6000 x3488
 Fax: 905-685-0013
 Email: sarah.holmes@niagararegion.ca

Population served: 449,098
 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:	985	1,725
Ambulatory:	733	1,203
Attendants:	1,121	1,529
Companions:	80	80
Other:		
Total:	2,919	4,537

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	491,307	422,852
Tot. Veh. Km. - Dedicated Service	491,307	422,852
Rev. Veh. Hrs. - Dedicated Service	13,440	13,585
Tot. Veh. Hrs. - Dedicated Service	13,440	13,585
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	13,611	14,523
Non-Dedicated Service		
TOTAL PASSENGERS	13,611	14,523
Subscription / Pre-booked	0%	25%
Reservation	0%	70%
On-Demand / Day of trip	0%	5%
Cancelled in advance	2,306	3,059
No-shows / Cancelled at door	16	81
Unaccommodated trips	58	697
Number of complaints		34

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$543,456	\$652,402
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$136,553	\$216,232
Fuel	\$119,800	\$86,052
TOTAL OPERATING EXPENSES	\$799,809	\$954,686

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$100,249	\$92,720
Other Operating Revenue		\$35,398
Total Operating Revenue	\$100,249	\$128,118
Federal Contributions		
Provincial Contributions	\$328,165	\$364,686
Municipal Contributions	\$371,395	\$461,882
Other / Donations		
TOTAL	\$799,809	\$954,686

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 provider changed December 1, 2015. During this transition, the first month of service experienced a higher complaint volume.

SERVICE HOURS / SCHEDULING

Weekday:	07:00 to 22:00	Sunday:	to
Saturday:	08:00 to 16:00	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	9	
Other Operations	2	
Vehicle Mechanics		
General and Administration	5	
Other		

TOTAL NUMBER OF EMPLOYEES

16

Union Affiliations:

Operators:	
Mechanics:	CUPE 1287
Other (specify):	

Top Operator Wage Rate: \$17.88

Top Mechanic Wage Rate: \$33.20

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$1.61	\$1.84
Total Exp. / Passenger	\$58.76	\$65.74
Total Exp. / Eligible Passenger	\$70.37	\$78.23
Transportation Exp. / Passenger		
Dedicated Service	\$58.76	\$65.74
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$59.51	\$70.28
OPERATING		
Registrants / Capita	0.0109	0.0101
Passengers / Capita	0.0313	0.0323
Passengers / Registrant	2.87	3.20
Passengers / Hour (Dedicated Service)	1.01	1.07
Kms / Passenger (Dedicated Service)	36.10	29.12
Average Speed (Dedicated Service)	36.56	31.13

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,618	
Wheelchair/Scooter Users	5,585	
Attendants	2,187	
Companions	133	
Other (specified)		
TOTAL	14,523	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	4
Accessible Vans / Minivans	10	10	2	4
Small Buses				
Other				
TOTAL DED. VEHICLES	11	11	N/A	N/A

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

North Bay

North Bay Para Bus

Contact: Alice Radley
 Title: Executive Director
 Telephone: 705-476-0733
 Fax: 705-476-9287
 Email: phara@phara.org

Population served: 53,651
 Service area (km²): 314.9
 Communities served: 1
 Service began: 01/06/1982
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 1,336
 Ambulatory: 984
 Attendants:
 Companions:
 Other:
Total: 2,320

Active
 1,336
 984
 2,320

Total
 1,336
 984
 2,320

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	168,798	162,669
Tot. Veh. Km. - Dedicated Service	168,798	162,669
Rev. Veh. Hrs. - Dedicated Service	10,468	10,161
Tot. Veh. Hrs. - Dedicated Service	10,468	10,161
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	26,937	24,914
Non-Dedicated Service	9,104	7,123
TOTAL PASSENGERS	36,041	32,037
Subscription / Pre-booked	99%	0%
Reservation	0%	0%
On-Demand / Day of trip	1%	0%
Cancelled in advance	8,825	4,316
No-shows / Cancelled at door	345	3,681
Unaccommodated trips		145
Number of complaints	9	

OPERATING EXPENSES

Administration	\$18,582	\$21,331
Operations:		
Internal - Dedicated Service		\$411,893
Contract - Dedicated Service	\$397,593	
Contract - Non-Dedicated Service	\$98,845	\$79,520
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$147,855	\$208,073
Fuel	\$70,985	\$56,633
TOTAL OPERATING EXPENSES	\$733,860	\$777,450

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$106,269	\$110,015
Other Operating Revenue		
Total Operating Revenue	\$106,269	\$110,015
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$627,591	\$667,435
Other / Donations		
TOTAL	\$733,860	\$777,450

CAPITAL EXPENSES

Vehicles Purchased		\$103,407
Debt Servicing		
Other Capital Expenses		\$11
TOTAL CAPITAL EXPENSES		\$103,418

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$6,619
Municipal Contributions		\$96,799
Other / Donations		
TOTAL CAPITAL FUNDING		\$103,418

SERVICE HOURS / SCHEDULING

Weekday:	07:30 to 23:00	Sunday:	09:00 to 18:00
Saturday:	08:30 to 23:00	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:			

FARE STRUCTURE

Effective Date: 01/06/2015	Tickets/Cards	Monthly Pass	Free
Cash	(unit price)		
Adult	\$3.00	\$2.70	
Child	\$3.00	\$2.70	
Student	\$3.00	\$2.70	
Senior	\$3.00	\$2.70	
Attendant	\$3.00	\$2.70	
Companion	\$3.00	\$2.70	
Other			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$19.94

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$11.21	\$12.44
Total Exp. / Passenger	\$20.36	\$24.27
Total Exp. / Eligible Passenger	\$22.81	\$27.43
Transportation Exp. / Passenger		
Dedicated Service	\$22.88	\$27.16
Non-Dedicated Service	\$10.86	\$11.16
Transportation Exp. / Hour (Dedicated Service)	\$58.89	\$66.59
OPERATING		
Registrants / Capita	0.0409	0.0432
Passengers / Capita	0.6436	0.5971
Passengers / Registrant	15.74	13.81
Passengers / Hour (Dedicated Service)	2.57	2.45
Kms / Passenger (Dedicated Service)	6.27	6.53
Average Speed (Dedicated Service)	16.13	16.01

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,652	1,251
Wheelchair/Scooter Users	11,184	5,259
Attendants	3,078	613
Companions		
Other (specified)		
TOTAL	24,914	7,123

VEHICLE DATA

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

Vehicle ownership: Transit System
 Vehicle maintenance responsibility: 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:	61	61
Ambulatory:	235	235
Attendants:	74	74
Companions:		
Other:		
Total:	370	370

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	26,260	32,923
Tot. Veh. Km. - Dedicated Service	26,260	32,923
Rev. Veh. Hrs. - Dedicated Service	2,271	2,296
Tot. Veh. Hrs. - Dedicated Service	2,271	2,296
Non-Dedicated Service - Veh. Km.	62,971	60,548
Non-Dedicated Service - Veh. Hrs.	1,928	1,595

PASSENGER DATA

Dedicated Service	6,988	7,084
Non-Dedicated Service	1,470	1,292
TOTAL PASSENGERS	8,458	8,376
Subscription / Pre-booked	63%	62%
Reservation	35%	36%
On-Demand / Day of trip	2%	2%
Cancelled in advance	1,603	1,207
No-shows / Cancelled at door	148	347
Unaccommodated trips	191	79
Number of complaints		

OPERATING EXPENSES

Administration	\$25,063	\$28,128
Operations:		
Internal - Dedicated Service	\$93,556	\$66,909
Contract - Dedicated Service	\$1,986	\$2,253
Contract - Non-Dedicated Service	\$22,787	\$23,033
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,093	\$4,757
Fuel	\$9,245	\$7,393
TOTAL OPERATING EXPENSES	\$159,730	\$132,473

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$71,274	\$88,395
Other Operating Revenue		
Total Operating Revenue	\$71,274	\$88,395
Federal Contributions		
Provincial Contributions	\$81,926	\$33,705
Municipal Contributions	\$6,530	\$6,623
Other / Donations		\$3,750
TOTAL	\$159,730	\$132,473

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 are as follows: within North Perth \$10.00 one-way; \$.80/km for out-of-town travel plus wait time of \$15.00/hour; 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 to the large volume of subscription trip bookings. *VON Perth-Huron is part of EasyRide, an 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:	08:00 to 17:00	Sunday:	09:00 to 12:00
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				

EMPLOYEE DATA

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

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

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

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	45%	67%
Net Operating Cost / Capita	\$7.00	\$3.49
Total Exp. / Passenger	\$18.89	\$15.82
Total Exp. / Eligible Passenger	\$20.75	\$17.55
Transportation Exp. / Passenger		
Dedicated Service	\$16.01	\$11.48
Non-Dedicated Service	\$15.50	\$17.83
Transportation Exp. / Hour (Dedicated Service)	\$49.26	\$35.41
OPERATING		
Registrants / Capita	0.0286	0.0293
Passengers / Capita	0.6696	0.6631
Passengers / Registrant	23.43	22.64
Passengers / Hour (Dedicated Service)	3.08	3.09
Kms / Passenger (Dedicated Service)	3.76	4.65
Average Speed (Dedicated Service)	11.56	14.34

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	5,192	1,134
Wheelchair/Scooter Users	1,176	46
Attendants	716	112
Companions		
Other (specified)		
TOTAL	7,084	1,292

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	3
Small Buses	1	1	4	14
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Non-Profit Organization			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Oakville

Oakville Transit

Contact: Ragini Govender
 Title: Transit Analyst
 Telephone: 905-845-6601 x3937
 Fax: 905-338-4703
 Email: 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:	303	540
Ambulatory:	1,328	2,366
Attendants:	115	205
Companions:	18	32
Other:		
Total:	1,764	3,143

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	335,882	363,546
Tot. Veh. Km. - Dedicated Service	335,882	363,546
Rev. Veh. Hrs. - Dedicated Service	19,308	19,404
Tot. Veh. Hrs. - Dedicated Service	19,308	19,404
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	43,894	42,145
Non-Dedicated Service	40,510	55,308
TOTAL PASSENGERS	84,404	97,453
Subscription / Pre-booked	32%	33%
Reservation	67%	53%
On-Demand / Day of trip	1%	14%
Cancelled in advance	5,946	6,458
No-shows / Cancelled at door	784	907
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$189,421	\$198,325
Operations:		
Internal - Dedicated Service	\$924,074	\$1,009,345
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$593,877	\$839,845
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$93,420	\$115,211
Fuel	\$99,558	\$79,817
TOTAL OPERATING EXPENSES	\$1,900,350	\$2,242,543

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$164,763	\$200,170
Other Operating Revenue		
Total Operating Revenue	\$164,763	\$200,170

Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,735,587	\$2,042,373
Other / Donations		
TOTAL	\$1,900,350	\$2,242,543

CAPITAL EXPENSES

Vehicles Purchased	\$14,460	\$1,471,953
Debt Servicing		
Other Capital Expenses		\$1,000
TOTAL CAPITAL EXPENSES	\$14,460	\$1,472,953

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$69,768	\$780,503
Municipal Contributions	\$4,500	\$20,000
Other / Donations	\$414	\$738,326
TOTAL CAPITAL FUNDING	\$74,682	\$1,538,829

*Other eligibility: as per Town's definition *On going - seniors ride for free on Mondays.
 *On going - mandatory attendants ride for free. * Accessibility Advisory Committee for the Town of Oakville - not a specific committee for Para Transit. * Specialized Transit revenue is an estimation based on the % of Specialized ridership to total of Specialized & Conventional Ridership. * Attendants and companions are not registered users. * Companions - non-dedicated service is an estimate based on actual companions for dedicated service.

SERVICE HOURS / SCHEDULING

Weekday:	06:00 to 02:00	Sunday:	08:00 to 20:00
Saturday:	07:00 to 02:00	Holiday:	08:00 to 20:00
Advanced booking notice:	10 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	03/01/2015	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.50	\$2.80	\$110.00	☒
Child				☐
Student	\$3.50	\$2.20	\$70.00	☐
Senior	\$3.50	\$1.80	\$50.00	☐
Attendant				☒
Companion	\$3.50			☐
Other	GO Riders - 75 cents, Student Freedom Monthly Pass \$15, PRESTO - Blind			

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): CUPE 1329

Top Operator Wage Rate: \$29.18

Top Mechanic Wage Rate: \$34.07

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$9.23	\$10.86
Total Exp. / Passenger	\$22.51	\$23.01
Total Exp. / Eligible Passenger	\$24.22	\$24.89
Transportation Exp. / Passenger		
Dedicated Service	\$25.45	\$28.58
Non-Dedicated Service	\$14.66	\$15.18
Transportation Exp. / Hour (Dedicated Service)	\$57.85	\$62.07
OPERATING		
Registrants / Capita	0.0127	0.0167
Passengers / Capita	0.4490	0.5184
Passengers / Registrant	35.23	31.01
Passengers / Hour (Dedicated Service)	2.27	2.17
Kms / Passenger (Dedicated Service)	7.65	8.63
Average Speed (Dedicated Service)	17.40	18.73

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	27,921	45,448
Wheelchair/Scooter Users	10,882	5,858
Attendants	2,932	3,412
Companions	410	590
Other (specified)		
TOTAL	42,145	55,308

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	16	7	5	10
Other				
TOTAL DED. VEHICLES	16	7	N/A	N/A

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

Orillia

Orillia Wheelchair Limousine Service

Contact: George Bowa
 Title: Director of Public Works
 Telephone: 705-329-7246
 Fax:
 Email: gbowa@orillia.ca

Population served: 32,945
 Service area (km²): 28.8
 Communities served: 1
 Service began: 01/01/1987
 Advisory Committee members: 11
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	417	417
Ambulatory:		
Attendants:		
Companions:	39	39
Other:	165	165
Total:	621	621

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	47,071	48,111
Tot. Veh. Km. - Dedicated Service	47,071	48,111
Rev. Veh. Hrs. - Dedicated Service	5,948	6,013
Tot. Veh. Hrs. - Dedicated Service	5,948	6,013
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	8,682	8,405
Non-Dedicated Service		
TOTAL PASSENGERS	8,682	8,405
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	281	507
No-shows / Cancelled at door	116	150
Unaccommodated trips	204	222
Number of complaints		

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service		
Contract - Dedicated Service	\$226,441	\$237,607
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$226,441	\$237,607

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$15,616	\$14,682
Other Operating Revenue		
Total Operating Revenue	\$15,616	\$14,682
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$210,825	\$222,425
Other / Donations		\$500
TOTAL	\$226,441	\$237,607

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:	06:15 to 22:45	Sunday:	08:45 to 16:45
Saturday:	08:45 to 18:15	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$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	\$2.00			
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	2014	2015
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$6.40	\$6.77
Total Exp. / Passenger	\$26.08	\$28.27
Total Exp. / Eligible Passenger	\$28.06	\$29.19
Transportation Exp. / Passenger		
Dedicated Service	\$26.08	\$28.27
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.07	\$39.52
OPERATING		
Registrants / Capita	0.0169	0.0189
Passengers / Capita	0.2635	0.2551
Passengers / Registrant	15.59	13.53
Passengers / Hour (Dedicated Service)	1.46	1.40
Kms / Passenger (Dedicated Service)	5.42	5.72
Average Speed (Dedicated Service)	7.91	8.00

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	8,140	
Attendants	265	
Companions		
Other (specified)		
TOTAL	8,405	

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: Consultant
 Telephone: 613-842-3636 x52404
 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: 4,059
 Ambulatory: 9,910
 Attendants:
 Companions:
 Other:
Total: 13,969

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	4,613,865	4,245,398
Tot. Veh. Km. - Dedicated Service	5,235,604	4,750,600
Rev. Veh. Hrs. - Dedicated Service	204,853	192,535
Tot. Veh. Hrs. - Dedicated Service	230,339	216,575
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	486,190	449,909
Non-Dedicated Service	397,477	459,346
TOTAL PASSENGERS	883,667	909,255
Subscription / Pre-booked	58%	60%
Reservation	38%	36%
On-Demand / Day of trip	4%	5%
Cancelled in advance	148,866	49,730
No-shows / Cancelled at door	23,940	25,184
Unaccommodated trips	59,490	56,528
Number of complaints	786	766

OPERATING EXPENSES

Administration	\$2,370,180	\$2,443,903
Operations:		
Internal - Dedicated Service	\$13,702,879	\$13,035,689
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$10,105,346	\$12,005,822
Contract - Taxi Scrip	\$345,339	\$131,296
Maintenance (Vehicles & Facilities)	\$3,374,722	\$3,190,616
Fuel	\$1,512,788	\$1,460,060
TOTAL OPERATING EXPENSES	\$31,411,254	\$32,267,386

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,243,138	\$2,242,039
Other Operating Revenue	\$16,817	\$27,883
Total Operating Revenue	\$2,259,955	\$2,269,922
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$29,151,299	\$29,997,464
Other / Donations		
TOTAL	\$31,411,254	\$32,267,386

CAPITAL EXPENSES

Vehicles Purchased		\$2,846,526
Debt Servicing		
Other Capital Expenses	\$36,212	\$4,511
TOTAL CAPITAL EXPENSES	\$36,212	\$2,851,037

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$31,000	\$2,846,500
Provincial Contributions		
Municipal Contributions	\$5,212	\$4,537
Other / Donations		
TOTAL CAPITAL FUNDING	\$36,212	\$2,851,037

SERVICE HOURS / SCHEDULING

Weekday:	06:00 to 01:00	Sunday:	06:30 to 01:00
Saturday:	06:30 to 01:00	Holiday:	06:30 to 01:00
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:			

FARE STRUCTURE

Effective Date:	01/07/2015	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.85	\$1.60	\$103.25	☐
Child	\$1.55	\$1.60		☐
Student	\$2.85	\$1.60	\$82.25	☐
Senior	\$2.15	\$1.60	\$41.75	☐
Attendant				☐
Companion	\$2.85	\$1.60		☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	155	1
Other Operations	25	6
Vehicle Mechanics	14	
General and Administration	15	
Other	8	
TOTAL NUMBER OF EMPLOYEES	217	7

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

Top Operator Wage Rate: \$26.07

Top Mechanic Wage Rate: \$33.31

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$30.90	\$31.80
Total Exp. / Passenger	\$35.55	\$35.49
Total Exp. / Eligible Passenger	\$40.29	\$40.51
Transportation Exp. / Passenger		
Dedicated Service	\$38.24	\$39.31
Non-Dedicated Service	\$26.29	\$26.42
Transportation Exp. / Hour (Dedicated Service)	\$80.71	\$81.66
OPERATING		
Registrants / Capita	0.0135	0.0148
Passengers / Capita	0.9368	0.9640
Passengers / Registrant	69.56	65.09
Passengers / Hour (Dedicated Service)	2.37	2.34
Kms / Passenger (Dedicated Service)	9.49	9.44
Average Speed (Dedicated Service)	22.52	22.05

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	250,548	314,113
Wheelchair/Scooter Users	137,103	94,700
Attendants	22,450	21,403
Companions	39,808	17,829
Other (specified)		11,301
TOTAL	449,909	459,346

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: 104

Owen Sound

Owen Sound Transit

Contact: Chris Hughes
 Title: Manager of Contract Services
 Telephone: 519-376-4440 x3223
 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:	117	117
Ambulatory:	153	153
Attendants:	127	127
Companions:		
Other:		
Total:	397	397

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	39,362	40,775
Tot. Veh. Km. - Dedicated Service	41,432	42,920
Rev. Veh. Hrs. - Dedicated Service	3,402	3,407
Tot. Veh. Hrs. - Dedicated Service	3,566	3,558
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	7,308	7,905
Non-Dedicated Service		
TOTAL PASSENGERS	7,308	7,905
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	319	504
No-shows / Cancelled at door	70	78
Unaccommodated trips	22	51
Number of complaints	7	5

OPERATING EXPENSES

Administration	\$18,554	\$13,703
Operations:		
Internal - Dedicated Service	\$130	
Contract - Dedicated Service	\$218,907	\$218,546
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$12,024	\$14,286
TOTAL OPERATING EXPENSES	\$249,615	\$246,535

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,000	\$22,013
Other Operating Revenue		
Total Operating Revenue	\$12,000	\$22,013
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$237,615	\$224,522
Other / Donations		
TOTAL	\$249,615	\$246,535

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

Mobility Service Hours match Conventional Transit Service Hours to meet AODA Requirements

SERVICE HOURS / SCHEDULING

Weekday:	06:30 to 18:30	Sunday:	to
Saturday:	09:00 to 16:30	Holiday:	to
Advanced booking notice:	3 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date: 01/04/2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75		\$65.00	☒
Child				☐
Student	\$2.25		\$40.00	☐
Senior	\$2.75		\$50.00	☐
Attendant				☒
Companion	\$2.75		\$65.00	☐
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: \$17.08

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	5%	9%
Net Operating Cost / Capita	\$10.80	\$10.21
Total Exp. / Passenger	\$34.16	\$31.19
Total Exp. / Eligible Passenger	\$38.72	\$35.05
Transportation Exp. / Passenger		
Dedicated Service	\$31.62	\$29.45
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$64.80	\$65.44
OPERATING		
Registrants / Capita	0.0159	0.0181
Passengers / Capita	0.3322	0.3593
Passengers / Registrant	20.94	19.91
Passengers / Hour (Dedicated Service)	2.15	2.32
Kms / Passenger (Dedicated Service)	5.39	5.16
Average Speed (Dedicated Service)	11.57	11.97

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,157	
Wheelchair/Scooter Users	1,876	
Attendants	872	
Companions		
Other (specified)		
TOTAL	7,905	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	2	13
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A

Vehicle ownership: Contracted Operator

Vehicle maintenance responsibility: Contracted Operator

Accessible taxis:

Parry Sound

Parry Sound Specialized Transit

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

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

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

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

Rev. Veh. Km. - Dedicated Service 3,535
 Tot. Veh. Km. - Dedicated Service 3,535
 Rev. Veh. Hrs. - Dedicated Service 354
 Tot. Veh. Hrs. - Dedicated Service 354
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

2014
 3,535
 3,535
 354
 354

SERVICE HOURS / SCHEDULING

Weekday: 09:30 to 14:30 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: day(s)
 Minimum notice for reservation: 72.0 hour(s)
 Reservations / Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service 820
 Non-Dedicated Service
TOTAL PASSENGERS **820**
 Subscription / Pre-booked 0%
 Reservation 0%
 On-Demand / Day of trip 0%

2015
 228
 228
 0%
 0%
 0%

FARE STRUCTURE

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

Cancelled in advance
 No-shows / Cancelled at door 246
 Unaccommodated trips
 Number of complaints

OPERATING EXPENSES

Administration
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service \$32,965
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

EMPLOYEE DATA
 Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other
TOTAL NUMBER OF EMPLOYEES

Full-time **Part-time**

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES **\$32,965**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$2,553
 Other Operating Revenue

\$8,839
 \$8,839
 \$788
 \$788

Total Operating Revenue

Federal Contributions
 Provincial Contributions \$7,722
 Municipal Contributions \$22,690
 Other / Donations
TOTAL **\$32,965**

CAPITAL EXPENSES

Vehicles Purchased \$74,667
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions \$74,667
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING **\$74,667**

Service operated during the period January 1st 2015 to March 31st 2015 only. Service was cancelled until new van arrived. Service resumed in 2016.

Union Affiliations:

Operators:
 Mechanics:
 Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL
 R/C Ratio 8%
 Net Operating Cost / Capita \$4.91
 Total Exp. / Passenger \$40.20
 Total Exp. / Eligible Passenger \$40.20
 Transportation Exp. / Passenger \$40.20
 Dedicated Service \$40.20
 Non-Dedicated Service \$38.77
 Transportation Exp. / Hour (Dedicated Service) \$93.12
OPERATING
 Registrants / Capita 0.0021
 Passengers / Capita 0.1325
 Passengers / Registrant 63.08
 Passengers / Hour (Dedicated Service) 2.32
 Kms / Passenger (Dedicated Service) 4.31
 Average Speed (Dedicated Service) 9.99

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	228	
Attendants		
Companions		
Other (specified)		
TOTAL	228	

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

Peel Region

TransHelp

Contact: Maarit Varga
 Title: Supervisor, Client & Administration 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: 3
 Eligibility Committee members: 3

REGISTRANTS

Wheelchair/Scooter Users: 6,281
 Ambulatory: 9,422
 Attendants:
 Companions:
 Other: 1,766
Total: 17,469

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	4,911,057	5,904,593
Tot. Veh. Km. - Dedicated Service	5,576,295	6,613,501
Rev. Veh. Hrs. - Dedicated Service	242,563	243,286
Tot. Veh. Hrs. - Dedicated Service	264,068	265,928
Non-Dedicated Service - Veh. Km.	43,293	48,196
Non-Dedicated Service - Veh. Hrs.	11,416	11,659

PASSENGER DATA

Dedicated Service	528,742	527,777
Non-Dedicated Service	65,358	67,254
TOTAL PASSENGERS	594,100	595,031
Subscription / Pre-booked	40%	40%
Reservation	55%	55%
On-Demand / Day of trip	5%	5%
Cancelled in advance	51,812	53,276
No-shows / Cancelled at door	9,389	9,707
Unaccommodated trips	3,166	756
Number of complaints	2,196	1,977

OPERATING EXPENSES

Administration	\$2,066,529	\$1,937,491
Operations:		
Internal - Dedicated Service	\$7,007,311	\$7,078,852
Contract - Dedicated Service	\$4,282,866	\$4,137,122
Contract - Non-Dedicated Service	\$4,270,862	\$4,495,265
Contract - Taxi Scrip	\$221,203	\$230,374
Maintenance (Vehicles & Facilities)	\$1,118,254	\$1,620,256
Fuel	\$607,987	\$337,938
TOTAL OPERATING EXPENSES	\$19,575,012	\$19,837,298

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,696,249	\$1,804,400
Other Operating Revenue	\$80,943	\$114,808
Total Operating Revenue	\$1,777,192	\$1,919,208
Federal Contributions		
Provincial Contributions	\$352,932	\$165,009
Municipal Contributions	\$17,439,328	\$17,753,186
Other / Donations	\$5,560	\$105
TOTAL	\$19,575,012	\$19,837,508

CAPITAL EXPENSES

Vehicles Purchased		\$752,622
Debt Servicing		
Other Capital Expenses	\$569,420	\$814,190
TOTAL CAPITAL EXPENSES	\$569,420	\$1,566,812

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$537,241	\$1,300,484
Provincial Contributions		
Municipal Contributions	\$32,179	\$266,329
Other / Donations		
TOTAL CAPITAL FUNDING	\$569,420	\$1,566,813

Other criteria - cognitive and behavioural disabilities

SERVICE HOURS / SCHEDULING

Weekday:	06:00 to 01:00	Sunday:	06:00 to 01:00
Saturday:	06:00 to 01:00	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date: 04/01/2014	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	50	24
Other Operations	8	
Vehicle Mechanics	3	
General and Administration	18	
Other	5	3
TOTAL NUMBER OF EMPLOYEES	84	27

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

Top Operator Wage Rate: \$26.53
 Top Mechanic Wage Rate: \$32.74

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	9%	10%
Net Operating Cost / Capita	\$13.72	\$13.82
Total Exp. / Passenger	\$32.95	\$33.34
Total Exp. / Eligible Passenger	\$45.31	\$44.94
Transportation Exp. / Passenger		
Dedicated Service	\$24.62	\$24.96
Non-Dedicated Service	\$68.73	\$70.27
Transportation Exp. / Hour (Dedicated Service)	\$49.29	\$49.54
OPERATING		
Registrants / Capita	0.0120	0.0135
Passengers / Capita	0.4581	0.4588
Passengers / Registrant	38.03	34.06
Passengers / Hour (Dedicated Service)	2.18	2.17
Kms / Passenger (Dedicated Service)	9.29	11.19
Average Speed (Dedicated Service)	20.25	24.27

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	242,764	44,139
Wheelchair/Scooter Users	154,486	
Attendants	61,890	4,658
Companions	15,253	3,813
Other (specified)	53,384	14,644
TOTAL	527,777	67,254

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	70	30	N/A	4
Accessible Vans / Minivans	40	38	1	5
Small Buses	66	55	4	6
Other	29	29	4	6
TOTAL DED. VEHICLES	205	152	N/A	N/A

Vehicle ownership: Peel Region/Non Profit
 Vehicle maintenance responsibility: Peel Region/Private Operation
 Accessible taxis: 40

Pembroke

Pembroke Handi-Bus

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

Population served: 24,800
 Service area (km²): 91.2
 Communities served: 4
 Service began: 01/08/1989
 Advisory Committee members: 9
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 163
 Ambulatory: 319
 Attendants:
 Companions:
 Other:
Total: 482

Active
 163
 319
 482

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.

2014
 87,453
 87,453
 14,398
 14,479

2015
 86,294
 86,294
 14,479
 14,479

SERVICE HOURS / SCHEDULING

Weekday: 07:00 to 17:00 Sunday: to
 Saturday: 09:00 to 16:00 Holiday: to

Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 3.0 hour(s)
 Reservations / Scheduling: Manual

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

14,398
 0%
 0%
 0%

14,479
 0%
 0%
 0%

FARE STRUCTURE

Effective Date: 08/09/2014

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

OPERATING EXPENSES

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

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

\$89,219
\$115,398
\$31,768
\$27,902
\$264,287

\$93,007
\$113,932
\$41,471
\$24,934
\$273,344

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

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

Full-time
 2
 1
3

Part-time
 2
 2
2

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL

\$71,909
\$71,909
\$119,000
\$37,500
\$35,216
\$263,625

\$78,339
\$78,339
\$151,000
\$37,500
\$34,705
\$301,544

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

PERFORMANCE INDICATORS

FINANCIAL

	2014	2015
R/C Ratio	27%	29%
Net Operating Cost / Capita	\$7.95	\$7.86
Total Exp. / Passenger	\$18.36	\$18.88
Total Exp. / Eligible Passenger	\$20.95	\$21.84
Transportation Exp. / Passenger		
Dedicated Service	\$12.16	\$12.46
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0196	0.0194
Passengers / Capita	0.5950	0.5838
Passengers / Registrant	30.31	30.04
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	6.07	5.96
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,848	
Wheelchair/Scooter Users	3,667	
Attendants	1,964	
Companions		
Other (specified)		
TOTAL	14,479	

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 and 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	Active	Total
Wheelchair/Scooter Users:	120	120
Ambulatory:	814	814
Attendants:		
Companions:		
Other:		
Total:	934	934

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	104,950	113,103
Tot. Veh. Km. - Dedicated Service	106,450	114,853
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	11,614	11,797
Non-Dedicated Service		
TOTAL PASSENGERS	11,614	11,797
Subscription / Pre-booked	10%	12%
Reservation	69%	59%
On-Demand / Day of trip	21%	29%
Cancelled in advance	1,388	1,223
No-shows / Cancelled at door	16	12
Unaccommodated trips	29	107
Number of complaints	2	3

OPERATING EXPENSES

	2014	2015
Administration	\$3,101	\$5,500
Operations:		
Internal - Dedicated Service	\$123,326	\$115,039
Contract - Dedicated Service	\$1,749	\$1,509
Contract - Non-Dedicated Service	\$6,028	\$6,665
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,938	\$22,829
Fuel	\$28,371	\$28,467
TOTAL OPERATING EXPENSES	\$171,513	\$180,009

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$70,859	\$76,614
Other Operating Revenue		
Total Operating Revenue	\$70,859	\$76,614
Federal Contributions		
Provincial Contributions	\$80,434	\$76,680
Municipal Contributions	\$7,500	\$7,500
Other / Donations	\$12,720	\$19,215
TOTAL	\$171,513	\$180,009

CAPITAL EXPENSES

Vehicles Purchased	\$75,487
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	\$75,487

CAPITAL FUNDING SOURCES

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

Other criteria - community members with no access to a vehicle (Anabaptist)

SERVICE HOURS / SCHEDULING

Weekday:	08:30 to 16:00	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	4
Other Operations		
Vehicle Mechanics		
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES	1	5

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

Top Operator Wage Rate: \$16.91

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	41%	43%
Net Operating Cost / Capita	\$8.39	\$8.62
Total Exp. / Passenger	\$14.77	\$15.26
Total Exp. / Eligible Passenger	\$15.79	\$16.20
Transportation Exp. / Passenger		
Dedicated Service	\$13.98	\$14.23
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0727	0.0778
Passengers / Capita	0.9678	0.9831
Passengers / Registrant	13.32	12.63
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	9.04	9.59
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,948	
Wheelchair/Scooter Users	1,161	
Attendants	688	
Companions		
Other (specified)		
TOTAL	11,797	

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: Knollcrest Lodge - Community Outreach Service
 Vehicle maintenance responsibility: Knollcrest Lodge - Community Outreach Service
 Accessible taxis:

Peterborough

Peterborough Transit

Contact: Andrew Burdett
 Title: Operations Supervisor
 Telephone: 705-742-7777 x2889
 Fax: 705-742-3741
 Email: aburdett@peterborough.ca

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

REGISTRANTS
 Wheelchair/Scooter Users: 463
 Ambulatory: 308
 Attendants:
 Companions:
 Other:
Total: 771

Active
 463
 308
 771

Total
 463
 308
 771

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	263,998	287,529
Tot. Veh. Km. - Dedicated Service	263,998	287,529
Rev. Veh. Hrs. - Dedicated Service	16,488	18,135
Tot. Veh. Hrs. - Dedicated Service	16,488	18,135
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	39,077	40,787
Non-Dedicated Service		
TOTAL PASSENGERS	39,077	40,787
Subscription / Pre-booked	37%	31%
Reservation	62%	68%
On-Demand / Day of trip	1%	1%
Cancelled in advance	10,847	2,613
No-shows / Cancelled at door	691	820
Unaccommodated trips	550	
Number of complaints	4	5

OPERATING EXPENSES

Administration	\$146,606	\$153,549
Operations:		
Internal - Dedicated Service	\$532,179	\$548,057
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$59	\$271
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$134,901	\$232,462
Fuel	\$105,404	\$96,875
TOTAL OPERATING EXPENSES	\$919,149	\$1,031,214

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$87,923	\$105,317
Other Operating Revenue		
Total Operating Revenue	\$87,923	\$105,317
Federal Contributions		
Provincial Contributions	\$169,400	\$169,400
Municipal Contributions	\$661,826	\$756,497
Other / Donations		
TOTAL	\$919,149	\$1,031,214

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:	06:00 to 23:00	Sunday:	08:00 to 19:00
Saturday:	06:30 to 23:00	Holiday:	08:00 to 19:00
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$26.85

Top Mechanic Wage Rate: \$30.67

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$10.39	\$11.57
Total Exp. / Passenger	\$23.52	\$25.28
Total Exp. / Eligible Passenger	\$26.26	\$25.28
Transportation Exp. / Passenger		
Dedicated Service	\$19.77	\$21.51
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$46.85	\$48.38
OPERATING		
Registrants / Capita	0.0225	0.0096
Passengers / Capita	0.4885	0.5098
Passengers / Registrant	21.70	52.90
Passengers / Hour (Dedicated Service)	2.37	2.25
Kms / Passenger (Dedicated Service)	6.76	7.05
Average Speed (Dedicated Service)	16.01	15.85

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	24,472	
Wheelchair/Scooter Users	16,315	
Attendants		
Companions		
Other (specified)		
TOTAL	40,787	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	10	8	4	4
Small Buses				
Other				
TOTAL DED. VEHICLES	10	8	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: 56,700
 Service area (km²): 3,769.3
 Communities served: 8
 Service began: 18/01/1992
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	48	161
Ambulatory:	45	101
Attendants:		
Companions:		
Other:		
Total:	93	262

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	44,482	40,172
Tot. Veh. Km. - Dedicated Service	88,964	80,344
Rev. Veh. Hrs. - Dedicated Service	1,500	2,000
Tot. Veh. Hrs. - Dedicated Service	3,000	4,000
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	2,842	2,649
Non-Dedicated Service		
TOTAL PASSENGERS	2,842	2,649
Subscription / Pre-booked	80%	0%
Reservation	19%	0%
On-Demand / Day of trip	1%	0%
Cancelled in advance	90	144
No-shows / Cancelled at door	2	2
Unaccommodated trips		46
Number of complaints		

OPERATING EXPENSES

	2014	2015
Administration	\$15,623	\$15,258
Operations:		
Internal - Dedicated Service	\$88,392	\$89,794
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$22,205	\$18,636
Fuel	\$26,472	\$21,070
TOTAL OPERATING EXPENSES	\$152,692	\$144,758

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$17,562	\$19,551
Other Operating Revenue	\$124	\$110
Total Operating Revenue	\$17,686	\$19,661
Federal Contributions		
Provincial Contributions	\$96,011	\$84,438
Municipal Contributions	\$28,875	\$30,319
Other / Donations	\$10,120	\$10,340
TOTAL	\$152,692	\$144,758

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday:	06:30 to 18:00	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

	2014	2015
R/C Ratio	12%	14%
Net Operating Cost / Capita	\$2.33	\$2.21
Total Exp. / Passenger	\$53.73	\$54.65
Total Exp. / Eligible Passenger	\$66.97	\$69.86
Transportation Exp. / Passenger		
Dedicated Service	\$48.23	\$48.89
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$45.69	\$32.38
OPERATING		
Registrants / Capita	0.0042	0.0046
Passengers / Capita	0.0490	0.0467
Passengers / Registrant	11.65	10.11
Passengers / Hour (Dedicated Service)	1.89	1.32
Kms / Passenger (Dedicated Service)	15.65	15.16
Average Speed (Dedicated Service)	29.65	20.09

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,328	
Wheelchair/Scooter Users	744	
Attendants	577	
Companions		
Other (specified)		
TOTAL	2,649	

VEHICLE DATA

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

Vehicle ownership: County of Peterborough
 Vehicle maintenance responsibility: Non-Profit Organization
 Accessible taxis:

Port Hope

Rolls Service

Contact: Warren Nicholishen
 Title: Transportation Operations Manager
 Telephone: 905-885-2414
 Fax:
 Email: wnicholishen@porthope.ca

Population served: 12,350
 Service area (km²): .0
 Communities served: 1
 Service began:
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 187

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

	2014	2015
Rev. Veh. Km. - Dedicated Service		25,974
Tot. Veh. Km. - Dedicated Service		43,097
Rev. Veh. Hrs. - Dedicated Service	3,614	3,744
Tot. Veh. Hrs. - Dedicated Service	3,614	3,744
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	4,984	5,772
Non-Dedicated Service		
TOTAL PASSENGERS	4,984	5,772
Subscription / Pre-booked	69%	40%
Reservation	23%	58%
On-Demand / Day of trip	8%	2%
Cancelled in advance	398	758
No-shows / Cancelled at door	401	510
Unaccommodated trips	289	58
Number of complaints	2	3

OPERATING EXPENSES

	2014	2015
Administration	\$7,000	\$7,000
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$105,556	\$106,654
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$112,556	\$113,654

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$4,035	\$4,098
Other Operating Revenue		
Total Operating Revenue	\$4,035	\$4,098
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$108,521	\$109,723
Other / Donations		
TOTAL	\$112,556	\$113,821

CAPITAL EXPENSES

	2014	2015
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2014	2015
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

SERVICE HOURS / SCHEDULING

	Weekday:	07:00 to 21:00	Sunday:	to
Saturday:	09:00 to 16:00		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	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.00	\$2.00	\$50.00	☒
Child				☒
Student	\$1.50	\$1.50	\$30.00	☐
Senior	\$1.50	\$1.50	\$30.00	☐
Attendant				☒
Companion				☒
Other				☒

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	3
Other Operations	4	
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	6	3

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	4%	4%
Net Operating Cost / Capita	\$6.69	\$8.87
Total Exp. / Passenger	\$22.58	\$19.69
Total Exp. / Eligible Passenger	\$24.20	\$64.83
Transportation Exp. / Passenger		
Dedicated Service	\$21.18	\$18.48
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$29.21	\$28.49
OPERATING		
Registrants / Capita	0.0211	0.0151
Passengers / Capita	0.3074	0.4674
Passengers / Registrant	14.57	30.87
Passengers / Hour (Dedicated Service)	1.38	1.54
Kms / Passenger (Dedicated Service)		4.50
Average Speed (Dedicated Service)		6.94

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	950	
Wheelchair/Scooter Users	803	
Attendants	347	
Companions		
Other (specified)	3,672	
TOTAL	5,772	

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				
Other	1			
TOTAL DED. VEHICLES	2	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:	376	376
Ambulatory:	408	408
Attendants:	116	116
Companions:		
Other:		
Total:	900	900

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	99,562	96,692
Tot. Veh. Km. - Dedicated Service	103,954	100,473
Rev. Veh. Hrs. - Dedicated Service	2,660	2,270
Tot. Veh. Hrs. - Dedicated Service	3,045	2,656
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	7,397	7,945
Non-Dedicated Service		
TOTAL PASSENGERS	7,397	7,945
Subscription / Pre-booked	40%	30%
Reservation	58%	68%
On-Demand / Day of trip	2%	2%
Cancelled in advance	901	911
No-shows / Cancelled at door	18	38
Unaccommodated trips	21	35
Number of complaints		

OPERATING EXPENSES

	2014	2015
Administration	\$10,380	\$16,990
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$124,424	\$126,058
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$134,804	\$143,047

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$51,876	\$50,716
Other Operating Revenue		
Total Operating Revenue	\$51,876	\$50,716
Federal Contributions		
Provincial Contributions	\$21,401	\$54,922
Municipal Contributions	\$56,527	\$32,409
Other / Donations	\$5,000	\$5,000
TOTAL	\$134,804	\$143,047

CAPITAL EXPENSES

	2014	2015
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2014	2015
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

SERVICE HOURS / SCHEDULING

Weekday:	08:00 to 16:30	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	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.00			☐
Child	\$5.00			☐
Student	\$5.00			☐
Senior	\$5.00			☒
Attendant				☒
Companion				☒
Other				

Zone Fares: \$5 OWO trip Picton to Picton, Wellington to Wellington, ET

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

	2014	2015
FINANCIAL		
R/C Ratio	38%	35%
Net Operating Cost / Capita	\$3.25	\$3.62
Total Exp. / Passenger	\$18.22	\$18.00
Total Exp. / Eligible Passenger	\$20.25	\$20.17
Transportation Exp. / Passenger		
Dedicated Service	\$16.82	\$15.87
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.86	\$47.46
OPERATING		
Registrants / Capita	0.0365	0.0353
Passengers / Capita	0.2902	0.3117
Passengers / Registrant	7.96	8.83
Passengers / Hour (Dedicated Service)	2.78	3.50
Kms / Passenger (Dedicated Service)	13.46	12.17
Average Speed (Dedicated Service)	37.43	42.60

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,641	
Wheelchair/Scooter Users	1,450	
Attendants	854	
Companions		
Other (specified)		
TOTAL	7,945	

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: City of Quinte West
 Vehicle maintenance responsibility: Quinte Access Transportation
 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: 54,014
 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:	762	762
Ambulatory:	1,334	1,334
Attendants:	315	315
Companions:		
Other:		
Total:	2,411	2,411

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	370,347	378,438
Tot. Veh. Km. - Dedicated Service	385,920	393,565
Rev. Veh. Hrs. - Dedicated Service	11,509	12,054
Tot. Veh. Hrs. - Dedicated Service	13,429	14,042
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	32,158	35,135
Non-Dedicated Service		
TOTAL PASSENGERS	32,158	35,135
Subscription / Pre-booked	60%	35%
Reservation	38%	63%
On-Demand / Day of trip	2%	2%
Cancelled in advance	4,520	4,450
No-shows / Cancelled at door	74	213
Unaccommodated trips	52	53
Number of complaints		

OPERATING EXPENSES

	2014	2015
Administration	\$125,358	\$191,154
Operations:		
Internal - Dedicated Service	\$343,774	\$323,109
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$84,808	\$65,016
Fuel	\$82,985	\$72,567
TOTAL OPERATING EXPENSES	\$636,925	\$651,847

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$170,594	\$175,937
Other Operating Revenue		
Total Operating Revenue	\$170,594	\$175,937
Federal Contributions		
Provincial Contributions	\$181,402	\$195,449
Municipal Contributions	\$202,540	\$206,975
Other / Donations	\$82,390	\$73,486
TOTAL	\$636,925	\$651,847

CAPITAL EXPENSES

	2014	2015
Vehicles Purchased	\$46,599	\$44,701
Debt Servicing		
Other Capital Expenses		\$58,191
TOTAL CAPITAL EXPENSES	\$46,599	\$102,891

CAPITAL FUNDING SOURCES

	2014	2015
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$46,599	\$102,891
Other / Donations		
TOTAL CAPITAL FUNDING	\$46,599	\$102,891

SERVICE HOURS / SCHEDULING

	Weekday	Saturday	Sunday	Holiday
06:00 to 19:30			07:00 to 00:00	
09:00 to 16:30			07:00 to 00:00	
Advanced booking notice:	day(s)			
Minimum notice for reservation:	24.0 hour(s)			
Reservations / Scheduling:	Fully Computerized			

FARE STRUCTURE

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

Rates are Zone Based: \$2 = OWO trip 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: \$16.73

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	27%	27%
Net Operating Cost / Capita	\$8.81	\$8.81
Total Exp. / Passenger	\$19.81	\$18.55
Total Exp. / Eligible Passenger	\$21.38	\$20.81
Transportation Exp. / Passenger		
Dedicated Service	\$15.91	\$13.11
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.09	\$32.81
OPERATING		
Registrants / Capita	0.0310	0.0446
Passengers / Capita	0.6077	0.6505
Passengers / Registrant	19.61	14.57
Passengers / Hour (Dedicated Service)	2.79	2.91
Kms / Passenger (Dedicated Service)	11.52	10.77
Average Speed (Dedicated Service)	32.18	31.40

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	23,203	
Wheelchair/Scooter Users	8,123	
Attendants	3,809	
Companions		
Other (specified)		
TOTAL	35,135	

VEHICLE DATA

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

Vehicle ownership: City of Quinte West
 Vehicle maintenance responsibility: Quinte Access Transportation
 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: 7
 Eligibility Committee members: 7

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

Active
 300
 450
 750

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

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

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

VEHICLE KILOMETRES & HOURS

	2014	2015
Rev. Veh. Km. - Dedicated Service	400,657	371,168
Tot. Veh. Km. - Dedicated Service	616,393	571,027
Rev. Veh. Hrs. - Dedicated Service	11,675	13,480
Tot. Veh. Hrs. - Dedicated Service	17,962	20,739
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	38,109	38,901
Non-Dedicated Service		
TOTAL PASSENGERS	38,109	38,901
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	\$137,257	\$124,400
Operations:		
Internal - Dedicated Service	\$618,041	\$641,510
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$51,394	\$52,701
Fuel	\$90,972	\$79,286
TOTAL OPERATING EXPENSES	\$897,664	\$897,897

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$491,086	\$554,163
Other Operating Revenue	\$31,922	\$36,863
Total Operating Revenue	\$523,008	\$591,026
Federal Contributions		
Provincial Contributions	\$152,699	\$151,248
Municipal Contributions	\$17,000	\$17,050
Other / Donations	\$204,957	\$138,573
TOTAL	\$897,664	\$897,897

CAPITAL EXPENSES

Vehicles Purchased	\$99,077	\$55,815
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$99,077	\$55,815

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations	\$99,077	\$55,815
TOTAL CAPITAL FUNDING	\$99,077	\$55,815

*Number of Registrants: based on estimates only due to no automated system for tracking *Operating Statistics-Revenue Vehicle Hours and Kilometres vs deadheading ratio has been estimated to be 65% / 35% * Service area size and population are from Statistics Canada Census 2011 * Trip volume growth of 0.32% attributable to aging population, increased awareness of disabilities under the AODA, increased awareness of Sunshine Coach Service as an accessible transportation provider within our service area * Dedicated Stretcher Transfer Service (STS) vehicle (surplus ambulance) does not appear in Section IV - Operating Statistics - Revenue Vehicles

SERVICE HOURS / SCHEDULING

Weekday:	07:30 to 16:30	Sunday:	09:00 to 22:00
Saturday:	10:00 to 22:00	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	2
Other		
TOTAL NUMBER OF EMPLOYEES	5	16

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

Top Operator Wage Rate: \$21.36

Top Mechanic Wage Rate: \$19.13

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	58%	66%
Net Operating Cost / Capita	\$13.90	\$11.39
Total Exp. / Passenger	\$23.56	\$23.08
Total Exp. / Eligible Passenger	\$26.81	\$26.68
Transportation Exp. / Passenger		
Dedicated Service	\$19.95	\$19.88
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$42.33	\$37.30
OPERATING		
Registrants / Capita	0.0278	0.0278
Passengers / Capita	1.4141	1.4435
Passengers / Registrant	50.81	51.87
Passengers / Hour (Dedicated Service)	3.26	2.89
Kms / Passenger (Dedicated Service)	10.51	9.54
Average Speed (Dedicated Service)	34.32	27.53

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	22,746	
Wheelchair/Scooter Users	10,906	
Attendants	5,182	
Companions		
Other (specified)	67	
TOTAL	38,901	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	9	9	2	4
Small Buses	1	1	4	10
Other	1	1	2	7
TOTAL DED. VEHICLES	11	11	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:	1,204	1,204
Ambulatory:	1,132	1,132
Attendants:		
Companions:		
Other:	39	39
Total:	2,375	2,375

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	211,613	208,650
Tot. Veh. Km. - Dedicated Service	211,613	208,650
Rev. Veh. Hrs. - Dedicated Service	12,961	12,962
Tot. Veh. Hrs. - Dedicated Service	12,961	12,962
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	32,556	34,374
Non-Dedicated Service		
TOTAL PASSENGERS	32,556	34,374
Subscription / Pre-booked	50%	50%
Reservation	48%	48%
On-Demand / Day of trip	2%	2%
Cancelled in advance	5,209	4,406
No-shows / Cancelled at door	507	491
Unaccommodated trips	509	746
Number of complaints		

OPERATING EXPENSES

Administration	\$103,246	\$113,197
Operations:		
Internal - Dedicated Service	\$515,831	\$540,175
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$117,221	\$124,976
Fuel	\$66,067	\$56,229
TOTAL OPERATING EXPENSES	\$802,365	\$834,577

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$67,720	\$78,107
Other Operating Revenue		
Total Operating Revenue	\$67,720	\$78,107
Federal Contributions		
Provincial Contributions	\$67,590	\$80,262
Municipal Contributions	\$667,055	\$676,208
Other / Donations		
TOTAL	\$802,365	\$834,577

CAPITAL EXPENSES

Vehicles Purchased		\$23,779
Debt Servicing	\$1,192	
Other Capital Expenses	\$6,100	\$2,026
TOTAL CAPITAL EXPENSES	\$7,292	\$25,805

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$7,292	\$25,805
Other / Donations		
TOTAL CAPITAL FUNDING	\$7,292	\$25,805

Pt. Edward passenger revenue \$615.00, Pt. Edward contract revenue \$28,443, Pt Edward ridership 759, Pt Edward registrants for 2015 = 43

SERVICE HOURS / SCHEDULING

Weekday:	06:30 to 22:30	Sunday:	09:00 to 18:30
Saturday:	08:00 to 22:30	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.25	\$67.50	☒
Child				☐
Student	\$2.75	\$2.25	\$67.50	☐
Senior	\$2.75	\$2.25	\$67.50	☐
Attendant				☒
Companion	\$2.75	\$2.25	\$67.50	☐
Other	College Sem Pass \$168.50, Elem/Sec.Sem Pass \$151.00, Blind Pass Yrly \$			

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

Union Affiliations:	Operators:	Unifor L 127
	Mechanics:	Unifor L 127
	Other (specify):	CUPE 3690

Top Operator Wage Rate: \$26.07

Top Mechanic Wage Rate: \$30.38

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$10.29	\$10.59
Total Exp. / Passenger	\$24.65	\$24.28
Total Exp. / Eligible Passenger	\$25.73	\$25.75
Transportation Exp. / Passenger		
Dedicated Service	\$21.47	\$20.99
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$53.94	\$55.65
OPERATING		
Registrants / Capita	0.0309	0.0333
Passengers / Capita	0.4558	0.4813
Passengers / Registrant	14.75	14.47
Passengers / Hour (Dedicated Service)	2.51	2.65
Kms / Passenger (Dedicated Service)	6.50	6.07
Average Speed (Dedicated Service)	16.33	16.10

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	20,918	
Wheelchair/Scooter Users	11,487	
Attendants	1,819	
Companions	150	
Other (specified)		
TOTAL	34,374	

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	1	1	1	3
TOTAL DED. VEHICLES	7	7	N/A	N/A

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

Sault Ste Marie

Sault Ste Marie Transit Parabus Services

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

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,720	1,720
Ambulatory:	1,111	1,111
Attendants:		
Companions:		
Other:		
Total:	2,831	2,831

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	283,934	250,469
Tot. Veh. Km. - Dedicated Service	283,934	250,469
Rev. Veh. Hrs. - Dedicated Service	17,459	17,074
Tot. Veh. Hrs. - Dedicated Service	17,459	17,074
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	38,480	33,593
Non-Dedicated Service	12,183	13,197
TOTAL PASSENGERS	50,663	46,790
Subscription / Pre-booked	28%	30%
Reservation	71%	69%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,834	3,875
No-shows / Cancelled at door	615	719
Unaccommodated trips	638	677
Number of complaints	18	16

OPERATING EXPENSES

Administration	\$351	\$1,803
Operations:		
Internal - Dedicated Service	\$679,961	\$705,494
Contract - Dedicated Service	\$181,804	\$222,705
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$99,602	\$91,435
Fuel	\$106,704	\$108,963
TOTAL OPERATING EXPENSES	\$1,068,422	\$1,130,400

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$76,566	\$78,039
Other Operating Revenue		
Total Operating Revenue	\$76,566	\$78,039
Federal Contributions		
Provincial Contributions	\$343,130	\$349,130
Municipal Contributions	\$657,081	\$703,231
Other / Donations		
TOTAL	\$1,076,777	\$1,130,400

CAPITAL EXPENSES

Vehicles Purchased	\$141,154	\$260,177
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$141,154	\$260,177

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$141,154	\$260,177
Other / Donations		
TOTAL CAPITAL FUNDING	\$141,154	\$260,177

SERVICE HOURS / SCHEDULING

Weekday:	06:00 to 23:30	Sunday:	06:00 to 23:30
Saturday:	06:00 to 23:30	Holiday:	06:00 to 23:30
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/02/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$1.75	\$60.00	☐
Child	\$2.50	\$1.75		☐
Student	\$2.50	\$1.75	\$60.00	☐
Senior	\$2.50	\$1.30	\$46.00	☒
Attendant				☐
Companion	\$2.50			
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	6	6
Other Operations	1	2
Vehicle Mechanics	1	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	9	8

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

Top Operator Wage Rate: \$25.39

Top Mechanic Wage Rate: \$28.31

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$14.19	\$15.06
Total Exp. / Passenger	\$21.09	\$24.16
Total Exp. / Eligible Passenger	\$23.70	\$26.65
Transportation Exp. / Passenger		
Dedicated Service	\$27.76	\$33.60
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$61.18	\$66.10
OPERATING		
Registrants / Capita	0.0390	0.0405
Passengers / Capita	0.7248	0.6694
Passengers / Registrant	18.56	16.53
Passengers / Hour (Dedicated Service)	2.20	1.97
Kms / Passenger (Dedicated Service)	7.38	7.46
Average Speed (Dedicated Service)	16.26	14.67

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	11,844	13,197
Wheelchair/Scooter Users	17,378	
Attendants	4,371	
Companions		
Other (specified)		
TOTAL	33,593	13,197

VEHICLE DATA

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

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

Schreiber

Schreiber Terrace Bay 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	Active	Total
Wheelchair/Scooter Users:	15	15
Ambulatory:	98	98
Attendants:		
Companions:	6	6
Other:		
Total:	119	119

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	16,207	13,069
Tot. Veh. Km. - Dedicated Service	23,814	23,044
Rev. Veh. Hrs. - Dedicated Service	365	380
Tot. Veh. Hrs. - Dedicated Service	508	575
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	1,962	1,861
Non-Dedicated Service		
TOTAL PASSENGERS	1,962	1,861
Subscription / Pre-booked	100%	0%
Reservation	0%	100%
On-Demand / Day of trip	0%	0%

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

OPERATING EXPENSES

	2014	2015
Administration	\$49,306	\$47,387
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,166	\$1,434
Fuel	\$6,307	\$4,050
TOTAL OPERATING EXPENSES	\$56,779	\$52,871

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$7,603	\$6,969
Other Operating Revenue		
Total Operating Revenue	\$7,603	\$6,969
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$49,176	\$45,902
Other / Donations		
TOTAL	\$56,779	\$52,871

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

Other eligibility criteria: elderly, visually impaired, cognitively disabled, epilepsy if coupled with physical mobility prevents those from using conventional transit.

SERVICE HOURS / SCHEDULING

	Weekday:	07:00 to 23:00	Sunday:	10:00 to 23:00
Saturday:	10:00 to 23:00		Holiday:	10:00 to 23:00
Advanced booking notice:	1 day(s)			
Minimum notice for reservation:	24.0 hour(s)			
Reservations / Scheduling:	Manual			

FARE STRUCTURE

Effective Date: 01/01/2015	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

	2014	2015
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$19.47	\$18.17
Total Exp. / Passenger	\$28.94	\$28.41
Total Exp. / Eligible Passenger	\$29.16	\$28.56
Transportation Exp. / Passenger		
Dedicated Service	\$3.81	\$2.95
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$14.71	\$9.54
OPERATING		
Registrants / Capita	0.0432	0.0471
Passengers / Capita	0.7767	0.7367
Passengers / Registrant	18.00	15.64
Passengers / Hour (Dedicated Service)	5.38	4.90
Kms / Passenger (Dedicated Service)	8.26	7.02
Average Speed (Dedicated Service)	44.40	34.39

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,176	
Wheelchair/Scooter Users	675	
Attendants		
Companions	10	
Other (specified)		
TOTAL	1,861	

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

St. Catharines

Paratransit System of St. Catharines

Contact: Debbie Grandbois
 Title: Paratransit Supervisor
 Telephone: 905-685-4228 x250
 Fax: 905-685-4050
 Email: dgrandbois@yourbus.com

Population served: 131,400
 Service area (km²): 97.0
 Communities served: 2
 Service began: 06/01/1979
 Advisory Committee members: 7
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 400
 Ambulatory: 550
 Attendants:
 Companions:
 Other:
Total: 950

Active
 400
 550
 950
1,887

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	283,052	265,129
Tot. Veh. Km. - Dedicated Service	283,052	265,129
Rev. Veh. Hrs. - Dedicated Service	15,287	14,675
Tot. Veh. Hrs. - Dedicated Service	15,287	14,675
Non-Dedicated Service - Veh. Km.	22,862	21,595
Non-Dedicated Service - Veh. Hrs.	1,631	1,540

PASSENGER DATA

Dedicated Service	30,155	29,362
Non-Dedicated Service	6,277	5,861
TOTAL PASSENGERS	36,432	35,223
Subscription / Pre-booked	5%	5%
Reservation	90%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	1,594	1,070
No-shows / Cancelled at door	290	372
Unaccommodated trips	728	1,308
Number of complaints	15	12

OPERATING EXPENSES

Administration	\$163,169	\$201,155
Operations:		
Internal - Dedicated Service	\$739,699	\$767,541
Contract - Dedicated Service	\$96,897	\$93,332
Contract - Non-Dedicated Service	\$82,123	\$67,227
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$228,836	\$217,237
Fuel	\$72,950	\$54,636
TOTAL OPERATING EXPENSES	\$1,383,674	\$1,401,128

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$97,102	\$93,783
Other Operating Revenue	\$476	\$11,337
Total Operating Revenue	\$97,578	\$105,120

Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,275,696	\$1,296,008
Other / Donations	\$10,400	
TOTAL	\$1,383,674	\$1,401,128

CAPITAL EXPENSES

Vehicles Purchased	\$190,007	
Debt Servicing		
Other Capital Expenses	\$182,269	\$61,109
TOTAL CAPITAL EXPENSES	\$372,276	\$61,109

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$182,269	\$61,109
Municipal Contributions	\$190,007	
Other / Donations		
TOTAL CAPITAL FUNDING	\$372,276	\$61,109

Thorold 2015 Stats: Registrants 65, Passengers 2,302, Contract Revenue \$66,787, Passenger Revenue \$4,878

SERVICE HOURS / SCHEDULING

Weekday:	07:30 to 23:00	Sunday:	09:00 to 20:00
Saturday:	09:00 to 23:00	Holiday:	10:30 to 18:00
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	Monthly Pass	Free
	Cash	(unit price)	
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 and registered attendant free		

EMPLOYEE DATA

Operators	8	
Other Operations		
Vehicle Mechanics		
General and Administration	1	2
Other		
TOTAL NUMBER OF EMPLOYEES	9	2

Union Affiliations: Operators: ATU Local 846
 Mechanics: ATU Local 846
 Other (specify):

Top Operator Wage Rate: \$27.63
 Top Mechanic Wage Rate: \$33.09

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$9.79	\$9.86
Total Exp. / Passenger	\$37.98	\$39.78
Total Exp. / Eligible Passenger	\$40.65	\$43.65
Transportation Exp. / Passenger		
Dedicated Service	\$37.75	\$38.58
Non-Dedicated Service	\$13.08	\$11.47
Transportation Exp. / Hour (Dedicated Service)	\$74.47	\$77.19
OPERATING		
Registrants / Capita	0.0122	0.0144
Passengers / Capita	0.2773	0.2681
Passengers / Registrant	22.67	18.67
Passengers / Hour (Dedicated Service)	1.97	2.00
Kms / Passenger (Dedicated Service)	9.39	9.03
Average Speed (Dedicated Service)	18.52	18.07

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	16,603	2,606
Wheelchair/Scooter Users	10,197	2,696
Attendants	1,360	414
Companions	1,202	145
Other (specified)		
TOTAL	29,362	5,861

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	3	2	N/A	3
Small Buses	8	6	5	5
Other				
TOTAL DED. VEHICLES	11	8	N/A	N/A

Vehicle ownership: Transit Commission
 Vehicle maintenance responsibility: Transit Commission
 Accessible taxis: 1

St. Marys

St. Marys and Area Mobility Service

Contact: Jaclynn Casey
 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: 105
 Ambulatory: 411
 Attendants:
 Companions:
 Other:
Total: 516

Active
 105
 411
 516

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 2

Eligibility Criteria: ☒ Unable to Board

☐ Private Contractor(s), number: 20 Taxi Scrip Program Available: ☐

☒ Unable to Use

☒ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015
Rev. Veh. Km. - Dedicated Service	50,987	55,008
Tot. Veh. Km. - Dedicated Service	50,987	55,008
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	10,669	10,534
Non-Dedicated Service	528	1,100
TOTAL PASSENGERS	11,197	11,634
Subscription / Pre-booked	30%	28%
Reservation	69%	68%
On-Demand / Day of trip	1%	4%
Cancelled in advance	1,720	1,921
No-shows / Cancelled at door	71	103
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2014	2015
Administration	\$48,192	\$52,626
Operations:		
Internal - Dedicated Service	\$152,717	\$128,162
Contract - Dedicated Service		\$27,270
Contract - Non-Dedicated Service	\$30,991	\$20,563
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,715	\$15,778
Fuel	\$12,559	\$10,961
TOTAL OPERATING EXPENSES	\$257,174	\$255,360

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$109,972	\$111,165
Other Operating Revenue	\$2,369	\$306
Total Operating Revenue	\$112,341	\$111,471
Federal Contributions		
Provincial Contributions	\$133,145	\$242,917
Municipal Contributions	\$19,733	\$18,862
Other / Donations	\$14,830	\$8,955
TOTAL	\$280,049	\$382,205

CAPITAL EXPENSES

	2014	2015
Vehicles Purchased	\$44,800	\$146,042
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$44,800	\$146,042

CAPITAL FUNDING SOURCES

	2014	2015
Transit System		
Federal Contributions		
Provincial Contributions	\$44,800	\$146,042
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$44,800	\$146,042

We charge both a flat in-town rate and an out-of-town rate dependent on mileage and waiting time. Clients travelling out of town are charged the round trip mileage. In town clients are only charged for the trips they take.

SERVICE HOURS / SCHEDULING

	Weekday	Sunday
00:00 to 00:00	00:00 to 00:00	00:00 to 00:00
Saturday	00:00 to 00:00	Holiday
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	1	1
Other		
TOTAL NUMBER OF EMPLOYEES	2	4

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

Top Operator Wage Rate: \$17.68

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	44%	44%
Net Operating Cost / Capita	\$13.47	\$13.39
Total Exp. / Passenger	\$22.97	\$21.95
Total Exp. / Eligible Passenger	\$22.97	\$21.95
Transportation Exp. / Passenger		
Dedicated Service	\$16.68	\$17.29
Non-Dedicated Service	\$58.70	\$18.69
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0527	0.0480
Passengers / Capita	1.0417	1.0823
Passengers / Registrant	19.78	22.55
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	4.78	5.22
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,234	1,100
Wheelchair/Scooter Users	2,300	
Attendants		
Companions		
Other (specified)		
TOTAL	10,534	1,100

VEHICLE DATA

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

Vehicle ownership: non-profit organization

Vehicle maintenance responsibility: non-profit organization

Accessible taxis:

St. Thomas

City of St. Thomas Transit

Contact: Ross Patrick
 Title: Transportation Technician
 Telephone: 519-631-0368 x5133
 Fax: 519-631-5542
 Email: rpatrick@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: 490
 Ambulatory: 290
 Attendants:
 Companions:
 Other:
Total: 780

Active
 490
 290
 780

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.

2014
 6,313
 6,313
 6,400
 6,400

PASSENGER DATA

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

18,756
 15,426
18,756
 0%
 0%
 0%

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

1,703
 47
 241
 1,210
 47
 257

OPERATING EXPENSES

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

\$11,497
 \$289,903
 \$70,845
\$372,245
\$388,698

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$20,090
 \$33,854

Total Operating Revenue

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$20,090
\$33,854
 \$352,155
 \$354,844
\$372,245
\$388,698

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

\$166,474

TOTAL CAPITAL EXPENSES

\$166,474

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$110,983
 \$55,491

TOTAL CAPITAL FUNDING

\$166,474

*Please email dwhite@stthomas.ca on all correspondence.

SERVICE HOURS / SCHEDULING

Weekday: 07:15 to 18:45 Sunday: to
 Saturday: 09:15 to 18:45 Holiday: to

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

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	2014	2015
R/C Ratio	5%	9%
Net Operating Cost / Capita	\$9.78	\$9.86
Total Exp. / Passenger	\$19.85	\$25.20
Total Exp. / Eligible Passenger	\$20.78	\$26.74
Transportation Exp. / Passenger		
Dedicated Service	\$19.23	\$25.20
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$57.14	\$60.73
OPERATING		
Registrants / Capita	0.0194	0.0217
Passengers / Capita	0.5210	0.4285
Passengers / Registrant	26.79	19.78
Passengers / Hour (Dedicated Service)	2.97	2.41
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,648	
Wheelchair/Scooter Users	3,890	
Attendants	888	
Companions		
Other (specified)		
TOTAL	15,426	

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	1	1	2	4
TOTAL DED. VEHICLES	3	3	N/A	N/A

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

Stratford

Parallel Transit

Contact: Michael Mousley
 Title: Manager of Transit
 Telephone: 519-271-0250 x347
 Fax:
 Email: mmousley@stratfordcanada.ca

Population served: 32,000
 Service area (km²): 27.4
 Communities served: 1
 Service began: 06/01/2005
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	128	128
Ambulatory:	126	126
Attendants:	62	62
Companions:		
Other:	88	88
Total:	404	404

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	85,800	91,055
Tot. Veh. Km. - Dedicated Service	85,800	91,055
Rev. Veh. Hrs. - Dedicated Service	6,948	7,198
Tot. Veh. Hrs. - Dedicated Service	6,948	7,198
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	18,600	20,585
Non-Dedicated Service		
TOTAL PASSENGERS	18,600	20,585
Subscription / Pre-booked	65%	70%
Reservation	25%	28%
On-Demand / Day of trip	10%	2%

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

OPERATING EXPENSES

Administration	\$49,210	\$32,500
Operations:		
Internal - Dedicated Service	\$184,454	\$385,114
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,000	\$14,628
Fuel	\$10,228	\$16,377
TOTAL OPERATING EXPENSES	\$254,892	\$448,619

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$46,500	\$48,606
Other Operating Revenue		
Total Operating Revenue	\$46,500	\$48,606
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$208,392	\$398,013
Other / Donations		\$2,000
TOTAL	\$254,892	\$448,619

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:	06:00 to 22:00	Sunday:	08:30 to 16:30
Saturday:	06:00 to 20:00	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	2.0 hour(s)		
Reservations / Scheduling:	Manual		

FARE STRUCTURE

Effective Date:	08/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.50	\$57.00	☐
Child	\$2.75	\$2.50	\$57.00	☐
Student	\$2.75	\$2.50	\$47.00	☐
Senior	\$2.75	\$2.50	\$47.00	☒
Attendant				☒
Companion				☒
Other				☐

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	7
Other Operations		
Vehicle Mechanics	2	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	5	7

Union Affiliations: Operators: IBEW 636
 Mechanics: IBEW 636
 Other (specify):

Top Operator Wage Rate: \$22.63

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	18%	11%
Net Operating Cost / Capita	\$6.51	\$12.50
Total Exp. / Passenger	\$13.70	\$21.79
Total Exp. / Eligible Passenger	\$16.26	\$24.45
Transportation Exp. / Passenger		
Dedicated Service	\$11.06	\$20.21
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$29.60	\$57.81
OPERATING		
Registrants / Capita	0.0114	0.0126
Passengers / Capita	0.5813	0.6433
Passengers / Registrant	50.82	50.95
Passengers / Hour (Dedicated Service)	2.68	2.86
Kms / Passenger (Dedicated Service)	4.61	4.42
Average Speed (Dedicated Service)	12.35	12.65

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,033	
Wheelchair/Scooter Users	9,315	
Attendants	1,782	
Companions		
Other (specified)	455	
TOTAL	20,585	

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

Contact: Dana Earle
 Title: Supervisor - Customer Care & Admin Services
 Telephone: 807-684-3191
 Fax: 807-345-5744
 Email: dearle@thunderbay.ca

Population served: 146,000
 Service area (km²): 256.0
 Communities served: 1
 Service began: 01/01/2014
 Advisory Committee members: 13
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 352
 Ambulatory: 413
 Attendants:
 Companions:
 Other:
Total: 765

Active
 352
 413
 765

Total
 409
 538
 947

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	392,851	352,615
Tot. Veh. Km. - Dedicated Service	574,480	543,349
Rev. Veh. Hrs. - Dedicated Service	24,952	27,382
Tot. Veh. Hrs. - Dedicated Service	29,346	31,489
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	72,366	68,944
Non-Dedicated Service	2,236	6,623
TOTAL PASSENGERS	74,602	75,567
Subscription / Pre-booked	45%	38%
Reservation	55%	61%
On-Demand / Day of trip	1%	1%
Cancelled in advance	12,080	11,469
No-shows / Cancelled at door	966	995
Unaccommodated trips	589	346
Number of complaints	55	54

OPERATING EXPENSES

Administration	\$233,777	\$295,284
Operations:		
Internal - Dedicated Service	\$946,476	\$996,453
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$45,945	\$59,911
Contract - Taxi Scrip	\$67,281	\$61,417
Maintenance (Vehicles & Facilities)	\$592,709	\$517,119
Fuel		
TOTAL OPERATING EXPENSES	\$1,886,188	\$1,930,184

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$136,021	\$294,776
Other Operating Revenue	\$141,960	
Total Operating Revenue	\$277,981	\$294,776
Federal Contributions		
Provincial Contributions	\$141,956	\$153,896
Municipal Contributions	\$2,113,400	\$1,481,512
Other / Donations	\$75,869	
TOTAL	\$2,609,206	\$1,930,184

CAPITAL EXPENSES

Vehicles Purchased		\$345,500
Debt Servicing		
Other Capital Expenses		\$73,326
TOTAL CAPITAL EXPENSES		\$418,826

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$345,500
Municipal Contributions		\$73,326
Other / Donations		
TOTAL CAPITAL FUNDING		\$418,826

SERVICE HOURS / SCHEDULING

Weekday:	06:00 to 00:30	Sunday:	08:00 to 23:30
Saturday:	06:00 to 00:30	Holiday:	08:00 to 23:30
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/04/2015	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.65	\$2.40	\$64.50	☒
Child				☐
Student	\$2.65	\$2.40	\$54.00	☐
Senior	\$2.65	\$2.40	\$54.00	☒
Attendant				☐
Companion	\$2.65	\$2.40		
Other	Senior Annual Pass \$486, 20 for \$43			

EMPLOYEE DATA

	Full-time	Part-time
Operators	9	13
Other Operations	3	
Vehicle Mechanics		
General and Administration	1	
Other		

TOTAL NUMBER OF EMPLOYEES

13	13
-----------	-----------

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

Top Operator Wage Rate: \$22.03

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	15%	15%
Net Operating Cost / Capita	\$14.75	\$11.20
Total Exp. / Passenger	\$25.28	\$25.54
Total Exp. / Eligible Passenger	\$27.54	\$28.21
Transportation Exp. / Passenger		
Dedicated Service	\$21.27	\$21.95
Non-Dedicated Service	\$50.64	\$18.32
Transportation Exp. / Hour (Dedicated Service)	\$52.45	\$48.07
OPERATING		
Registrants / Capita	0.0088	0.0065
Passengers / Capita	0.6844	0.5176
Passengers / Registrant	77.47	79.80
Passengers / Hour (Dedicated Service)	2.90	2.52
Kms / Passenger (Dedicated Service)	5.43	5.11
Average Speed (Dedicated Service)	15.74	12.88

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	44,310	5,050
Wheelchair/Scooter Users	17,788	1,266
Attendants	4,202	228
Companions	1,533	79
Other (specified)	1,111	
TOTAL	68,944	6,623

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans	26	12	N/A
Small Buses			
Other			
TOTAL DED. VEHICLES	26	12	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:	361	361
Ambulatory:	182	182
Attendants:	4	4
Companions:		
Other:		
Total:	547	547

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	114,349	98,561
Tot. Veh. Km. - Dedicated Service	114,349	98,561
Rev. Veh. Hrs. - Dedicated Service	5,596	5,264
Tot. Veh. Hrs. - Dedicated Service	5,596	5,264
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	13,225	12,427
Non-Dedicated Service		
TOTAL PASSENGERS	13,225	12,427
Subscription / Pre-booked	72%	76%
Reservation	27%	23%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,355	3,341
No-shows / Cancelled at door	82	64
Unaccommodated trips	87	330
Number of complaints		

OPERATING EXPENSES

Administration	\$58,075	\$58,519
Operations:		
Internal - Dedicated Service	\$277,516	\$233,309
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$169,235	\$169,518
Fuel	\$28,042	\$20,645
TOTAL OPERATING EXPENSES	\$532,868	\$481,991

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$31,687	\$25,406
Other Operating Revenue		
Total Operating Revenue	\$31,687	\$25,406

Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$501,181	\$456,585
Other / Donations		
TOTAL	\$532,868	\$481,991

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

Dispatchers, mechanics, administration and maintenance employees are shared with the conventional bus service

SERVICE HOURS / SCHEDULING

Weekday:	06:00 to 23:30	Sunday:	08:30 to 18:30
Saturday:	06:30 to 23:30	Holiday:	to
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date: 01/01/2015	Tickets/Cards	Monthly Pass	Free
	Cash	(unit price)	
Adult	\$2.75	\$2.75	☒
Child			☐
Student	\$2.25	\$2.25	☐
Senior	\$2.25	\$2.25	☒
Attendant			☐
Companion			☐
Other			☐

EMPLOYEE DATA

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

Union Affiliations: Operators: CUPE Local 1544
 Mechanics: CUPE Local 1544
 Other (specify): CUPE Local 434

Top Operator Wage Rate: \$24.65

Top Mechanic Wage Rate: \$30.14

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$12.98	\$11.82
Total Exp. / Passenger	\$40.29	\$38.79
Total Exp. / Eligible Passenger	\$40.74	\$39.07
Transportation Exp. / Passenger		
Dedicated Service	\$35.90	\$34.08
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$84.85	\$80.44
OPERATING		
Registrants / Capita	0.0150	0.0142
Passengers / Capita	0.3424	0.3218
Passengers / Registrant	22.76	22.72
Passengers / Hour (Dedicated Service)	2.36	2.36
Kms / Passenger (Dedicated Service)	8.65	7.93
Average Speed (Dedicated Service)	20.43	18.72

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,337	
Wheelchair/Scooter Users		
Attendants	90	
Companions		
Other (specified)		
TOTAL	12,427	

VEHICLE DATA

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

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

Toronto

Wheel-Trans

Contact: Daniel Mrusk
 Title: Budget Coordinator
 Telephone: 416-393-4963
 Fax: 416-338-0139
 Email: daniel.mrusk@ttc.ca

Population served: 2,808,500
 Service area (km²): 630.0
 Communities served: 1
 Service began: 03/04/1975
 Advisory Committee members: 15
 Eligibility Committee members: N/A

REGISTRANTS

Wheelchair/Scooter Users: 16,577
 Ambulatory: 28,550
 Attendants:
 Companions:
 Other:
Total: 45,127

Active

16,577
 28,550

Total

16,577
 28,550
45,127

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	14,024,459	14,909,500
Tot. Veh. Km. - Dedicated Service	16,829,351	17,891,400
Rev. Veh. Hrs. - Dedicated Service	716,865	781,001
Tot. Veh. Hrs. - Dedicated Service	845,900	921,581
Non-Dedicated Service - Veh. Km.	6,741,500	6,826,602
Non-Dedicated Service - Veh. Hrs.	219,899	228,517

PASSENGER DATA

Dedicated Service	2,160,373	2,492,944
Non-Dedicated Service	966,129	1,042,389
TOTAL PASSENGERS	3,126,502	3,535,333
Subscription / Pre-booked	45%	44%
Reservation	54%	55%
On-Demand / Day of trip	1%	1%
Cancelled in advance	1,139,709	1,128,286
No-shows / Cancelled at door	99,671	66,538
Unaccommodated trips	56,957	28,691
Number of complaints	5,340	6,587

OPERATING EXPENSES

Administration	\$15,584,321	\$16,887,918
Operations:		
Internal - Dedicated Service	\$36,686,566	\$36,605,697
Contract - Dedicated Service	\$19,876,113	\$27,887,244
Contract - Non-Dedicated Service	\$18,229,432	\$18,576,801
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$17,267,536	\$17,313,574
Fuel	\$3,750,888	\$3,386,265
TOTAL OPERATING EXPENSES	\$111,394,856	\$120,657,499

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,778,064	\$6,508,869
Other Operating Revenue		
Total Operating Revenue	\$5,778,064	\$6,508,869
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$105,616,793	\$114,148,630
Other / Donations		
TOTAL	\$111,394,857	\$120,657,499

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		

This service operates 24 hours a day. Eligibility are users who have restricted physical functional mobility.

SERVICE HOURS / SCHEDULING

Weekday:	00:00 to 23:59	Sunday:	00:00 to 23:59
Saturday:	00:00 to 23:59	Holiday:	00:00 to 23:59
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	3.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date: 01/04/2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.80	\$141.50	☒
Child				☐
Student	\$2.00	\$1.95	\$112.00	☐
Senior	\$2.00	\$1.95	\$112.00	☒
Attendant				☐
Companion				☐
Other				☐

EMPLOYEE DATA

Operators	350	
Other Operations	94	
Vehicle Mechanics	90	
General and Administration	7	
Other		

TOTAL NUMBER OF EMPLOYEES

541

Union Affiliations: Operators: ATU Local 113
 Mechanics: ATU Local 113
 Other (specify): (Divisional Clerk) ATU Local 113

Top Operator Wage Rate: \$32.67

Top Mechanic Wage Rate: \$39.09

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$37.61	\$40.64
Total Exp. / Passenger	\$35.63	\$34.13
Total Exp. / Eligible Passenger	\$35.63	\$34.13
Transportation Exp. / Passenger		
Dedicated Service	\$35.91	\$34.17
Non-Dedicated Service	\$18.87	\$17.82
Transportation Exp. / Hour (Dedicated Service)	\$91.71	\$92.44
OPERATING		
Registrants / Capita	0.0124	0.0161
Passengers / Capita	1.1132	1.2588
Passengers / Registrant	89.67	78.34
Passengers / Hour (Dedicated Service)	3.01	3.19
Kms / Passenger (Dedicated Service)	6.49	5.98
Average Speed (Dedicated Service)	19.56	19.09

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,753,345	1,035,576
Wheelchair/Scooter Users	739,599	6,813
Attendants		
Companions		
Other (specified)		
TOTAL	2,492,944	1,042,389

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	150	130	N/A	3
Accessible Vans / Minivans	210	180	1	2
Small Buses	205	166	4	8
Other				
TOTAL DED. VEHICLES	565	476	N/A	N/A

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

Trent Hills

Community Care Northumberland Specialized Transport

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): 511.9
 Communities served: 1
 Service began: 06/05/1992
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	213	213
Ambulatory:	276	276
Attendants:	31	31
Companions:		
Other:		
Total:	520	520

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	94,721	106,533
Tot. Veh. Km. - Dedicated Service	118,401	143,863
Rev. Veh. Hrs. - Dedicated Service	3,324	3,290
Tot. Veh. Hrs. - Dedicated Service	3,957	3,908
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	4,030	4,017
Non-Dedicated Service		
TOTAL PASSENGERS	4,030	4,017
Subscription / Pre-booked	50%	50%
Reservation	50%	50%
On-Demand / Day of trip	0%	0%
Cancelled in advance	1,155	1,403
No-shows / Cancelled at door	50	50
Unaccommodated trips	28	30
Number of complaints	10	8

OPERATING EXPENSES

	2014	2015
Administration	\$39,663	\$47,448
Operations:		
Internal - Dedicated Service	\$131,554	\$124,575
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$31,357	\$9,703
Fuel		\$13,729
TOTAL OPERATING EXPENSES	\$202,574	\$195,455

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$28,406	\$23,811
Other Operating Revenue	\$23,870	\$44,065
Total Operating Revenue	\$52,276	\$67,876
Federal Contributions		
Provincial Contributions	\$80,959	\$82,079
Municipal Contributions	\$69,339	\$45,500
Other / Donations		
TOTAL	\$202,574	\$195,455

CAPITAL EXPENSES

	2014	2015
Vehicles Purchased	\$30,000	\$60,000
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$30,000	\$60,000

CAPITAL FUNDING SOURCES

	2014	2015
Transit System		
Federal Contributions		
Provincial Contributions	\$30,000	
Municipal Contributions		
Other / Donations		\$60,000
TOTAL CAPITAL FUNDING	\$30,000	\$60,000

A 2015 MB Sprinter wheelchair accessible vehicle was purchased in April 2015 with monies from the Central East - LHIN/MOH by the Campbellford Memorial Hospital and provided to Community Care Northumberland to assist in operating the GAINS program on behalf of the hospital.

SERVICE HOURS / SCHEDULING

	Weekday:	08:00 to 17:00	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: 01/01/2015	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: \$15.39

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2014	2015
FINANCIAL		
R/C Ratio	26%	35%
Net Operating Cost / Capita	\$11.92	\$10.12
Total Exp. / Passenger	\$50.27	\$48.66
Total Exp. / Eligible Passenger	\$50.52	\$48.90
Transportation Exp. / Passenger		
Dedicated Service	\$40.42	\$36.85
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$41.17	\$37.87
OPERATING		
Registrants / Capita	0.0271	0.0413
Passengers / Capita	0.3197	0.3187
Passengers / Registrant	11.82	7.73
Passengers / Hour (Dedicated Service)	1.21	1.22
Kms / Passenger (Dedicated Service)	23.50	26.52
Average Speed (Dedicated Service)	28.50	32.38

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	1,024	
Wheelchair/Scooter Users	2,973	
Attendants	20	
Companions		
Other (specified)		
TOTAL	4,017	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	3	4
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A
Vehicle ownership:	Non-profit Organization			
Vehicle maintenance responsibility:	Non-profit Organization			
Accessible taxis:				

Wallaceburg

CKTransit Wallaceburg Accessible Service

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

Population served: 11,000
 Service area (km²): 10.7
 Communities served: 1
 Service began: 01/09/1991
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	159	159
Ambulatory:	352	352
Attendants:	149	149
Companions:		
Other:		
Total:	660	660

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	25,500	28,850
Tot. Veh. Km. - Dedicated Service	32,000	35,350
Rev. Veh. Hrs. - Dedicated Service	3,340	3,314
Tot. Veh. Hrs. - Dedicated Service	3,340	3,314
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2014	2015
Dedicated Service	6,302	6,678
Non-Dedicated Service		
TOTAL PASSENGERS	6,302	6,678
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	288	134
No-shows / Cancelled at door	11	21
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

	2014	2015
Administration	\$11,116	\$10,857
Operations:		
Internal - Dedicated Service	\$2,197	
Contract - Dedicated Service	\$160,775	\$183,578
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$3,055	
TOTAL OPERATING EXPENSES	\$177,143	\$194,435

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2014	2015
Passenger Revenue	\$16,710	\$20,981
Other Operating Revenue		
Total Operating Revenue	\$16,710	\$20,981
Federal Contributions		
Provincial Contributions	\$8,823	
Municipal Contributions	\$151,610	\$173,454
Other / Donations		
TOTAL	\$177,143	\$194,435

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

	Weekday:	Sunday:
06:15 to 19:15	08:00 to 17:00	
Saturday: 06:15 to 19:15	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

	2014	2015
FINANCIAL		
R/C Ratio	9%	11%
Net Operating Cost / Capita	\$14.58	\$15.77
Total Exp. / Passenger	\$28.11	\$29.12
Total Exp. / Eligible Passenger	\$29.05	\$31.08
Transportation Exp. / Passenger		
Dedicated Service	\$26.35	\$27.49
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$49.71	\$55.39
OPERATING		
Registrants / Capita	0.0608	0.0600
Passengers / Capita	0.5729	0.6071
Passengers / Registrant	9.42	10.12
Passengers / Hour (Dedicated Service)	1.89	2.02
Kms / Passenger (Dedicated Service)	4.05	4.32
Average Speed (Dedicated Service)	7.63	8.71

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,811	
Wheelchair/Scooter Users	445	
Attendants	422	
Companions		
Other (specified)		
TOTAL	6,678	

VEHICLE DATA

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

Vehicle ownership: Contracted 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: 58,000
 Service area (km²): 843.0
 Communities served: 3
 Service began: 02/07/1992
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	749	749
Ambulatory:	1,173	1,173
Attendants:		
Companions:		
Other:		
Total:	1,922	1,922

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	2014	2015
Rev. Veh. Km. - Dedicated Service	549,603	550,124
Tot. Veh. Km. - Dedicated Service	549,603	550,124
Rev. Veh. Hrs. - Dedicated Service	16,602	14,509
Tot. Veh. Hrs. - Dedicated Service	16,602	14,509
Non-Dedicated Service - Veh. Km.	95,726	123,649
Non-Dedicated Service - Veh. Hrs.	1,367	2,358

PASSENGER DATA	2014	2015
Dedicated Service	36,388	37,547
Non-Dedicated Service	7,376	9,363
TOTAL PASSENGERS	43,764	46,910
Subscription / Pre-booked	72%	68%
Reservation	27%	31%
On-Demand / Day of trip	1%	1%
Cancelled in advance	7,599	7,564
No-shows / Cancelled at door	298	360
Unaccommodated trips	780	1,040
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,149,160	\$1,106,395
Contract - Non-Dedicated Service	\$197,227	\$274,000
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$1,346,387	\$1,380,395

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$91,238	\$92,794
Other Operating Revenue		
Total Operating Revenue	\$91,238	\$92,794
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,256,363	\$1,324,981
Other / Donations		
TOTAL	\$1,347,601	\$1,417,775

CAPITAL EXPENSES

Vehicles Purchased	\$82,495	\$82,495
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$82,495	\$82,495

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$82,495	\$82,495
Other / Donations		
TOTAL CAPITAL FUNDING	\$82,495	\$82,495

*Other Eligibility: Persons age 65 and older, CNIB registrants, physically or developmentally disabled or have a temporary disability

SERVICE HOURS / SCHEDULING		
Weekday:	06:00 to 18:00	Sunday: to
Saturday:	07:00 to 17:00	Holiday: to
Advanced booking notice:	30 day(s)	
Minimum notice for reservation:	48.0 hour(s)	
Reservations / Scheduling:	Fully Computerized	

FARE STRUCTURE

Effective Date: 01/07/2015	Tickets/Cards	Monthly Pass	Free
	(unit price)		
Adult	\$3.00	\$2.57	\$79.00
Child	\$3.00	\$2.23	\$67.00
Student	\$3.00	\$2.23	\$67.00
Senior	\$3.00	\$2.23	\$67.00
Attendant			
Companion	\$3.00		
Other			

EMPLOYEE DATA

	Full-time	Part-time
Operators	5	6
Other Operations	2	1
Vehicle Mechanics		
General and Administration	1	
Other		1
TOTAL NUMBER OF EMPLOYEES	8	8

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

Top Operator Wage Rate: \$22.45

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$22.02	\$22.20
Total Exp. / Passenger	\$30.76	\$29.43
Total Exp. / Eligible Passenger	\$33.54	\$32.24
Transportation Exp. / Passenger		
Dedicated Service	\$31.58	\$29.47
Non-Dedicated Service	\$26.74	\$29.26
Transportation Exp. / Hour (Dedicated Service)	\$69.22	\$76.26
OPERATING		
Registrants / Capita	0.0294	0.0331
Passengers / Capita	0.7678	0.8088
Passengers / Registrant	26.13	24.41
Passengers / Hour (Dedicated Service)	2.19	2.59
Kms / Passenger (Dedicated Service)	15.10	14.65
Average Speed (Dedicated Service)	33.10	37.92

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	27,102	5,552
Wheelchair/Scooter Users	7,909	2,255
Attendants	2,536	1,556
Companions		
Other (specified)		
TOTAL	37,547	9,363

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
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: 508,500
 Service area (km²): 315.8
 Communities served: 4
 Service began: 01/01/1973
 Advisory Committee members: 12
 Eligibility Committee members: 5

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1,125	2,354
Ambulatory:	1,690	4,789
Attendants:		
Companions:		
Other:		
Total:	2,815	7,143

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	1,134,674	1,400,685
Tot. Veh. Km. - Dedicated Service	1,157,831	1,429,270
Rev. Veh. Hrs. - Dedicated Service	56,761	57,290
Tot. Veh. Hrs. - Dedicated Service	57,919	58,459
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	149,557	154,401
Non-Dedicated Service	141,011	138,640
TOTAL PASSENGERS	290,568	293,041
Subscription / Pre-booked	59%	55%
Reservation	42%	45%
On-Demand / Day of trip	0%	0%
Cancelled in advance	43,981	45,904
No-shows / Cancelled at door	5,130	4,847
Unaccommodated trips	2,568	2,523
Number of complaints	380	675

OPERATING EXPENSES

Administration	\$855,985	\$975,798
Operations:		
Internal - Dedicated Service	\$4,528,122	\$4,613,164
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,396,464	\$1,428,960
Contract - Taxi Scrip	\$712,072	\$714,890
Maintenance (Vehicles & Facilities)	\$774,498	\$593,223
Fuel	\$417,347	\$322,868
TOTAL OPERATING EXPENSES	\$8,684,488	\$8,648,903

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$352,730	\$384,254
Other Operating Revenue	\$395,362	\$396,910
Total Operating Revenue	\$748,092	\$781,164
Federal Contributions		
Provincial Contributions	\$941,026	\$979,215
Municipal Contributions	\$6,995,370	\$6,888,524
Other / Donations		
TOTAL	\$8,684,488	\$8,648,903

CAPITAL EXPENSES

Vehicles Purchased	\$383,614	\$1,172,248
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$383,614	\$1,172,248

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$383,614	\$1,172,248
Other / Donations		
TOTAL CAPITAL FUNDING	\$383,614	\$1,172,248

In June 2008 MobilityPLUS started a Commuter Service for persons with cognitive disabilities and carried 11,853 passengers. All MobilityPLUS registrants have access to TaxiSCRIP and complimentary rides on conventional GRT routes. In 2015, there were approximately 122,996 rides provided. *Other Eligibility: CNIB Registrants are also eligible for the service, they are registered as ambulatory.

SERVICE HOURS / SCHEDULING

Weekday:	05:15 to 01:15	Sunday:	07:15 to 01:15
Saturday:	05:30 to 01:15	Holiday:	07:15 to 01:15
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/07/2015	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.57	\$79.00	☐
Child	\$3.00	\$2.23	\$67.00	☐
Student	\$3.00	\$2.23	\$67.00	☐
Senior	\$3.00	\$2.23	\$67.00	☒
Attendant				☐
Companion				
Other Children under 5 free				

EMPLOYEE DATA

	Full-time	Part-time
Operators	34	12
Other Operations	6	5
Vehicle Mechanics	2	
General and Administration	10	
Other		
TOTAL NUMBER OF EMPLOYEES	52	17

Union Affiliations: Operators: UNIFOR 4304
 Mechanics: UNIFOR 4304
 Other (specify): (Administration) CUPE 1883

Top Operator Wage Rate: \$28.69

Top Mechanic Wage Rate: \$32.55

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$15.79	\$15.47
Total Exp. / Passenger	\$29.89	\$29.51
Total Exp. / Eligible Passenger	\$42.16	\$41.30
Transportation Exp. / Passenger		
Dedicated Service	\$38.25	\$35.81
Non-Dedicated Service	\$14.95	\$15.46
Transportation Exp. / Hour (Dedicated Service)	\$98.76	\$94.58
OPERATING		
Registrants / Capita	0.0134	0.0141
Passengers / Capita	0.5781	0.5763
Passengers / Registrant	43.26	41.02
Passengers / Hour (Dedicated Service)	2.63	2.70
Kms / Passenger (Dedicated Service)	7.59	9.07
Average Speed (Dedicated Service)	19.99	24.45

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	79,527	55,756
Wheelchair/Scooter Users	60,546	13,572
Attendants	14,328	
Companions		
Other (specified)		69,312
TOTAL	154,401	138,640

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	30	25	6	7
Small Buses				
Other				
TOTAL DED. VEHICLES	30	25	N/A	N/A

Vehicle ownership: Regional Transit Service
 Vehicle maintenance responsibility: Regional Transit Service
 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:	204	820
Ambulatory:	177	630
Attendants:	125	428
Companions:		
Other:		
Total:	506	1,878

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	85,178	80,402
Tot. Veh. Km. - Dedicated Service	91,584	86,827
Rev. Veh. Hrs. - Dedicated Service	5,645	5,663
Tot. Veh. Hrs. - Dedicated Service	6,261	6,345
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	16,040	15,787
Non-Dedicated Service		
TOTAL PASSENGERS	16,040	15,787
Subscription / Pre-booked	45%	46%
Reservation	54%	53%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,313	2,426
No-shows / Cancelled at door	127	74
Unaccommodated trips	385	300
Number of complaints	10	12

OPERATING EXPENSES

Administration	\$122,223	\$92,719
Operations:		
Internal - Dedicated Service	\$241,903	\$234,434
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$43,658	\$42,338
Fuel	\$37,174	\$27,484
TOTAL OPERATING EXPENSES	\$444,958	\$396,975

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$35,354	\$36,337
Other Operating Revenue	\$420	\$140
Total Operating Revenue	\$35,774	\$36,477
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$409,184	\$441,184
Other / Donations		
TOTAL	\$444,958	\$477,661

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:	07:15 to 18:45	Sunday:	to
Saturday:	09:30 to 18:15	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date: 01/07/2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.40		☐
Child	\$2.75	\$2.40		☐
Student	\$2.75	\$2.40		☐
Senior	\$2.75	\$2.40		☐
Attendant	\$2.75	\$2.40		☐
Companion	\$2.75	\$2.40		☐
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: \$27.45
 Top Mechanic Wage Rate: \$33.83

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$8.13	\$7.16
Total Exp. / Passenger	\$27.74	\$25.15
Total Exp. / Eligible Passenger	\$30.82	\$28.73
Transportation Exp. / Passenger		
Dedicated Service	\$20.12	\$19.27
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$51.55	\$47.95
OPERATING		
Registrants / Capita	0.0349	0.0373
Passengers / Capita	0.3187	0.3137
Passengers / Registrant	9.14	8.41
Passengers / Hour (Dedicated Service)	2.84	2.79
Kms / Passenger (Dedicated Service)	5.31	5.09
Average Speed (Dedicated Service)	15.09	14.20

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,037	
Wheelchair/Scooter Users	6,780	
Attendants	1,970	
Companions		
Other (specified)		
TOTAL	15,787	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
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: Deputy Clerk
 Telephone: 519-785-0560
 Fax: 519-785-0644
 Email: spray@westelgin.net

Population served: 22,955
 Service area (km²): 1,555.0
 Communities served: 4
 Service began: 01/04/1994
 Advisory Committee members: N/A
 Eligibility Committee members: 6

REGISTRANTS
 Wheelchair/Scooter Users: 16
 Ambulatory: 81
 Attendants:
 Companions:
 Other:
Total: 97

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 59,211
 Tot. Veh. Km. - Dedicated Service 59,211
 Rev. Veh. Hrs. - Dedicated Service 1,745
 Tot. Veh. Hrs. - Dedicated Service 1,745
 Non-Dedicated Service - Veh. Km.
 Non-Dedicated Service - Veh. Hrs.

2014
 59,211
 59,211
 1,745
 1,745

2015
 62,059
 62,059
 1,949
 1,949

SERVICE HOURS / SCHEDULING

Weekday: 09:00 to 17:00 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 2,364
 Non-Dedicated Service
TOTAL PASSENGERS **2,364**
 Subscription / Pre-booked 100%
 Reservation 0%
 On-Demand / Day of trip 0%
 Cancelled in advance 128
 No-shows / Cancelled at door 11
 Unaccommodated trips
 Number of complaints

2014
 2,364
2,364
 100%
 0%
 0%
 128
 11

2015
 2,724
2,724
 100%
 0%
 0%
 85
 6

FARE STRUCTURE

Effective Date: 01/03/2013

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

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time
Part-time
 2

TOTAL NUMBER OF EMPLOYEES

2

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

Top Operator Wage Rate: \$21.28
 Top Mechanic Wage Rate:

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$14,000
 Other Operating Revenue \$17,749

Total Operating Revenue **\$14,000** **\$17,749**

Federal Contributions \$26,354
 Provincial Contributions \$23,028
 Municipal Contributions
 Other / Donations

TOTAL **\$63,382** **\$81,679**

CAPITAL EXPENSES

Vehicles Purchased \$72,972
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES **\$72,972**

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions \$72,972
 Other / Donations

TOTAL CAPITAL FUNDING **\$72,972**

*Other Eligibility Criteria includes persons with an application signed by a Health Care Professional or Doctor. *Contributions by the Municipality of Chatham-Kent \$4,783.95, Village of Newbury \$744.44, Municipality of Southwest Middlesex \$12,577.88 and the Municipality of West Elgin \$10,654.06. *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 on the Dedicated Gas Tax Forms for Public Transportation.

PERFORMANCE INDICATORS

FINANCIAL

	2014	2015
R/C Ratio	19%	26%
Net Operating Cost / Capita	\$2.53	\$2.18
Total Exp. / Passenger	\$30.50	\$24.93
Total Exp. / Eligible Passenger	\$35.68	\$28.83
Transportation Exp. / Passenger		
Dedicated Service	\$28.71	\$24.47
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$38.90	\$34.20

OPERATING

	2014	2015
Registrants / Capita	0.0044	0.0042
Passengers / Capita	0.1030	0.1187
Passengers / Registrant	23.18	28.08
Passengers / Hour (Dedicated Service)	1.35	1.40
Kms / Passenger (Dedicated Service)	25.05	22.78
Average Speed (Dedicated Service)	33.93	31.83

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,149	
Wheelchair/Scooter Users	206	
Attendants		
Companions		
Other (specified)	369	
TOTAL	2,724	

VEHICLE DATA

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

Vehicle ownership:
 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 x226
 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	Active	Total
Wheelchair/Scooter Users:	104	104
Ambulatory:	260	260
Attendants:	49	49
Companions:		
Other:		
Total:	413	413

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	26,086	23,346
Tot. Veh. Km. - Dedicated Service	27,086	24,125
Rev. Veh. Hrs. - Dedicated Service	2,099	2,194
Tot. Veh. Hrs. - Dedicated Service	2,243	2,314
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,303	3,609
Non-Dedicated Service	406	266
TOTAL PASSENGERS	3,709	3,875
Subscription / Pre-booked	15%	25%
Reservation	80%	70%
On-Demand / Day of trip	5%	5%
Cancelled in advance	218	294
No-shows / Cancelled at door	26	17
Unaccommodated trips	5	3
Number of complaints	4	2

OPERATING EXPENSES

Administration	\$29,346	\$36,969
Operations:		
Internal - Dedicated Service	\$48,783	\$73,563
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$8,951	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$8,262	\$9,434
Fuel	\$4,868	\$4,748
TOTAL OPERATING EXPENSES	\$100,210	\$124,714

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$24,751	\$21,689
Other Operating Revenue	\$12,912	\$14,890
Total Operating Revenue	\$37,663	\$36,579
Federal Contributions		
Provincial Contributions	\$60,126	\$77,884
Municipal Contributions	\$12,000	\$12,000
Other / Donations	\$13,780	\$15,440
TOTAL	\$123,569	\$141,903

CAPITAL EXPENSES

Vehicles Purchased		\$163,371
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$163,371

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$100,000	
Municipal Contributions	\$25,000	
Other / Donations	\$38,371	
TOTAL CAPITAL FUNDING	\$163,371	

Note: All statistical and financial information is based on a fiscal year. Fare Structure-fares shown are for intown; rural is \$8.00 one way; out of service area during service hours within Huron/Perth is \$.80/km & \$12/hr waiting; if beyond these counties is \$.65/km & \$12/hr waiting. Outside of service hours & group charters \$44/hr driving; \$34/hr standby/loading/waiting. *Service hours: Mondays/Wednesdays 09:00-13:00hrs; Tuesdays 10:00-15:00hrs; Thursdays/Fridays 09:00-17:00hrs. General admin staff are spare drivers 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. Increase in no shows & trips cancelled in advance due to computerized data being accessed. Non-dedicated taxi service hours/kms-unable to access as taxi doesn't keep this data separate for our service/clients

SERVICE HOURS / SCHEDULING

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

FARE STRUCTURE

Effective Date: 01/08/2014	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			☐
Child	\$4.00			☐
Student	\$4.00			☐
Senior	\$4.00			☒
Attendant				☒
Companion				☒
Other	see remarks			

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: \$18.66
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	38%	29%
Net Operating Cost / Capita	\$6.85	\$9.65
Total Exp. / Passenger	\$27.02	\$32.18
Total Exp. / Eligible Passenger	\$27.02	\$32.18
Transportation Exp. / Passenger		
Dedicated Service	\$18.74	\$24.31
Non-Dedicated Service	\$22.05	
Transportation Exp. / Hour (Dedicated Service)	\$27.60	\$37.92
OPERATING		
Registrants / Capita	0.0381	0.0452
Passengers / Capita	0.4063	0.4245
Passengers / Registrant	10.66	9.38
Passengers / Hour (Dedicated Service)	1.57	1.64
Kms / Passenger (Dedicated Service)	7.90	6.47
Average Speed (Dedicated Service)	12.43	10.64

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,609	266
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	3,609	266

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	14
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Non-Profit Organization			
Accessible taxis:				

Windsor

Handi-Transit Windsor

Contact: Lori Colenutt
 Title: General Manager
 Telephone: 519-966-0930
 Fax: 519-966-1249
 Email: 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: 1,638
 Ambulatory: 2,369
 Attendants:
 Companions:
 Other:
Total: 4,007

Active
 1,638
 2,369
 4,007

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	311,737	309,655
Tot. Veh. Km. - Dedicated Service	432,477	445,781
Rev. Veh. Hrs. - Dedicated Service	20,407	20,540
Tot. Veh. Hrs. - Dedicated Service	20,407	20,540
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	52,747	54,077
Non-Dedicated Service		
TOTAL PASSENGERS	52,747	54,077
Subscription / Pre-booked	38%	38%
Reservation	60%	60%
On-Demand / Day of trip	2%	2%
Cancelled in advance	20,838	21,037
No-shows / Cancelled at door	743	779
Unaccommodated trips	18	2
Number of complaints	1	3

OPERATING EXPENSES

Administration	\$366,220	\$362,041
Operations:		
Internal - Dedicated Service	\$664,291	\$662,194
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$144,496	\$144,729
Fuel	\$139,860	\$115,553
TOTAL OPERATING EXPENSES	\$1,314,867	\$1,284,517

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$256,974	\$259,847
Other Operating Revenue	\$275	\$315
Total Operating Revenue	\$257,249	\$260,162
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,067,100	\$1,071,600
Other / Donations	\$2,517	
TOTAL	\$1,326,866	\$1,331,762

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 2015, 100 registered clients took 3,132 trips. LaSalle service contract revenue for 2015 was \$58,568.40 and the passenger revenue was \$16,443.00

SERVICE HOURS / SCHEDULING

Weekday:	06:30 to 00:30	Sunday:	08:00 to 22:00
Saturday:	08:00 to 00:30	Holiday:	08:00 to 22:00
Advanced booking notice:	28 day(s)		
Minimum notice for reservation:	2.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	01/04/2014	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

Operators	5	11
Other Operations	3	2
Vehicle Mechanics		
General and Administration	2	
Other		
TOTAL NUMBER OF EMPLOYEES	10	13

Union Affiliations: Operators: Teamsters Local 879
 Mechanics:
 Other (specify):

Top Operator Wage Rate: \$21.26

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	20%	20%
Net Operating Cost / Capita	\$4.53	\$4.38
Total Exp. / Passenger	\$24.93	\$23.75
Total Exp. / Eligible Passenger	\$26.05	\$24.94
Transportation Exp. / Passenger		
Dedicated Service	\$17.98	\$17.06
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$46.49	\$44.91
OPERATING		
Registrants / Capita	0.0160	0.0172
Passengers / Capita	0.2257	0.2314
Passengers / Registrant	14.15	13.50
Passengers / Hour (Dedicated Service)	2.58	2.63
Kms / Passenger (Dedicated Service)	5.91	5.73
Average Speed (Dedicated Service)	15.28	15.08

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	30,093	
Wheelchair/Scooter Users	21,408	
Attendants	2,576	
Companions		
Other (specified)		
TOTAL	54,077	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	13	12	6	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: 4

REGISTRANTS
 Wheelchair/Scooter Users: 143
 Ambulatory: 337
 Attendants:
 Companions:
 Other:
Total: 480

Active
 143
 337
 480

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

	2014	2015
Rev. Veh. Km. - Dedicated Service	58,001	65,132
Tot. Veh. Km. - Dedicated Service	105,001	118,172
Rev. Veh. Hrs. - Dedicated Service	5,916	2,056
Tot. Veh. Hrs. - Dedicated Service	10,444	11,360
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	24,074	27,262
Non-Dedicated Service		
TOTAL PASSENGERS	24,074	27,262
Subscription / Pre-booked	46%	45%
Reservation	0%	0%
On-Demand / Day of trip	54%	55%
Cancelled in advance	3,776	4,720
No-shows / Cancelled at door	69	123
Unaccommodated trips	234	548
Number of complaints		

OPERATING EXPENSES

Administration	\$28,821	\$30,504
Operations:		
Internal - Dedicated Service	\$75,299	\$150,908
Contract - Dedicated Service	\$448,442	\$429,844
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$25,129	
Fuel	\$19,104	\$11,503
TOTAL OPERATING EXPENSES	\$596,795	\$622,759

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$31,942	\$43,296
Other Operating Revenue		
Total Operating Revenue	\$31,942	\$43,296
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$564,853	\$579,463
Other / Donations		
TOTAL	\$596,795	\$622,759

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		

TOTAL CAPITAL FUNDING

2 Buses are owned and operated by the City. Up to 4 buses are available for scheduling and are owned and operated by the service contractor. Dispatch service is provided by the Red Cross

SERVICE HOURS / SCHEDULING

Weekday:	06:30 to 18:30	Sunday:	to
Saturday:	08:30 to 18:30	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	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.00	\$1.66	\$50.00	☐
Child				☐
Student	\$2.00	\$1.66	\$40.00	☐
Senior	\$2.00	\$1.66	\$40.00	☐
Attendant				☒
Companion	\$2.00	\$1.66		☐
Other				

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

8

Union Affiliations: Operators: CUPE 1146
 Mechanics: CUPE 1146
 Other (specify):

Top Operator Wage Rate: \$29.55

Top Mechanic Wage Rate: \$29.73

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	5%	7%
Net Operating Cost / Capita	\$14.86	\$15.25
Total Exp. / Passenger	\$24.79	\$22.84
Total Exp. / Eligible Passenger	\$29.79	\$27.84
Transportation Exp. / Passenger		
Dedicated Service	\$23.59	\$21.72
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$54.38	\$52.13
OPERATING		
Registrants / Capita	0.0098	0.0126
Passengers / Capita	0.6335	0.7174
Passengers / Registrant	64.37	56.80
Passengers / Hour (Dedicated Service)	4.07	13.26
Kms / Passenger (Dedicated Service)	2.41	2.39
Average Speed (Dedicated Service)	9.80	31.67

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	21,458	
Wheelchair/Scooter Users	914	
Attendants	912	
Companions	3,978	
Other (specified)		
TOTAL	27,262	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	6	6	4	14
Other				
TOTAL DED. VEHICLES	6	6	N/A	N/A

Vehicle ownership: Municipality (2), Contractor (4)

Vehicle maintenance responsibility: Municipality and 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: 1,166,300
 Service area (km²): 1,776.0
 Communities served: 9
 Service began: 01/01/2001
 Advisory Committee members: 13
 Eligibility Committee members: 3

REGISTRANTS
 Wheelchair/Scooter Users: 5,028
 Ambulatory: 2,789
 Attendants:
 Companions:
 Other:
Total: 7,817

Active
 5,870
 3,466
 9,336

Dedicated Serv. Operated by: ☐ Transit System/Municipality

Non-Dedicated Service: ☒ Contractors: 1

Eligibility Criteria: ☒ Unable to Board

☒ Private Contractor(s), number: 3

Taxi Scrip Program Available: ☒

☒ Unable to Use

☐ Private Non-Profit Org.

☒ Other Criteria

VEHICLE KILOMETRES & HOURS

	2014	2015
Rev. Veh. Km. - Dedicated Service	2,735,255	2,894,812
Tot. Veh. Km. - Dedicated Service	2,735,255	5,125,362
Rev. Veh. Hrs. - Dedicated Service	181,875	196,391
Tot. Veh. Hrs. - Dedicated Service	207,779	223,172
Non-Dedicated Service - Veh. Km.	10,302	8,289
Non-Dedicated Service - Veh. Hrs.	2,853	2,353

PASSENGER DATA

Dedicated Service	355,768	378,886
Non-Dedicated Service	2,141	2,202
TOTAL PASSENGERS	357,909	381,088
Subscription / Pre-booked	47%	55%
Reservation	52%	44%
On-Demand / Day of trip	1%	1%
Cancelled in advance	57,737	20,966
No-shows / Cancelled at door	6,157	6,883
Unaccommodated trips		64
Number of complaints	725	469

OPERATING EXPENSES

Administration	\$1,313,400	\$1,311,471
Operations:		
Internal - Dedicated Service	\$3,554,597	\$3,512,846
Contract - Dedicated Service	\$9,118,727	\$9,346,988
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$29,603	\$23,617
Maintenance (Vehicles & Facilities)	\$289	\$1,421
Fuel	\$39,102	
TOTAL OPERATING EXPENSES	\$14,055,718	\$14,196,343

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$841,550	\$897,406
Other Operating Revenue		
Total Operating Revenue	\$841,550	\$897,406
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$13,198,922	\$13,295,929
Other / Donations	\$15,246	\$3,008
TOTAL	\$14,055,718	\$14,196,343

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 passenger trips includes "Family of Service" passenger trips.

SERVICE HOURS / SCHEDULING

Weekday:	05:00 to 03:00	Sunday:	05:00 to 03:00
Saturday:	05:00 to 03:00	Holiday:	05:00 to 03:00
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	18.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date: 01/07/2015	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00	\$3.40	\$136.00	☐
Child		\$2.10	\$57.00	☐
Student		\$2.60	\$102.00	☐
Senior		\$2.10	\$57.00	☐
Attendant				☒
Companion		\$3.40	\$136.00	☐
Other	Zone 2 - \$5.00, Zone 2 Monthly Pass = \$181.00			

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations	11	5
Vehicle Mechanics		
General and Administration	7	
Other		
TOTAL NUMBER OF EMPLOYEES	18	5

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2014	2015
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$11.54	\$11.40
Total Exp. / Passenger	\$39.27	\$37.25
Total Exp. / Eligible Passenger	\$46.00	\$43.93
Transportation Exp. / Passenger		
Dedicated Service	\$35.73	\$33.94
Non-Dedicated Service	\$13.83	\$10.73
Transportation Exp. / Hour (Dedicated Service)	\$61.18	\$57.63
OPERATING		
Registrants / Capita	0.0070	0.0080
Passengers / Capita	0.3126	0.3268
Passengers / Registrant	44.59	40.82
Passengers / Hour (Dedicated Service)	1.96	1.93
Kms / Passenger (Dedicated Service)	7.69	7.64
Average Speed (Dedicated Service)	15.04	14.74

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	252,703	1,698
Wheelchair/Scooter Users	68,790	
Attendants	37,203	318
Companions	11,067	186
Other (specified)	9,123	
TOTAL	378,886	2,202

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	48	36	Wheelchair	Ambulatory
Accessible Vans / Minivans	38	30	N/A	3
Small Buses	10	6	2	2
Other			5	10
TOTAL DED. VEHICLES	96	72	N/A	N/A

Vehicle ownership: Mobility Plus for bus and private operation for s

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)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$