

Ontario Specialized Transit Services Fact Book 2016 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).

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Supplementary Notes Please contact CUTA's Research, Technical and Member Services Department for any corrections or comments. Copyright © 2017 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)		
Abstract The Ontario Specialized Transit Services Fact Book – 2016 Operating Data contains operating statistics collected from 80 Ontario specialized transit systems which provide transit services for persons with disabilities. The Fact Book provides detailed data for 2015 and 2016, along with key performance indicators, for each of the specialized transit systems. The report also provides summary information for the province and population groups.		
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Notes on 2016 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 2017 Dedicated Gas Tax allocation.

I. ONTARIO SUMMARY

Number of Systems Reporting:	80	Systems with Dedicated Service:	78	98%	REGISTRANTS	Active	Total
Population served:	12,213,510	Operated by:			Wheelchair/Scooter Users:	60,187	87,295
Service area (km²):	616,303.9	Transit System/Municipality:	40	50%	Ambulatory:	92,696	119,587
Communities served:	164	Private Contractor:	25	31%	Attendants:	3,231	4,071
Eligibility Criteria:		Private Non-Profit Organization:	30	38%	Companions:	270	246
Unable to Board:	68%	Systems with Non-Dedicated Service:	35	44%	Other:	2,323	3,422
Unable to Use:	75%	Systems with a Taxi Scrip Program:	10	13%	Total:	166,642	223,584
Other Criteria:	45%						

OPERATING DATA

	2015	2016
Number of transit systems reporting	79	80
Rev. Veh. Km. - Dedicated Service	46,433,384	44,910,921
Tot. Veh. Km. - Dedicated Service	54,238,169	53,263,052
Rev. Veh. Hrs. - Dedicated Service	2,415,108	2,397,571
Tot. Veh. Hrs. - Dedicated Service	2,671,067	2,562,174
Non-Dedicated Service - Veh. Km.	7,103,417	11,652,542
Non-Dedicated Service - Veh. Hrs.	278,414	446,907

PASSENGER DATA

Dedicated Service	6,363,036	6,554,865
Non-Dedicated Service	2,087,927	2,453,195
TOTAL PASSENGERS	8,450,963	9,008,060
Subscription / Pre-booked	45%	49%
Reservation	45%	43%
On-Demand / Day of trip	10%	10%
Cancelled in advance	1,745,684	1,814,867
No-shows / Cancelled at door	172,260	210,167
Unaccommodated trips	143,974	121,501
Number of complaints	12,463	13,686

OPERATING EXPENSES

Administration	\$31,046,290	\$32,107,443
Operations:		
Internal - Dedicated Service	\$97,082,531	\$97,787,803
Contract - Dedicated Service	\$59,232,957	\$68,502,593
Contract - Non-Dedicated Service	\$40,263,823	\$44,243,332
Contract - Taxi Scrip	\$2,439,235	\$2,687,990
Maintenance (Vehicles & Facilities)	\$28,696,545	\$27,572,612
Fuel	\$8,619,430	\$7,603,940
TOTAL OPERATING EXPENSES	\$267,380,811	\$280,505,713

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,389,063	\$20,651,622
Other Operating Revenue	\$909,325	\$808,946
Total Operating Revenue	\$20,298,388	\$21,478,087
Federal Contributions		\$68,942
Provincial Contributions	\$9,563,956	\$10,381,244
Municipal Contributions	\$237,387,542	\$248,073,016
Other / Donations	\$530,561	\$626,558
TOTAL	\$267,780,446	\$280,627,847

CAPITAL EXPENSES

Vehicles Purchased	\$10,681,444	\$16,350,847
Debt Servicing		\$50,686
Other Capital Expenses	\$1,949,433	\$3,357,685
TOTAL CAPITAL EXPENSES	\$12,630,876	\$19,759,219

CAPITAL FUNDING SOURCES

Transit System	\$687,725	\$139,537
Federal Contributions	\$4,801,639	\$7,867,680
Provincial Contributions	\$2,938,891	\$2,600,494
Municipal Contributions	\$3,355,230	\$8,799,280
Other / Donations	\$922,892	\$809,747
TOTAL CAPITAL FUNDING	\$12,706,378	\$20,216,738

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

SCHEDULING

Advanced booking notice:	31 day(s)
Minimum notice for reservation:	20.9 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.88	\$3.10	\$78.59
Child	\$3.17	\$2.69	\$56.24
Student	\$3.47	\$2.68	\$64.48
Senior	\$3.51	\$2.56	\$54.78
Attendant	\$3.47	\$2.67	\$64.00
Companion	\$3.07	\$2.77	\$73.28

EMPLOYEE DATA

	Full-time	Part-time
Operators	883	390
Other Operations	228	68
Vehicle Mechanics	131	11
General and Administration	141	38
Other	23	27

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$21.61

Average Top Mechanic Wage Rate: \$30.70

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	8%	8%
Net Operating Cost / Capita	\$20.47	\$21.23
Total Exp. / Passenger	\$31.69	\$31.18
Total Exp. / Eligible Passenger	\$34.44	\$33.84
Transportation Exp. / Passenger		
Dedicated Service	\$30.49	\$30.80
Non-Dedicated Service	\$20.58	\$19.24
Transportation Exp. / Hour (Dedicated Service)	\$71.64	\$77.52
OPERATING		
Registrants / Capita	0.0171	0.0183
Passengers / Capita	0.6989	0.7369
Passengers / Registrant	40.81	40.75
Passengers / Hour (Dedicated Service)	2.58	2.63
Kms / Passenger (Dedicated Service)	7.71	7.40
Average Speed (Dedicated Service)	19.96	19.61

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,010,925	1,975,135
Wheelchair/Scooter Users	2,063,406	232,106
Attendants	276,559	61,401
Companions	129,721	31,841
Other (specified)	70,014	152,709
TOTAL	6,550,625	2,453,192

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	418	332	N/A	
Accessible Vans / Minivans	552	474	1	2
Small Buses	652	532	2	6
Other	67	65		1
TOTAL DED. VEHICLES	1,689	1,403	N/A	N/A
Accessible taxis:	193			

II. Population Group Summaries

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Population Group 1 (>150,000)

Number of Systems Reporting:	12	Systems with Dedicated Service:	12	100%	REGISTRANTS	Active	Total
Population served:	9,441,783	Operated by:			Wheelchair/Scooter Users:	37,904	50,846
Service area (km²):	12,911.6	Transit System/Municipality:	8	67%	Ambulatory:	58,596	81,074
Communities served:	44	Private Contractor:	6	50%	Attendants:	336	732
Eligibility Criteria:		Private Non-Profit Organization:	3	25%	Companions:	95	118
Unable to Board:	67%	Systems with Non-Dedicated Service:	9	75%	Other:	1,698	2,794
Unable to Use:	75%	Systems with a Taxi Scrip Program:	5	42%	Total:	102,790	139,726
Other Criteria:	67%						

OPERATING DATA

	2015	2016
Number of transit systems reporting	12	12
Rev. Veh. Km. - Dedicated Service	36,905,197	36,391,085
Tot. Veh. Km. - Dedicated Service	43,597,017	42,470,733
Rev. Veh. Hrs. - Dedicated Service	1,952,110	1,971,540
Tot. Veh. Hrs. - Dedicated Service	2,174,956	2,057,419
Non-Dedicated Service - Veh. Km.	6,883,087	11,342,868
Non-Dedicated Service - Veh. Hrs.	271,707	435,391

PASSENGER DATA

Dedicated Service	5,129,642	5,294,820
Non-Dedicated Service	1,931,646	2,299,742
TOTAL PASSENGERS	7,061,288	7,594,562
Subscription / Pre-booked	45%	51%
Reservation	49%	44%
On-Demand / Day of trip	5%	5%
Cancelled in advance	1,602,523	1,645,035
No-shows / Cancelled at door	148,589	185,022
Unaccommodated trips	129,899	105,750
Number of complaints	12,097	13,501

OPERATING EXPENSES

Administration	\$27,545,830	\$28,223,522
Operations:		
Internal - Dedicated Service	\$82,044,869	\$83,439,247
Contract - Dedicated Service	\$50,577,192	\$58,294,738
Contract - Non-Dedicated Service	\$38,744,640	\$42,796,572
Contract - Taxi Scrip	\$2,129,564	\$2,265,895
Maintenance (Vehicles & Facilities)	\$24,967,006	\$23,616,277
Fuel	\$6,940,495	\$5,820,803
TOTAL OPERATING EXPENSES	\$232,949,596	\$244,457,054

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,726,515	\$16,001,441
Other Operating Revenue	\$576,714	\$468,788
Total Operating Revenue	\$15,303,229	\$16,470,229
Federal Contributions		
Provincial Contributions	\$4,434,158	\$5,268,287
Municipal Contributions	\$213,228,267	\$222,769,619
Other / Donations	\$3,465	\$7,364
TOTAL	\$232,969,119	\$244,515,499

CAPITAL EXPENSES

Vehicles Purchased	\$7,054,018	\$13,469,874
Debt Servicing		
Other Capital Expenses	\$1,747,969	\$3,184,865
TOTAL CAPITAL EXPENSES	\$8,801,986	\$16,654,739

CAPITAL FUNDING SOURCES

Transit System	\$687,725	\$139,537
Federal Contributions	\$4,323,867	\$7,693,082
Provincial Contributions	\$1,654,831	\$943,945
Municipal Contributions	\$1,463,114	\$7,503,252
Other / Donations	\$738,326	\$709,387
TOTAL CAPITAL FUNDING	\$8,867,863	\$16,989,203

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

SCHEDULING

Advanced booking notice:	24 day(s)
Minimum notice for reservation:	16.8 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.38	\$3.21	\$109.65
Child	\$2.88	\$2.70	\$78.00
Student	\$3.26	\$2.80	\$89.71
Senior	\$3.07	\$2.57	\$64.05
Attendant			
Companion	\$3.34	\$3.86	\$120.60

EMPLOYEE DATA

	Full-time	Part-time
Operators	724	155
Other Operations	189	46
Vehicle Mechanics	119	2
General and Administration	108	4
Other	19	10

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$26.76

Average Top Mechanic Wage Rate: \$33.88

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$23.28	\$24.15
Total Exp. / Passenger	\$32.99	\$32.19
Total Exp. / Eligible Passenger	\$35.57	\$34.57
Transportation Exp. / Passenger		
Dedicated Service	\$32.07	\$32.33
Non-Dedicated Service	\$21.16	\$19.60
Transportation Exp. / Hour (Dedicated Service)	\$75.65	\$83.20
OPERATING		
Registrants / Capita	0.0144	0.0148
Passengers / Capita	0.7554	0.8044
Passengers / Registrant	52.32	54.35
Passengers / Hour (Dedicated Service)	2.63	2.69
Kms / Passenger (Dedicated Service)	7.60	7.27
Average Speed (Dedicated Service)	20.10	19.68

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,313,644	1,884,414
Wheelchair/Scooter Users	1,651,619	221,137
Attendants	185,447	57,377
Companions	98,832	31,363
Other (specified)	45,275	105,448
TOTAL	5,294,817	2,299,739

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	405	320	N/A	1
Accessible Vans / Minivans	444	383	2	3
Small Buses	426	352	2	5
Other	48	48	1	2
TOTAL DED. VEHICLES	1,323	1,103	N/A	N/A
Accessible taxis:	159			

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

Number of Systems Reporting:	22	Systems with Dedicated Service:	22	100%	REGISTRANTS	Active	Total
Population served:	1,963,738	Operated by:			Wheelchair/Scooter Users:	16,361	30,471
Service area (km²):	17,101.6	Transit System/Municipality:	11	50%	Ambulatory:	21,657	25,803
Communities served:	52	Private Contractor:	3	14%	Attendants:	721	962
Eligibility Criteria:		Private Non-Profit Organization:	9	41%	Companions:		
Unable to Board:	68%	Systems with Non-Dedicated Service:	13	59%	Other:	36	36
Unable to Use:	73%	Systems with a Taxi Scrip Program:	3	14%	Total:	39,690	58,541
Other Criteria:	36%						

OPERATING DATA

	2015	2016
Number of transit systems reporting	22	22
Rev. Veh. Km. - Dedicated Service	7,253,586	6,417,183
Tot. Veh. Km. - Dedicated Service	7,995,606	8,208,485
Rev. Veh. Hrs. - Dedicated Service	328,618	297,803
Tot. Veh. Hrs. - Dedicated Service	340,652	352,194
Non-Dedicated Service - Veh. Km.	146,438	227,773
Non-Dedicated Service - Veh. Hrs.	3,898	8,498

PASSENGER DATA

Dedicated Service	805,498	817,084
Non-Dedicated Service	122,602	121,504
TOTAL PASSENGERS	928,100	938,588
Subscription / Pre-booked	33%	42%
Reservation	61%	62%
On-Demand / Day of trip	5%	2%
Cancelled in advance	111,136	127,659
No-shows / Cancelled at door	18,159	18,829
Unaccommodated trips	11,592	12,871
Number of complaints	160	126

OPERATING EXPENSES

Administration	\$2,337,294	\$2,654,635
Operations:		
Internal - Dedicated Service	\$11,895,200	\$11,186,009
Contract - Dedicated Service	\$4,525,562	\$5,579,249
Contract - Non-Dedicated Service	\$1,240,992	\$1,223,907
Contract - Taxi Scrip	\$296,169	\$401,321
Maintenance (Vehicles & Facilities)	\$2,910,758	\$3,040,193
Fuel	\$1,245,820	\$1,400,124
TOTAL OPERATING EXPENSES	\$24,451,795	\$25,485,438

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,897,645	\$2,841,934
Other Operating Revenue	\$106,459	\$118,210
Total Operating Revenue	\$3,004,104	\$2,960,144
Federal Contributions		
Provincial Contributions	\$3,212,810	\$3,472,231
Municipal Contributions	\$18,176,516	\$18,970,759
Other / Donations	\$242,871	\$178,946
TOTAL	\$24,636,301	\$25,582,081

CAPITAL EXPENSES

Vehicles Purchased	\$2,897,481	\$1,864,109
Debt Servicing		
Other Capital Expenses	\$201,464	\$108,150
TOTAL CAPITAL EXPENSES	\$3,098,944	\$1,972,259

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$477,772	\$174,598
Provincial Contributions	\$736,353	\$515,795
Municipal Contributions	\$1,867,116	\$1,206,250
Other / Donations	\$27,327	\$100,360
TOTAL CAPITAL FUNDING	\$3,108,568	\$1,997,003

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

SCHEDULING

Advanced booking notice:	26 day(s)
Minimum notice for reservation:	25.5 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$4.34	\$3.42	\$75.41
Child	\$3.67	\$2.13	\$54.00
Student	\$3.59	\$2.32	\$63.23
Senior	\$3.50	\$2.17	\$56.05
Attendant	\$2.88	\$2.38	\$64.00
Companion	\$2.87	\$2.46	\$73.42

EMPLOYEE DATA

	Full-time	Part-time
Operators	131	104
Other Operations	28	15
Vehicle Mechanics	2	6
General and Administration	19	16
Other	2	16

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate:	\$22.88
Average Top Mechanic Wage Rate:	\$31.86

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	12%	12%
Net Operating Cost / Capita	\$11.13	\$11.47
Total Exp. / Passenger	\$26.35	\$27.15
Total Exp. / Eligible Passenger	\$29.75	\$30.83
Transportation Exp. / Passenger		
Dedicated Service	\$25.55	\$25.95
Non-Dedicated Service	\$14.04	\$15.01
Transportation Exp. / Hour (Dedicated Service)	\$56.74	\$56.50
OPERATING		
Registrants / Capita	0.0264	0.0298
Passengers / Capita	0.4817	0.4780
Passengers / Registrant	18.26	16.03
Passengers / Hour (Dedicated Service)	2.33	2.32
Kms / Passenger (Dedicated Service)	9.01	8.84
Average Speed (Dedicated Service)	20.48	20.18

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	473,713	76,233
Wheelchair/Scooter Users	268,534	8,227
Attendants	58,804	2,039
Companions	12,800	372
Other (specified)	3,233	34,633
TOTAL	817,084	121,504

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	3	2	N/A	
Accessible Vans / Minivans	67	56	1	2
Small Buses	149	118	2	6
Other	14	14		2
TOTAL DED. VEHICLES	233	190	N/A	N/A
Accessible taxis:	32			

Population Group 3 (<50,000)

Number of Systems Reporting:	46	Systems with Dedicated Service:	44	96%	REGISTRANTS	Active	Total
Population served:	807,989	Operated by:			Wheelchair/Scooter Users:	5,922	5,978
Service area (km²):	586,290.8	Transit System/Municipality:	21	46%	Ambulatory:	12,443	12,710
Communities served:	68	Private Contractor:	16	35%	Attendants:	2,174	2,377
Eligibility Criteria:		Private Non-Profit Organization:	18	39%	Companions:	175	128
Unable to Board:	67%	Systems with Non-Dedicated Service:	13	28%	Other:	589	592
Unable to Use:	76%	Systems with a Taxi Scrip Program:	2	4%	Total:	24,162	25,317
Other Criteria:	43%						

OPERATING DATA

	2015	2016
Number of transit systems reporting	45	46
Rev. Veh. Km. - Dedicated Service	2,274,601	2,102,653
Tot. Veh. Km. - Dedicated Service	2,645,546	2,583,834
Rev. Veh. Hrs. - Dedicated Service	134,380	128,228
Tot. Veh. Hrs. - Dedicated Service	155,459	152,561
Non-Dedicated Service - Veh. Km.	73,892	81,901
Non-Dedicated Service - Veh. Hrs.	2,809	3,018

PASSENGER DATA

Dedicated Service	427,896	442,961
Non-Dedicated Service	33,679	31,949
TOTAL PASSENGERS	461,575	474,910
Subscription / Pre-booked	50%	52%
Reservation	36%	32%
On-Demand / Day of trip	14%	16%
Cancelled in advance	32,025	42,173
No-shows / Cancelled at door	5,512	6,316
Unaccommodated trips	2,483	2,880
Number of complaints	206	59

OPERATING EXPENSES

Administration	\$1,163,167	\$1,229,286
Operations:		
Internal - Dedicated Service	\$3,142,462	\$3,162,547
Contract - Dedicated Service	\$4,130,203	\$4,628,606
Contract - Non-Dedicated Service	\$278,191	\$222,853
Contract - Taxi Scrip	\$13,502	\$20,774
Maintenance (Vehicles & Facilities)	\$818,781	\$916,142
Fuel	\$433,115	\$383,013
TOTAL OPERATING EXPENSES	\$9,979,420	\$10,563,221

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,764,903	\$1,808,247
Other Operating Revenue	\$226,152	\$221,949
Total Operating Revenue	\$1,991,055	\$2,047,714
Federal Contributions		\$68,942
Provincial Contributions	\$1,916,988	\$1,640,726
Municipal Contributions	\$5,982,760	\$6,332,638
Other / Donations	\$284,225	\$440,248
TOTAL	\$10,175,027	\$10,530,268

CAPITAL EXPENSES

Vehicles Purchased	\$729,945	\$1,016,865
Debt Servicing		\$50,686
Other Capital Expenses		\$64,670
TOTAL CAPITAL EXPENSES	\$729,945	\$1,132,221

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$547,707	\$1,140,754
Municipal Contributions	\$25,000	\$89,778
Other / Donations	\$157,239	
TOTAL CAPITAL FUNDING	\$729,946	\$1,230,532

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

SCHEDULING

Advanced booking notice:	36 day(s)
Minimum notice for reservation:	19.2 hour(s)

FARE STRUCTURE (Average)

	Cash	Tickets/Cards (unit price)	Monthly Pass
Adult	\$3.78	\$2.86	\$55.64
Child	\$3.05	\$2.92	\$45.09
Student	\$3.47	\$2.84	\$46.72
Senior	\$3.63	\$2.79	\$45.89
Attendant	\$4.06	\$2.96	
Companion	\$3.10	\$2.54	\$49.42

EMPLOYEE DATA

	Full-time	Part-time
Operators	28	131
Other Operations	11	7
Vehicle Mechanics	10	3
General and Administration	14	18
Other	2	1

TOTAL NUMBER OF EMPLOYEES

* Contract employees are not necessarily included in the Employee Statistics

Average Top Operator Wage Rate: \$19.13

Average Top Mechanic Wage Rate: \$27.90

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	20%	19%
Net Operating Cost / Capita	\$10.04	\$10.60
Total Exp. / Passenger	\$22.22	\$22.79
Total Exp. / Eligible Passenger	\$25.34	\$26.62
Transportation Exp. / Passenger		
Dedicated Service	\$20.55	\$21.18
Non-Dedicated Service	\$8.53	\$7.37
Transportation Exp. / Hour (Dedicated Service)	\$48.23	\$49.45
OPERATING		
Registrants / Capita	0.0261	0.0311
Passengers / Capita	0.5655	0.5762
Passengers / Registrant	21.59	20.54
Passengers / Hour (Dedicated Service)	2.47	2.46
Kms / Passenger (Dedicated Service)	6.34	6.25
Average Speed (Dedicated Service)	16.40	16.71

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	223,568	14,488
Wheelchair/Scooter Users	143,253	2,742
Attendants	32,308	1,985
Companions	18,089	106
Other (specified)	21,506	12,628
TOTAL	438,724	31,949

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	10	10	N/A	
Accessible Vans / Minivans	41	35		1
Small Buses	77	62	2	6
Other	5	3		
TOTAL DED. VEHICLES	133	110	N/A	N/A
Accessible taxis:	2			

III. INDIVIDUAL TRANSIT SYSTEM DATA

Bancroft

Community Care North Hastings - TROUT

Contact: Gwen Coish
 Title: Director of Operations
 Telephone: 613-332-8291
 Fax: 613-332-2760
 Email: gwenc@bancroftcommunitytransit.com

Population served: 10,243
 Service area (km²): 2,025.0
 Communities served: 6
 Service began: 05/03/2010
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	12	12
Ambulatory:	194	194
Attendants:	4	4
Companions:		
Other:		
Total:	210	210

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

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

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

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	29,021	24,618
Tot. Veh. Km. - Dedicated Service	29,205	24,798
Rev. Veh. Hrs. - Dedicated Service	1,145	1,731
Tot. Veh. Hrs. - Dedicated Service	1,163	1,751
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	7,023	5,092
Non-Dedicated Service		
TOTAL PASSENGERS	7,023	5,092
Subscription / Pre-booked	86%	0%
Reservation	0%	0%
On-Demand / Day of trip	14%	0%
Cancelled in advance	62	58
No-shows / Cancelled at door	18	26
Unaccommodated trips	8	6
Number of complaints	3	2

OPERATING EXPENSES

	2015	2016
Administration	\$14,004	\$48,745
Operations:		
Internal - Dedicated Service	\$23,322	
Contract - Dedicated Service	\$66,522	\$67,336
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$103,848	\$116,081

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$5,208	\$19,388
Other Operating Revenue	\$325	\$13,554
Total Operating Revenue	\$5,533	\$32,942
Federal Contributions		
Provincial Contributions	\$52,732	\$44,887
Municipal Contributions	\$26,480	\$21,100
Other / Donations	\$19,103	\$48,504
TOTAL	\$103,848	\$147,433

CAPITAL EXPENSES

	2015	2016
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

New CEO as of May 2016. CCNH/TROUT operates on a fiscal year thus expenditures exceed revenues at end of fiscal year.

SERVICE HOURS / SCHEDULING

	Weekday:	Sunday:
7:30 to 16:30	9:00 to 13:00	
Saturday:	Holiday:	
to	to	
Advanced booking notice:	1 day(s)	
Minimum notice for reservation:	24.0 hour(s)	
Reservations / Scheduling:	Manually	

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				

EMPLOYEE DATA

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

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
R/C Ratio	5%	28%
Net Operating Cost / Capita	\$6.42	\$8.12
Total Exp. / Passenger	\$14.79	\$22.80
Total Exp. / Eligible Passenger	\$14.82	\$22.85
Transportation Exp. / Passenger		
Dedicated Service	\$12.79	\$13.22
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$77.25	\$38.46
OPERATING		
Registrants / Capita	0.0174	0.0205
Passengers / Capita	0.4589	0.4971
Passengers / Registrant	26.40	24.25
Passengers / Hour (Dedicated Service)	6.13	2.94
Kms / Passenger (Dedicated Service)	4.13	4.83
Average Speed (Dedicated Service)	25.35	14.22

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,808	
Wheelchair/Scooter Users	272	
Attendants	12	
Companions		
Other (specified)		
TOTAL	5,092	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	4			
Small Buses	3	1	2	16
Other				
TOTAL DED. VEHICLES	7	1	N/A	N/A

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

Barrie

Barrie Transit Specialized Transit

Contact: Brent Forsyth
 Title: Supervisor of Transit Business Services
 Telephone: 705-739-4220 x4521
 Fax: 705-730-0377
 Email: brent.forsyth@barrie.ca

Population served: 142,000
 Service area (km²): 100.0
 Communities served: 1
 Service began: 02/01/1980
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 2,510
 Ambulatory: 3,087
 Attendants:
 Companions:
 Other:
Total: 5,597

Active
 4,116
 4,098
8,214

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	288,681	294,744
Tot. Veh. Km. - Dedicated Service	318,311	336,372
Rev. Veh. Hrs. - Dedicated Service	22,940	20,642
Tot. Veh. Hrs. - Dedicated Service	26,076	25,378
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	47,929	45,277
Non-Dedicated Service	653	
TOTAL PASSENGERS	48,582	45,277
Subscription / Pre-booked	24%	33%
Reservation	74%	66%
On-Demand / Day of trip	2%	1%
Cancelled in advance	7,022	13,316
No-shows / Cancelled at door	1,082	913
Unaccommodated trips	1,628	2,758
Number of complaints	32	

OPERATING EXPENSES

Administration	\$81,136	\$49,759
Operations:		
Internal - Dedicated Service	\$1,233,719	
Contract - Dedicated Service		\$1,025,862
Contract - Non-Dedicated Service	\$16,670	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$7,731	
Fuel		
TOTAL OPERATING EXPENSES	\$1,339,256	\$1,075,621

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$60,576	\$39,326
Other Operating Revenue		
Total Operating Revenue	\$60,576	\$39,326
Federal Contributions		
Provincial Contributions	\$275,000	\$275,000
Municipal Contributions	\$1,003,680	\$761,295
Other / Donations		
TOTAL	\$1,339,256	\$1,075,621

CAPITAL EXPENSES

Vehicles Purchased	\$542,539	\$164,570
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$542,539	\$164,570

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		\$162,791
Provincial Contributions	\$105,128	
Municipal Contributions	\$437,411	\$1,779
Other / Donations		
TOTAL CAPITAL FUNDING	\$542,539	\$164,570

SERVICE HOURS / SCHEDULING

Weekday:	4:15 to 12:30	Sunday:	8:30 to 22:30
Saturday:	6:45 to 12:30	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:			

FARE STRUCTURE

Effective Date:	01/03/2017	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.60	\$86.00	☐
Child	\$3.00	\$2.10	\$56.00	☐
Student	\$3.00	\$2.30	\$66.00	☐
Senior	\$3.00	\$2.10	\$56.00	☒
Attendant				☐
Companion	\$3.00	\$2.60	\$86.00	☐
Other	Free with CNIB card			

EMPLOYEE DATA

	Full-time	Part-time
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: \$22.49

Top Mechanic Wage Rate: \$30.54

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	5%	4%
Net Operating Cost / Capita	\$9.00	\$7.30
Total Exp. / Passenger	\$27.57	\$23.76
Total Exp. / Eligible Passenger	\$31.89	\$26.01
Transportation Exp. / Passenger		
Dedicated Service	\$25.90	\$22.66
Non-Dedicated Service	\$25.53	
Transportation Exp. / Hour (Dedicated Service)	\$47.61	\$40.42
OPERATING		
Registrants / Capita	0.0385	0.0579
Passengers / Capita	0.3421	0.3189
Passengers / Registrant	8.89	5.51
Passengers / Hour (Dedicated Service)	2.09	2.19
Kms / Passenger (Dedicated Service)	6.02	6.51
Average Speed (Dedicated Service)	12.58	14.28

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	30,508	
Wheelchair/Scooter Users	10,851	
Attendants	2,604	
Companions	1,314	
Other (specified)		
TOTAL	45,277	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	9	9	3	6
Small Buses	5	5	2	2
Other				
TOTAL DED. VEHICLES	14	14	N/A	N/A

Vehicle ownership: City of Barrie
 Vehicle maintenance responsibility: Contracted Operator
 Accessible taxis:

Belleville

Belleville Transit

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

Population served: 49,454
 Service area (km²): 247.2
 Communities served: 1
 Service began:
 Advisory Committee members: 7
 Eligibility Committee members: 7

REGISTRANTS

Wheelchair/Scooter Users:
 Ambulatory:
 Attendants:
 Companions:
 Other:
Total: 1,483 1,483

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	55,325	61,042
Tot. Veh. Km. - Dedicated Service	55,325	61,042
Rev. Veh. Hrs. - Dedicated Service	8,054	9,632
Tot. Veh. Hrs. - Dedicated Service	8,054	9,632
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	14,978	15,590
Non-Dedicated Service	720	969
TOTAL PASSENGERS	15,698	16,559
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

	2015	2016
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$387,666	\$399,208
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$13,502	\$20,774
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$401,168	\$419,982

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$13,382	\$4,950
Other Operating Revenue		
Total Operating Revenue	\$13,382	\$4,950
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$387,786	\$415,032
Other / Donations		
TOTAL	\$401,168	\$419,982

CAPITAL EXPENSES

	2015	2016
Vehicles Purchased		\$297,586
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$297,586

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$297,586	
Other / Donations		
TOTAL CAPITAL FUNDING		\$297,586

SERVICE HOURS / SCHEDULING

	2015	2016
Weekday: 5:00 to 22:30		
Sunday: 9:00 to 18:00		
Saturday: 7:00 to 19:00		
Holiday: to		
Advanced booking notice: day(s)		
Minimum notice for reservation: 0.0 hour(s)		
Reservations / Scheduling: Partially Computerized		

FARE STRUCTURE

	2015	2016
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

	2015	2016
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

	2015	2016
FINANCIAL		
R/C Ratio	3%	1%
Net Operating Cost / Capita	\$7.84	\$8.39
Total Exp. / Passenger	\$25.56	\$25.36
Total Exp. / Eligible Passenger	\$27.46	\$27.11
Transportation Exp. / Passenger		
Dedicated Service	\$25.88	\$25.61
Non-Dedicated Service	\$18.75	\$21.44
Transportation Exp. / Hour (Dedicated Service)	\$48.13	\$41.45
OPERATING		
Registrants / Capita	0.0177	0.0300
Passengers / Capita	0.3174	0.3348
Passengers / Registrant	17.92	11.17
Passengers / Hour (Dedicated Service)	1.86	1.62
Kms / Passenger (Dedicated Service)	3.69	3.92
Average Speed (Dedicated Service)	6.87	6.34

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	14,520	969
Attendants	1,070	
Companions		
Other (specified)		
TOTAL	15,590	969

VEHICLE DATA

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

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Blind River

Liberty Express Liberté

Contact: Denise St. Pierre
 Title: Accounting Clerk
 Telephone: 705-356-2251 x202
 Fax: 705-356-7343
 Email: denisest@blindriver.ca

Population served: 3,651
 Service area (km²): 330.0
 Communities served: 1
 Service began: 01/01/1995
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	50	50
Ambulatory:	73	73
Attendants:	59	59
Companions:		
Other:		
Total:	182	182

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	17,582	16,965
Tot. Veh. Km. - Dedicated Service	17,582	16,965
Rev. Veh. Hrs. - Dedicated Service	1,825	1,902
Tot. Veh. Hrs. - Dedicated Service	1,825	1,902
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,385	1,302
Non-Dedicated Service		
TOTAL PASSENGERS	1,385	1,302
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	\$13,301	\$3,035
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$18,499	\$18,649
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$3,439	\$4,255
Fuel	\$4,190	\$4,227
TOTAL OPERATING EXPENSES	\$39,429	\$30,166

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,900	\$8,960
Other Operating Revenue		
Total Operating Revenue	\$9,900	\$8,960
Federal Contributions		
Provincial Contributions	\$16,596	\$16,234
Municipal Contributions	\$12,933	\$4,972
Other / Donations		
TOTAL	\$39,429	\$30,166

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:	8:30 to 15:30	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Manually		

FARE STRUCTURE

Effective Date:	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: \$19.22
 Top Mechanic Wage Rate: \$26.11

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	25%	30%
Net Operating Cost / Capita	\$8.09	\$5.81
Total Exp. / Passenger	\$28.47	\$23.17
Total Exp. / Eligible Passenger	\$29.92	\$25.20
Transportation Exp. / Passenger		
Dedicated Service	\$18.86	\$20.84
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$14.32	\$14.26
OPERATING		
Registrants / Capita	0.0315	0.0499
Passengers / Capita	0.3794	0.3566
Passengers / Registrant	12.04	7.15
Passengers / Hour (Dedicated Service)	0.76	0.68
Kms / Passenger (Dedicated Service)	12.69	13.03
Average Speed (Dedicated Service)	9.63	8.92

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	758	
Wheelchair/Scooter Users	439	
Attendants	105	
Companions		
Other (specified)		
TOTAL	1,302	

VEHICLE DATA

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

Brantford

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: 97,496
 Service area (km²): 75.1
 Communities served: 1
 Service began: 11/04/2013
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 1,030
 Ambulatory: 1,260
 Attendants:
 Companions:
 Other:
Total: 2,290

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

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

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

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	403,392	370,594
Tot. Veh. Km. - Dedicated Service	403,392	370,594
Rev. Veh. Hrs. - Dedicated Service	27,133	25,454
Tot. Veh. Hrs. - Dedicated Service	27,133	25,454
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	66,694	61,490
Non-Dedicated Service		
TOTAL PASSENGERS	66,694	61,490
Subscription / Pre-booked	54%	53%
Reservation	46%	47%
On-Demand / Day of trip	0%	0%
Cancelled in advance	14,994	15,280
No-shows / Cancelled at door	2,025	1,480
Unaccommodated trips	213	303
Number of complaints		

OPERATING EXPENSES

Administration	\$21,555	\$23,892
Operations:		
Internal - Dedicated Service	\$1,198,279	\$1,256,933
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$478,772	\$389,176
Fuel	\$112,458	\$97,809
TOTAL OPERATING EXPENSES	\$1,811,064	\$1,767,810

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$121,442	\$119,769
Other Operating Revenue		
Total Operating Revenue	\$121,442	\$119,769
Federal Contributions		
Provincial Contributions	\$71,920	\$71,920
Municipal Contributions	\$1,617,702	\$1,576,121
Other / Donations		
TOTAL	\$1,811,064	\$1,767,810

CAPITAL EXPENSES

Vehicles Purchased	\$390,010	\$73,918
Debt Servicing		
Other Capital Expenses		\$11,807
TOTAL CAPITAL EXPENSES	\$390,010	\$85,725

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$390,010	\$11,807
Provincial Contributions		\$73,918
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$390,010	\$85,725

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 1:00	Sunday:	8:00 to 20:00
Saturday:	6:00 to 1:00	Holiday:	8:00 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:	01/01/2015	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.00	\$2.45	\$73.50	☐
Child	\$1.75	\$1.75		☐
Student	\$3.00	\$2.45	\$55.50	☐
Senior	\$3.00	\$2.45	\$55.50	☐
Attendant				☐
Companion	\$3.00	\$2.45	\$73.50	☐
Other	\$39.00/3 months CNIB Pass			

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: \$22.82

Top Mechanic Wage Rate: \$31.02

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$17.27	\$16.90
Total Exp. / Passenger	\$27.15	\$28.75
Total Exp. / Eligible Passenger	\$28.82	\$30.72
Transportation Exp. / Passenger		
Dedicated Service	\$26.83	\$28.36
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$65.95	\$68.51
OPERATING		
Registrants / Capita	0.0210	0.0235
Passengers / Capita	0.6815	0.6307
Passengers / Registrant	32.45	26.85
Passengers / Hour (Dedicated Service)	2.46	2.42
Kms / Passenger (Dedicated Service)	6.05	6.03
Average Speed (Dedicated Service)	14.87	14.56

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	31,844	
Wheelchair/Scooter Users	25,705	
Attendants	2,544	
Companions	1,397	
Other (specified)		
TOTAL	61,490	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	4	
Small Buses	16	12		
Other				
TOTAL DED. VEHICLES	17	13	N/A	N/A

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

Brockville

Brockville Para Transit

Contact: Matthew Locke
 Title: Supervisor of Transportation Services
 Telephone: 613-342-8772 x3225
 Fax: 613-342-5035
 Email: mlocke@brockville.com

Population served: 21,870
 Service area (km²): 20.3
 Communities served: 1
 Service began: 08/02/1988
 Advisory Committee members: 7
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	442	442
Ambulatory:	379	379
Attendants:	440	440
Companions:		
Other:		
Total:	1,261	1,261

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	53,619	62,874
Tot. Veh. Km. - Dedicated Service	53,926	62,874
Rev. Veh. Hrs. - Dedicated Service	5,293	
Tot. Veh. Hrs. - Dedicated Service	5,323	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	11,043	13,398
Non-Dedicated Service		
TOTAL PASSENGERS	11,043	13,398
Subscription / Pre-booked	52%	0%
Reservation	45%	0%
On-Demand / Day of trip	3%	0%
Cancelled in advance	1,910	1,833
No-shows / Cancelled at door	50	71
Unaccommodated trips	1	
Number of complaints	11	

OPERATING EXPENSES

Administration	\$13,720	\$11,143
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$329,680	\$364,806
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$26,403	
Fuel	\$30,479	
TOTAL OPERATING EXPENSES	\$400,282	\$375,949

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,253	\$20,664
Other Operating Revenue	\$34,000	\$37,767
Total Operating Revenue	\$52,253	\$58,431
Federal Contributions		
Provincial Contributions	\$22,025	\$42,495
Municipal Contributions	\$326,004	\$275,023
Other / Donations		
TOTAL	\$400,282	\$375,949

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	

NOTE that all driving, route planning, maintenance, etc. for the Brockville Para Transit is contracted out to Voyageur Transportation, which is why no employment statistics are given

SERVICE HOURS / SCHEDULING

Weekday:	6:45 to 21:00	Sunday:	to
Saturday:	8:45 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	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.25	\$1.80	\$64.00	☐
Child	\$2.25	\$1.80	\$64.00	☐
Student	\$2.25	\$1.80	\$64.00	☐
Senior	\$2.25	\$1.80	\$64.00	☒
Attendant				☐
Companion	\$2.25	\$1.80	\$64.00	☐
Other	40-Ride Pass for \$64			

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	2015	2016
R/C Ratio	13%	16%
Net Operating Cost / Capita	\$15.91	\$14.52
Total Exp. / Passenger	\$36.25	\$28.06
Total Exp. / Eligible Passenger	\$41.31	\$32.02
Transportation Exp. / Passenger		
Dedicated Service	\$35.01	\$27.23
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$72.62	
OPERATING		
Registrants / Capita	0.0482	0.0577
Passengers / Capita	0.5049	0.6126
Passengers / Registrant	10.47	10.62
Passengers / Hour (Dedicated Service)	2.09	
Kms / Passenger (Dedicated Service)	4.86	4.69
Average Speed (Dedicated Service)	10.13	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,797	
Wheelchair/Scooter Users	4,944	
Attendants	1,657	
Companions		
Other (specified)		
TOTAL	13,398	

VEHICLE DATA

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

Vehicle ownership: Voyageur Transportation
 Vehicle maintenance responsibility: Voyageur Transportation
 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: 183,314
 Service area (km²): 185.7
 Communities served: 1
 Service began: 09/05/1975
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

4,160
4,160

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	194,715	212,248
Tot. Veh. Km. - Dedicated Service	295,264	357,282
Rev. Veh. Hrs. - Dedicated Service	16,558	13,830
Tot. Veh. Hrs. - Dedicated Service	24,192	25,742
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	45,549	51,530
Non-Dedicated Service	1,094	515
TOTAL PASSENGERS	46,643	52,045
Subscription / Pre-booked	54%	54%
Reservation	45%	45%
On-Demand / Day of trip	1%	1%

Cancelled in advance		6,965
No-shows / Cancelled at door	1,206	1,570
Unaccommodated trips		504
Number of complaints		

OPERATING EXPENSES

Administration	\$203,046	\$223,928
Operations:		
Internal - Dedicated Service	\$897,624	\$1,000,525
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$14,433	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$260,440	\$269,539
Fuel	\$81,017	\$88,681
TOTAL OPERATING EXPENSES	\$1,456,560	\$1,582,673

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$73,208	\$68,029
Other Operating Revenue		
Total Operating Revenue	\$73,208	\$68,029

Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,355,420	\$1,514,645
Other / Donations		
TOTAL	\$1,428,628	\$1,582,674

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	5:00 to 1:00	Sunday:	7:00 to 21:00
Saturday:	7:00 to 1:00	Holiday:	7:00 to 21:00
Advanced booking notice:	14 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				
Adult	\$3.50	\$2.70	\$97.00	☐
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: \$26.56
 Top Mechanic Wage Rate: \$32.99

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	5%	4%
Net Operating Cost / Capita	\$7.87	\$8.26
Total Exp. / Passenger	\$31.23	\$30.41
Total Exp. / Eligible Passenger	\$33.56	\$33.21
Transportation Exp. / Passenger		
Dedicated Service	\$27.20	\$26.37
Non-Dedicated Service	\$13.19	
Transportation Exp. / Hour (Dedicated Service)	\$51.22	\$52.78
OPERATING		
Registrants / Capita	0.0206	0.0227
Passengers / Capita	0.2654	0.2839
Passengers / Registrant	12.91	12.51
Passengers / Hour (Dedicated Service)	2.75	3.73
Kms / Passenger (Dedicated Service)	4.27	4.12
Average Speed (Dedicated Service)	11.76	15.35

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	32,227	465
Wheelchair/Scooter Users	14,944	20
Attendants	3,126	15
Companions	1,233	15
Other (specified)		
TOTAL	51,530	515

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans	11	10	N/A
Small Buses			5
Other			
TOTAL DED. VEHICLES	11	10	N/A

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

Caledon

Caledon Community Services

Contact: Fay Davy
 Title: Manager of Transportation
 Telephone: 905-951-2300 Ext 20
 Fax: 905- 951-7911
 Email: fdavy@CCS4U.org

Population served: 66,502
 Service area (km²): 647.0
 Communities served: 1
 Service began: 01/01/1989
 Advisory Committee members: 11
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users:
 Ambulatory: 314
 Attendants:
 Companions:
 Other:
Total: 314

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	343,476	346,869
Tot. Veh. Km. - Dedicated Service	343,476	346,869
Rev. Veh. Hrs. - Dedicated Service	15,212	18,083
Tot. Veh. Hrs. - Dedicated Service	15,212	18,083
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	23,477	23,556
Non-Dedicated Service		
TOTAL PASSENGERS	23,477	23,556
Subscription / Pre-booked	35%	75%
Reservation	64%	24%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,581	2,752
No-shows / Cancelled at door	554	676
Unaccommodated trips	393	87
Number of complaints		

OPERATING EXPENSES

	2015	2016
Administration	\$77,307	\$62,761
Operations:		
Internal - Dedicated Service	\$517,347	\$537,393
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$46,652	\$50,542
Fuel	\$50,122	\$64,375
TOTAL OPERATING EXPENSES	\$691,428	\$715,071

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$102,959	\$95,876
Other Operating Revenue		\$272
Total Operating Revenue	\$102,959	\$96,148
Federal Contributions		
Provincial Contributions	\$450,684	\$574,335
Municipal Contributions	\$4,969	\$13,132
Other / Donations	\$132,816	\$31,456
TOTAL	\$691,428	\$715,071

CAPITAL EXPENSES

	2015	2016
Vehicles Purchased	\$87,762	\$91,700
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$87,762	\$91,700

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions	\$87,762	
Provincial Contributions		\$91,700
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$87,762	\$91,700

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	Sunday
6:00 to 18:00	6:00 to 14:00	
Saturday: 6:00 to 18:00	Holiday: 6:00 to 18:00	
Advanced booking notice:	7 day(s)	
Minimum notice for reservation:	48.0 hour(s)	
Reservations / Scheduling:	Fully Computerized	

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators		16
Other Operations		3
Vehicle Mechanics		
General and Administration		3
Other		
TOTAL NUMBER OF EMPLOYEES		22

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

Top Operator Wage Rate: \$20.34
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	15%	13%
Net Operating Cost / Capita	\$9.91	\$9.31
Total Exp. / Passenger	\$29.45	\$30.36
Total Exp. / Eligible Passenger	\$32.31	\$33.41
Transportation Exp. / Passenger		
Dedicated Service	\$26.16	\$27.69
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.37	\$36.07
OPERATING		
Registrants / Capita	0.0048	0.0047
Passengers / Capita	0.3952	0.3542
Passengers / Registrant	82.09	75.02
Passengers / Hour (Dedicated Service)	1.54	1.30
Kms / Passenger (Dedicated Service)	14.63	14.73
Average Speed (Dedicated Service)	22.58	19.18

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	21,403	
Wheelchair/Scooter Users		
Attendants	2,153	
Companions		
Other (specified)		
TOTAL	23,556	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	1		N/A	
Accessible Vans / Minivans				
Small Buses	7	6	3	10
Other				
TOTAL DED. VEHICLES	8	6	N/A	N/A

Vehicle ownership: Agency CCS
 Vehicle maintenance responsibility: Agency CCS
 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: 1,964
 Service area (km²): 13.5
 Communities served: 1
 Service began: 01/01/1993
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS

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

Active

Total

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

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

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

VEHICLE KILOMETRES & HOURS

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

2015

2016

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

Other Operating Revenue

Total Operating Revenue

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday: 8:45 to 14:45

Saturday: to

Advanced booking notice: day(s)

Minimum notice for reservation: 0.0 hour(s)

Reservations / Scheduling: Manually

Effective Date: 01/01/2016

Cash

Adult \$3.75

Child \$1.25

Student \$3.75

Senior \$2.75

Attendant \$3.75

Companion \$3.75

Other

Other

Other

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Other

Other

FARE STRUCTURE

Effective Date: 01/01/2016

Cash

Adult \$3.75

Child \$1.25

Student \$3.75

Senior \$2.75

Attendant \$3.75

Companion \$3.75

Other

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EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Other

Other

Other

Other

Other

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Other

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Other

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio

Net Operating Cost / Capita

Total Exp. / Passenger

Total Exp. / Eligible Passenger

Transportation Exp. / Passenger

Dedicated Service

Non-Dedicated Service

Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita

Passengers / Capita

Passengers / Registrant

Passengers / Hour (Dedicated Service)

Kms / Passenger (Dedicated Service)

Average Speed (Dedicated Service)

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Other

Chatham

CKTransit Chatham Accessible Service

Contact: Jan Metcalfe
 Title: Engineering Technologist
 Telephone: 519-360-1998 ext 330
 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:	500	500
Ambulatory:	627	627
Attendants:	460	460
Companions:		
Other:		
Total:	1,587	1,587

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	153,730	142,006
Tot. Veh. Km. - Dedicated Service	153,730	142,006
Rev. Veh. Hrs. - Dedicated Service	3,668	3,983
Tot. Veh. Hrs. - Dedicated Service	3,668	3,983
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	28,324	29,510
Non-Dedicated Service		
TOTAL PASSENGERS	28,324	29,510
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	567	
No-shows / Cancelled at door	1,143	866
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$11,072	\$11,604
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$526,091	\$681,473
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$537,163	\$693,077

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$86,756	\$82,867
Other Operating Revenue		
Total Operating Revenue	\$86,756	\$82,867
Federal Contributions		
Provincial Contributions	\$119,958	\$115,620
Municipal Contributions	\$330,449	\$494,590
Other / Donations		
TOTAL	\$537,163	\$693,077

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	6:15 to 19:15	Sunday:	9:00 to 17:00
Saturday:	6:15 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	2015	2016
R/C Ratio	16%	12%
Net Operating Cost / Capita	\$10.01	\$13.56
Total Exp. / Passenger	\$18.96	\$23.49
Total Exp. / Eligible Passenger	\$22.72	\$27.18
Transportation Exp. / Passenger		
Dedicated Service	\$18.57	\$23.09
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$143.43	\$171.10
OPERATING		
Registrants / Capita	0.0349	0.0353
Passengers / Capita	0.6294	0.6558
Passengers / Registrant	18.03	18.59
Passengers / Hour (Dedicated Service)	7.72	7.41
Kms / Passenger (Dedicated Service)	5.43	4.81
Average Speed (Dedicated Service)	41.91	35.65

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,128	
Wheelchair/Scooter Users	17,367	
Attendants	4,015	
Companions		
Other (specified)		
TOTAL	29,510	

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 Operator

Vehicle maintenance responsibility: Contracted Operator

Accessible taxis:

Cobourg

WHEELS

Contact: Renee Champagne
 Title: Administrative Assistant
 Telephone: 905-372-4555
 Fax: 905-372-0009
 Email: rchampagne@cobourg.ca

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

REGISTRANTS

Wheelchair/Scooter Users: 201
 Ambulatory: 85
 Attendants: 140
 Companions:
 Other: 162
Total: 448

Active

201
 85
 140
 162
588

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	30,036	30,287
Tot. Veh. Km. - Dedicated Service	30,036	30,287
Rev. Veh. Hrs. - Dedicated Service	4,357	4,282
Tot. Veh. Hrs. - Dedicated Service	4,357	4,282
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,103	8,759
Non-Dedicated Service	3,742	
TOTAL PASSENGERS	7,845	8,759
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	1,263	1,793
No-shows / Cancelled at door	300	888
Unaccommodated trips	218	150
Number of complaints	154	25

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$92,192	\$170,888
Contract - Non-Dedicated Service	\$71,050	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$163,242	\$170,888

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,690	
Other Operating Revenue		
Total Operating Revenue	\$15,690	\$17,518
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$147,552	\$153,370
Other / Donations		
TOTAL	\$163,242	\$170,888

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	6:15 to 19:45	Sunday:	8:45 to 15:45
Saturday:	8:15 to 18:45	Holiday:	11:15 to 17:15
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	3.0 hour(s)		
Reservations / Scheduling:	Manually		

FARE STRUCTURE

Effective Date:	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		\$1.60		☐
Companion	\$2.00	\$1.60		☐
Other	Children under 5 ride free			

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	2015	2016
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$7.97	\$8.28
Total Exp. / Passenger	\$20.81	\$19.51
Total Exp. / Eligible Passenger		\$19.51
Transportation Exp. / Passenger		
Dedicated Service	\$22.47	\$19.51
Non-Dedicated Service	\$18.99	
Transportation Exp. / Hour (Dedicated Service)	\$21.16	\$39.91
OPERATING		
Registrants / Capita	0.0354	0.0318
Passengers / Capita	0.4236	0.4730
Passengers / Registrant	11.98	14.90
Passengers / Hour (Dedicated Service)	0.94	2.05
Kms / Passenger (Dedicated Service)	7.32	3.46
Average Speed (Dedicated Service)	6.89	7.07

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	8,759	
Attendants		
Companions		
Other (specified)		
TOTAL	8,759	

VEHICLE DATA

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

Vehicle ownership: Town
 Vehicle maintenance responsibility: Contractor
 Accessible taxis:

Cochrane

Accessibility Advisory Committee

Contact: Vanessa Vachon
 Title: Deputy Treasurer
 Telephone: 705-272-4361 x227
 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: 27
 Ambulatory: 97
 Attendants:
 Companions:
 Other:
Total: 124

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.

2015 **2016**

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service 6,495 7,024
TOTAL PASSENGERS 6,495 7,024
 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 \$9,690 \$14,188
 Operations:
 Internal - Dedicated Service
 Contract - Dedicated Service
 Contract - Non-Dedicated Service \$47,593 \$59,584
 Contract - Taxi Scrip
 Maintenance (Vehicles & Facilities) \$1,367 \$975
 Fuel
TOTAL OPERATING EXPENSES \$58,650 \$74,746

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$34,383 \$39,628
 Other Operating Revenue
Total Operating Revenue \$34,383 \$39,628
 Federal Contributions
 Provincial Contributions \$18,257 \$26,338
 Municipal Contributions \$6,086 \$8,779
 Other / Donations
TOTAL \$58,726 \$74,746

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

FARE STRUCTURE

Effective Date: 01/01/2016

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	59%	53%
Net Operating Cost / Capita	\$4.54	\$6.58
Total Exp. / Passenger	\$9.03	\$10.64
Total Exp. / Eligible Passenger	\$9.03	\$10.64
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$7.33	\$8.48
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0219	0.0232
Passengers / Capita	1.2163	1.3154
Passengers / Registrant	55.51	56.65
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		5,369
Wheelchair/Scooter Users		1,655
Attendants		
Companions		
Other (specified)		
TOTAL		7,024

VEHICLE DATA

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

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Collingwood

Canadian Red Cross

Contact: Dianne Tripp-Akeson
 Title: Transportation 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: 89
 Ambulatory: 234
 Attendants:
 Companions:
 Other:
Total: 323

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	34,171	38,560
Tot. Veh. Km. - Dedicated Service	35,747	42,308
Rev. Veh. Hrs. - Dedicated Service	3,373	3,240
Tot. Veh. Hrs. - Dedicated Service	3,556	3,474
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	6,299	6,944
Non-Dedicated Service		
TOTAL PASSENGERS	6,299	6,944
Subscription / Pre-booked	95%	95%
Reservation	0%	0%
On-Demand / Day of trip	5%	5%
Cancelled in advance	1,668	78
No-shows / Cancelled at door	789	1,388
Unaccommodated trips	28	70
Number of complaints	5	4

OPERATING EXPENSES

Administration	\$15,251	\$15,776
Operations:		
Internal - Dedicated Service	\$83,308	\$80,199
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$32,331	\$11,170
Fuel	\$14,032	\$11,365
TOTAL OPERATING EXPENSES	\$144,922	\$118,510

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,285	\$10,782
Other Operating Revenue		
Total Operating Revenue	\$16,285	\$10,782
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$129,921	\$130,250
Other / Donations		
TOTAL	\$146,206	\$141,032

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	6:30 to 21:30	Sunday:	to
Saturday:	6:30 to 21:30	Holiday:	6:30 to 21:30
Advanced booking notice:	365 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.44

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	11%	9%
Net Operating Cost / Capita	\$6.13	\$5.13
Total Exp. / Passenger	\$23.01	\$17.07
Total Exp. / Eligible Passenger	\$23.01	\$17.07
Transportation Exp. / Passenger		
Dedicated Service	\$20.59	\$14.79
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$36.47	\$29.57
OPERATING		
Registrants / Capita	0.0151	0.0154
Passengers / Capita	0.3000	0.3307
Passengers / Registrant	19.81	21.50
Passengers / Hour (Dedicated Service)	1.87	2.14
Kms / Passenger (Dedicated Service)	5.42	5.55
Average Speed (Dedicated Service)	10.13	11.90

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,166	
Wheelchair/Scooter Users	2,778	
Attendants		
Companions		
Other (specified)		
TOTAL	6,944	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	1	1	N/A	3
Small Buses	1	1	5	8
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: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	550	550
Ambulatory:	1,012	1,012
Attendants:	461	461
Companions:		
Other:		
Total:	2,023	2,023

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	203,000	222,385
Tot. Veh. Km. - Dedicated Service	203,000	222,385
Rev. Veh. Hrs. - Dedicated Service	13,370	13,370
Tot. Veh. Hrs. - Dedicated Service	13,370	13,370
Non-Dedicated Service - Veh. Km.	13,344	14,000
Non-Dedicated Service - Veh. Hrs.	1,214	1,272

PASSENGER DATA

Dedicated Service	34,869	37,994
Non-Dedicated Service	5,934	3,758
TOTAL PASSENGERS	40,803	41,752
Subscription / Pre-booked	40%	40%
Reservation	0%	0%
On-Demand / Day of trip	60%	60%
Cancelled in advance	391	8,358
No-shows / Cancelled at door	87	511
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$289,979	\$295,539
Operations:		
Internal - Dedicated Service	\$662,764	\$686,263
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$42,262	\$36,821
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$233,409	\$295,368
Fuel	\$51,332	\$65,766
TOTAL OPERATING EXPENSES	\$1,279,746	\$1,379,757

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$100,345	\$103,117
Other Operating Revenue	\$8,800	\$64,308
Total Operating Revenue	\$109,145	\$167,425
Federal Contributions		
Provincial Contributions	\$200,400	\$161,103
Municipal Contributions	\$970,201	\$1,051,229
Other / Donations		
TOTAL	\$1,279,746	\$1,379,757

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		\$50,686
Other Capital Expenses		\$64,670
TOTAL CAPITAL EXPENSES		\$115,356

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$115,356
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$115,356

Other Eligibility: Persons with cognitive disabilities.

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 23:30	Sunday:	to
Saturday:	6:15 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: 01/01/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.90	\$2.40		☐
Child	\$2.75			☐
Student	\$2.90	\$2.20		☐
Senior	\$2.90	\$2.20		☐
Attendant				☒
Companion	\$2.90	\$2.40		☐
Other	Low Income 25 rides for \$44.00			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$23.58
 Top Mechanic Wage Rate: \$25.59

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	9%	12%
Net Operating Cost / Capita	\$25.45	\$26.36
Total Exp. / Passenger	\$31.36	\$33.05
Total Exp. / Eligible Passenger	\$35.51	\$38.20
Transportation Exp. / Passenger		
Dedicated Service	\$27.17	\$27.57
Non-Dedicated Service	\$7.12	\$9.80
Transportation Exp. / Hour (Dedicated Service)	\$70.87	\$78.34
OPERATING		
Registrants / Capita	0.0429	0.0440
Passengers / Capita	0.8870	0.9077
Passengers / Registrant	20.69	20.64
Passengers / Hour (Dedicated Service)	2.61	2.84
Kms / Passenger (Dedicated Service)	5.82	5.85
Average Speed (Dedicated Service)	15.18	16.63

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	18,198	3,536
Wheelchair/Scooter Users	14,385	
Attendants	5,411	222
Companions		
Other (specified)		
TOTAL	37,994	3,758

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	8	6	4	15
Other				
TOTAL DED. VEHICLES	8	6	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Cramahe

Community Care Northumberland Specialized Transpor

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:	5	5
Ambulatory:	402	402
Attendants:		
Companions:	1	1
Other:	1	1
Total:	409	409

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	46,363	78,709
Tot. Veh. Km. - Dedicated Service	76,152	106,931
Rev. Veh. Hrs. - Dedicated Service	1,193	1,782
Tot. Veh. Hrs. - Dedicated Service	1,738	2,345
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	2,904	3,186
Non-Dedicated Service		
TOTAL PASSENGERS	2,904	3,186
Subscription / Pre-booked	70%	70%
Reservation	20%	20%
On-Demand / Day of trip	10%	10%
Cancelled in advance	1,544	1,284
No-shows / Cancelled at door	172	143
Unaccommodated trips	22	10
Number of complaints		3

OPERATING EXPENSES

	2015	2016
Administration	\$23,317	\$31,222
Operations:		
Internal - Dedicated Service	\$86,443	\$128,563
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,643	\$11,659
Fuel	\$11,663	\$13,781
TOTAL OPERATING EXPENSES	\$126,066	\$185,226

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$15,711	\$15,442
Other Operating Revenue	\$41,525	\$772
Total Operating Revenue	\$57,236	\$16,214
Federal Contributions		
Provincial Contributions	\$31,188	\$44,830
Municipal Contributions	\$16,000	\$18,500
Other / Donations		\$45,408
TOTAL	\$104,424	\$124,952

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

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

SERVICE HOURS / SCHEDULING

Weekday:	8:00 to 17:30	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.39

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	45%	9%
Net Operating Cost / Capita	\$1.96	\$4.82
Total Exp. / Passenger	\$43.41	\$58.14
Total Exp. / Eligible Passenger	\$43.41	\$58.14
Transportation Exp. / Passenger		
Dedicated Service	\$35.38	\$48.34
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$59.12	\$65.67
OPERATING		
Registrants / Capita	0.0112	0.0117
Passengers / Capita	0.0829	0.0909
Passengers / Registrant	7.37	7.79
Passengers / Hour (Dedicated Service)	2.43	1.79
Kms / Passenger (Dedicated Service)	15.97	24.70
Average Speed (Dedicated Service)	38.86	44.17

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,663	
Wheelchair/Scooter Users	523	
Attendants		
Companions		
Other (specified)		
TOTAL	3,186	

VEHICLE DATA

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

Vehicle ownership: Community Care Northumberland
 Vehicle maintenance responsibility: Community Care Northumberland
 Accessible taxis:

Dryden

My Lift (Formerly Dryden Handi Transit)

Contact: Michelle Deschene
 Title: Payroll & Benefits Administrator
 Telephone: 807-223-1117
 Fax: 807-223-6141
 Email: mdeschene@dryden.ca

Population served: 7,749
 Service area (km²): 65.8
 Communities served: 1
 Service began: 06/01/1976
 Advisory Committee members: 2
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	14	14
Ambulatory:	87	87
Attendants:	8	8
Companions:		
Other:		
Total:	109	109

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

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

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

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	13,403	16,069
Tot. Veh. Km. - Dedicated Service	13,497	16,163
Rev. Veh. Hrs. - Dedicated Service	1,314	1,482
Tot. Veh. Hrs. - Dedicated Service	2,491	2,271
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,471	3,493
Non-Dedicated Service		
TOTAL PASSENGERS	4,471	3,493
Subscription / Pre-booked	80%	80%
Reservation	15%	15%
On-Demand / Day of trip	5%	5%
Cancelled in advance	43	92
No-shows / Cancelled at door	16	32
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$10,137	\$12,611
Operations:		
Internal - Dedicated Service	\$54,319	\$70,480
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$5,434	\$5,922
Fuel	\$6,868	\$7,565
TOTAL OPERATING EXPENSES	\$76,758	\$96,578

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$651	\$431
Other Operating Revenue	\$187	\$343
Total Operating Revenue	\$838	\$774
Federal Contributions		
Provincial Contributions	\$17,000	\$17,000
Municipal Contributions	\$57,412	\$33,870
Other / Donations	\$1,507	\$25,371
TOTAL	\$76,757	\$77,015

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:	8:00 to 16:00	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Manually		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$19.00
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	1%	1%
Net Operating Cost / Capita	\$9.97	\$12.36
Total Exp. / Passenger	\$17.17	\$27.65
Total Exp. / Eligible Passenger	\$17.64	\$28.79
Transportation Exp. / Passenger		
Dedicated Service	\$14.90	\$24.04
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$26.74	\$36.97
OPERATING		
Registrants / Capita	0.0348	0.0141
Passengers / Capita	0.5870	0.4508
Passengers / Registrant	16.87	32.05
Passengers / Hour (Dedicated Service)	3.40	2.36
Kms / Passenger (Dedicated Service)	3.00	4.60
Average Speed (Dedicated Service)	10.20	10.84

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,854	
Wheelchair/Scooter Users	500	
Attendants	139	
Companions		
Other (specified)		
TOTAL	3,493	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1	2	8
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
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	Active	Total
Wheelchair/Scooter Users:	1,084	2,717
Ambulatory:	1,616	5,091
Attendants:		
Companions:		
Other:		
Total:	2,700	7,808

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	1,191,191	1,210,297
Tot. Veh. Km. - Dedicated Service	1,191,191	1,210,297
Rev. Veh. Hrs. - Dedicated Service	45,634	42,145
Tot. Veh. Hrs. - Dedicated Service	45,634	50,972
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.	29,178	26,624

PASSENGER DATA

Dedicated Service	117,976	113,665
Non-Dedicated Service	64,571	66,817
TOTAL PASSENGERS	182,547	180,482
Subscription / Pre-booked	62%	62%
Reservation	35%	37%
On-Demand / Day of trip	3%	1%
Cancelled in advance	34,461	33,255
No-shows / Cancelled at door	2,786	3,128
Unaccommodated trips	3,649	2,204
Number of complaints	32	70

OPERATING EXPENSES

Administration	\$689,657	\$826,875
Operations:		
Internal - Dedicated Service	\$3,464,422	\$3,690,719
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,383,514	\$1,551,980
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$819,571	\$748,163
Fuel	\$270,218	\$240,004
TOTAL OPERATING EXPENSES	\$6,627,382	\$7,057,741

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$239,551	\$273,464
Other Operating Revenue		
Total Operating Revenue	\$239,551	\$273,464

Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$6,387,832	\$6,784,277
Other / Donations		
TOTAL	\$6,627,382	\$7,057,741

CAPITAL EXPENSES

Vehicles Purchased	\$609,780	\$463,917
Debt Servicing		
Other Capital Expenses	\$52,729	\$2,114
TOTAL CAPITAL EXPENSES	\$662,509	\$466,031

CAPITAL FUNDING SOURCES

Transit System	\$215,254	
Federal Contributions		
Provincial Contributions	\$447,255	\$463,917
Municipal Contributions		\$2,114
Other / Donations		
TOTAL CAPITAL FUNDING	\$662,509	\$466,031

Eligibility criteria: An applicant may be eligible for Specialized Services if the person has a disability that prevents him/her from using conventional transit service for all or part of a trip. This could be due to a visual, sensory, cognitive or physical disability, and could be either short-term or long-term. The eligibility decision is based on the applicant's functional ability to use conventional transit. Registrant database updated in 2016 resulting in reduction in ACTIVE registrants.

SERVICE HOURS / SCHEDULING

Weekday:	5:00 to 1:00	Sunday:	5:00 to 1:00
Saturday:	5:00 to 1:00	Holiday:	5:00 to 1:00
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/01/2016	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.75	\$3.05	\$115.00	☐
Child	\$2.50	\$2.05	\$65.00	☐
Student	\$3.75	\$2.75	\$93.50	☐
Senior	\$2.50	\$2.05	\$46.00	☒
Attendant				☐
Companion				
Other	ODSP \$46.00			

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): Unifor Local 222

Top Operator Wage Rate: \$30.83

Top Mechanic Wage Rate: \$37.97

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	4%	4%
Net Operating Cost / Capita	\$9.67	\$10.27
Total Exp. / Passenger	\$36.31	\$39.10
Total Exp. / Eligible Passenger	\$37.35	\$40.83
Transportation Exp. / Passenger		
Dedicated Service	\$38.60	\$41.16
Non-Dedicated Service	\$21.43	\$23.23
Transportation Exp. / Hour (Dedicated Service)	\$99.80	\$91.79
OPERATING		
Registrants / Capita	0.0101	0.0118
Passengers / Capita	0.2763	0.2731
Passengers / Registrant	27.38	23.12
Passengers / Hour (Dedicated Service)	2.59	2.70
Kms / Passenger (Dedicated Service)	10.10	10.65
Average Speed (Dedicated Service)	26.10	28.72

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	71,162	41,832
Wheelchair/Scooter Users	37,700	22,162
Attendants	4,801	2,822
Companions		
Other (specified)		
TOTAL	113,663	66,816

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair
Accessible Vans / Minivans	30	26	N/A
Small Buses			4
Other			8
TOTAL DED. VEHICLES	30	26	N/A

Vehicle ownership: Region of Durham
 Vehicle maintenance responsibility: Region of Durham
 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: 12/01/1989
 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

	2015	2016
Rev. Veh. Km. - Dedicated Service	4,251	3,590
Tot. Veh. Km. - Dedicated Service	5,668	4,224
Rev. Veh. Hrs. - Dedicated Service	404	460
Tot. Veh. Hrs. - Dedicated Service	538	541
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	1,510	1,460
Non-Dedicated Service		
TOTAL PASSENGERS	1,510	1,460
Subscription / Pre-booked	75%	75%
Reservation	23%	23%
On-Demand / Day of trip	2%	2%

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

OPERATING EXPENSES

Administration	\$6,842	\$5,717
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$9,433	\$9,415
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$813	\$2,338
Fuel	\$2,163	\$1,601
TOTAL OPERATING EXPENSES	\$19,251	\$19,071

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,542	\$8,434
Other Operating Revenue		
Total Operating Revenue	\$8,542	\$8,434
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$10,709	\$10,637
Other / Donations		
TOTAL	\$19,251	\$19,071

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:	9:00 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:	Manually		

FARE STRUCTURE

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

Charges for zone areas. Refer to Fee Schedule A Bylaw 2015-43.

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

5

Union Affiliations: Operators:

Mechanics: CUPE 2142

Other (specify):

Top Operator Wage Rate: \$18.00

Top Mechanic Wage Rate: \$26.81

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	44%	44%
Net Operating Cost / Capita	\$1.65	\$1.64
Total Exp. / Passenger	\$12.75	\$13.06
Total Exp. / Eligible Passenger	\$14.88	\$14.60
Transportation Exp. / Passenger		
Dedicated Service	\$8.22	\$9.15
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$23.07	\$24.68
OPERATING		
Registrants / Capita	0.0220	0.0220
Passengers / Capita	0.2323	0.2246
Passengers / Registrant	10.56	10.21
Passengers / Hour (Dedicated Service)	3.74	3.17
Kms / Passenger (Dedicated Service)	2.82	2.46
Average Speed (Dedicated Service)	10.52	7.80

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	862	
Wheelchair/Scooter Users	444	
Attendants	154	
Companions		
Other (specified)		
TOTAL	1,460	

VEHICLE DATA

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

Vehicle ownership: Municipality

Vehicle maintenance responsibility: Municipality

Accessible taxis:

Elliot Lake

Elliot Lake Handi Lift

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

Population served: 10,498
 Service area (km²): 16.0
 Communities served: 1
 Service began: 01/01/1988
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS

Wheelchair/Scooter Users:
 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

	2015	2016
Rev. Veh. Km. - Dedicated Service	35,912	
Tot. Veh. Km. - Dedicated Service	37,784	
Rev. Veh. Hrs. - Dedicated Service	3,801	
Tot. Veh. Hrs. - Dedicated Service	3,861	
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	9,283	9,243
Non-Dedicated Service		
TOTAL PASSENGERS	9,283	9,243
Subscription / Pre-booked	70%	70%
Reservation	30%	28%
On-Demand / Day of trip	0%	2%
Cancelled in advance	400	275
No-shows / Cancelled at door	250	150
Unaccommodated trips	250	250
Number of complaints		

OPERATING EXPENSES

	2015	2016
Administration		\$14,046
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$124,518	\$125,646
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$28,663	\$27,001
Fuel	\$9,814	\$8,273
TOTAL OPERATING EXPENSES	\$162,995	\$174,966

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$18,778	\$2,010
Other Operating Revenue		
Total Operating Revenue	\$18,778	\$2,010
Federal Contributions		
Provincial Contributions	\$60,000	\$24,616
Municipal Contributions	\$84,217	\$148,340
Other / Donations		
TOTAL	\$162,995	\$174,966

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

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$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	3	
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	4	2

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

Top Operator Wage Rate: \$16.99
 Top Mechanic Wage Rate: \$28.48

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	12%	1%
Net Operating Cost / Capita	\$12.71	\$16.48
Total Exp. / Passenger	\$17.56	\$18.93
Total Exp. / Eligible Passenger	\$19.53	\$21.12
Transportation Exp. / Passenger		
Dedicated Service	\$17.56	\$17.41
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$42.22	
OPERATING		
Registrants / Capita	0.0185	
Passengers / Capita	0.8180	0.8805
Passengers / Registrant	44.20	
Passengers / Hour (Dedicated Service)	2.44	
Kms / Passenger (Dedicated Service)	3.87	
Average Speed (Dedicated Service)	9.45	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,872	
Wheelchair/Scooter Users	1,412	
Attendants		
Companions	959	
Other (specified)		
TOTAL	9,243	

VEHICLE DATA

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

Espanola

Espanola Care Van

Contact: Cathy Tessier
 Title: Manager of Financial Services
 Telephone: 705-869-1540 x2108
 Fax: 705-869-0083
 Email: ctessier@espanola.ca

Population served: 4,996
 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:	12	12
Ambulatory:	184	184
Attendants:		
Companions:	3	3
Other:		
Total:	199	199

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.

2015

2016

SERVICE HOURS / SCHEDULING

Weekday: 8:00 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: Manually

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

5,456

5,250

TOTAL PASSENGERS

5,456

5,250

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 \$5,018
 Operations:
 Internal - Dedicated Service \$43,111
 Contract - Dedicated Service
 Contract - Non-Dedicated Service
 Contract - Taxi Scrip

Maintenance (Vehicles & Facilities) \$2,841
 Fuel \$4,711

TOTAL OPERATING EXPENSES

\$55,682

\$60,774

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue \$13,640
 Other Operating Revenue

Total Operating Revenue

\$13,640

\$13,125

Federal Contributions
 Provincial Contributions \$38,522
 Municipal Contributions \$3,520
 Other / Donations

TOTAL

\$55,682

\$60,774

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 - Residents age 55 and over and residents with disabilities.

FARE STRUCTURE

Effective Date:

Tickets/Cards
 (unit price)

Monthly Pass

Free

Cash
 Adult \$2.50 \$2.50
 Child \$2.50 \$2.50
 Student \$2.50 \$2.50
 Senior \$2.50 \$2.50

Attendant

Companion

Other



EMPLOYEE DATA

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 534
 Other (specify):

Top Operator Wage Rate: \$17.30

Top Mechanic Wage Rate: \$32.74

PERFORMANCE INDICATORS

FINANCIAL

	2015	2016
R/C Ratio	24%	22%
Net Operating Cost / Capita	\$7.36	\$9.54
Total Exp. / Passenger	\$10.21	\$11.58
Total Exp. / Eligible Passenger	\$10.31	\$11.81
Transportation Exp. / Passenger		
Dedicated Service	\$9.29	\$10.49
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0293	0.0398
Passengers / Capita	0.9557	1.0508
Passengers / Registrant	32.67	26.38
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,830	
Wheelchair/Scooter Users	315	
Attendants		
Companions	105	
Other (specified)		
TOTAL	5,250	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	6
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Fort Erie

Fort Erie Accessible Specialized Transit (FAST)

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

Population served: 30,710
 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:	65	
Ambulatory:	185	
Attendants:		
Companions:	49	
Other:		
Total:	299	652

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	67,000	54,085
Tot. Veh. Km. - Dedicated Service	67,000	69,813
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

	2015	2016
Dedicated Service	10,363	10,139
Non-Dedicated Service		
TOTAL PASSENGERS	10,363	10,139
Subscription / Pre-booked	47%	62%
Reservation	53%	38%
On-Demand / Day of trip	0%	0%
Cancelled in advance	1,506	3,246
No-shows / Cancelled at door	869	30
Unaccommodated trips	96	156
Number of complaints	4	

OPERATING EXPENSES

Administration	\$13,248	\$14,721
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$222,946	\$222,946
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$22,059	\$23,008
Fuel		
TOTAL OPERATING EXPENSES	\$258,253	\$260,675

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,236	\$12,078
Other Operating Revenue		
Total Operating Revenue	\$12,236	\$12,078
Federal Contributions		
Provincial Contributions	\$150,000	\$150,000
Municipal Contributions	\$96,017	\$98,597
Other / Donations		
TOTAL	\$258,253	\$260,675

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	6:30 to 19:30	Sunday:	to
Saturday:	6:30 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	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.00		☐
Child	\$2.50	\$2.00		☐
Student	\$2.50	\$2.00		☐
Senior	\$2.50	\$2.00		☒
Attendant				☒
Companion				☒
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	4	2

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

Top Operator Wage Rate: \$17.48

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$8.21	\$8.09
Total Exp. / Passenger	\$24.92	\$25.71
Total Exp. / Eligible Passenger	\$26.33	\$26.79
Transportation Exp. / Passenger		
Dedicated Service	\$23.64	\$24.26
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$40.83	\$40.99
OPERATING		
Registrants / Capita	0.0171	0.0212
Passengers / Capita	0.3459	0.3302
Passengers / Registrant	20.24	15.55
Passengers / Hour (Dedicated Service)	1.73	1.69
Kms / Passenger (Dedicated Service)	6.47	5.33
Average Speed (Dedicated Service)	11.17	9.01

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,026	
Wheelchair/Scooter Users	1,704	
Attendants		
Companions	409	
Other (specified)		
TOTAL	10,139	

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/ CRC=1

Vehicle maintenance responsibility: Municipality=2/ CRC=1

Accessible taxis:

Fort Frances

Fort Frances Handi-van

Contact: Jason Kabel
 Title: Community Services Division Manager
 Telephone: 807-274-4561 x1719
 Fax: 807-274-3799
 Email: jkabel@fortfrances.ca

Population served: 7,420
 Service area (km²): 7.3
 Communities served: 1
 Service began: 12/01/1986
 Advisory Committee members: 3
 Eligibility Committee members: 2

REGISTRANTS

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

Active

325

Total

325

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

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

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

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	39,754	35,447
Tot. Veh. Km. - Dedicated Service	39,754	35,447
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	10,571	9,990
Non-Dedicated Service	10,833	12,637
TOTAL PASSENGERS	21,404	22,627
Subscription / Pre-booked	0%	0%
Reservation	49%	44%
On-Demand / Day of trip	51%	56%
Cancelled in advance	1,543	1,389
No-shows / Cancelled at door	2	4
Unaccommodated trips		
Number of complaints	1	2

OPERATING EXPENSES

	2015	2016
Administration	\$11,220	\$13,458
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$126,329	\$135,947
Contract - Non-Dedicated Service	\$26,263	\$26,147
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$22,970	\$15,460
Fuel	\$8,735	\$7,666
TOTAL OPERATING EXPENSES	\$195,517	\$198,678

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$21,436	\$15,917
Other Operating Revenue		
Total Operating Revenue	\$21,436	\$15,917
Federal Contributions		\$68,942
Provincial Contributions	\$58,487	
Municipal Contributions	\$97,049	\$98,917
Other / Donations	\$18,545	\$14,901
TOTAL	\$195,517	\$198,677

CAPITAL EXPENSES

	2015	2016
Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		

In order for a person to be granted rider eligibility they must have a physician complete a registered users application and be approved by the two members of the eligibility committee.

SERVICE HOURS / SCHEDULING

	Weekday:	8:00 to 16:00	Sunday:	to
Saturday:	to		Holiday:	to
Advanced booking notice:	1 day(s)			
Minimum notice for reservation:	16.0 hour(s)			
Reservations / Scheduling:	Manually			

FARE STRUCTURE

	Effective Date: 01/01/2016	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$1.25	\$1.25		☐
Child	\$1.25			☐
Student	\$1.25			☐
Senior	\$1.00			☐
Attendant				☐
Companion				☐
Other				☐

EMPLOYEE DATA

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

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate: \$28.62

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	11%	8%
Net Operating Cost / Capita	\$21.89	\$24.63
Total Exp. / Passenger	\$9.13	\$8.78
Total Exp. / Eligible Passenger	\$18.69	\$20.79
Transportation Exp. / Passenger		
Dedicated Service	\$14.95	\$15.92
Non-Dedicated Service	\$2.42	\$2.07
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0411	0.0438
Passengers / Capita	2.6917	3.0495
Passengers / Registrant	65.46	69.62
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	3.76	3.55
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	9,546	9
Attendants	444	
Companions		12,628
Other (specified)		
TOTAL	9,990	12,637

VEHICLE DATA

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

Greater Sudbury

Sudbury Handi Transit

Contact: Andrew Poeta
 Title: Transit Planner
 Telephone: 705-674-4455 x3039
 Fax: 705-660-4571
 Email: andrew.poeta@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	Active	Total
Wheelchair/Scooter Users:	1,412	4,097
Ambulatory:	1,626	3,713
Attendants:		
Companions:		
Other:		
Total:	3,038	7,810

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	1,360,000	1,086,149
Tot. Veh. Km. - Dedicated Service	1,360,000	1,086,149
Rev. Veh. Hrs. - Dedicated Service	50,503	50,502
Tot. Veh. Hrs. - Dedicated Service	50,503	50,502
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	115,655	112,107
Non-Dedicated Service	14,894	18,205
TOTAL PASSENGERS	130,549	130,312
Subscription / Pre-booked	58%	60%
Reservation	42%	40%
On-Demand / Day of trip	0%	0%
Cancelled in advance	12,049	11,764
No-shows / Cancelled at door	3,666	3,390
Unaccommodated trips	2,152	1,315
Number of complaints		

OPERATING EXPENSES

Administration	\$5,556	\$16,607
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$2,780,214	\$2,658,091
Contract - Non-Dedicated Service	\$253,618	\$308,657
Contract - Taxi Scrip		

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES \$3,039,389 \$2,983,355

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$262,743	\$184,358
Other Operating Revenue		

Total Operating Revenue \$262,743 \$184,358

Federal Contributions		
Provincial Contributions	\$141,334	\$141,334
Municipal Contributions	\$2,635,312	\$2,654,455
Other / Donations		\$3,208
TOTAL	\$3,039,389	\$2,983,355

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday:	6:30 to 00:00	Sunday:	7:00 to 00:00
Saturday:	7:00 to 00:00	Holiday:	7:00 to 00:00
Advanced booking notice:	day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/01/2016	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.10	\$2.45	\$84.00	☐
Child	\$2.25	\$1.85	\$50.00	☐
Student	\$3.10	\$2.45	\$78.00	☐
Senior	\$2.25	\$1.85	\$50.00	☒
Attendant				☐
Companion	\$3.10	\$2.45	\$84.00	☐
Other	Pilot program from March 2016 to December 2016 - Seniors ride free all			

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	2015	2016
R/C Ratio	9%	6%
Net Operating Cost / Capita	\$20.12	\$20.28
Total Exp. / Passenger	\$23.28	\$22.89
Total Exp. / Eligible Passenger	\$25.82	\$25.28
Transportation Exp. / Passenger		
Dedicated Service	\$24.04	\$23.71
Non-Dedicated Service	\$17.03	\$16.95
Transportation Exp. / Hour (Dedicated Service)	\$55.05	\$52.63
OPERATING		
Registrants / Capita	0.0514	0.0566
Passengers / Capita	0.9460	0.9443
Passengers / Registrant	18.42	16.69
Passengers / Hour (Dedicated Service)	2.29	2.22
Kms / Passenger (Dedicated Service)	11.76	9.69
Average Speed (Dedicated Service)	26.93	21.51

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	56,928	18,205
Wheelchair/Scooter Users	42,902	
Attendants	7,637	
Companions	4,640	
Other (specified)		
TOTAL	112,107	18,205

VEHICLE DATA

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

Seniors Transportation and Aging at Home Medical Transportation

Contact: Sue Benwell
 Title: Community Services 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:	6	6
Ambulatory:	30	30
Attendants:		
Companions:	22	22
Other:	210	210
Total:	268	268

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

	2015	2016
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	5,881	6,796
Tot. Veh. Hrs. - Dedicated Service	5,881	6,796
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	2,017	2,698
Non-Dedicated Service		
TOTAL PASSENGERS	2,017	2,698
Subscription / Pre-booked	85%	85%
Reservation	0%	0%
On-Demand / Day of trip	15%	15%
Cancelled in advance	65	122
No-shows / Cancelled at door		
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$18,580	\$18,807
Operations:		
Internal - Dedicated Service	\$29,452	\$30,783
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$12,768	\$15,579
Fuel	\$7,902	\$6,967
TOTAL OPERATING EXPENSES	\$68,702	\$72,136

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$403	\$733
Other Operating Revenue		
Total Operating Revenue	\$403	\$733
Federal Contributions		
Provincial Contributions	\$55,712	\$57,300
Municipal Contributions	\$12,587	\$14,103
Other / Donations		
TOTAL	\$68,702	\$72,136

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

Eligibility Criteria: Under Other Criteria - Our vehicles are used for Seniors 55 years and older.

SERVICE HOURS / SCHEDULING

Weekday:	9:00 to 17:00	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$26.92

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	1%	1%
Net Operating Cost / Capita	\$14.45	\$15.11
Total Exp. / Passenger	\$34.06	\$26.74
Total Exp. / Eligible Passenger	\$34,351.00	\$12,022.67
Transportation Exp. / Passenger		
Dedicated Service	\$24.85	\$19.77
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$8.52	\$7.85
OPERATING		
Registrants / Capita	0.0449	0.0567
Passengers / Capita	0.4268	0.5709
Passengers / Registrant	9.51	10.07
Passengers / Hour (Dedicated Service)	0.34	0.40
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	6	
Attendants		
Companions	44	
Other (specified)	2,648	
TOTAL	2,698	

VEHICLE DATA

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

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

Guelph

Guelph Transit Mobility Service

Contact: Courtney McDonald
 Title: Transit Services Business Specialist
 Telephone: 519-822-1811 x2708
 Fax: 519-822-1322
 Email: courtney.mcdonald@guelph.ca

Population served: 131,794
 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: 377
 Ambulatory: 921
 Attendants:
 Companions:
 Other:
Total: 1,298

Active
 377
 921
 1,298

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	200,283	340,647
Tot. Veh. Km. - Dedicated Service	201,273	340,647
Rev. Veh. Hrs. - Dedicated Service	10,876	11,135
Tot. Veh. Hrs. - Dedicated Service	10,922	11,135
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	35,236	37,095
Non-Dedicated Service	11,993	5,322
TOTAL PASSENGERS	47,229	42,417
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	7,332	7,095
No-shows / Cancelled at door	498	583
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$96,660	\$91,992
Operations:		
Internal - Dedicated Service	\$885,253	\$1,000,507
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$118,878	
Contract - Taxi Scrip		\$85,177
Maintenance (Vehicles & Facilities)	\$390,641	\$560,031
Fuel	\$177,248	\$169,352
TOTAL OPERATING EXPENSES	\$1,668,680	\$1,907,059

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$64,519	\$61,091
Other Operating Revenue		
Total Operating Revenue	\$64,519	\$61,091
Federal Contributions		
Provincial Contributions	\$12,000	\$12,000
Municipal Contributions	\$1,592,161	\$1,833,968
Other / Donations		
TOTAL	\$1,668,680	\$1,907,059

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$11,439
Other / Donations	\$9,358
TOTAL CAPITAL FUNDING	\$20,797

Vehicle kilometres and hours for community bus service were not reported in 2015.

SERVICE HOURS / SCHEDULING

Weekday:	5:45 to 00:15	Sunday:	9:15 to 18:45
Saturday:	5:45 to 00:15	Holiday:	9:15 to 18:45
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	3.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$2.80	\$80.00	☒
Child				☐
Student	\$3.00	\$2.25	\$68.00	☐
Senior	\$3.00	\$2.25	\$68.00	☐
Attendant	\$3.00	\$2.25	\$68.00	☐
Companion	\$3.00	\$2.25	\$68.00	☐
Other				☐

EMPLOYEE DATA

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

Union Affiliations: Operators: ATU 1189
 Mechanics: ATU 1189
 Other (specify):

Top Operator Wage Rate: \$28.29
 Top Mechanic Wage Rate: \$34.26

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	4%	3%
Net Operating Cost / Capita	\$11.37	\$14.01
Total Exp. / Passenger	\$35.33	\$44.96
Total Exp. / Eligible Passenger	\$36.79	\$46.18
Transportation Exp. / Passenger		
Dedicated Service	\$41.24	\$46.63
Non-Dedicated Service	\$9.91	\$16.00
Transportation Exp. / Hour (Dedicated Service)	\$133.05	\$155.36
OPERATING		
Registrants / Capita	0.0095	0.0099
Passengers / Capita	0.3347	0.3218
Passengers / Registrant	35.32	32.68
Passengers / Hour (Dedicated Service)	3.24	3.33
Kms / Passenger (Dedicated Service)	5.68	9.18
Average Speed (Dedicated Service)	18.42	30.59

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	26,234	3,746
Wheelchair/Scooter Users	9,893	1,419
Attendants		
Companions	968	157
Other (specified)		
TOTAL	37,095	5,322

VEHICLE DATA

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

Vehicle ownership: Municipal Transit System
 Vehicle maintenance responsibility: Municipal Transit System
 Accessible taxis: 6

Halton Hills

ActiVan		Population served:	59,008	REGISTRANTS	Active	Total
Contact: Deanna Locey		Service area (km²):	280.0	Wheelchair/Scooter Users:	400	400
Title: ActiVan Transit Coordinator		Communities served:	1	Ambulatory:	2,249	2,249
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:	3	Other:		
				Total:	2,649	2,649
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	2015	2016	SERVICE HOURS / SCHEDULING		
Rev. Veh. Km. - Dedicated Service	182,596	220,950	Weekday: 7:00 to 23:00	Sunday: 7:00 to 23:00	
Tot. Veh. Km. - Dedicated Service	182,596	220,950	Saturday: 7:00 to 23:00	Holiday: to	
Rev. Veh. Hrs. - Dedicated Service	7,901	10,390	Advanced booking notice: 7 day(s)		
Tot. Veh. Hrs. - Dedicated Service	7,901	10,390	Minimum notice for reservation: 48.0 hour(s)		
Non-Dedicated Service - Veh. Km.			Reservations / Scheduling: Partially Computerized		
Non-Dedicated Service - Veh. Hrs.					
PASSENGER DATA			FARE STRUCTURE		
Dedicated Service	27,403	30,814	Effective Date:	Tickets/Cards	Monthly Pass
Non-Dedicated Service	35,345	42,585		(unit price)	Free
TOTAL PASSENGERS	62,748	73,399	Adult \$2.00	\$2.00	
Subscription / Pre-booked	26%	39%	Child		☐
Reservation	69%	57%	Student		☐
On-Demand / Day of trip	5%	4%	Senior \$2.00	\$2.00	☐
Cancelled in advance	752		Attendant		☒
No-shows / Cancelled at door	43	102	Companion		☐
Unaccommodated trips			Other		
Number of complaints	4				
OPERATING EXPENSES			EMPLOYEE DATA	Full-time	Part-time
Administration	\$140,983	\$167,553	Operators	2	8
Operations:			Other Operations		
Internal - Dedicated Service	\$2,138	\$792	Vehicle Mechanics		3
Contract - Dedicated Service	\$322,916	\$358,597	General and Administration	1	1
Contract - Non-Dedicated Service	\$82,941	\$89,061	Other		
Contract - Taxi Scrip	\$234,752	\$249,622	TOTAL NUMBER OF EMPLOYEES	3	12
Maintenance (Vehicles & Facilities)	\$67,100	\$99,005	Union Affiliations: Operators:		
Fuel	\$17,793	\$32,595	Mechanics: CUPE 73		
TOTAL OPERATING EXPENSES	\$868,623	\$997,226	Other (specify):		
OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS			Top Operator Wage Rate:		
Passenger Revenue	\$183,720	\$207,825	Top Mechanic Wage Rate: \$32.47		
Other Operating Revenue			PERFORMANCE INDICATORS		
Total Operating Revenue	\$183,720	\$207,825	FINANCIAL	2015	2016
Federal Contributions			R/C Ratio	21%	21%
Provincial Contributions	\$308,874	\$427,339	Net Operating Cost / Capita	\$11.61	\$13.38
Municipal Contributions	\$375,129	\$361,052	Total Exp. / Passenger	\$13.84	\$13.59
Other / Donations	\$900	\$1,010	Total Exp. / Eligible Passenger	\$25.90	\$25.72
TOTAL	\$868,623	\$997,226	Transportation Exp. / Passenger		
CAPITAL EXPENSES			Dedicated Service	\$14.96	\$15.93
Vehicles Purchased	\$58,290		Non-Dedicated Service	\$8.99	\$7.95
Debt Servicing			Transportation Exp. / Hour (Dedicated Service)	\$51.89	\$47.26
Other Capital Expenses			OPERATING		
TOTAL CAPITAL EXPENSES	\$58,290		Registrants / Capita	0.0401	0.0449
CAPITAL FUNDING SOURCES			Passengers / Capita	1.0635	1.2439
Transit System			Passengers / Registrant	26.52	27.71
Federal Contributions			Passengers / Hour (Dedicated Service)	3.47	2.97
Provincial Contributions			Kms / Passenger (Dedicated Service)	6.66	7.17
Municipal Contributions	\$58,290		Average Speed (Dedicated Service)	23.11	21.27
Other / Donations					
TOTAL CAPITAL FUNDING	\$58,290				

ActiVan is a specialized transportation service provided by the Town of Halton Hills for both persons of disabilities and seniors. Any persons with physical, medical or cognitive disabilities may apply, as well as seniors over the age of 65 years residing within Halton Hills. Halton Hills does not provide conventional transit service.

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	27,953	7,952
Wheelchair/Scooter Users	2,861	
Attendants		
Companions		
Other (specified)		34,633
TOTAL	30,814	42,585

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	4	3	N/A	
Small Buses	1	1	1	3
Other			3	12
TOTAL DED. VEHICLES	5	4	N/A	N/A
Vehicle ownership:		Municipality		
Vehicle maintenance responsibility:		Municipality		
Accessible taxis:	2			

Hamilton

Accessible Transportation Services

Contact: Owen Quinn
 Title: Supervisor, 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: 5,267
 Ambulatory: 1,866
 Attendants:
 Companions:
 Other: 1,096
Total: 7,133

Active
 8,997
 3,189
 1,096
13,282

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	5,068,250	5,543,754
Tot. Veh. Km. - Dedicated Service	5,068,250	5,543,754
Rev. Veh. Hrs. - Dedicated Service	249,662	283,140
Tot. Veh. Hrs. - Dedicated Service	249,662	283,140
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	579,124	650,494
Non-Dedicated Service	100,842	86,414
TOTAL PASSENGERS	679,966	736,908
Subscription / Pre-booked	49%	50%
Reservation	31%	31%
On-Demand / Day of trip	20%	19%
Cancelled in advance	192,758	206,392
No-shows / Cancelled at door	24,193	27,310
Unaccommodated trips	20,206	15,983
Number of complaints	1,422	1,714

OPERATING EXPENSES

Administration	\$2,414,840	\$1,509,663
Operations:		
Internal - Dedicated Service	\$10,344,793	\$10,587,244
Contract - Dedicated Service	\$3,727,981	\$4,563,608
Contract - Non-Dedicated Service		\$1,167
Contract - Taxi Scrip	\$1,029,387	\$961,626
Maintenance (Vehicles & Facilities)	\$691,733	\$709,640
Fuel	\$800,707	\$763,771
TOTAL OPERATING EXPENSES	\$19,009,441	\$19,096,719

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,530,650	\$1,638,525
Other Operating Revenue	\$1,400	\$5,129
Total Operating Revenue	\$1,532,050	\$1,643,654
Federal Contributions		
Provincial Contributions	\$1,812,412	\$1,810,520
Municipal Contributions	\$15,664,627	\$15,641,796
Other / Donations	\$352	\$749
TOTAL	\$19,009,441	\$19,096,719

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses	\$750,709	\$153,833
TOTAL CAPITAL EXPENSES	\$750,709	\$153,833

CAPITAL FUNDING SOURCES

Transit System	\$323,636	\$139,537
Federal Contributions		
Provincial Contributions	\$427,073	\$14,296
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$750,709	\$153,833

* Other Eligibility Criteria: Accessible Transportation Services (ATS) are available to persons with disabilities who are unable to access conventional transit service. Other Fare: Taxi Scrip - User co-payment 60%; Child < 5 yrs; Student 5-19 yrs; Golden Age (80+) free to Hamilton residents

SERVICE HOURS / SCHEDULING

Weekday:	5:00 to 2:00	Sunday:	6:30 to 00:30
Saturday:	6:00 to 2:00	Holiday:	6:30 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: 01/09/2016	Tickets/Cards	Monthly Pass	Free
Cash	(unit price)		
Adult \$3.00	\$2.30	\$101.20	☒
Child			☐
Student \$3.00	\$1.90	\$83.60	☐
Senior \$3.00	\$1.90	\$26.50	☐
Attendant			☒
Companion \$3.00	\$2.30	\$101.20	☐
Other			

EMPLOYEE DATA

	Full-time	Part-time
Operators	62	83
Other Operations	12	12
Vehicle Mechanics	6	
General and Administration	28	
Other	4	4
TOTAL NUMBER OF EMPLOYEES	112	99

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

Top Operator Wage Rate: \$24.65

Top Mechanic Wage Rate: \$29.41

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$32.37	\$32.32
Total Exp. / Passenger	\$27.96	\$25.91
Total Exp. / Eligible Passenger	\$30.52	\$28.39
Transportation Exp. / Passenger		
Dedicated Service	\$26.88	\$25.56
Non-Dedicated Service	\$10.21	\$11.14
Transportation Exp. / Hour (Dedicated Service)	\$62.35	\$58.71
OPERATING		
Registrants / Capita	0.0239	0.0246
Passengers / Capita	1.2592	1.3646
Passengers / Registrant	52.66	55.48
Passengers / Hour (Dedicated Service)	2.32	2.30
Kms / Passenger (Dedicated Service)	8.75	8.52
Average Speed (Dedicated Service)	20.30	19.58

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	255,777	80,953
Wheelchair/Scooter Users	330,414	5,461
Attendants	48,845	
Companions	15,458	
Other (specified)		
TOTAL	650,494	86,414

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	81	70	N/A	6
Accessible Vans / Minivans	11	10	1	3
Small Buses	40	30	4	6
Other	7	7	2	2
TOTAL DED. VEHICLES	139	117	N/A	N/A

Vehicle ownership: Buses: Transit System, Cars: Contractor
 Vehicle maintenance responsibility: Buses: Transit System, Cars: Contractor
 Accessible taxis: 11

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: 78,918
 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: **915** **1,269**

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	2015	2016
Rev. Veh. Km. - Dedicated Service	396,222	408,366
Tot. Veh. Km. - Dedicated Service	850,679	1,015,714
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA	2015	2016
Dedicated Service	33,941	33,556
Non-Dedicated Service		
TOTAL PASSENGERS	33,941	33,556
Subscription / Pre-booked	22%	22%
Reservation	72%	73%
On-Demand / Day of trip	6%	5%

Cancelled in advance		
No-shows / Cancelled at door	293	271
Unaccommodated trips		
Number of complaints	9	11

OPERATING EXPENSES	2015	2016
Administration	\$299,734	\$314,721
Operations:		
Internal - Dedicated Service	\$754,470	\$827,024
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$67,708	\$79,741
Fuel	\$137,763	\$140,911
TOTAL OPERATING EXPENSES	\$1,259,675	\$1,362,397

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS	2015	2016
Passenger Revenue	\$283,728	\$274,574
Other Operating Revenue	\$87,380	\$111,727
Total Operating Revenue	\$371,108	\$386,301
Federal Contributions		
Provincial Contributions	\$330,089	\$391,575
Municipal Contributions	\$552,000	\$580,000
Other / Donations	\$6,478	\$4,521
TOTAL	\$1,259,675	\$1,362,397

CAPITAL EXPENSES	2015	2016
Vehicles Purchased	\$112,781	
Debt Servicing		
Other Capital Expenses	\$6,801	\$3,255
TOTAL CAPITAL EXPENSES	\$119,582	\$3,255

CAPITAL FUNDING SOURCES	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions	\$119,582	\$3,255
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$119,582	\$3,255

SERVICE HOURS / SCHEDULING	2015	2016
Weekday: 7:00 to 18:00		
Sunday: 7:00 to 18:00		
Saturday: 7:00 to 18:00		
Holiday: 7:00 to 18:00		
Advanced booking notice: day(s)		
Minimum notice for reservation: 72.0 hour(s)		
Reservations / Scheduling: Manually		

FARE STRUCTURE	2015	2016
Effective Date: 01/01/2015		
Cash		
Adult	\$7.50	
Child	\$7.50	
Student	\$7.50	
Senior	\$7.50	
Attendant		
Companion		
Other rides out of area are billed time and mileage		

EMPLOYEE DATA	2015	2016
Operators	16	5
Other Operations	2	
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	19	5

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

Top Operator Wage Rate: \$19.82
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	29%	28%
Net Operating Cost / Capita	\$11.43	\$12.37
Total Exp. / Passenger	\$37.11	\$40.60
Total Exp. / Eligible Passenger	\$43.08	\$46.64
Transportation Exp. / Passenger		
Dedicated Service	\$28.28	\$31.22
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0189	0.0161
Passengers / Capita	0.4367	0.4252
Passengers / Registrant	23.14	26.44
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	11.67	12.17
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	13,205	
Wheelchair/Scooter Users	16,005	
Attendants	4,346	
Companions		
Other (specified)		
TOTAL	33,556	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	1	1	N/A
Accessible Vans / Minivans	13	11	2
Small Buses	9	7	5
Other	1	1	14
TOTAL DED. VEHICLES	24	20	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:	77	77
Ambulatory:	343	343
Attendants:	4	4
Companions:		
Other:		
Total:	424	424

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.

2015

2016

SERVICE HOURS / SCHEDULING

Weekday: 8:00 to 17:00 Sunday: to
 Saturday: 9:00 to 15:00 Holiday: to
 Advanced booking notice: 1 day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling: Manually

PASSENGER DATA

Dedicated Service	11,508	11,713
Non-Dedicated Service		
TOTAL PASSENGERS	11,508	11,713
Subscription / Pre-booked	5%	5%
Reservation	0%	0%
On-Demand / Day of trip	95%	95%

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

OPERATING EXPENSES

Administration	\$12,303	\$12,514
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$123,029	\$125,144
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$135,332	\$137,658

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$28,770	\$29,283
Other Operating Revenue		
Total Operating Revenue	\$28,770	\$29,283
Federal Contributions		
Provincial Contributions	\$44,960	\$44,609
Municipal Contributions	\$56,102	\$43,266
Other / Donations	\$5,500	\$20,500
TOTAL	\$135,332	\$137,658

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

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

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.27		☐
Child	\$2.50	\$2.27		☐
Student	\$2.50	\$2.27		☐
Senior	\$2.50	\$2.27		☐
Attendant	\$2.50	\$2.27		☐
Companion	\$2.50	\$2.27		☐
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$14.50
 Top Mechanic Wage Rate: \$29.00

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	21%	21%
Net Operating Cost / Capita	\$20.94	\$21.29
Total Exp. / Passenger	\$11.76	\$11.75
Total Exp. / Eligible Passenger	\$11.88	\$11.87
Transportation Exp. / Passenger		
Dedicated Service	\$10.69	\$10.68
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0794	0.0833
Passengers / Capita	2.2609	2.3012
Passengers / Registrant	28.49	27.63
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,488	
Wheelchair/Scooter Users	2,108	
Attendants	117	
Companions		
Other (specified)		
TOTAL	11,713	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	1	1		
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	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: 12,757
 Service area (km²): 12.8
 Communities served: 1
 Service began: 04/01/1992
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	29	59
Ambulatory:	42	126
Attendants:	22	36
Companions:		
Other:		1
Total:	72	222

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.

2015

2016

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

PASSENGER DATA

Dedicated Service	672	614
Non-Dedicated Service	3,297	5,521
TOTAL PASSENGERS	3,969	6,135
Subscription / Pre-booked	3%	19%
Reservation	92%	80%
On-Demand / Day of trip	5%	1%

Cancelled in advance	1,852	2,347
No-shows / Cancelled at door	10	
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$35,308	\$16,273
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$40,762	\$39,237
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$76,070	\$55,510

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue		\$11,415
Other Operating Revenue	\$11,559	
Total Operating Revenue	\$11,559	\$11,415
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$64,511	\$44,095
Other / Donations		
TOTAL	\$76,070	\$55,510

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses
TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

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

FARE STRUCTURE

Effective Date:	14/04/2009	Tickets/Cards	Monthly Pass	Free
	Cash	(unit price)		
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		2
Other		
TOTAL NUMBER OF EMPLOYEES		2

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	15%	21%
Net Operating Cost / Capita	\$5.31	\$3.46
Total Exp. / Passenger	\$19.17	\$9.05
Total Exp. / Eligible Passenger	\$19.17	\$12.70
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$12.36	\$7.11
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0263	0.0174
Passengers / Capita	0.3268	0.4809
Passengers / Registrant	12.44	27.64
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		3,758
Wheelchair/Scooter Users	614	
Attendants		1,763
Companions		
Other (specified)		
TOTAL	614	5,521

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars	8	8	N/A	3
Accessible Vans / Minivans	1	1	1	4
Small Buses				
Other				
TOTAL DED. VEHICLES	9	9	N/A	N/A

Vehicle ownership: Contracted Operator

Vehicle maintenance responsibility: Contracted Operator

Accessible taxis: 1

Kapuskasing

KAP ACCESSIBLE BUS SERVICE

Contact: Jennifer Marchand
 Title:
 Telephone: 705-337-4260
 Fax: 705-337-1741
 Email: melanie.fortier@kapuskasing.ca

Population served: 8,292
 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: 776 776

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.

2015

2016

SERVICE HOURS / SCHEDULING

Weekday: 8:00 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: Partially Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

17,662

15,424

TOTAL PASSENGERS

17,662

15,424

FARE STRUCTURE

Effective Date: 01/01/2014

Tickets/Cards

Cash

(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

☐
☐
☐
☒
☐

Cancelled in advance

No-shows / Cancelled at door

Unaccommodated trips

Number of complaints

131

101

12

47

OPERATING EXPENSES

Administration

\$6,620

\$6,905

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

\$13,446

\$9,015

Fuel

TOTAL OPERATING EXPENSES

\$159,063

\$156,761

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue

\$20,997

\$20,419

Other Operating Revenue

Total Operating Revenue

\$20,997

\$20,419

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL

\$159,063

\$156,761

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 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.

EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

R/C Ratio 13% 13%
 Net Operating Cost / Capita \$19.02 \$16.44
 Total Exp. / Passenger \$9.01 \$10.16
 Total Exp. / Eligible Passenger \$9.39 \$10.56
 Transportation Exp. / Passenger
 Dedicated Service \$8.63 \$9.72
 Non-Dedicated Service
 Transportation Exp. / Hour (Dedicated Service)

OPERATING

Registrants / Capita 0.1061 0.0936
 Passengers / Capita 2.4331 1.8601
 Passengers / Registrant 22.94 19.88
 Passengers / Hour (Dedicated Service)
 Kms / Passenger (Dedicated Service)
 Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory 12,832
 Wheelchair/Scooter Users 2,012
 Attendants 580
 Companions
 Other (specified)
TOTAL 15,424

VEHICLE DATA

Number

Veh. Peak

Avg. Capacity per Veh.

Wheelchair

Ambulatory

Non-Accessible Cars N/A
 Accessible Vans / Minivans
 Small Buses 2 2 3 9
 Other
TOTAL DED. VEHICLES 2 2 N/A N/A

Vehicle ownership: Municipality

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: 20,713
 Service area (km²): 17.1
 Communities served: 1
 Service began: 01/01/2001
 Advisory Committee members: 6
 Eligibility Committee members: 1

REGISTRANTS

	Active	Total
Wheelchair/Scooter Users:	39	90
Ambulatory:	85	223
Attendants:	20	65
Companions:		
Other:		
Total:	144	378

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.

2015

2016

SERVICE HOURS / SCHEDULING

Weekday: 7:00 to 19:00 Sunday: to
 Saturday: 7:00 to 19:00 Holiday: to
 Advanced booking notice: 60 day(s)
 Minimum notice for reservation: 2.0 hour(s)
 Reservations / Scheduling: Manually

PASSENGER DATA

Dedicated Service	12,385	13,623
Non-Dedicated Service		
TOTAL PASSENGERS	12,385	13,623
Subscription / Pre-booked	74%	74%
Reservation	20%	20%
On-Demand / Day of trip	6%	6%
Cancelled in advance	508	512
No-shows / Cancelled at door	28	32
Unaccommodated trips	120	141
Number of complaints	2	4

FARE STRUCTURE

Effective Date:	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				☐

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) is consolidated in the conventional financial statistics.

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators: CUPE Local 855
 Mechanics: CUPE Local 855
 Other (specify): Administration - CUPE Local 855

Top Operator Wage Rate: \$21.48

Top Mechanic Wage Rate: \$27.04

PERFORMANCE INDICATORS

FINANCIAL

	2015	2016
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	0.0166	0.0183
Passengers / Capita	0.6085	0.6577
Passengers / Registrant	36.64	36.04
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	4,768	
Wheelchair/Scooter Users	5,857	
Attendants	2,998	
Companions		
Other (specified)		
TOTAL	13,623	

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:		Municipality		
Vehicle maintenance responsibility:		Municipality		
Accessible taxis:				

Kenora

Handi Transit

Contact: Diana Jardine
 Title: Administrator
 Telephone: 807-468-3295
 Fax: 807-468-3295
 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:	107	107
Ambulatory:	170	170
Attendants:		
Companions:		
Other:		
Total:	277	277

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	57,471	48,271
Tot. Veh. Km. - Dedicated Service	58,695	49,033
Rev. Veh. Hrs. - Dedicated Service	4,109	3,250
Tot. Veh. Hrs. - Dedicated Service	4,263	3,351
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	9,128	7,297
Non-Dedicated Service		
TOTAL PASSENGERS	9,128	7,297
Subscription / Pre-booked	37%	42%
Reservation	58%	44%
On-Demand / Day of trip	5%	14%
Cancelled in advance	36	12
No-shows / Cancelled at door	6	6
Unaccommodated trips	4	4
Number of complaints	3	2

OPERATING EXPENSES

Administration	\$26,650	\$26,167
Operations:		
Internal - Dedicated Service	\$75,202	\$70,458
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$13,393	\$21,266
Fuel	\$12,387	\$9,858
TOTAL OPERATING EXPENSES	\$127,632	\$127,749

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$45,410	\$36,575
Other Operating Revenue		
Total Operating Revenue	\$45,410	\$36,575
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$81,800	\$81,800
Other / Donations	\$11,432	\$19,479
TOTAL	\$138,642	\$137,854

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 - Visually impaired

SERVICE HOURS / SCHEDULING

Weekday:	7:00 to 17:00	Sunday:	to
Saturday:	7:00 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		Tickets/Cards		Monthly Pass	Free
	Cash	(unit price)			
Adult	\$5.00	\$5.00			☐
Child	\$5.00	\$5.00			☐
Student	\$5.00	\$5.00			☐
Senior	\$5.00	\$5.00			☐
Attendant	\$5.00	\$5.00			☐
Companion	\$5.00	\$5.00			☐
Other					☐

EMPLOYEE DATA

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

Union Affiliations: Operators:
 Mechanics:
 Other (specify):
 Top Operator Wage Rate: \$18.00
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	36%	29%
Net Operating Cost / Capita	\$5.04	\$5.59
Total Exp. / Passenger	\$13.98	\$17.51
Total Exp. / Eligible Passenger	\$14.78	\$18.63
Transportation Exp. / Passenger		
Dedicated Service	\$11.06	\$13.92
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$23.69	\$30.31
OPERATING		
Registrants / Capita	0.0147	0.0170
Passengers / Capita	0.5600	0.4477
Passengers / Registrant	38.03	26.34
Passengers / Hour (Dedicated Service)	2.22	2.25
Kms / Passenger (Dedicated Service)	6.30	6.62
Average Speed (Dedicated Service)	13.99	14.85

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,748	
Wheelchair/Scooter Users	4,111	
Attendants	438	
Companions		
Other (specified)		
TOTAL	7,297	

VEHICLE DATA

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

Vehicle ownership: Non-Profit Organization
 Vehicle maintenance responsibility: Municipal Transit System
 Accessible taxis:

Kingston

Kingston Access Services

Contact: Trevor Fray
 Title: 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	Active	Total
Wheelchair/Scooter Users:	1,570	1,570
Ambulatory:	1,530	1,530
Attendants:		
Companions:		
Other:		
Total:	3,100	3,100

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	620,135	
Tot. Veh. Km. - Dedicated Service	620,135	663,763
Rev. Veh. Hrs. - Dedicated Service	34,302	
Tot. Veh. Hrs. - Dedicated Service	34,302	36,145
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	78,912	85,692
Non-Dedicated Service	1,205	1,173
TOTAL PASSENGERS	80,117	86,865
Subscription / Pre-booked	49%	52%
Reservation	51%	48%
On-Demand / Day of trip	0%	0%
Cancelled in advance	19,164	20,625
No-shows / Cancelled at door	1,795	1,670
Unaccommodated trips	1,799	1,722
Number of complaints		

OPERATING EXPENSES

	2015	2016
Administration	\$346,786	\$734,111
Operations:		
Internal - Dedicated Service	\$1,471,628	\$1,219,101
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$11,414	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$256,062	\$230,762
Fuel	\$184,298	\$190,581
TOTAL OPERATING EXPENSES	\$2,270,188	\$2,374,555

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$196,193	\$204,105
Other Operating Revenue	\$4,828	\$4,052
Total Operating Revenue	\$201,021	\$208,157
Federal Contributions		
Provincial Contributions	\$65,007	\$69,476
Municipal Contributions	\$2,016,560	\$2,039,985
Other / Donations	\$18,851	\$300
TOTAL	\$2,301,439	\$2,317,918

CAPITAL EXPENSES

	2015	2016
Vehicles Purchased	\$170,579	\$282,648
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$170,579	\$282,648

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$170,579	\$282,648
Other / Donations		
TOTAL CAPITAL FUNDING	\$170,579	\$282,648

SERVICE HOURS / SCHEDULING

Weekday:	7:00 to 23:00	Sunday:	9:00 to 21:00
Saturday:	9:00 to 23:00	Holiday:	7:00 to 23:00
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date:	31/12/2016	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75			☐
Child	\$2.75			☐
Student	\$2.75			☐
Senior	\$2.75			☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	15	10
Other Operations	5	1
Vehicle Mechanics		
General and Administration	4	
Other		
TOTAL NUMBER OF EMPLOYEES	24	11

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

Top Operator Wage Rate: \$21.60

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$16.77	\$17.56
Total Exp. / Passenger	\$28.34	\$27.34
Total Exp. / Eligible Passenger	\$33.54	\$33.12
Transportation Exp. / Passenger		
Dedicated Service	\$24.23	\$19.14
Non-Dedicated Service	\$9.47	
Transportation Exp. / Hour (Dedicated Service)	\$55.74	\$45.39
OPERATING		
Registrants / Capita	0.0234	0.0251
Passengers / Capita	0.6494	0.7041
Passengers / Registrant	27.82	28.02
Passengers / Hour (Dedicated Service)	2.30	
Kms / Passenger (Dedicated Service)	7.86	
Average Speed (Dedicated Service)	18.08	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	34,228	1,173
Wheelchair/Scooter Users	36,295	
Attendants	14,460	
Companions	709	
Other (specified)		
TOTAL	85,692	1,173

VEHICLE DATA

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

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

Lanark County

Lanark Transportation Association

Contact: Marilyn Bird & Kevin Wills
 Title: ED / Senior Financial Analyst
 Telephone: 613-264-8256
 Fax: 613-264-8220
 Email: ed@lanarktransport.com

Population served: 77,585
 Service area (km²): 3,043.0
 Communities served: 9
 Service began: 01/01/1991
 Advisory Committee members: 4
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 162
 Ambulatory: 782
 Attendants:
 Companions:
 Other:
Total: 944

Active
 162
 782
 8,422
 517
8,939

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	523,589	591,497
Tot. Veh. Km. - Dedicated Service	528,074	594,617
Rev. Veh. Hrs. - Dedicated Service	13,502	15,498
Tot. Veh. Hrs. - Dedicated Service	13,577	15,602
Non-Dedicated Service - Veh. Km.	1,194	
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	16,900	23,472
Non-Dedicated Service		
TOTAL PASSENGERS	16,900	23,472
Subscription / Pre-booked	5%	0%
Reservation	90%	95%
On-Demand / Day of trip	5%	5%
Cancelled in advance	1,376	1,695
No-shows / Cancelled at door	112	142
Unaccommodated trips	151	144
Number of complaints	12	12

OPERATING EXPENSES

Administration	\$129,626	\$54,000
Operations:		
Internal - Dedicated Service	\$513,564	\$698,733
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$776	
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$48,852	\$66,000
Fuel	\$48,757	\$55,000
TOTAL OPERATING EXPENSES	\$741,575	\$873,733

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$370,466	\$422,948
Other Operating Revenue	\$2,664	\$1,599
Total Operating Revenue	\$373,130	\$424,547
Federal Contributions		
Provincial Contributions	\$323,585	\$423,452
Municipal Contributions	\$79,916	\$81,500
Other / Donations		\$8,402
TOTAL	\$776,631	\$937,901

CAPITAL EXPENSES

Vehicles Purchased	\$106,760	\$81,965
Debt Servicing		
Other Capital Expenses		\$31,182
TOTAL CAPITAL EXPENSES	\$106,760	\$113,147

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$98,415	\$109,486
Municipal Contributions		
Other / Donations	\$8,345	\$3,661
TOTAL CAPITAL FUNDING	\$106,760	\$113,147

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 22:00	Sunday:	to
Saturday:	8:00 to 8:00	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 and maximum \$80 for a longer trip, for example Perth to Ki			

EMPLOYEE DATA

	Full-time	Part-time
Operators	14	
Other Operations	2	
Vehicle Mechanics		
General and Administration		1
Other	1	
TOTAL NUMBER OF EMPLOYEES	17	1

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

Top Operator Wage Rate: \$15.15

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	50%	49%
Net Operating Cost / Capita	\$4.94	\$5.79
Total Exp. / Passenger	\$43.88	\$37.22
Total Exp. / Eligible Passenger	\$45.38	\$39.10
Transportation Exp. / Passenger		
Dedicated Service	\$36.16	\$34.92
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$45.02	\$52.54
OPERATING		
Registrants / Capita	0.0998	0.1152
Passengers / Capita	0.2264	0.3025
Passengers / Registrant	2.27	2.63
Passengers / Hour (Dedicated Service)	1.25	1.51
Kms / Passenger (Dedicated Service)	30.98	25.20
Average Speed (Dedicated Service)	38.78	38.17

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,599	
Wheelchair/Scooter Users	3,748	
Attendants	1,125	
Companions		
Other (specified)		
TOTAL	23,472	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars	1	1	Wheelchair	Ambulatory
Accessible Vans / Minivans	4	4	N/A	4
Small Buses			1	2
Other	11	11		6
TOTAL DED. VEHICLES	16	16	N/A	N/A

Vehicle ownership: Lanark Transportation
 Vehicle maintenance responsibility: Lanark Transportation
 Accessible taxis:

Leamington

South Essex Community Council - Transportation Service

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

Population served: 52,072
 Service area (km²): 759.5
 Communities served: 3
 Service began: 01/10/1991
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 198
 Ambulatory: 422
 Attendants:
 Companions:
 Other:
Total: 620

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	128,856	
Tot. Veh. Km. - Dedicated Service	128,856	119,685
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	6,292	5,697
Non-Dedicated Service		
TOTAL PASSENGERS	6,292	5,697
Subscription / Pre-booked	29%	29%
Reservation	70%	70%
On-Demand / Day of trip	1%	1%
Cancelled in advance	18	27
No-shows / Cancelled at door	134	162
Unaccommodated trips	2	51
Number of complaints	3	1

OPERATING EXPENSES

	2015	2016
Administration	\$14,076	\$14,076
Operations:		
Internal - Dedicated Service	\$237,126	\$199,900
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$29,948	\$39,312
Fuel	\$20,601	\$21,450
TOTAL OPERATING EXPENSES	\$301,751	\$274,738

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$78,997	\$85,562
Other Operating Revenue		\$560
Total Operating Revenue	\$78,997	\$86,122
Federal Contributions		
Provincial Contributions	\$201,742	\$167,604
Municipal Contributions	\$21,012	\$21,012
Other / Donations		
TOTAL	\$301,751	\$274,738

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

Transit System	
Federal Contributions	
Provincial Contributions	
Municipal Contributions	\$15,000
Other / Donations	\$9,624
TOTAL CAPITAL FUNDING	\$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:	7:30 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

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Effective Date: 01/04/2016				
Adult	\$12.00			☐
Child	\$12.00			☐
Student	\$12.00			☐
Senior	\$12.00			☐
Attendant				☒
Companion				☐
Other	Fare for non-local travel elsewhere in Essex County: \$17.00, City of W			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$18.67

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	26%	31%
Net Operating Cost / Capita	\$4.01	\$3.62
Total Exp. / Passenger	\$47.96	\$48.23
Total Exp. / Eligible Passenger	\$49.84	\$50.67
Transportation Exp. / Passenger		
Dedicated Service	\$45.72	\$45.75
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0096	0.0119
Passengers / Capita	0.1133	0.1094
Passengers / Registrant	11.80	9.19
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	20.48	
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	3,696	
Wheelchair/Scooter Users	1,726	
Attendants	275	
Companions		
Other (specified)		
TOTAL	5,697	

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

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

London

London Community Transportation Brokerage

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

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

REGISTRANTS
 Wheelchair/Scooter Users: 2,672
 Ambulatory: 5,187
 Attendants:
 Companions:
 Other:
Total: 7,859

Active
 2,672
 5,187
 7,859

Total
 2,672
 5,187
 7,859

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.

2015
 116,224
 116,224
 116,224

2016
 122,650
 122,650

SERVICE HOURS / SCHEDULING

Weekday: 6:00 to 00:00 Sunday: 8:30 to 23:00
 Saturday: 6:00 to 00:00 Holiday: 8:30 to 23:00
 Advanced booking notice: 3 day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Partially Computerized

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

272,331
 286,658

TOTAL PASSENGERS

272,331
286,658

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

31%
 62%
 7%

32%
 61%
 7%

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

46,588
 5,478
 16,783
 132

47,502
 5,529
 11,952
 216

OPERATING EXPENSES

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

\$121,340
 \$820,243
 \$4,825,455

\$114,281
 \$904,781
 \$5,148,420

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

\$5,767,038
\$6,167,482

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$493,402
 \$507,625

Total Operating Revenue

\$493,402
\$507,625

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

\$1,112,836
 \$4,160,800

TOTAL

\$5,767,038
\$6,167,482

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

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)

Monthly Pass
Free

Free

Full-time

Part-time

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

8

2

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 \$13.97
 Total Exp. / Passenger \$21.18
 Total Exp. / Eligible Passenger \$23.55
 Transportation Exp. / Passenger
 Dedicated Service \$20.73
 Non-Dedicated Service \$21.12
 Transportation Exp. / Hour (Dedicated Service) \$48.58
 \$49.35

OPERATING

Registrants / Capita 0.0187
 Passengers / Capita 0.7214
 Passengers / Registrant 38.67
 Passengers / Hour (Dedicated Service) 2.34
 Kms / Passenger (Dedicated Service) 2.34
 Average Speed (Dedicated Service)

PASSENGER DATA

Ded. Service

Non-Ded. Service

Ambulatory 171,061
 Wheelchair/Scooter Users 88,123
 Attendants
 Companions 27,474
 Other (specified)
TOTAL 286,658

VEHICLE DATA

Number

Veh. Peak

Avg. Capacity per Veh.

Non-Accessible Cars N/A
 Accessible Vans / Minivans 36 6 10
 Small Buses 2 12
 Other
TOTAL DED. VEHICLES 38 N/A N/A

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

Machin

Home Support Program

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

Population served:
 Service area (km²): .0
 Communities served: 1
 Service began:
 Advisory Committee members: 6
 Eligibility Committee members: 6

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	1	1
Ambulatory:		
Attendants:	20	20
Companions:		
Other:		
Total:	21	21

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.

2015

2016

SERVICE HOURS / SCHEDULING

Weekday: 9:00 to 14:00 Sunday: to
 Saturday: to Holiday: to
 Advanced booking notice: day(s)
 Minimum notice for reservation: 0.0 hour(s)
 Reservations / Scheduling:

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

968

1,702

TOTAL PASSENGERS

968

1,702

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

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

OPERATING EXPENSES

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

\$16,593

\$15,919

Maintenance (Vehicles & Facilities)

\$5,678

\$14,045

Fuel \$5,000

TOTAL OPERATING EXPENSES

\$27,271

\$29,964

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

\$9,226

\$8,600

\$17,823

Total Operating Revenue

\$27,049

\$8,600

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL

\$27,049

\$29,964

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

FARE STRUCTURE

Effective Date:

Tickets/Cards
 (unit price)

Monthly Pass

Free

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

☐
☐
☒
☐
☐

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

Full-time

Part-time

1

1

TOTAL NUMBER OF EMPLOYEES

2

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

Top Operator Wage Rate: \$17.90

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2015	2016
R/C Ratio	99%	29%
Net Operating Cost / Capita	\$0.25	
Total Exp. / Passenger	\$28.17	\$17.61
Total Exp. / Eligible Passenger	\$401.04	\$2,996.40
Transportation Exp. / Passenger		
Dedicated Service	\$11.03	\$8.25
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.0364	
Passengers / Capita	1.0684	
Passengers / Registrant	29.33	81.05
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10	
Wheelchair/Scooter Users		
Attendants	1,692	
Companions		
Other (specified)		
TOTAL	1,702	

VEHICLE DATA

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

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis:

Meaford

Meaford Specialized Transit Service (formerly Handivan)

Contact: Bradey Carbert
 Title: Manager, Purchasing & Asset Management
 Telephone: 519-538-1060 x1112
 Fax: 519-538-1556
 Email: bcarbert@meaford.ca

Population served: 11,000
 Service area (km²): 588.6
 Communities served: 1
 Service began: 06/01/1990
 Advisory Committee members: 6
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	14	30
Ambulatory:	112	293
Attendants:	4	4
Companions:		
Other:	11	11
Total:	141	338

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	30,261	25,369
Tot. Veh. Km. - Dedicated Service	30,261	25,369
Rev. Veh. Hrs. - Dedicated Service	1,508	1,155
Tot. Veh. Hrs. - Dedicated Service	2,003	1,601
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,449	3,588
Non-Dedicated Service		
TOTAL PASSENGERS	4,449	3,588
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		\$4,600
Operations:		
Internal - Dedicated Service		\$54,666
Contract - Dedicated Service	\$69,000	
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$11,000	\$8,800
Fuel	\$10,000	\$8,000
TOTAL OPERATING EXPENSES	\$90,000	\$76,066

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,892	\$5,327
Other Operating Revenue	\$15,809	\$13,187
Total Operating Revenue	\$21,701	\$18,514
Federal Contributions		
Provincial Contributions	\$10,000	\$6,000
Municipal Contributions	\$77,226	\$54,464
Other / Donations		
TOTAL	\$108,927	\$78,978

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:	8:00 to 17:00	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	8.0 hour(s)		
Reservations / Scheduling:	Manually		

FARE STRUCTURE

Effective Date: 01/01/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$4.00			☐
Child	\$4.00			☐
Student	\$4.00			☐
Senior	\$4.00			☒
Attendant				☐
Companion	\$4.00			
Other	Collingwood/Owen Sound/Thornbury - \$8.00			

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	2015	2016
R/C Ratio	24%	24%
Net Operating Cost / Capita	\$6.15	\$5.23
Total Exp. / Passenger	\$20.23	\$21.20
Total Exp. / Eligible Passenger	\$34.10	\$34.37
Transportation Exp. / Passenger		
Dedicated Service	\$20.23	\$19.92
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.93	\$44.64
OPERATING		
Registrants / Capita	0.0315	0.0307
Passengers / Capita	0.4008	0.3262
Passengers / Registrant	12.71	10.62
Passengers / Hour (Dedicated Service)	2.95	3.11
Kms / Passenger (Dedicated Service)	6.80	7.07
Average Speed (Dedicated Service)	20.07	21.96

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,849	
Wheelchair/Scooter Users	364	
Attendants	10	
Companions		
Other (specified)	1,365	
TOTAL	3,588	

VEHICLE DATA

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

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Contract 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:	96	120
Ambulatory:	196	245
Attendants:	16	20
Companions:	6	8
Other:	6	8
Total:	320	401

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	44,286	54,120
Tot. Veh. Km. - Dedicated Service	46,486	56,969
Rev. Veh. Hrs. - Dedicated Service	4,430	4,850
Tot. Veh. Hrs. - Dedicated Service	4,680	5,100
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	5,583	6,225
Non-Dedicated Service		
TOTAL PASSENGERS	5,583	6,225
Subscription / Pre-booked	35%	35%
Reservation	50%	45%
On-Demand / Day of trip	15%	20%
Cancelled in advance	263	267
No-shows / Cancelled at door	20	6
Unaccommodated trips	4	
Number of complaints		

OPERATING EXPENSES

Administration	\$3,539	\$4,536
Operations:		
Internal - Dedicated Service	\$4,278	\$4,465
Contract - Dedicated Service	\$116,287	\$140,196
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,599	\$5,162
Fuel	\$7,926	\$9,236
TOTAL OPERATING EXPENSES	\$133,630	\$163,595

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,978	\$14,467
Other Operating Revenue		
Total Operating Revenue	\$10,978	\$14,467
Federal Contributions		
Provincial Contributions	\$31,000	\$40,000
Municipal Contributions	\$91,653	\$109,128
Other / Donations		
TOTAL	\$133,630	\$163,595

CAPITAL EXPENSES

Vehicles Purchased	\$157,078	\$61,056
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$157,078	\$61,056

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$154,026	\$61,056
Municipal Contributions		
Other / Donations	\$3,053	
TOTAL CAPITAL FUNDING	\$157,079	\$61,056

Other Eligibility: Medical declaration

SERVICE HOURS / SCHEDULING

Weekday:	8:00 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:	Manually		

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators	1	4
Other Operations		3
Vehicle Mechanics		
General and Administration		2
Other		
TOTAL NUMBER OF EMPLOYEES	1	9

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

Top Operator Wage Rate: \$16.21

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	8%	9%
Net Operating Cost / Capita	\$7.21	\$8.77
Total Exp. / Passenger	\$23.94	\$26.28
Total Exp. / Eligible Passenger	\$26.05	\$27.43
Transportation Exp. / Passenger		
Dedicated Service	\$23.30	\$25.55
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$27.80	\$31.19
OPERATING		
Registrants / Capita	0.0242	0.0236
Passengers / Capita	0.3284	0.3662
Passengers / Registrant	13.58	15.52
Passengers / Hour (Dedicated Service)	1.26	1.28
Kms / Passenger (Dedicated Service)	7.93	8.69
Average Speed (Dedicated Service)	10.00	11.16

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,878	
Wheelchair/Scooter Users	2,087	
Attendants	122	
Companions	100	
Other (specified)	38	
TOTAL	6,225	

VEHICLE DATA

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

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

Milton

Milton access+

Contact: Krista Short
 Title: Transit Administrator
 Telephone: 905-878-7252, x2182
 Fax: 905-876-5029
 Email: krista.short@milton.ca

Population served: 110,128
 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:	49	67
Ambulatory:	154	195
Attendants:	50	50
Companions:		
Other:		
Total:	253	312

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.

2015 2016

SERVICE HOURS / SCHEDULING

Weekday: 5:20 to 20:30 Sunday: to
 Saturday: 7:10 to 20:10 Holiday: to
 Advanced booking notice: 7 day(s)
 Minimum notice for reservation: 1.0 hour(s)
 Reservations / Scheduling: Partially Computerized

PASSENGER DATA

	2015	2016
Dedicated Service		
Non-Dedicated Service	15,227	17,289
TOTAL PASSENGERS	15,227	17,289
Subscription / Pre-booked	15%	0%
Reservation	25%	0%
On-Demand / Day of trip	60%	0%

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

OPERATING EXPENSES

	2015	2016
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$261,188	\$302,437
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$261,188	\$302,437

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$35,664	\$44,708
Other Operating Revenue		
Total Operating Revenue	\$35,664	\$44,708
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$225,524	\$257,729
Other / Donations		
TOTAL	\$261,188	\$302,437

CAPITAL EXPENSES

	2015	2016
Vehicles Purchased	\$459,127	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$459,127	

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$459,127	
Other / Donations		
TOTAL CAPITAL FUNDING	\$459,127	

Reservationist / dispatch function provided by service contractor for full year of operations.

FARE STRUCTURE

	Effective Date: 01/01/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult		\$3.50	\$2.80	\$77.00	☒
Child					☐
Student		\$3.50	\$2.10	\$57.00	☐
Senior		\$3.50	\$2.00	\$50.00	☒
Attendant					☐
Companion					☐
Other	Companions pay fare				

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

	2015	2016
FINANCIAL		
R/C Ratio	14%	15%
Net Operating Cost / Capita	\$2.17	\$2.34
Total Exp. / Passenger	\$17.15	\$17.49
Total Exp. / Eligible Passenger	\$17.15	\$17.49
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service	\$17.15	\$17.49
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0044	0.0028
Passengers / Capita	0.1468	0.1570
Passengers / Registrant	33.17	55.41
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		17,289
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL		17,289

VEHICLE DATA

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

Vehicle ownership:
 Vehicle maintenance responsibility:
 Accessible taxis: 1

Niagara Falls

Niagara Chair-A-Van

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

Population served: 88,071
 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:	937	937
Ambulatory:	928	928
Attendants:	195	195
Companions:		
Other:		
Total:	2,060	2,060

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	230,159	258,170
Tot. Veh. Km. - Dedicated Service	230,159	258,170
Rev. Veh. Hrs. - Dedicated Service	11,634	11,790
Tot. Veh. Hrs. - Dedicated Service	11,634	11,790
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	29,967	30,065
Non-Dedicated Service	1,118	1,356
TOTAL PASSENGERS	31,085	31,421
Subscription / Pre-booked	16%	37%
Reservation	82%	61%
On-Demand / Day of trip	2%	2%
Cancelled in advance	3,515	3,577
No-shows / Cancelled at door	230	249
Unaccommodated trips	593	554
Number of complaints	1	5

OPERATING EXPENSES

Administration	\$38,425	\$25,591
Operations:		
Internal - Dedicated Service	\$464,726	\$461,995
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$14,577	\$19,568
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		\$15,738
Fuel	\$2,323	
TOTAL OPERATING EXPENSES	\$520,051	\$522,891

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$51,982	\$49,753
Other Operating Revenue		
Total Operating Revenue	\$51,982	\$49,753
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$468,201	\$473,138
Other / Donations		
TOTAL	\$520,183	\$522,891

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	6:30 to 23:00	Sunday:	9:00 to 19:00
Saturday:	9:00 to 23:00	Holiday:	9:00 to 19:00
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/07/2016	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
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		
Other Operations	2	2
Vehicle Mechanics		
General and Administration	1	1
Other		13
TOTAL NUMBER OF EMPLOYEES	3	16

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

Top Operator Wage Rate:
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	10%	10%
Net Operating Cost / Capita	\$5.64	\$5.37
Total Exp. / Passenger	\$16.73	\$16.64
Total Exp. / Eligible Passenger	\$17.31	\$17.24
Transportation Exp. / Passenger		
Dedicated Service	\$15.59	\$15.89
Non-Dedicated Service	\$13.04	\$14.43
Transportation Exp. / Hour (Dedicated Service)	\$40.15	\$40.52
OPERATING		
Registrants / Capita	0.0220	0.0234
Passengers / Capita	0.3745	0.3568
Passengers / Registrant	17.00	15.25
Passengers / Hour (Dedicated Service)	2.58	2.55
Kms / Passenger (Dedicated Service)	7.68	8.59
Average Speed (Dedicated Service)	19.78	21.90

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	16,995	1,040
Wheelchair/Scooter Users	11,975	316
Attendants	1,040	
Companions	55	
Other (specified)		
TOTAL	30,065	1,356

VEHICLE DATA

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

Vehicle ownership: 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: 447,888
 Service area (km²): 1,854.0
 Communities served: 12
 Service began: 06/11/2006
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	341	672
Ambulatory:	226	532
Attendants:	185	463
Companions:	65	65
Other:		
Total:	817	1,732

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	422,852	759,000
Tot. Veh. Km. - Dedicated Service	422,852	945,000
Rev. Veh. Hrs. - Dedicated Service	13,585	23,000
Tot. Veh. Hrs. - Dedicated Service	13,585	25,500
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	14,523	19,867
Non-Dedicated Service		
TOTAL PASSENGERS	14,523	19,867
Subscription / Pre-booked	25%	92%
Reservation	70%	7%
On-Demand / Day of trip	5%	1%
Cancelled in advance	3,059	4,286
No-shows / Cancelled at door	81	443
Unaccommodated trips	697	
Number of complaints	34	92

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$652,402	\$1,396,968
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$216,232	\$11,826
Fuel	\$86,052	
TOTAL OPERATING EXPENSES	\$954,686	\$1,408,794

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$92,720	\$212,098
Other Operating Revenue	\$35,398	
Total Operating Revenue	\$128,118	\$212,098
Federal Contributions		
Provincial Contributions	\$364,686	\$536,500
Municipal Contributions	\$461,882	\$660,196
Other / Donations		
TOTAL	\$954,686	\$1,408,794

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	7:00 to 22:00	Sunday:	to
Saturday:	8:00 to 16:00	Holiday:	to
Advanced booking notice:	180 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

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

EMPLOYEE DATA

	Full-time	Part-time
Operators	17	3
Other Operations	3	3
Vehicle Mechanics	1	2
General and Administration	2	1
Other	1	1

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$18.00
 Top Mechanic Wage Rate: \$30.00

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	13%	15%
Net Operating Cost / Capita	\$1.84	\$2.67
Total Exp. / Passenger	\$65.74	\$70.91
Total Exp. / Eligible Passenger	\$78.23	\$81.99
Transportation Exp. / Passenger		
Dedicated Service	\$65.74	\$70.91
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$70.28	\$55.25
OPERATING		
Registrants / Capita	0.0101	0.0039
Passengers / Capita	0.0323	0.0444
Passengers / Registrant	3.20	11.47
Passengers / Hour (Dedicated Service)	1.07	0.86
Kms / Passenger (Dedicated Service)	29.12	38.20
Average Speed (Dedicated Service)	31.13	33.00

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,720	
Wheelchair/Scooter Users	8,463	
Attendants	2,024	
Companions	660	
Other (specified)		
TOTAL	19,867	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	1	1	N/A	4
Accessible Vans / Minivans	14	14	1	3
Small Buses				
Other	1	1	2	2
TOTAL DED. VEHICLES	16	16	N/A	N/A

Vehicle ownership: BTS Network Inc.
 Vehicle maintenance responsibility: BTS Network Inc.
 Accessible taxis:

North Bay

North Bay Para Bus

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

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

REGISTRANTS
 Wheelchair/Scooter Users: 1,474
 Ambulatory: 1,097
 Attendants:
 Companions:
 Other:
Total: 2,571

Active
 1,474
 1,097
 2,571

Total
 1,474
 1,097
 2,571

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	162,669	155,457
Tot. Veh. Km. - Dedicated Service	162,669	155,457
Rev. Veh. Hrs. - Dedicated Service	10,161	10,014
Tot. Veh. Hrs. - Dedicated Service	10,161	10,014
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	24,914	23,430
Non-Dedicated Service	7,123	6,296
TOTAL PASSENGERS	32,037	29,726
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	4,316	7,659
No-shows / Cancelled at door	3,681	4,980
Unaccommodated trips	145	164
Number of complaints		

OPERATING EXPENSES

Administration	\$21,331	\$21,165
Operations:		
Internal - Dedicated Service	\$411,893	\$400,561
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$79,520	\$74,392
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$208,073	\$154,050
Fuel	\$56,633	\$44,940
TOTAL OPERATING EXPENSES	\$777,450	\$695,108

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$110,015	\$99,616
Other Operating Revenue		
Total Operating Revenue	\$110,015	\$99,616
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$667,435	\$595,492
Other / Donations		
TOTAL	\$777,450	\$695,108

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:	7:30 to 23:00	Sunday:	9:00 to 18:00
Saturday:	8:30 to 23:00	Holiday:	to
Advanced booking notice:	2 day(s)		
Minimum notice for reservation:	48.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date: 01/06/2015	Tickets/Cards	Monthly Pass	Free
	(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

	Full-time	Part-time
Operators	4	4
Other Operations	1	2
Vehicle Mechanics		
General and Administration		
Other		
TOTAL NUMBER OF EMPLOYEES	5	6

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

Top Operator Wage Rate: \$20.54

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	14%	14%
Net Operating Cost / Capita	\$12.44	\$11.10
Total Exp. / Passenger	\$24.27	\$23.38
Total Exp. / Eligible Passenger	\$27.43	\$26.15
Transportation Exp. / Passenger		
Dedicated Service	\$27.16	
Non-Dedicated Service	\$11.16	\$11.82
Transportation Exp. / Hour (Dedicated Service)	\$66.59	
OPERATING		
Registrants / Capita	0.0432	0.0479
Passengers / Capita	0.5971	0.5541
Passengers / Registrant	13.81	11.56
Passengers / Hour (Dedicated Service)	2.45	2.34
Kms / Passenger (Dedicated Service)	6.53	6.63
Average Speed (Dedicated Service)	16.01	15.52

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	10,795	4,578
Wheelchair/Scooter Users	9,926	1,283
Attendants	2,709	435
Companions		
Other (specified)		
TOTAL	23,430	6,296

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:	64	64
Ambulatory:	235	235
Attendants:		
Companions:	84	84
Other:		
Total:	383	383

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	32,923	
Tot. Veh. Km. - Dedicated Service	32,923	30,971
Rev. Veh. Hrs. - Dedicated Service	2,296	
Tot. Veh. Hrs. - Dedicated Service	2,296	2,519
Non-Dedicated Service - Veh. Km.	60,548	67,901
Non-Dedicated Service - Veh. Hrs.	1,595	1,746

PASSENGER DATA

	2015	2016
Dedicated Service	7,084	7,144
Non-Dedicated Service	1,292	1,324
TOTAL PASSENGERS	8,376	8,468
Subscription / Pre-booked	62%	60%
Reservation	36%	38%
On-Demand / Day of trip	2%	2%
Cancelled in advance	1,207	1,061
No-shows / Cancelled at door	347	571
Unaccommodated trips	79	73
Number of complaints		

OPERATING EXPENSES

	2015	2016
Administration	\$28,128	\$34,090
Operations:		
Internal - Dedicated Service	\$66,909	\$71,228
Contract - Dedicated Service	\$2,253	\$1,587
Contract - Non-Dedicated Service	\$23,033	\$26,183
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$4,757	\$6,503
Fuel	\$7,393	\$3,978
TOTAL OPERATING EXPENSES	\$132,473	\$143,569

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$88,395	\$96,112
Other Operating Revenue		
Total Operating Revenue	\$88,395	\$96,112
Federal Contributions		
Provincial Contributions	\$33,705	\$39,487
Municipal Contributions	\$6,623	\$6,720
Other / Donations	\$3,750	\$1,250
TOTAL	\$132,473	\$143,569

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

*Other Eligibility - Seniors and persons with disabilities. *Non-dedicated service provided by VON Volunteers based upon a mileage rate of \$.40/km or \$5.00 for in-town trips. *Fare Structure - in-town one-way fares shown above - other fares 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 (within 35 kms) or mode of transport; charter rates of \$40.00/hour driving time and \$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 and 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:	8:00 to 17:00	Sunday:	9:00 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				☐
Senior	\$5.00			☒
Attendant				☐
Companion				☐
Other				☐

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$13.00
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	67%	67%
Net Operating Cost / Capita	\$3.49	\$3.76
Total Exp. / Passenger	\$15.82	\$16.95
Total Exp. / Eligible Passenger	\$17.55	\$18.77
Transportation Exp. / Passenger		
Dedicated Service	\$11.48	\$11.66
Non-Dedicated Service	\$17.83	\$19.78
Transportation Exp. / Hour (Dedicated Service)	\$35.41	\$33.07
OPERATING		
Registrants / Capita	0.0293	0.0303
Passengers / Capita	0.6631	0.6704
Passengers / Registrant	22.64	22.11
Passengers / Hour (Dedicated Service)	3.09	
Kms / Passenger (Dedicated Service)	4.65	
Average Speed (Dedicated Service)	14.34	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	5,210	1,109
Wheelchair/Scooter Users	1,222	109
Attendants		
Companions	712	106
Other (specified)		
TOTAL	7,144	1,324

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	1	3
Small Buses	1	1	4	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: Analyst
 Telephone: 905-845-6601 x3937
 Fax: 905-338-4703
 Email: ragini.govender@oakville.ca

Population served: 190,100
 Service area (km²): 103.5
 Communities served: 1
 Service began: 04/01/1980
 Advisory Committee members: 7
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	342	611
Ambulatory:	1,713	3,053
Attendants:	151	269
Companions:	30	53
Other:		
Total:	2,237	3,988

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	363,546	469,432
Tot. Veh. Km. - Dedicated Service	363,546	469,432
Rev. Veh. Hrs. - Dedicated Service	19,404	24,645
Tot. Veh. Hrs. - Dedicated Service	19,404	24,645
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	42,145	51,792
Non-Dedicated Service	55,308	69,346
TOTAL PASSENGERS	97,453	121,138
Subscription / Pre-booked	33%	33%
Reservation	53%	52%
On-Demand / Day of trip	14%	15%
Cancelled in advance	6,458	7,559
No-shows / Cancelled at door	907	1,259
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$198,325	\$287,590
Operations:		
Internal - Dedicated Service	\$1,009,345	\$1,252,177
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$839,845	\$1,075,243
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$115,211	\$124,045
Fuel	\$79,817	\$164,595
TOTAL OPERATING EXPENSES	\$2,242,543	\$2,903,650

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$200,170	\$243,322
Other Operating Revenue		
Total Operating Revenue	\$200,170	\$243,322

Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$2,042,373	\$2,660,328
Other / Donations		
TOTAL	\$2,242,543	\$2,903,650

CAPITAL EXPENSES

Vehicles Purchased	\$1,471,953	\$874,517
Debt Servicing		
Other Capital Expenses	\$1,000	\$16,138
TOTAL CAPITAL EXPENSES	\$1,472,953	\$890,655

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$780,503	\$465,732
Municipal Contributions	\$20,000	\$50,000
Other / Donations	\$738,326	\$709,387
TOTAL CAPITAL FUNDING	\$1,538,829	\$1,225,119

Seniors ride for free on Mondays. 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. Non-dedicated companion trips is an estimate based on actual companions for dedicated service.

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 2:00	Sunday:	8:00 to 20:00
Saturday:	7:00 to 2:00	Holiday:	8:00 to 20:00
Advanced booking notice:	day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Partially Computerized		

FARE STRUCTURE

Effective Date: 01/01/2016	Tickets/Cards	Monthly Pass	Free
	Cash	(unit price)	
Adult	\$3.50	\$2.85	\$115.00
Child			
Student	\$3.50	\$2.20	\$70.00
Senior	\$3.50	\$1.80	\$50.00
Attendant			
Companion	\$3.50		
Other	GO Riders cash co fare \$0.75		

EMPLOYEE DATA

	Full-time	Part-time
Operators	13	
Other Operations	4	3
Vehicle Mechanics		
General and Administration		
Other	1	
TOTAL NUMBER OF EMPLOYEES	18	3

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

Top Operator Wage Rate: \$29.91
 Top Mechanic Wage Rate: \$35.62

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$10.86	\$13.99
Total Exp. / Passenger	\$23.01	\$23.97
Total Exp. / Eligible Passenger	\$24.89	\$26.08
Transportation Exp. / Passenger		
Dedicated Service	\$28.58	\$29.75
Non-Dedicated Service	\$15.18	\$15.51
Transportation Exp. / Hour (Dedicated Service)	\$62.07	\$62.52
OPERATING		
Registrants / Capita	0.0167	0.0210
Passengers / Capita	0.5184	0.6372
Passengers / Registrant	31.01	30.37
Passengers / Hour (Dedicated Service)	2.17	2.10
Kms / Passenger (Dedicated Service)	8.63	9.06
Average Speed (Dedicated Service)	18.73	19.05

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	34,343	58,415
Wheelchair/Scooter Users	13,134	5,428
Attendants	3,659	4,527
Companions	656	975
Other (specified)		
TOTAL	51,792	69,345

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	17	8	5	10
Other				
TOTAL DED. VEHICLES	17	8	N/A	N/A

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

Orillia

Orillia Wheelchair Limousine Service

Contact: Orillia Wheelchair Limousine Service
 Title: George Bowa
 Telephone: 705-329-7246
 Fax:
 Email: gbowa@orillia.ca

Population served: 31,166
 Service area (km²): 28.8
 Communities served: 1
 Service began: 01/01/1987
 Advisory Committee members: 11
 Eligibility Committee members: N/A

REGISTRANTS

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

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	48,111	
Tot. Veh. Km. - Dedicated Service	48,111	
Rev. Veh. Hrs. - Dedicated Service	6,013	6,314
Tot. Veh. Hrs. - Dedicated Service	6,013	6,314
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	8,405	7,512
Non-Dedicated Service		

TOTAL PASSENGERS

Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	507	145
No-shows / Cancelled at door	150	97
Unaccommodated trips	222	392
Number of complaints		

OPERATING EXPENSES

Administration

Operations:

Internal - Dedicated Service

Contract - Dedicated Service

Contract - Non-Dedicated Service

Contract - Taxi Scrip

Maintenance (Vehicles & Facilities)

Fuel

TOTAL OPERATING EXPENSES **\$237,607** **\$232,046**

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,682	\$12,295
Other Operating Revenue		

Total Operating Revenue **\$14,682** **\$12,295**

Federal Contributions

Provincial Contributions

Municipal Contributions \$222,425 \$219,290

Other / Donations \$500 \$500

TOTAL **\$237,607** **\$232,085**

CAPITAL EXPENSES

Vehicles Purchased

Debt Servicing

Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System

Federal Contributions

Provincial Contributions

Municipal Contributions

Other / Donations

TOTAL CAPITAL FUNDING

SERVICE HOURS / SCHEDULING

Weekday:	6:15 to 22:45	Sunday:	8:45 to 16:45
Saturday:	8:45 to 18:15	Holiday:	to

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

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	\$1.84	\$47.00	☐
Other				

EMPLOYEE DATA

Operators

Other Operations

Vehicle Mechanics

General and Administration

Other

Full-time

Part-time

TOTAL NUMBER OF EMPLOYEES

Union Affiliations: Operators:

Mechanics:

Other (specify):

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	6%	5%
Net Operating Cost / Capita	\$6.77	\$7.05
Total Exp. / Passenger	\$28.27	\$30.89
Total Exp. / Eligible Passenger	\$29.19	\$32.35
Transportation Exp. / Passenger		
Dedicated Service	\$28.27	\$30.89
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$39.52	\$36.75
OPERATING		
Registrants / Capita	0.0189	0.0199
Passengers / Capita	0.2551	0.2410
Passengers / Registrant	13.53	12.10
Passengers / Hour (Dedicated Service)	1.40	1.19
Kms / Passenger (Dedicated Service)	5.72	
Average Speed (Dedicated Service)	8.00	

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	7,172	
Attendants	340	
Companions		
Other (specified)		
TOTAL	7,512	

VEHICLE DATA

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

Vehicle ownership: City of Orillia

Vehicle maintenance responsibility: First Student

Accessible taxis:

Ottawa

Para Transpo

Contact: Derek Washnuk
 Title: Program Manager, Service Strategy
 Telephone: 613-580-2424 x52392
 Fax: 613-230-6543
 Email:

Population served: 968,580
 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: 4,906
 Ambulatory: 11,805
 Attendants:
 Companions:
 Other:
Total: 16,711

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

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

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

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	4,245,398	4,327,517
Tot. Veh. Km. - Dedicated Service	4,750,600	4,893,447
Rev. Veh. Hrs. - Dedicated Service	192,535	201,477
Tot. Veh. Hrs. - Dedicated Service	216,575	222,613
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	449,909	437,800
Non-Dedicated Service	459,346	468,700
TOTAL PASSENGERS	909,255	906,500
Subscription / Pre-booked	60%	61%
Reservation	36%	35%
On-Demand / Day of trip	5%	5%
Cancelled in advance	49,730	59,158
No-shows / Cancelled at door	25,184	25,607
Unaccommodated trips	56,528	47,978
Number of complaints	766	

OPERATING EXPENSES

Administration	\$2,443,903	\$3,254,767
Operations:		
Internal - Dedicated Service	\$13,035,689	\$12,210,474
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$12,005,822	\$11,839,809
Contract - Taxi Scrip	\$131,296	\$295,302
Maintenance (Vehicles & Facilities)	\$3,190,616	\$2,500,105
Fuel	\$1,460,060	\$1,138,183
TOTAL OPERATING EXPENSES	\$32,267,386	\$31,238,640

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,242,039	\$2,394,484
Other Operating Revenue	\$27,883	\$15,088
Total Operating Revenue	\$2,269,922	\$2,409,572
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$29,997,464	\$28,829,068
Other / Donations		
TOTAL	\$32,267,386	\$31,238,640

CAPITAL EXPENSES

Vehicles Purchased	\$2,846,526	\$10,092,725
Debt Servicing		
Other Capital Expenses	\$4,511	\$468,319
TOTAL CAPITAL EXPENSES	\$2,851,037	\$10,561,044

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$2,846,500	\$4,368,500
Provincial Contributions		
Municipal Contributions	\$4,537	\$6,192,544
Other / Donations		
TOTAL CAPITAL FUNDING	\$2,851,037	\$10,561,044

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 1:00	Sunday:	6:30 to 1:00
Saturday:	6:30 to 1:00	Holiday:	6:30 to 1:00
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	0.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/07/2016	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.65	\$3.00	\$105.75	☐
Child	\$1.90	\$1.61		☐
Student	\$3.65	\$3.00	\$84.25	☐
Senior	\$2.75	\$2.19	\$42.75	☒
Attendant				☐
Companion	\$3.65	\$3.00		
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$27.19
 Top Mechanic Wage Rate: \$34.76

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	7%	8%
Net Operating Cost / Capita	\$31.80	\$29.76
Total Exp. / Passenger	\$35.49	\$34.46
Total Exp. / Eligible Passenger	\$40.51	\$38.98
Transportation Exp. / Passenger		
Dedicated Service	\$39.31	\$36.20
Non-Dedicated Service	\$26.42	\$25.89
Transportation Exp. / Hour (Dedicated Service)	\$81.66	\$71.19
OPERATING		
Registrants / Capita	0.0148	0.0173
Passengers / Capita	0.9640	0.9359
Passengers / Registrant	65.09	54.25
Passengers / Hour (Dedicated Service)	2.34	2.17
Kms / Passenger (Dedicated Service)	9.44	9.88
Average Speed (Dedicated Service)	22.05	21.48

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	264,043	326,915
Wheelchair/Scooter Users	123,809	86,544
Attendants	22,506	20,745
Companions	27,442	19,722
Other (specified)		14,774
TOTAL	437,800	468,700

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	78	78	3	8
Other	5	5	5	14
TOTAL DED. VEHICLES	83	83	N/A	N/A

Vehicle ownership: Municipal Transit System
 Vehicle maintenance responsibility: Municipal Transit System
 Accessible taxis: 120

Owen Sound

Owen Sound Mobility Transit

Contact: Chris Hughes
 Title: Manager of Contract Services
 Telephone: 519-376-4440 x3223
 Fax: 519-372-1209
 Email: chughes@owensound.ca

Population served: 21,341
 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:	137	137
Ambulatory:	171	171
Attendants:	146	146
Companions:		
Other:		
Total:	454	454

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	40,775	36,730
Tot. Veh. Km. - Dedicated Service	42,920	38,565
Rev. Veh. Hrs. - Dedicated Service	3,407	3,414
Tot. Veh. Hrs. - Dedicated Service	3,558	3,566
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	7,905	6,522
Non-Dedicated Service		
TOTAL PASSENGERS	7,905	6,522
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	504	554
No-shows / Cancelled at door	78	107
Unaccommodated trips	51	31
Number of complaints	5	7

OPERATING EXPENSES

Administration	\$13,703	\$24,962
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$218,546	\$221,423
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel	\$14,286	\$14,287
TOTAL OPERATING EXPENSES	\$246,535	\$260,672

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$22,013	\$17,804
Other Operating Revenue		
Total Operating Revenue	\$22,013	\$17,804
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$224,522	\$242,868
Other / Donations		
TOTAL	\$246,535	\$260,672

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 Hours to meet AODA Requirements.

SERVICE HOURS / SCHEDULING

Weekday:	6:30 to 18:30	Sunday:	to
Saturday:	9:00 to 16:30	Holiday:	to
Advanced booking notice:	30 day(s)		
Minimum notice for reservation:	3.0 hour(s)		
Reservations / Scheduling:	Manually		

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00		\$70.00	☒
Child				☐
Student	\$2.50		\$45.00	☐
Senior	\$3.00		\$55.00	☐
Attendant				☒
Companion	\$3.00		\$70.00	☐
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: \$17.95

Top Mechanic Wage Rate: \$23.30

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	9%	7%
Net Operating Cost / Capita	\$10.21	\$11.38
Total Exp. / Passenger	\$31.19	\$39.97
Total Exp. / Eligible Passenger	\$35.05	\$43.71
Transportation Exp. / Passenger		
Dedicated Service	\$29.45	\$36.14
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$65.44	\$66.10
OPERATING		
Registrants / Capita	0.0181	0.0213
Passengers / Capita	0.3593	0.3056
Passengers / Registrant	19.91	14.37
Passengers / Hour (Dedicated Service)	2.32	1.91
Kms / Passenger (Dedicated Service)	5.16	5.63
Average Speed (Dedicated Service)	11.97	10.76

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,847	
Wheelchair/Scooter Users	2,116	
Attendants	559	
Companions		
Other (specified)		
TOTAL	6,522	

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: 06/01/2008
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	43	43
Ambulatory:	19	19
Attendants:	50	50
Companions:		
Other:	18	18
Total:	130	130

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	763	20,837
Tot. Veh. Km. - Dedicated Service	763	20,837
Rev. Veh. Hrs. - Dedicated Service	87	1,248
Tot. Veh. Hrs. - Dedicated Service	87	1,248
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	228	130
Non-Dedicated Service		
TOTAL PASSENGERS	228	130
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%

Cancelled in advance	12
No-shows / Cancelled at door	4
Unaccommodated trips	
Number of complaints	

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$8,839	\$5,054
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$8,839	\$5,054

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$788	\$5,776
Other Operating Revenue		
Total Operating Revenue	\$788	\$5,776
Federal Contributions		
Provincial Contributions	\$7,263	\$10,444
Municipal Contributions	\$788	\$5,054
Other / Donations		
TOTAL	\$8,839	\$21,274

CAPITAL EXPENSES

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

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	to	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	42 day(s)		
Minimum notice for reservation:	4.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date: 01/01/2016	Tickets/Cards	Monthly Pass	Free
Cash	(unit price)		
Adult	\$8.00		☐
Child			☐
Student			☐
Senior	\$8.00		☐
Attendant			☒
Companion			☒
Other			☐

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	9%	114%
Net Operating Cost / Capita	\$1.30	-\$0.12
Total Exp. / Passenger	\$38.77	\$38.88
Total Exp. / Eligible Passenger	\$38.77	\$81.52
Transportation Exp. / Passenger		
Dedicated Service	\$38.77	\$38.88
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$101.60	\$4.05
OPERATING		
Registrants / Capita	0.0023	0.0210
Passengers / Capita	0.0368	0.0210
Passengers / Registrant	16.29	1.00
Passengers / Hour (Dedicated Service)	2.62	0.10
Kms / Passenger (Dedicated Service)	3.35	160.28
Average Speed (Dedicated Service)	8.77	16.70

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	19	
Wheelchair/Scooter Users	43	
Attendants	50	
Companions		
Other (specified)	18	
TOTAL	130	

VEHICLE DATA

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

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Parry Sound West Home for the Aged
 Accessible taxis:

Peel Region

Transhelp

Contact: Richard Riofrio
 Title: Analyst
 Telephone: 905-791-1015 x8550
 Fax:
 Email: richard.riofrio@peelregion.ca

Population served: 1,381,739
 Service area (km²): 1,253.0
 Communities served: 3
 Service began: 01/06/1981
 Advisory Committee members: 9
 Eligibility Committee members: 3

REGISTRANTS

Wheelchair/Scooter Users: 6,819
 Ambulatory: 10,228
 Attendants:
 Companions:
 Other: 1,698
Total: 18,745

Active

6,819
 10,228
 1,698
18,745

Total

6,819
 10,228
 1,698
18,745

Dedicated Serv. Operated by: ☒ Transit System/Municipality
☒ Private Contractor(s), number: 9
☒ Private Non-Profit Org.

Non-Dedicated Service: ☒ Contractors: 8
 Taxi Scrip Program Available: ☒

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

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	5,904,593	2,860,745
Tot. Veh. Km. - Dedicated Service	6,613,501	3,334,313
Rev. Veh. Hrs. - Dedicated Service	243,286	141,514
Tot. Veh. Hrs. - Dedicated Service	265,928	156,613
Non-Dedicated Service - Veh. Km.	48,196	3,270,396
Non-Dedicated Service - Veh. Hrs.	11,659	138,655

PASSENGER DATA

Dedicated Service	527,777	325,426
Non-Dedicated Service	67,254	264,982
TOTAL PASSENGERS	595,031	590,408
Subscription / Pre-booked	40%	40%
Reservation	55%	55%
On-Demand / Day of trip	5%	5%
Cancelled in advance	53,276	59,261
No-shows / Cancelled at door	9,707	10,233
Unaccommodated trips	756	977
Number of complaints	1,977	2,314

OPERATING EXPENSES

Administration	\$1,937,491	\$2,296,690
Operations:		
Internal - Dedicated Service	\$7,078,852	\$7,598,730
Contract - Dedicated Service	\$4,137,122	\$4,361,787
Contract - Non-Dedicated Service	\$4,495,265	\$5,206,299
Contract - Taxi Scrip	\$230,374	\$238,314
Maintenance (Vehicles & Facilities)	\$1,620,256	\$1,745,841
Fuel	\$337,938	\$368,153
TOTAL OPERATING EXPENSES	\$19,837,298	\$21,815,813

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,804,400	\$1,951,093
Other Operating Revenue	\$114,808	\$30,419
Total Operating Revenue	\$1,919,208	\$1,981,512
Federal Contributions		
Provincial Contributions	\$165,009	\$698,411
Municipal Contributions	\$17,753,186	\$19,135,925
Other / Donations	\$105	-\$35
TOTAL	\$19,837,508	\$21,815,813

CAPITAL EXPENSES

Vehicles Purchased	\$752,622	\$1,369,694
Debt Servicing		
Other Capital Expenses	\$814,190	\$2,544,461
TOTAL CAPITAL EXPENSES	\$1,566,812	\$3,914,155

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions	\$1,300,484	\$3,324,582
Provincial Contributions		
Municipal Contributions	\$266,329	\$589,573
Other / Donations		
TOTAL CAPITAL FUNDING	\$1,566,813	\$3,914,155

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 1:00	Sunday:	6:00 to 1:00
Saturday:	6:00 to 1:00	Holiday:	6:00 to 1:00
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	6.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.50		\$118.00	☐
Child	\$3.50		\$118.00	☐
Student	\$3.50		\$118.00	☐
Senior	\$3.50		\$118.00	☒
Attendant				☐
Companion	\$3.50			☐
Other Taxi Scrip				

EMPLOYEE DATA

	Full-time	Part-time
Operators	49	31
Other Operations	9	
Vehicle Mechanics	3	
General and Administration	23	
Other	5	5
TOTAL NUMBER OF EMPLOYEES	89	36

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

Top Operator Wage Rate: \$26.53
 Top Mechanic Wage Rate: \$31.39

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$13.82	\$14.35
Total Exp. / Passenger	\$33.34	\$36.95
Total Exp. / Eligible Passenger	\$44.94	\$50.29
Transportation Exp. / Passenger		
Dedicated Service	\$24.96	\$43.25
Non-Dedicated Service	\$70.27	\$20.55
Transportation Exp. / Hour (Dedicated Service)	\$49.54	\$89.87
OPERATING		
Registrants / Capita	0.0135	0.0136
Passengers / Capita	0.4588	0.4273
Passengers / Registrant	34.06	31.50
Passengers / Hour (Dedicated Service)	2.17	2.30
Kms / Passenger (Dedicated Service)	11.19	8.79
Average Speed (Dedicated Service)	24.27	20.22

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	137,139	123,152
Wheelchair/Scooter Users	91,426	82,101
Attendants	40,908	29,075
Companions	10,677	10,437
Other (specified)	45,275	20,216
TOTAL	325,425	264,981

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	75	33	N/A	
Accessible Vans / Minivans	40	38	1	5
Small Buses	63	52	4	4
Other	29	29		
TOTAL DED. VEHICLES	207	152	N/A	N/A

Vehicle ownership: Peel Region/Taxis/Non Profits
 Vehicle maintenance responsibility: Peel Region/Taxis/Non Profits
 Accessible taxis: 3

Pembroke

Pembroke Handi-Bus

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

Population served: 24,800
 Service area (km²): 91.2
 Communities served: 4
 Service began: 08/01/1989
 Advisory Committee members: 6
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	158	158
Ambulatory:	316	316
Attendants:		
Companions:		
Other:		
Total:	474	474

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	86,294	79,669
Tot. Veh. Km. - Dedicated Service	86,294	79,669
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	14,479	12,652
Non-Dedicated Service		
TOTAL PASSENGERS	14,479	12,652
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	186	237
No-shows / Cancelled at door	48	72
Unaccommodated trips		
Number of complaints	2	

OPERATING EXPENSES

Administration	\$93,007	\$93,792
Operations:		
Internal - Dedicated Service	\$113,932	\$105,737
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$41,471	\$59,978
Fuel	\$24,934	\$16,675
TOTAL OPERATING EXPENSES	\$273,344	\$276,182

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$78,339	\$73,957
Other Operating Revenue		
Total Operating Revenue	\$78,339	\$73,957
Federal Contributions		
Provincial Contributions	\$151,000	\$85,000
Municipal Contributions	\$37,500	\$37,500
Other / Donations	\$34,705	\$43,068
TOTAL	\$301,544	\$239,525

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:	7:00 to 17:00	Sunday:	to
Saturday:	to	Holiday:	to
Advanced booking notice:	1 day(s)		
Minimum notice for reservation:	2.0 hour(s)		
Reservations / Scheduling:	Manually		

FARE STRUCTURE

Effective Date:	08/09/2014	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$6.00	\$6.00		☐
Child	\$6.00	\$6.00		☐
Student	\$6.00	\$6.00		☐
Senior	\$6.00	\$6.00		☒
Attendant				☒
Companion				☒
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$17.21

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	29%	27%
Net Operating Cost / Capita	\$7.86	\$8.15
Total Exp. / Passenger	\$18.88	\$21.83
Total Exp. / Eligible Passenger	\$21.84	\$24.31
Transportation Exp. / Passenger		
Dedicated Service	\$12.46	\$14.42
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0194	0.0191
Passengers / Capita	0.5838	0.5102
Passengers / Registrant	30.04	26.69
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	5.96	6.30
Average Speed (Dedicated Service)		

PASSENGER DATA	Ded. Service	Non-Ded. Service
Ambulatory	7,889	
Wheelchair/Scooter Users	3,470	
Attendants	1,293	
Companions		
Other (specified)		
TOTAL	12,652	

VEHICLE DATA	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	2	2	2	4
Small Buses	3	2	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:

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

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	104	104
Ambulatory:	767	767
Attendants:	38	38
Companions:		
Other:		
Total:	909	909

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	113,103	106,868
Tot. Veh. Km. - Dedicated Service	114,853	107,913
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	11,797	11,093
Non-Dedicated Service		
TOTAL PASSENGERS	11,797	11,093
Subscription / Pre-booked	12%	18%
Reservation	59%	53%
On-Demand / Day of trip	29%	29%
Cancelled in advance	1,223	1,252
No-shows / Cancelled at door	12	22
Unaccommodated trips	107	132
Number of complaints	3	1

OPERATING EXPENSES

	2015	2016
Administration	\$5,500	\$5,500
Operations:		
Internal - Dedicated Service	\$115,039	\$114,487
Contract - Dedicated Service	\$1,509	\$1,875
Contract - Non-Dedicated Service	\$6,665	\$8,956
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$22,829	\$17,893
Fuel	\$28,467	\$27,302
TOTAL OPERATING EXPENSES	\$180,009	\$176,013

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$76,614	\$77,262
Other Operating Revenue		
Total Operating Revenue	\$76,614	\$77,262
Federal Contributions		
Provincial Contributions	\$76,680	\$78,897
Municipal Contributions	\$7,500	\$7,500
Other / Donations	\$19,215	\$12,354
TOTAL	\$180,009	\$176,013

CAPITAL EXPENSES

	2015	2016
Vehicles Purchased		\$104,017
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$104,017

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions		\$104,017
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$104,017

SERVICE HOURS / SCHEDULING

Weekday:	8:30 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:	Partially Computerized		

FARE STRUCTURE

Effective Date: 01/01/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$5.50			☐
Child	\$0.50			☐
Student	\$5.50			☐
Senior	\$5.50			☒
Attendant				☐
Companion	\$5.50			
Other				

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$16.91

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	43%	44%
Net Operating Cost / Capita	\$8.62	\$8.23
Total Exp. / Passenger	\$15.26	\$15.87
Total Exp. / Eligible Passenger	\$16.20	\$16.84
Transportation Exp. / Passenger		
Dedicated Service	\$14.23	\$14.56
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0778	0.0758
Passengers / Capita	0.9831	0.9244
Passengers / Registrant	12.63	12.20
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	9.59	9.63
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	9,416	
Wheelchair/Scooter Users	1,038	
Attendants	639	
Companions		
Other (specified)		
TOTAL	11,093	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
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: 81,000
 Service area (km²): 67.4
 Communities served: 1
 Service began: 01/09/1976
 Advisory Committee members: 11
 Eligibility Committee members: 3

REGISTRANTS

	Active	Total
Wheelchair/Scooter Users:	477	477
Ambulatory:	712	712
Attendants:	118	118
Companions:		
Other:		
Total:	1,307	1,307

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	287,529	284,226
Tot. Veh. Km. - Dedicated Service	287,529	284,226
Rev. Veh. Hrs. - Dedicated Service	18,135	18,444
Tot. Veh. Hrs. - Dedicated Service	18,135	18,444
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	40,787	40,220
Non-Dedicated Service		
TOTAL PASSENGERS	40,787	40,220
Subscription / Pre-booked	31%	30%
Reservation	68%	69%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,613	3,361
No-shows / Cancelled at door	820	1,043
Unaccommodated trips		
Number of complaints	5	4

OPERATING EXPENSES

Administration	\$153,549	\$153,003
Operations:		
Internal - Dedicated Service	\$548,057	\$669,660
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$271	\$858
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$232,462	\$275,681
Fuel	\$96,875	\$91,944
TOTAL OPERATING EXPENSES	\$1,031,214	\$1,191,146

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$105,317	\$103,673
Other Operating Revenue		
Total Operating Revenue	\$105,317	\$103,673
Federal Contributions		
Provincial Contributions	\$169,400	\$169,400
Municipal Contributions	\$756,497	\$918,073
Other / Donations		
TOTAL	\$1,031,214	\$1,191,146

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 23:10	Sunday:	8:00 to 19:10
Saturday:	6:40 to 23:10	Holiday:	8:00 to 19:10
Advanced booking notice:	14 day(s)		
Minimum notice for reservation:	1.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$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 and Veterans, Companions travel free with companion pass			

EMPLOYEE DATA

	Full-time	Part-time
Operators	8	5
Other Operations		1
Vehicle Mechanics	1	1
General and Administration	1	2
Other		
TOTAL NUMBER OF EMPLOYEES	10	9

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

Top Operator Wage Rate: \$27.32
 Top Mechanic Wage Rate: \$31.13

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	10%	9%
Net Operating Cost / Capita	\$11.57	\$13.43
Total Exp. / Passenger	\$25.28	\$29.62
Total Exp. / Eligible Passenger	\$25.28	\$34.55
Transportation Exp. / Passenger		
Dedicated Service	\$21.51	\$25.79
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$48.38	\$56.24
OPERATING		
Registrants / Capita	0.0096	0.0161
Passengers / Capita	0.5098	0.4965
Passengers / Registrant	52.90	30.77
Passengers / Hour (Dedicated Service)	2.25	2.18
Kms / Passenger (Dedicated Service)	7.05	7.07
Average Speed (Dedicated Service)	15.85	15.41

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	20,744	
Wheelchair/Scooter Users	13,734	
Attendants	3,539	
Companions		
Other (specified)	2,203	
TOTAL	40,220	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			Wheelchair N/A Ambulatory
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:	6		

Peterborough County

Caremobile

Contact: Jane Pickard
 Title: Coordinator
 Telephone: 705-749-0036
 Fax: 705-745-6011
 Email: jane@commcareptbo.org

Population served: 81,032
 Service area (km²): 3,769.3
 Communities served: 8
 Service began: 18/01/1992
 Advisory Committee members: 4
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 41
 Ambulatory: 42
 Attendants:
 Companions:
 Other:
Total: 83

Active
 41
 42
 279

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	40,172	40,714
Tot. Veh. Km. - Dedicated Service	80,344	81,428
Rev. Veh. Hrs. - Dedicated Service	2,000	2,000
Tot. Veh. Hrs. - Dedicated Service	4,000	4,000
Non-Dedicated Service - Veh. Km.		81,428
Non-Dedicated Service - Veh. Hrs.		4,000

PASSENGER DATA

	2015	2016
Dedicated Service	2,649	2,782
Non-Dedicated Service		
TOTAL PASSENGERS	2,649	2,782
Subscription / Pre-booked	0%	85%
Reservation	0%	13%
On-Demand / Day of trip	0%	2%
Cancelled in advance	144	201
No-shows / Cancelled at door	2	2
Unaccommodated trips	46	37
Number of complaints		

OPERATING EXPENSES

	2015	2016
Administration	\$15,258	\$5,822
Operations:		
Internal - Dedicated Service	\$89,794	\$88,558
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$18,636	\$47,351
Fuel	\$21,070	\$14,333
TOTAL OPERATING EXPENSES	\$144,758	\$156,064

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$19,551	\$25,315
Other Operating Revenue	\$110	
Total Operating Revenue	\$19,661	\$25,315
Federal Contributions		
Provincial Contributions	\$84,438	\$63,660
Municipal Contributions	\$30,319	\$64,555
Other / Donations	\$10,340	\$2,534
TOTAL	\$144,758	\$156,064

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:	7:00 to 6:00	Sunday:	to
Saturday:	to		Holiday:	to
Advanced booking notice:	60 day(s)			
Minimum notice for reservation:	24.0 hour(s)			
Reservations / Scheduling:	Manually			

FARE STRUCTURE

	Effective Date: 01/04/2016	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$20.00	\$18.00			☐
Child					☐
Student					☐
Senior					☒
Attendant					☐
Companion					☐
Other					☐

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

	2015	2016
FINANCIAL		
R/C Ratio	14%	16%
Net Operating Cost / Capita	\$2.21	\$1.61
Total Exp. / Passenger	\$54.65	\$56.10
Total Exp. / Eligible Passenger	\$69.86	\$69.36
Transportation Exp. / Passenger		
Dedicated Service	\$48.89	\$54.01
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$32.38	\$37.56
OPERATING		
Registrants / Capita	0.0046	0.0034
Passengers / Capita	0.0467	0.0343
Passengers / Registrant	10.11	9.97
Passengers / Hour (Dedicated Service)	1.32	1.39
Kms / Passenger (Dedicated Service)	15.16	14.63
Average Speed (Dedicated Service)	20.09	20.36

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,587	
Wheelchair/Scooter Users	663	
Attendants	532	
Companions		
Other (specified)		
TOTAL	2,782	

VEHICLE DATA

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

Port Hope

Rolls Service

Contact: Warren Nicholshen
 Title: Transportation Operations Manager
 Telephone: 905-885-2414
 Fax:
 Email: wnicholshen@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

	Active	Total
Wheelchair/Scooter Users:	172	172
Ambulatory:	246	246
Attendants:		
Companions:		
Other:		
Total:	418	418

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	25,974	25,974
Tot. Veh. Km. - Dedicated Service	43,097	43,097
Rev. Veh. Hrs. - Dedicated Service	3,744	
Tot. Veh. Hrs. - Dedicated Service	3,744	3,744
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	5,772	5,772
Non-Dedicated Service		
TOTAL PASSENGERS	5,772	5,772
Subscription / Pre-booked	40%	40%
Reservation	58%	58%
On-Demand / Day of trip	2%	2%
Cancelled in advance	758	758
No-shows / Cancelled at door	510	510
Unaccommodated trips	58	58
Number of complaints	3	3

OPERATING EXPENSES

	2015	2016
Administration	\$7,000	\$7,000
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$106,654	\$105,548
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		\$4,697
TOTAL OPERATING EXPENSES	\$113,654	\$117,245

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$4,098	\$3,059
Other Operating Revenue		
Total Operating Revenue	\$4,098	\$3,059
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$109,723	\$109,723
Other / Donations		
TOTAL	\$113,821	\$112,782

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:	7:00 to 20:00	Sunday:	to
Saturday:	9:00 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: \$15.00

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	4%	3%
Net Operating Cost / Capita	\$8.87	\$9.25
Total Exp. / Passenger	\$19.69	\$20.31
Total Exp. / Eligible Passenger	\$64.83	\$66.88
Transportation Exp. / Passenger		
Dedicated Service	\$18.48	\$19.10
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$28.49	\$29.45
OPERATING		
Registrants / Capita	0.0151	0.0339
Passengers / Capita	0.4674	0.4674
Passengers / Registrant	30.87	13.81
Passengers / Hour (Dedicated Service)	1.54	
Kms / Passenger (Dedicated Service)	4.50	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: 613-392-9640
 Fax: 613-392-3872
 Email: sackers@bellnet.ca

Population served: 25,490
 Service area (km²): 1,048.3
 Communities served: 1
 Service began: 06/05/2007
 Advisory Committee members: N/A
 Eligibility Committee members: 2

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	434	434
Ambulatory:	454	454
Attendants:	94	94
Companions:		
Other:		
Total:	982	982

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	96,692	83,923
Tot. Veh. Km. - Dedicated Service	100,473	127,588
Rev. Veh. Hrs. - Dedicated Service	2,270	1,969
Tot. Veh. Hrs. - Dedicated Service	2,656	4,396
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	7,945	9,784
Non-Dedicated Service		
TOTAL PASSENGERS	7,945	9,784
Subscription / Pre-booked	30%	76%
Reservation	68%	22%
On-Demand / Day of trip	2%	2%
Cancelled in advance	911	660
No-shows / Cancelled at door	38	58
Unaccommodated trips	35	10
Number of complaints		

OPERATING EXPENSES

Administration	\$16,990	\$17,322
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$126,058	\$198,370
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$143,047	\$215,692

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$50,716	\$70,391
Other Operating Revenue		
Total Operating Revenue	\$50,716	\$70,391
Federal Contributions		
Provincial Contributions	\$54,922	\$85,052
Municipal Contributions	\$32,409	\$55,249
Other / Donations	\$5,000	\$5,000
TOTAL	\$143,047	\$215,692

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	7:30 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:	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

FINANCIAL	2015	2016
R/C Ratio	35%	33%
Net Operating Cost / Capita	\$3.62	\$5.70
Total Exp. / Passenger	\$18.00	\$22.05
Total Exp. / Eligible Passenger	\$20.17	\$23.29
Transportation Exp. / Passenger		
Dedicated Service	\$15.87	\$20.27
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$47.46	\$45.12
OPERATING		
Registrants / Capita	0.0353	0.0385
Passengers / Capita	0.3117	0.3838
Passengers / Registrant	8.83	9.96
Passengers / Hour (Dedicated Service)	3.50	4.97
Kms / Passenger (Dedicated Service)	12.17	8.58
Average Speed (Dedicated Service)	42.60	42.61

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	7,274	
Wheelchair/Scooter Users	1,986	
Attendants	524	
Companions		
Other (specified)		
TOTAL	9,784	

VEHICLE DATA

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

Vehicle ownership: 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:	985	985
Ambulatory:	1,721	1,721
Attendants:	298	298
Companions:		
Other:		
Total:	3,004	3,004

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	378,438	283,526
Tot. Veh. Km. - Dedicated Service	393,565	382,739
Rev. Veh. Hrs. - Dedicated Service	12,054	7,444
Tot. Veh. Hrs. - Dedicated Service	14,042	14,284
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	35,135	33,432
Non-Dedicated Service		
TOTAL PASSENGERS	35,135	33,432
Subscription / Pre-booked	35%	24%
Reservation	63%	74%
On-Demand / Day of trip	2%	2%
Cancelled in advance	4,450	4,139
No-shows / Cancelled at door	213	229
Unaccommodated trips	53	117
Number of complaints		

OPERATING EXPENSES

	2015	2016
Administration	\$191,154	\$200,223
Operations:		
Internal - Dedicated Service	\$323,109	\$340,607
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$65,016	\$88,408
Fuel	\$72,567	\$76,039
TOTAL OPERATING EXPENSES	\$651,847	\$705,277

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$175,937	\$164,860
Other Operating Revenue		
Total Operating Revenue	\$175,937	\$164,860
Federal Contributions		
Provincial Contributions	\$195,449	\$205,013
Municipal Contributions	\$206,975	\$213,190
Other / Donations	\$73,486	\$122,213
TOTAL	\$651,847	\$705,277

CAPITAL EXPENSES

	2015	2016
Vehicles Purchased	\$44,701	\$237,145
Debt Servicing		
Other Capital Expenses	\$58,191	
TOTAL CAPITAL EXPENSES	\$102,891	\$237,145

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$102,891	\$212,145
Other / Donations		\$25,000
TOTAL CAPITAL FUNDING	\$102,891	\$237,145

SERVICE HOURS / SCHEDULING

	Weekday:	Sunday:
5:15 to 20:00	7:00 to 00:00	
	Saturday:	Holiday:
9:00 to 17:00	7:00 to 00:00	
Advanced booking notice:	day(s)	
Minimum notice for reservation:	24.0 hour(s)	
Reservations / Scheduling:	Fully Computerized	

FARE STRUCTURE

	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Effective Date: 01/01/2013				
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	3	11
Other Operations		
Vehicle Mechanics		
General and Administration	3	2
Other		
TOTAL NUMBER OF EMPLOYEES	6	13

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

Top Operator Wage Rate: \$17.06
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	27%	23%
Net Operating Cost / Capita	\$8.81	\$10.01
Total Exp. / Passenger	\$18.55	\$21.10
Total Exp. / Eligible Passenger	\$20.81	\$22.26
Transportation Exp. / Passenger		
Dedicated Service	\$13.11	\$15.11
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$32.81	\$35.36
OPERATING		
Registrants / Capita	0.0446	0.0556
Passengers / Capita	0.6505	0.6190
Passengers / Registrant	14.57	11.13
Passengers / Hour (Dedicated Service)	2.91	4.49
Kms / Passenger (Dedicated Service)	10.77	8.48
Average Speed (Dedicated Service)	31.40	38.09

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	25,004	
Wheelchair/Scooter Users	6,683	
Attendants	1,745	
Companions		
Other (specified)		
TOTAL	33,432	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	4	3	1	3
Small Buses	6	4	4	16
Other				
TOTAL DED. VEHICLES	10	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: 03/01/1985
 Advisory Committee members: 8
 Eligibility Committee members: 8

REGISTRANTS

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

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

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

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

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	371,168	329,454
Tot. Veh. Km. - Dedicated Service	571,027	506,852
Rev. Veh. Hrs. - Dedicated Service	13,480	13,661
Tot. Veh. Hrs. - Dedicated Service	20,739	21,017
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	38,901	38,184
Non-Dedicated Service		
TOTAL PASSENGERS	38,901	38,184
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	\$124,400	\$143,617
Operations:		
Internal - Dedicated Service	\$641,510	\$614,714
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$52,701	\$65,994
Fuel	\$79,286	\$72,864
TOTAL OPERATING EXPENSES	\$897,897	\$897,189

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$554,163	\$546,668
Other Operating Revenue	\$36,863	\$38,580
Total Operating Revenue	\$591,026	\$585,248
Federal Contributions		
Provincial Contributions	\$151,248	\$159,415
Municipal Contributions	\$17,050	\$17,050
Other / Donations	\$138,573	\$135,476
TOTAL	\$897,897	\$897,189

CAPITAL EXPENSES

Vehicles Purchased	\$55,815	\$51,567
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$55,815	\$51,567

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$51,567
Municipal Contributions		
Other / Donations	\$55,815	
TOTAL CAPITAL FUNDING	\$55,815	\$51,567

*Number of Registrants: based on estimates only due to no automated system for tracking. *Operating Statistics-Revenue Vehicle hours & Kms. Vs Deadhead ratio has been estimated to be 65% / 35%.* Service area and population are from Statistics Canada Census 2011. *Dedicated Stretcher Service (STS) vehicle (surplus ambulance) appears in section IV - Operating Statistics - Revenue Vehicles.

SERVICE HOURS / SCHEDULING

Weekday:	7:00 to 16:30	Sunday:	9:00 to 22:00
Saturday:	7:00 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	2	14
Other Operations		
Vehicle Mechanics	1	
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	2015	2016
R/C Ratio	66%	65%
Net Operating Cost / Capita	\$11.39	\$11.57
Total Exp. / Passenger	\$23.08	\$23.50
Total Exp. / Eligible Passenger	\$26.68	\$26.45
Transportation Exp. / Passenger		
Dedicated Service	\$19.88	\$19.74
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.30	\$35.86
OPERATING		
Registrants / Capita	0.0278	0.0278
Passengers / Capita	1.4435	1.4169
Passengers / Registrant	51.87	50.91
Passengers / Hour (Dedicated Service)	2.89	2.80
Kms / Passenger (Dedicated Service)	9.54	8.63
Average Speed (Dedicated Service)	27.53	24.12

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	23,767	
Wheelchair/Scooter Users	10,154	
Attendants	4,243	
Companions		
Other (specified)	20	
TOTAL	38,184	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars			N/A
Accessible Vans / Minivans	9	9	2
Small Buses	1	1	4
Other	2	2	2
TOTAL DED. VEHICLES	12	12	N/A

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

Sarnia

Sarnia Care A Van

Contact: Lee Patterson
 Title: Deputy Director of Transit
 Telephone: 519-336-3271
 Fax: 519-336-3361
 Email: lee.patterson@sarnia.ca

Population served: 72,125
 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:	1,239	1,239
Ambulatory:	1,179	1,179
Attendants:		
Companions:		
Other:	36	36
Total:	2,454	2,454

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	208,650	207,869
Tot. Veh. Km. - Dedicated Service	208,650	207,869
Rev. Veh. Hrs. - Dedicated Service	12,962	13,117
Tot. Veh. Hrs. - Dedicated Service	12,962	13,117
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	34,374	31,988
Non-Dedicated Service		
TOTAL PASSENGERS	34,374	31,988
Subscription / Pre-booked	50%	50%
Reservation	48%	48%
On-Demand / Day of trip	2%	2%
Cancelled in advance	4,406	4,183
No-shows / Cancelled at door	491	327
Unaccommodated trips	746	732
Number of complaints		

OPERATING EXPENSES

Administration	\$113,197	\$90,207
Operations:		
Internal - Dedicated Service	\$540,175	\$587,923
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$124,976	\$119,423
Fuel	\$56,229	\$51,671
TOTAL OPERATING EXPENSES	\$834,577	\$849,224

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$78,107	\$77,961
Other Operating Revenue		
Total Operating Revenue	\$78,107	\$77,961
Federal Contributions		
Provincial Contributions	\$80,262	
Municipal Contributions	\$676,208	\$771,263
Other / Donations		
TOTAL	\$834,577	\$849,224

CAPITAL EXPENSES

Vehicles Purchased	\$23,779	\$11,094
Debt Servicing		
Other Capital Expenses	\$2,026	\$4,601
TOTAL CAPITAL EXPENSES	\$25,805	\$15,695

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$25,805	\$15,695
Other / Donations		
TOTAL CAPITAL FUNDING	\$25,805	\$15,695

Pt. Edward passenger revenue \$1,298.00, Pt. Edward contract revenue \$24,026.00,
 Pt. Edward ridership 749, Pt. Edward registrants for 2016 = 43

SERVICE HOURS / SCHEDULING

Weekday:	6:30 to 22:30	Sunday:	9:00 to 18:30
Saturday:	8:00 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	\$2.30	\$69.00	☒
Child				☐
Student	\$2.75	\$2.30	\$69.00	☐
Senior	\$2.75	\$2.30	\$69.00	☒
Attendant				☐
Companion	\$2.75	\$2.30	\$69.00	☐
Other	Blind \$29.00/yr, College Sem Pass \$170/4 mnth and Elem/HS Sem Pass \$15			

EMPLOYEE DATA

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

Union Affiliations: Operators: Unifor L127
 Mechanics: Unifor L127
 Other (specify): CUPE 3690

Top Operator Wage Rate: \$26.46
 Top Mechanic Wage Rate: \$30.84

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$10.59	\$10.69
Total Exp. / Passenger	\$24.28	\$26.55
Total Exp. / Eligible Passenger	\$25.75	\$27.92
Transportation Exp. / Passenger		
Dedicated Service	\$20.99	\$23.73
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$55.65	\$57.87
OPERATING		
Registrants / Capita	0.0333	0.0340
Passengers / Capita	0.4813	0.4435
Passengers / Registrant	14.47	13.04
Passengers / Hour (Dedicated Service)	2.65	2.44
Kms / Passenger (Dedicated Service)	6.07	6.50
Average Speed (Dedicated Service)	16.10	15.85

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	18,180	
Wheelchair/Scooter Users	12,231	
Attendants	1,466	
Companions	111	
Other (specified)		
TOTAL	31,988	

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 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
 Wheelchair/Scooter Users: 1,765
 Ambulatory: 1,133
 Attendants:
 Companions:
 Other:
Total: 2,898

Active
 1,765
 1,133
 2,898

Total
 1,765
 1,133
 2,898

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	250,469	257,681
Tot. Veh. Km. - Dedicated Service	250,469	257,681
Rev. Veh. Hrs. - Dedicated Service	17,074	17,434
Tot. Veh. Hrs. - Dedicated Service	17,074	17,434
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	33,593	33,457
Non-Dedicated Service	13,197	12,118
TOTAL PASSENGERS	46,790	45,575
Subscription / Pre-booked	30%	30%
Reservation	69%	69%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,875	4,273
No-shows / Cancelled at door	719	639
Unaccommodated trips	677	685
Number of complaints	16	15

OPERATING EXPENSES

Administration	\$1,803	\$949
Operations:		
Internal - Dedicated Service	\$705,494	\$727,289
Contract - Dedicated Service	\$222,705	\$215,828
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$91,435	\$100,465
Fuel	\$108,963	\$101,071
TOTAL OPERATING EXPENSES	\$1,130,400	\$1,145,602

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$78,039	\$63,739
Other Operating Revenue		
Total Operating Revenue	\$78,039	\$63,739

Federal Contributions		
Provincial Contributions	\$349,130	\$329,130
Municipal Contributions	\$703,231	\$752,733
Other / Donations		
TOTAL	\$1,130,400	\$1,145,602

CAPITAL EXPENSES

Vehicles Purchased	\$260,177	\$169,976
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$260,177	\$169,976

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$260,177	\$169,976
Other / Donations		
TOTAL CAPITAL FUNDING	\$260,177	\$169,976

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 23:30	Sunday:	7:30 to 19:00
Saturday:	6:00 to 23:30	Holiday:	6:00 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	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$1.75	\$60.00	☐
Child	\$2.50	\$1.75		☐
Student	\$2.50	\$1.75	\$60.00	☐
Senior	\$2.50	\$1.30	\$46.00	☐
Attendant				☐
Companion	\$2.50			☐
Other				☐

EMPLOYEE DATA

Operators	6	6
Other Operations	2	1
Vehicle Mechanics	1	
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	10	7

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

Top Operator Wage Rate: \$25.77
 Top Mechanic Wage Rate: \$28.73

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	7%	6%
Net Operating Cost / Capita	\$15.06	\$15.48
Total Exp. / Passenger	\$24.16	\$25.14
Total Exp. / Eligible Passenger	\$26.65	\$27.71
Transportation Exp. / Passenger		
Dedicated Service	\$33.60	\$34.21
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$66.10	\$65.66
OPERATING		
Registrants / Capita	0.0405	0.0415
Passengers / Capita	0.6694	0.6520
Passengers / Registrant	16.53	15.73
Passengers / Hour (Dedicated Service)	1.97	1.92
Kms / Passenger (Dedicated Service)	7.46	7.70
Average Speed (Dedicated Service)	14.67	14.78

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,347	12,118
Wheelchair/Scooter Users	11,873	
Attendants	4,237	
Companions		
Other (specified)		
TOTAL	33,457	12,118

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	11	7	5	5
Small Buses				
Other				
TOTAL DED. VEHICLES	11	7	N/A	N/A

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Municipality
 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: 2,690
 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:	17	17
Ambulatory:	111	111
Attendants:		
Companions:	8	8
Other:		
Total:	136	136

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	13,069	11,267
Tot. Veh. Km. - Dedicated Service	23,044	18,414
Rev. Veh. Hrs. - Dedicated Service	380	347
Tot. Veh. Hrs. - Dedicated Service	575	494
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	1,861	1,879
Non-Dedicated Service		
TOTAL PASSENGERS	1,861	1,879
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%

Cancelled in advance		
No-shows / Cancelled at door	7	17
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$47,387	\$1,277
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service		\$41,267
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$1,434	\$1,863
Fuel	\$4,050	\$4,208
TOTAL OPERATING EXPENSES	\$52,871	\$48,615

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,969	\$6,351
Other Operating Revenue		
Total Operating Revenue	\$6,969	\$6,351
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$45,902	\$42,264
Other / Donations		
TOTAL	\$52,871	\$48,615

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:	8:00 to 00:00	Sunday:	10:00 to 00:00
Saturday:	10:00 to 00:00	Holiday:	10:00 to 00:00
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Manually		

FARE STRUCTURE

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

EMPLOYEE DATA

	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: \$24.27
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	13%	13%
Net Operating Cost / Capita	\$18.17	\$15.71
Total Exp. / Passenger	\$28.41	\$25.87
Total Exp. / Eligible Passenger	\$28.56	\$27.61
Transportation Exp. / Passenger		
Dedicated Service	\$2.95	\$25.19
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$9.54	\$95.83
OPERATING		
Registrants / Capita	0.0471	0.0506
Passengers / Capita	0.7367	0.6985
Passengers / Registrant	15.64	13.82
Passengers / Hour (Dedicated Service)	4.90	5.41
Kms / Passenger (Dedicated Service)	7.02	6.00
Average Speed (Dedicated Service)	34.39	32.47

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,042	
Wheelchair/Scooter Users	719	
Attendants	118	
Companions		
Other (specified)		
TOTAL	1,879	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	1	1	2	6
Small Buses				
Other				
TOTAL DED. VEHICLES	1	1	N/A	N/A
Vehicle ownership:	Municipality			
Vehicle maintenance responsibility:	Municipality			
Accessible taxis:				

Sioux Lookout

Sioux Lookout Handi Transit Inc.

Contact: Randi Doggett
 Title: Program Coordinator
 Telephone: 807-737-3142
 Fax:
 Email:

Population served: 5,272
 Service area (km²): 537.0
 Communities served: 1
 Service began: 01/05/2002
 Advisory Committee members: 5
 Eligibility Committee members: 5

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	2	2
Ambulatory:	2,853	2,853
Attendants:		
Companions:	2	2
Other:		
Total:	2,857	2,857

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.

2015

2016

PASSENGER DATA

Dedicated Service
 Non-Dedicated Service

TOTAL PASSENGERS

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

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

OPERATING EXPENSES

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

Maintenance (Vehicles & Facilities)
 Fuel

TOTAL OPERATING EXPENSES

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue
 Other Operating Revenue

Total Operating Revenue

Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL

CAPITAL EXPENSES

Vehicles Purchased
 Debt Servicing
 Other Capital Expenses

TOTAL CAPITAL EXPENSES

CAPITAL FUNDING SOURCES

Transit System
 Federal Contributions
 Provincial Contributions
 Municipal Contributions
 Other / Donations

TOTAL CAPITAL FUNDING

Trips were not tracked in 2016

SERVICE HOURS / SCHEDULING

Weekday: 8:00 to 16:00 Sunday: to
 Saturday: to Holiday: to

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

FARE STRUCTURE

Effective Date: 31/12/2016

Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult			☐
Child			☐
Student			☐
Senior			☐
Attendant			☐
Companion			☐
Other	Rural Cost is 10 for \$80.00		

EMPLOYEE DATA

Operators
 Other Operations
 Vehicle Mechanics
 General and Administration
 Other

TOTAL NUMBER OF EMPLOYEES

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

Top Operator Wage Rate: \$22.32
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL

	2015	2016
R/C Ratio		24%
Net Operating Cost / Capita		\$7.61
Total Exp. / Passenger		
Total Exp. / Eligible Passenger		
Transportation Exp. / Passenger		
Dedicated Service		
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)		

OPERATING

Registrants / Capita	0.5419
Passengers / Capita	
Passengers / Registrant	
Passengers / Hour (Dedicated Service)	
Kms / Passenger (Dedicated Service)	
Average Speed (Dedicated Service)	

PASSENGER DATA

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

VEHICLE DATA

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

Vehicle ownership: Sioux Lookout Handi Transit Inc.
 Vehicle maintenance responsibility: Sioux Lookout Handi Transit Inc.
 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: 01/06/1979
 Advisory Committee members: 6
 Eligibility Committee members: 2

REGISTRANTS
 Wheelchair/Scooter Users: 379
 Ambulatory: 500
 Attendants:
 Companions:
 Other:
Total: 879

Active
 379
 500
 879
1,849

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	265,129	255,707
Tot. Veh. Km. - Dedicated Service	265,129	255,707
Rev. Veh. Hrs. - Dedicated Service	14,675	14,469
Tot. Veh. Hrs. - Dedicated Service	14,675	14,469
Non-Dedicated Service - Veh. Km.	21,595	25,333
Non-Dedicated Service - Veh. Hrs.	1,540	1,810

PASSENGER DATA

Dedicated Service	29,362	31,829
Non-Dedicated Service	5,861	4,127
TOTAL PASSENGERS	35,223	35,956
Subscription / Pre-booked	5%	5%
Reservation	90%	90%
On-Demand / Day of trip	5%	5%
Cancelled in advance	1,070	2,879
No-shows / Cancelled at door	372	378
Unaccommodated trips	1,308	2,392
Number of complaints	12	12

OPERATING EXPENSES

Administration	\$201,155	\$204,421
Operations:		
Internal - Dedicated Service	\$767,541	\$820,656
Contract - Dedicated Service	\$93,332	\$113,112
Contract - Non-Dedicated Service	\$67,227	\$87,150
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$217,237	\$217,411
Fuel	\$54,636	\$54,694
TOTAL OPERATING EXPENSES	\$1,401,128	\$1,497,444

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$93,783	\$92,635
Other Operating Revenue	\$11,337	
Total Operating Revenue	\$105,120	\$92,635
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,296,008	\$1,399,507
Other / Donations		\$5,302
TOTAL	\$1,401,128	\$1,497,444

CAPITAL EXPENSES

Vehicles Purchased		\$151,955
Debt Servicing		
Other Capital Expenses	\$61,109	
TOTAL CAPITAL EXPENSES	\$61,109	\$151,955

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$61,109	
Municipal Contributions		\$90,000
Other / Donations		\$61,955
TOTAL CAPITAL FUNDING	\$61,109	\$151,955

2016 THOROLD STATS: Contract revenue \$87,150, Passenger revenue \$3,942
 Thorold Passengers 2,881 Number of Thorold Registrants 61

SERVICE HOURS / SCHEDULING

Weekday:	7:30 to 23:00	Sunday:	9:00 to 20:00
Saturday:	9:00 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:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
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 under / registered attendants ride free			

EMPLOYEE DATA

	Full-time	Part-time
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: \$28.32
 Top Mechanic Wage Rate: \$33.93

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	8%	6%
Net Operating Cost / Capita	\$9.86	\$10.69
Total Exp. / Passenger	\$39.78	\$41.65
Total Exp. / Eligible Passenger	\$43.65	\$45.86
Transportation Exp. / Passenger		
Dedicated Service	\$38.58	\$37.89
Non-Dedicated Service	\$11.47	\$21.12
Transportation Exp. / Hour (Dedicated Service)	\$77.19	\$83.34
OPERATING		
Registrants / Capita	0.0144	0.0141
Passengers / Capita	0.2681	0.2736
Passengers / Registrant	18.67	19.45
Passengers / Hour (Dedicated Service)	2.00	2.20
Kms / Passenger (Dedicated Service)	9.03	8.03
Average Speed (Dedicated Service)	18.07	17.67

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	17,124	2,113
Wheelchair/Scooter Users	11,907	1,506
Attendants	1,400	417
Companions	1,398	91
Other (specified)		
TOTAL	31,829	4,127

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	3	2		
Small Buses	8	6		3
Other			5	5
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: Lauren Beer
 Title: Manager
 Telephone: 519-284-4010
 Fax: 519-284-0261
 Email: mobility@town.stmarys.on.ca

Population served:
 Service area (km²): 530.2
 Communities served: 4
 Service began: 01/01/1991
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 110
 Ambulatory: 426
 Attendants:
 Companions:
 Other:
Total: 536

Active
 110
 426
 536

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☐ Private Contractor(s), number: 20
☒ 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

	2015	2016
Rev. Veh. Km. - Dedicated Service	55,008	
Tot. Veh. Km. - Dedicated Service	55,008	47,882
Rev. Veh. Hrs. - Dedicated Service		
Tot. Veh. Hrs. - Dedicated Service		
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	10,534	10,066
Non-Dedicated Service	1,100	590
TOTAL PASSENGERS	11,634	10,656
Subscription / Pre-booked	28%	30%
Reservation	68%	66%
On-Demand / Day of trip	4%	4%
Cancelled in advance	1,921	1,550
No-shows / Cancelled at door	103	157
Unaccommodated trips		30
Number of complaints		

OPERATING EXPENSES

	2015	2016
Administration	\$52,626	\$82,958
Operations:		
Internal - Dedicated Service	\$128,162	\$122,910
Contract - Dedicated Service	\$27,270	\$25,110
Contract - Non-Dedicated Service	\$20,563	\$25,925
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$15,778	\$7,064
Fuel	\$10,961	\$9,544
TOTAL OPERATING EXPENSES	\$255,360	\$273,510

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$111,165	\$94,840
Other Operating Revenue	\$306	\$29,786
Total Operating Revenue	\$111,471	\$124,626
Federal Contributions		
Provincial Contributions	\$242,917	\$98,311
Municipal Contributions	\$18,862	\$19,667
Other / Donations	\$8,955	\$6,302
TOTAL	\$382,205	\$248,906

CAPITAL EXPENSES

	2015	2016
Vehicles Purchased	\$146,042	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$146,042	

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions	\$146,042	\$98,311
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING	\$146,042	\$98,311

SERVICE HOURS / SCHEDULING

	Weekday	Sunday
00:00 to 23:59	00:00 to 23:59	00:00 to 23:59
Saturday	00:00 to 23:59	Holiday
00:00 to 23:59		00:00 to 23:59
Advanced booking notice:	30 day(s)	
Minimum notice for reservation:	1.0 hour(s)	
Reservations / Scheduling:	Fully Computerized	

FARE STRUCTURE

	Effective Date: 01/01/2015	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$5.00			☐
Child	\$5.00			☐
Student	\$5.00			☐
Senior	\$5.00			☐
Attendant				☐
Companion				☐
Other	Per kilometre rates apply out of town.			

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.71
 Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	44%	46%
Net Operating Cost / Capita	\$13.39	
Total Exp. / Passenger	\$21.95	\$25.67
Total Exp. / Eligible Passenger	\$21.95	\$25.67
Transportation Exp. / Passenger		
Dedicated Service	\$17.29	\$16.35
Non-Dedicated Service	\$18.69	\$43.94
Transportation Exp. / Hour (Dedicated Service)		
OPERATING		
Registrants / Capita	0.0480	
Passengers / Capita	1.0823	
Passengers / Registrant	22.55	19.88
Passengers / Hour (Dedicated Service)		
Kms / Passenger (Dedicated Service)	5.22	
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,335	590
Wheelchair/Scooter Users	1,731	
Attendants		
Companions		
Other (specified)		
TOTAL	10,066	590

VEHICLE DATA

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

Vehicle ownership: St Marys and Area Mobility Service
 Vehicle maintenance responsibility: St Marys and Area Mobility Service
 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: 39,909
 Service area (km²): 35.6
 Communities served: 1
 Service began:
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	547	547
Ambulatory:	238	238
Attendants:		
Companions:		
Other:		
Total:	785	785

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

	2015	2016
Rev. Veh. Km. - Dedicated Service		
Tot. Veh. Km. - Dedicated Service		
Rev. Veh. Hrs. - Dedicated Service	6,400	6,400
Tot. Veh. Hrs. - Dedicated Service	6,400	6,400
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

	2015	2016
Dedicated Service	15,426	17,509
Non-Dedicated Service		
TOTAL PASSENGERS	15,426	17,509
Subscription / Pre-booked	0%	0%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	1,210	5,254
No-shows / Cancelled at door	47	75
Unaccommodated trips	257	397
Number of complaints		

OPERATING EXPENSES

	2015	2016
Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$388,698	\$353,252
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$388,698	\$353,252

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

	2015	2016
Passenger Revenue	\$33,854	\$54,283
Other Operating Revenue		
Total Operating Revenue	\$33,854	\$54,283
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$354,844	\$298,969
Other / Donations		
TOTAL	\$388,698	\$353,252

CAPITAL EXPENSES

	2015	2016
Vehicles Purchased		\$70,731
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$70,731

CAPITAL FUNDING SOURCES

	2015	2016
Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$70,731
Other / Donations		
TOTAL CAPITAL FUNDING		\$70,731

SERVICE HOURS / SCHEDULING

Weekday:	7:15 to 18:45	Sunday:	to
Saturday:	9:15 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	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.50	\$2.00	\$60.00	☐
Child	\$2.50	\$1.50	\$50.00	☐
Student	\$2.50	\$1.50	\$50.00	☐
Senior	\$2.50	\$1.50	\$50.00	☒
Attendant				☐
Companion				☐
Other				

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

	2015	2016
FINANCIAL		
R/C Ratio	9%	15%
Net Operating Cost / Capita	\$9.86	\$7.49
Total Exp. / Passenger	\$25.20	\$20.18
Total Exp. / Eligible Passenger	\$26.74	\$21.06
Transportation Exp. / Passenger		
Dedicated Service	\$25.20	\$20.18
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$60.73	\$55.20
OPERATING		
Registrants / Capita	0.0217	0.0197
Passengers / Capita	0.4285	0.4387
Passengers / Registrant	19.78	22.30
Passengers / Hour (Dedicated Service)	2.41	2.74
Kms / Passenger (Dedicated Service)		
Average Speed (Dedicated Service)		

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	12,160	
Wheelchair/Scooter Users	4,615	
Attendants	734	
Companions		
Other (specified)		
TOTAL	17,509	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans			N/A	
Small Buses	2	2	4	
Other	1	1	2	
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): 27.6
 Communities served: 1
 Service began: 06/01/2005
 Advisory Committee members: 8
 Eligibility Committee members: N/A

REGISTRANTS

	Active	Total
Wheelchair/Scooter Users:	155	155
Ambulatory:	162	162
Attendants:	72	72
Companions:		
Other:	101	101
Total:	490	490

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	91,055	94,217
Tot. Veh. Km. - Dedicated Service	91,055	94,217
Rev. Veh. Hrs. - Dedicated Service	7,198	7,455
Tot. Veh. Hrs. - Dedicated Service	7,198	7,455
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	20,585	19,817
Non-Dedicated Service		
TOTAL PASSENGERS	20,585	19,817
Subscription / Pre-booked	70%	65%
Reservation	28%	26%
On-Demand / Day of trip	2%	9%

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

OPERATING EXPENSES

Administration	\$32,500	
Operations:		
Internal - Dedicated Service	\$385,114	\$416,948
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$14,628	\$22,507
Fuel	\$16,377	\$6,875
TOTAL OPERATING EXPENSES	\$448,619	\$446,330

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$48,606	\$46,139
Other Operating Revenue		
Total Operating Revenue	\$48,606	\$46,139

Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$398,013	\$400,198
Other / Donations	\$2,000	
TOTAL	\$448,619	\$446,337

CAPITAL EXPENSES

Vehicles Purchased		\$89,778
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$89,778

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		\$89,778
Other / Donations		
TOTAL CAPITAL FUNDING		\$89,778

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 22:00	Sunday:	8:30 to 16:30
Saturday:	6:00 to 20:00	Holiday:	to
Advanced booking notice:	15 day(s)		
Minimum notice for reservation:	2.0 hour(s)		
Reservations / Scheduling:	Manually		

FARE STRUCTURE

Effective Date:	08/01/2013	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.50	\$61.00	☐
Child	\$2.75	\$2.50	\$61.00	☐
Student	\$2.75	\$2.50	\$51.00	☐
Senior	\$2.75	\$2.50	\$51.00	☒
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: \$30.79

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	11%	10%
Net Operating Cost / Capita	\$12.50	\$12.51
Total Exp. / Passenger	\$21.79	\$22.52
Total Exp. / Eligible Passenger	\$24.45	\$24.98
Transportation Exp. / Passenger		
Dedicated Service	\$20.21	\$22.52
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$57.81	\$59.87
OPERATING		
Registrants / Capita	0.0126	0.0153
Passengers / Capita	0.6433	0.6193
Passengers / Registrant	50.95	40.44
Passengers / Hour (Dedicated Service)	2.86	2.66
Kms / Passenger (Dedicated Service)	4.42	4.75
Average Speed (Dedicated Service)	12.65	12.64

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	8,752	
Wheelchair/Scooter Users	9,112	
Attendants	1,654	
Companions		
Other (specified)	299	
TOTAL	19,817	

VEHICLE DATA

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

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

Thunder Bay

Lift Plus Specialized Transit Service

Contact: Dana Earle
 Title: Supervisor - Customer Care & Administrative S
 Telephone: 807-684-3191
 Fax: 807-345-5744
 Email: dearle@thunderbay.ca

Population served: 146,048
 Service area (km²): 323.0
 Communities served: 1
 Service began: 01/01/2014
 Advisory Committee members: 13
 Eligibility Committee members: 3

REGISTRANTS

Wheelchair/Scooter Users: 396
 Ambulatory: 551
 Attendants:
 Companions:
 Other:
Total: 947

Active

396
 594

Total

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	352,615	372,975
Tot. Veh. Km. - Dedicated Service	543,349	582,756
Rev. Veh. Hrs. - Dedicated Service	27,382	30,339
Tot. Veh. Hrs. - Dedicated Service	31,489	34,493
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	68,944	78,226
Non-Dedicated Service	6,623	4,438
TOTAL PASSENGERS	75,567	82,664
Subscription / Pre-booked	38%	32%
Reservation	61%	67%
On-Demand / Day of trip	1%	1%
Cancelled in advance	11,469	14,792
No-shows / Cancelled at door	995	1,113
Unaccommodated trips	346	1,066
Number of complaints	54	55

OPERATING EXPENSES

Administration	\$295,284	\$299,293
Operations:		
Internal - Dedicated Service	\$996,453	\$1,146,954
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$59,911	\$79,385
Contract - Taxi Scrip	\$61,417	\$66,522
Maintenance (Vehicles & Facilities)	\$517,119	\$460,902
Fuel		\$152,651
TOTAL OPERATING EXPENSES	\$1,930,184	\$2,205,707

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$294,776	\$288,835
Other Operating Revenue		
Total Operating Revenue	\$294,776	\$288,835
Federal Contributions		
Provincial Contributions	\$153,896	\$150,993
Municipal Contributions	\$1,481,512	\$1,765,879
Other / Donations		
TOTAL	\$1,930,184	\$2,205,707

CAPITAL EXPENSES

Vehicles Purchased	\$345,500	\$327,436
Debt Servicing		
Other Capital Expenses	\$73,326	\$57,305
TOTAL CAPITAL EXPENSES	\$418,826	\$384,741

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions	\$345,500	\$237,436
Municipal Contributions	\$73,326	\$147,305
Other / Donations		
TOTAL CAPITAL FUNDING	\$418,826	\$384,741

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 00:30	Sunday:	8:00 to 23:30
Saturday:	6:00 to 00:30	Holiday:	8:00 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:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.75	\$2.20	\$66.00	☒
Child				☐
Student	\$2.75	\$2.20	\$55.00	☐
Senior	\$2.75	\$2.20	\$55.00	☒
Attendant				☐
Companion	\$2.75			☐
Other	annual senior pass - \$495			

EMPLOYEE DATA

	Full-time	Part-time
Operators	10	15
Other Operations	3	
Vehicle Mechanics		
General and Administration	1	
Other		
TOTAL NUMBER OF EMPLOYEES	14	15

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

Top Operator Wage Rate: \$22.46

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	15%	13%
Net Operating Cost / Capita	\$11.20	\$13.12
Total Exp. / Passenger	\$25.54	\$26.68
Total Exp. / Eligible Passenger	\$28.21	\$29.05
Transportation Exp. / Passenger		
Dedicated Service	\$21.95	\$22.51
Non-Dedicated Service	\$18.32	\$32.88
Transportation Exp. / Hour (Dedicated Service)	\$48.07	\$51.04
OPERATING		
Registrants / Capita	0.0065	0.0068
Passengers / Capita	0.5176	0.5660
Passengers / Registrant	79.80	83.50
Passengers / Hour (Dedicated Service)	2.52	2.58
Kms / Passenger (Dedicated Service)	5.11	4.77
Average Speed (Dedicated Service)	12.88	12.29

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	48,759	2,402
Wheelchair/Scooter Users	23,082	1,686
Attendants	3,198	226
Companions	2,157	124
Other (specified)	1,030	
TOTAL	78,226	4,438

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	23	13	4	8
Other				
TOTAL DED. VEHICLES	23	13	N/A	N/A

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Contract
 Accessible taxis: 15

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: 36,622
 Service area (km²): 24.0
 Communities served: 1
 Service began: 01/01/1985
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 304
 Ambulatory: 198
 Attendants:
 Companions:
 Other:
Total: 502

Active
 304
 198
 502

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

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

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

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	98,561	97,340
Tot. Veh. Km. - Dedicated Service	98,561	97,340
Rev. Veh. Hrs. - Dedicated Service	5,264	5,352
Tot. Veh. Hrs. - Dedicated Service	5,264	5,352
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	12,427	13,551
Non-Dedicated Service		
TOTAL PASSENGERS	12,427	13,551
Subscription / Pre-booked	76%	73%
Reservation	23%	26%
On-Demand / Day of trip	1%	1%
Cancelled in advance	3,341	2,027
No-shows / Cancelled at door	64	27
Unaccommodated trips	330	347
Number of complaints		

OPERATING EXPENSES

Administration	\$58,519	\$59,414
Operations:		
Internal - Dedicated Service	\$233,309	\$248,425
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$169,518	\$174,053
Fuel	\$20,645	\$18,509
TOTAL OPERATING EXPENSES	\$481,991	\$500,401

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$25,406	\$25,748
Other Operating Revenue		
Total Operating Revenue	\$25,406	\$25,748
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$456,585	\$474,653
Other / Donations		
TOTAL	\$481,991	\$500,401

CAPITAL EXPENSES

Vehicles Purchased		\$342,130
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		\$342,130

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		\$342,130
Municipal Contributions		
Other / Donations		
TOTAL CAPITAL FUNDING		\$342,130

Dispatchers, mechanics, administration and maintenance employees are shared with the conventional bus service

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 23:30	Sunday:	8:30 to 18:30
Saturday:	6:30 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:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.00	\$3.00		☒
Child				☐
Student	\$2.50	\$2.50		☐
Senior	\$2.50	\$2.50		☒
Attendant				☐
Companion	\$2.50			
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	2	8
Other Operations		
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: \$24.90

Top Mechanic Wage Rate: \$30.44

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	5%	5%
Net Operating Cost / Capita	\$11.82	\$12.96
Total Exp. / Passenger	\$38.79	\$36.93
Total Exp. / Eligible Passenger	\$39.07	
Transportation Exp. / Passenger		
Dedicated Service	\$34.08	\$32.54
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$80.44	\$82.40
OPERATING		
Registrants / Capita	0.0142	0.0137
Passengers / Capita	0.3218	0.3700
Passengers / Registrant	22.72	26.99
Passengers / Hour (Dedicated Service)	2.36	2.53
Kms / Passenger (Dedicated Service)	7.93	7.18
Average Speed (Dedicated Service)	18.72	18.19

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory		
Wheelchair/Scooter Users	105	
Attendants		
Companions		
Other (specified)	13,446	
TOTAL	13,551	

VEHICLE DATA

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

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

Toronto

TTC Wheel-Trans

Contact: Daniel Mruck
 Title: Budget Coordinator
 Telephone: 416-393-4963
 Fax: 416-338-0139
 Email: daniel.mruck@ttc.ca

Population served: 2,876,095
 Service area (km²): 630.0
 Communities served: 1
 Service began: 03/04/1975
 Advisory Committee members: N/A
 Eligibility Committee members: N/A

REGISTRANTS

Wheelchair/Scooter Users: 14,273
 Ambulatory: 27,055
 Attendants:
 Companions:
 Other:
Total: 41,328

Active

14,273
 27,055

Total

14,273
 27,055
41,328

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	14,909,500	16,302,595
Tot. Veh. Km. - Dedicated Service	17,891,400	18,502,026
Rev. Veh. Hrs. - Dedicated Service	781,001	838,971
Tot. Veh. Hrs. - Dedicated Service	921,581	838,971
Non-Dedicated Service - Veh. Km.	6,826,602	8,066,197
Non-Dedicated Service - Veh. Hrs.	228,517	268,226

PASSENGER DATA

Dedicated Service	2,492,944	2,736,824
Non-Dedicated Service	1,042,389	1,192,086
TOTAL PASSENGERS	3,535,333	3,928,910
Subscription / Pre-booked	44%	34%
Reservation	55%	66%
On-Demand / Day of trip	1%	0%
Cancelled in advance	1,128,286	1,152,251
No-shows / Cancelled at door	66,538	99,287
Unaccommodated trips	28,691	16,546
Number of complaints	6,587	7,764

OPERATING EXPENSES

Administration	\$16,887,918	\$16,800,267
Operations:		
Internal - Dedicated Service	\$36,605,697	\$36,508,485
Contract - Dedicated Service	\$27,887,244	\$32,955,182
Contract - Non-Dedicated Service	\$18,576,801	\$21,494,739
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$17,313,574	\$16,823,179
Fuel	\$3,386,265	\$2,691,754
TOTAL OPERATING EXPENSES	\$120,657,499	\$127,273,606

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,508,869	\$7,119,371
Other Operating Revenue		
Total Operating Revenue	\$6,508,869	\$7,119,371
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$114,148,630	\$120,154,234
Other / Donations		
TOTAL	\$120,657,499	\$127,273,605

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:	0:00 to 23:59	Sunday:	0:00 to 23:59
Saturday:	0:00 to 23:59	Holiday:	0:00 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:	01/01/2016	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.25	\$2.90	\$141.50	☒
Child				☐
Student	\$2.00	\$1.95	\$112.00	☐
Senior	\$2.00	\$1.95	\$112.00	☒
Attendant				☐
Companion				☐
Other				☐

EMPLOYEE DATA

	Full-time	Part-time
Operators	350	
Other Operations	103	
Vehicle Mechanics	92	
General and Administration	7	
Other		

TOTAL NUMBER OF EMPLOYEES

552

Union Affiliations: Operators: ATU Local 113
 Mechanics: ATU Local 113
 Other (specify): Divisional Clerks ATU Local 113

Top Operator Wage Rate: \$33.32
 Top Mechanic Wage Rate: \$39.77

PERFORMANCE INDICATORS

	2015	2016
FINANCIAL		
R/C Ratio	5%	6%
Net Operating Cost / Capita	\$40.64	\$41.78
Total Exp. / Passenger	\$34.13	\$32.39
Total Exp. / Eligible Passenger	\$34.13	\$32.39
Transportation Exp. / Passenger		
Dedicated Service	\$34.17	\$32.51
Non-Dedicated Service	\$17.82	\$18.03
Transportation Exp. / Hour (Dedicated Service)	\$92.44	\$106.06
OPERATING		
Registrants / Capita	0.0161	0.0144
Passengers / Capita	1.2588	1.3661
Passengers / Registrant	78.34	95.07
Passengers / Hour (Dedicated Service)	3.19	3.26
Kms / Passenger (Dedicated Service)	5.98	5.96
Average Speed (Dedicated Service)	19.09	19.43

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	1,946,926	1,185,164
Wheelchair/Scooter Users	789,898	6,922
Attendants		
Companions		
Other (specified)		
TOTAL	2,736,824	1,192,086

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.
Non-Accessible Cars	200	180	N/A
Accessible Vans / Minivans	235	230	1
Small Buses	205	166	4
Other			
TOTAL DED. VEHICLES	640	576	N/A

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

Trent Hills

Community Care Northumberland Specialized Transportation

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

Population served: 12,604
 Service area (km²): 511.9
 Communities served: 1
 Service began: 05/06/1992
 Advisory Committee members: 9
 Eligibility Committee members: N/A

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	202	202
Ambulatory:	261	261
Attendants:	30	30
Companions:		
Other:		
Total:	493	493

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	106,533	110,985
Tot. Veh. Km. - Dedicated Service	143,863	154,848
Rev. Veh. Hrs. - Dedicated Service	3,290	3,169
Tot. Veh. Hrs. - Dedicated Service	3,908	3,812
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	4,017	4,010
Non-Dedicated Service		
TOTAL PASSENGERS	4,017	4,010
Subscription / Pre-booked	50%	65%
Reservation	50%	35%
On-Demand / Day of trip	0%	0%
Cancelled in advance	1,403	860
No-shows / Cancelled at door	50	96
Unaccommodated trips	30	25
Number of complaints	8	4

OPERATING EXPENSES

Administration	\$47,448	\$39,595
Operations:		
Internal - Dedicated Service	\$124,575	\$112,970
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,703	\$11,281
Fuel	\$13,729	\$16,125
TOTAL OPERATING EXPENSES	\$195,455	\$179,970

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$23,811	\$24,300
Other Operating Revenue	\$44,065	\$2,533
Total Operating Revenue	\$67,876	\$26,833
Federal Contributions		
Provincial Contributions	\$82,079	\$87,542
Municipal Contributions	\$45,500	\$45,500
Other / Donations	\$20,095	\$20,095
TOTAL	\$195,455	\$179,970

CAPITAL EXPENSES

Vehicles Purchased	\$60,000	
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$60,000	

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions		
Other / Donations	\$60,000	
TOTAL CAPITAL FUNDING	\$60,000	

SERVICE HOURS / SCHEDULING

Weekday:	8:00 to 17:30	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: 01/01/2016	Tickets/Cards	Monthly Pass	Free
	Cash	(unit price)	
Adult	\$5.00		☐
Child	\$2.50		☐
Student	\$5.00		☐
Senior	\$5.00		☒
Attendant			☒
Companion			☒
Other	out of town accessible service is based on \$0.37 per kms. Wait time is		

EMPLOYEE DATA

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

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

Top Operator Wage Rate: \$15.39

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	35%	15%
Net Operating Cost / Capita	\$10.12	\$12.15
Total Exp. / Passenger	\$48.66	\$44.87
Total Exp. / Eligible Passenger	\$48.90	\$47.73
Transportation Exp. / Passenger		
Dedicated Service	\$36.85	\$35.00
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.87	\$36.82
OPERATING		
Registrants / Capita	0.0413	0.0391
Passengers / Capita	0.3187	0.3182
Passengers / Registrant	7.73	8.14
Passengers / Hour (Dedicated Service)	1.22	1.27
Kms / Passenger (Dedicated Service)	26.52	27.67
Average Speed (Dedicated Service)	32.38	35.02

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,125	
Wheelchair/Scooter Users	1,644	
Attendants	240	
Companions		
Other (specified)		
TOTAL	4,009	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
Non-Accessible Cars			Wheelchair	Ambulatory
Accessible Vans / Minivans	2	2	N/A	4
Small Buses	1	1	4	8
Other				
TOTAL DED. VEHICLES	3	3	N/A	N/A

Vehicle ownership: Community Care Northumberland
 Vehicle maintenance responsibility: Community Care Northumberland
 Accessible taxis:

Wallaceburg

CKTransit Wallaceburg Accessible Service

Contact: Jan Metcalfe
 Title: Engineering Technologist
 Telephone: 519-360-1998 ext 330
 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:	142	142
Ambulatory:	352	352
Attendants:	142	142
Companions:		
Other:		
Total:	636	636

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	28,850	36,100
Tot. Veh. Km. - Dedicated Service	35,350	42,600
Rev. Veh. Hrs. - Dedicated Service	3,314	3,783
Tot. Veh. Hrs. - Dedicated Service	3,314	3,783
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	6,678	8,666
Non-Dedicated Service		
TOTAL PASSENGERS	6,678	8,666
Subscription / Pre-booked	0%	0%
Reservation	100%	100%
On-Demand / Day of trip	0%	0%
Cancelled in advance	134	89
No-shows / Cancelled at door	21	32
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$10,857	\$10,954
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$183,578	\$227,705
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$194,435	\$238,659

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,981	\$29,020
Other Operating Revenue		
Total Operating Revenue	\$20,981	\$29,020
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$173,454	\$209,639
Other / Donations		
TOTAL	\$194,435	\$238,659

CAPITAL EXPENSES

Vehicles Purchased	
Debt Servicing	
Other Capital Expenses	
TOTAL CAPITAL EXPENSES	

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	6:15 to 19:15	Sunday:	8:00 to 17:00
Saturday:	6:15 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: 01/01/2017	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	2015	2016
R/C Ratio	11%	12%
Net Operating Cost / Capita	\$15.77	\$19.06
Total Exp. / Passenger	\$29.12	\$27.54
Total Exp. / Eligible Passenger	\$31.08	\$31.38
Transportation Exp. / Passenger		
Dedicated Service	\$27.49	\$26.28
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$55.39	\$60.19
OPERATING		
Registrants / Capita	0.0600	0.0578
Passengers / Capita	0.6071	0.7878
Passengers / Registrant	10.12	13.63
Passengers / Hour (Dedicated Service)	2.02	2.29
Kms / Passenger (Dedicated Service)	4.32	4.17
Average Speed (Dedicated Service)	8.71	9.54

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,971	
Wheelchair/Scooter Users	634	
Attendants	1,061	
Companions		
Other (specified)		
TOTAL	8,666	

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: 59,000
 Service area (km²): 843.0
 Communities served: 3
 Service began: 02/07/1992
 Advisory Committee members: 12
 Eligibility Committee members: N/A

REGISTRANTS
 Wheelchair/Scooter Users: 782
 Ambulatory: 1,224
 Attendants:
 Companions:
 Other:
Total: 2,006

Active
 782
 1,224
 2,006

Total
 782
 1,224
 2,006

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

Non-Dedicated Service: ☒ Contractors: 4
 Taxi Scrip Program Available: ☐

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

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	550,124	564,788
Tot. Veh. Km. - Dedicated Service	550,124	564,788
Rev. Veh. Hrs. - Dedicated Service	14,509	15,638
Tot. Veh. Hrs. - Dedicated Service	14,509	15,638
Non-Dedicated Service - Veh. Km.	123,649	121,012
Non-Dedicated Service - Veh. Hrs.	2,358	2,688

PASSENGER DATA

Dedicated Service	37,547	38,626
Non-Dedicated Service	9,363	8,595
TOTAL PASSENGERS	46,910	47,221
Subscription / Pre-booked	68%	57%
Reservation	31%	42%
On-Demand / Day of trip	1%	1%
Cancelled in advance	7,564	7,965
No-shows / Cancelled at door	360	395
Unaccommodated trips	1,040	402
Number of complaints		

OPERATING EXPENSES

Administration		
Operations:		
Internal - Dedicated Service		
Contract - Dedicated Service	\$1,106,395	\$1,207,758
Contract - Non-Dedicated Service	\$274,000	\$262,400
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		
Fuel		
TOTAL OPERATING EXPENSES	\$1,380,395	\$1,470,158

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$92,794	\$101,239
Other Operating Revenue		
Total Operating Revenue	\$92,794	\$101,239
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,324,981	\$1,458,031
Other / Donations		
TOTAL	\$1,417,775	\$1,559,270

CAPITAL EXPENSES

Vehicles Purchased	\$82,495	\$271,702
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$82,495	\$271,702

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$82,495	\$271,702
Other / Donations		
TOTAL CAPITAL FUNDING	\$82,495	\$271,702

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 18:00	Sunday:	to
Saturday:	7:00 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:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$3.25	\$2.66	\$82.00	☐
Child	\$3.25	\$2.31	\$70.00	☐
Student	\$3.25	\$2.31	\$70.00	☐
Senior	\$3.25	\$2.31	\$70.00	☒
Attendant				☐
Companion	\$3.25			
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators	8	3
Other Operations	1	2
Vehicle Mechanics		
General and Administration	1	
Other		2
TOTAL NUMBER OF EMPLOYEES	10	7

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

Top Operator Wage Rate: \$22.90

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	7%	7%
Net Operating Cost / Capita	\$22.20	\$23.20
Total Exp. / Passenger	\$29.43	\$31.13
Total Exp. / Eligible Passenger	\$32.24	\$33.54
Transportation Exp. / Passenger		
Dedicated Service	\$29.47	\$31.27
Non-Dedicated Service	\$29.26	\$30.53
Transportation Exp. / Hour (Dedicated Service)	\$76.26	\$77.23
OPERATING		
Registrants / Capita	0.0331	0.0340
Passengers / Capita	0.8088	0.8004
Passengers / Registrant	24.41	23.54
Passengers / Hour (Dedicated Service)	2.59	2.47
Kms / Passenger (Dedicated Service)	14.65	14.62
Average Speed (Dedicated Service)	37.92	36.12

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	25,919	5,617
Wheelchair/Scooter Users	10,279	2,017
Attendants	2,377	961
Companions	51	
Other (specified)		
TOTAL	38,626	8,595

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
Small Buses	6	6	6	12
Other				
TOTAL DED. VEHICLES	6	6	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: 515,200
 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:	1,154	2,708
Ambulatory:	1,732	5,125
Attendants:		
Companions:		
Other:		
Total:	2,886	7,833

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	1,400,685	1,404,840
Tot. Veh. Km. - Dedicated Service	1,429,270	1,433,510
Rev. Veh. Hrs. - Dedicated Service	57,290	57,473
Tot. Veh. Hrs. - Dedicated Service	58,459	58,646
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	154,401	157,034
Non-Dedicated Service	138,640	149,130
TOTAL PASSENGERS	293,041	306,164
Subscription / Pre-booked	55%	53%
Reservation	45%	47%
On-Demand / Day of trip	0%	0%
Cancelled in advance	45,904	46,975
No-shows / Cancelled at door	4,847	4,706
Unaccommodated trips	2,523	9,603
Number of complaints	675	596

OPERATING EXPENSES

Administration	\$975,798	\$1,277,517
Operations:		
Internal - Dedicated Service	\$4,613,164	\$4,662,954
Contract - Dedicated Service		
Contract - Non-Dedicated Service	\$1,428,960	\$1,627,335
Contract - Taxi Scrip	\$714,890	\$752,606
Maintenance (Vehicles & Facilities)	\$593,223	\$568,786
Fuel	\$322,868	\$266,255
TOTAL OPERATING EXPENSES	\$8,648,903	\$9,155,453

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$384,254	\$371,515
Other Operating Revenue	\$396,910	\$417,868
Total Operating Revenue	\$781,164	\$789,383
Federal Contributions		
Provincial Contributions	\$979,215	\$1,007,856
Municipal Contributions	\$6,888,524	\$7,358,214
Other / Donations		
TOTAL	\$8,648,903	\$9,155,453

CAPITAL EXPENSES

Vehicles Purchased	\$1,172,248	\$669,021
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES	\$1,172,248	\$669,021

CAPITAL FUNDING SOURCES

Transit System		
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,172,248	\$669,021
Other / Donations		
TOTAL CAPITAL FUNDING	\$1,172,248	\$669,021

In June 2008 MobilityPLUS started a Commuter Service for persons with cognitive disabilities, in 2016 13,659 were carried. All MobilityPLUS registrants had access to Taxiscrip as well as complimentary rides on conventional GRT routes. In 2016, there were approximately 127,777 rides provided. Other eligibility: CNIB passengers.

SERVICE HOURS / SCHEDULING

Weekday:	5:15 to 1:15	Sunday:	7:15 to 1:15
Saturday:	5:30 to 1:15	Holiday:	7:15 to 1:15
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/01/2016	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$3.25	\$2.66	\$82.00	☐
Child	\$3.25	\$2.31	\$70.00	☐
Student	\$3.25	\$2.31	\$70.00	☐
Senior	\$3.25	\$2.31	\$70.00	☒
Attendant				☐
Companion				☐
Other	Companions pay as per fare category they fit into, Adult, Senior, Stud			

EMPLOYEE DATA

	Full-time	Part-time
Operators	36	10
Other Operations	6	7
Vehicle Mechanics	2	
General and Administration	10	
Other		

TOTAL NUMBER OF EMPLOYEES

54	17
Union Affiliations:	
Operators:	UNIFOR 4304
Mechanics:	UNIFOR 4304
Other (specify):	CUPE 1883 - Administration

Top Operator Wage Rate: \$29.12

Top Mechanic Wage Rate: \$33.04

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	9%	9%
Net Operating Cost / Capita	\$15.47	\$16.24
Total Exp. / Passenger	\$29.51	\$29.90
Total Exp. / Eligible Passenger	\$41.30	\$41.43
Transportation Exp. / Passenger		
Dedicated Service	\$35.81	\$35.01
Non-Dedicated Service	\$15.46	\$15.96
Transportation Exp. / Hour (Dedicated Service)	\$94.58	\$93.75
OPERATING		
Registrants / Capita	0.0141	0.0152
Passengers / Capita	0.5763	0.5943
Passengers / Registrant	41.02	39.09
Passengers / Hour (Dedicated Service)	2.70	2.73
Kms / Passenger (Dedicated Service)	9.07	8.95
Average Speed (Dedicated Service)	24.45	24.44

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	79,982	66,173
Wheelchair/Scooter Users	62,344	12,499
Attendants	14,708	
Companions		
Other (specified)		70,458
TOTAL	157,034	149,130

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh.	
			Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans	31	25	6	7
Small Buses				
Other				
TOTAL DED. VEHICLES	31	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 Coordinator
 Telephone: 905-735-1700 x3102
 Fax: 905-732-9422
 Email: lorraine.denis@welland.ca

Population served: 50,631
 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:	178	967
Ambulatory:	225	1,040
Attendants:	60	301
Companions:		
Other:		
Total:	463	2,308

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	80,402	76,254
Tot. Veh. Km. - Dedicated Service	86,827	82,304
Rev. Veh. Hrs. - Dedicated Service	5,663	5,410
Tot. Veh. Hrs. - Dedicated Service	6,345	5,822
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	15,787	14,273
Non-Dedicated Service		
TOTAL PASSENGERS	15,787	14,273
Subscription / Pre-booked	46%	39%
Reservation	53%	60%
On-Demand / Day of trip	1%	1%
Cancelled in advance	2,426	2,076
No-shows / Cancelled at door	74	85
Unaccommodated trips	300	342
Number of complaints	12	11

OPERATING EXPENSES

Administration	\$92,719	\$124,489
Operations:		
Internal - Dedicated Service	\$234,434	\$201,423
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$42,338	\$46,195
Fuel	\$27,484	\$40,708
TOTAL OPERATING EXPENSES	\$396,975	\$412,815

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,337	\$34,166
Other Operating Revenue	\$140	
Total Operating Revenue	\$36,477	\$34,166
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$441,184	\$378,649
Other / Donations		
TOTAL	\$477,661	\$412,815

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	7:15 to 18:45	Sunday:	to
Saturday:	9:30 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	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$2.75	\$2.40		☐
Child	\$2.75	\$2.40		☐
Student	\$2.75	\$2.40		☐
Senior	\$2.75	\$2.40		☒
Attendant				☐
Companion	\$2.75	\$2.40		
Other	free with CNIB card/attendant free with support person pass			

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: \$27.95
 Top Mechanic Wage Rate: \$33.83

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	9%	8%
Net Operating Cost / Capita	\$7.16	\$7.48
Total Exp. / Passenger	\$25.15	\$28.92
Total Exp. / Eligible Passenger	\$28.73	\$32.11
Transportation Exp. / Passenger		
Dedicated Service	\$19.27	\$20.20
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$47.95	\$49.52
OPERATING		
Registrants / Capita	0.0373	0.0456
Passengers / Capita	0.3137	0.2819
Passengers / Registrant	8.41	6.18
Passengers / Hour (Dedicated Service)	2.79	2.64
Kms / Passenger (Dedicated Service)	5.09	5.34
Average Speed (Dedicated Service)	14.20	14.10

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	6,661	
Wheelchair/Scooter Users	6,195	
Attendants	1,417	
Companions		
Other (specified)		
TOTAL	14,273	

VEHICLE DATA

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

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

West Elgin

Four Counties Transportation

Contact: Magda Badura
 Title: Treasurer
 Telephone: 519-785-0560
 Fax: 519-785-0644
 Email: mbadura@westelgin.net

Population served: 23,000
 Service area (km²): 1,555.0
 Communities served: 4
 Service began: 04/01/1994
 Advisory Committee members: N/A
 Eligibility Committee members: 6

REGISTRANTS	Active	Total
Wheelchair/Scooter Users:	20	20
Ambulatory:	5	5
Attendants:		
Companions:		
Other:	80	80
Total:	105	105

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	62,059	65,292
Tot. Veh. Km. - Dedicated Service	62,059	65,292
Rev. Veh. Hrs. - Dedicated Service	1,949	2,040
Tot. Veh. Hrs. - Dedicated Service	1,949	2,040
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	2,724	3,562
Non-Dedicated Service		
TOTAL PASSENGERS	2,724	3,562
Subscription / Pre-booked	100%	100%
Reservation	0%	0%
On-Demand / Day of trip	0%	0%
Cancelled in advance	85	175
No-shows / Cancelled at door	6	10
Unaccommodated trips		
Number of complaints		

OPERATING EXPENSES

Administration	\$1,236	\$1,388
Operations:		
Internal - Dedicated Service	\$47,242	\$48,242
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,893	\$5,879
Fuel	\$9,533	\$12,873
TOTAL OPERATING EXPENSES	\$67,904	\$68,382

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,749	\$20,550
Other Operating Revenue		
Total Operating Revenue	\$17,749	\$20,550
Federal Contributions		
Provincial Contributions	\$35,189	\$6,943
Municipal Contributions	\$28,740	\$27,057
Other / Donations		
TOTAL	\$81,679	\$54,549

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	\$72,972
Municipal Contributions	
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 \$4,542.13, Village of Newbury \$357.92, Municipality of Southwest Middlesex \$13,754.22 and the Municipality of West Elgin \$8,402.52. *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.

SERVICE HOURS / SCHEDULING

Weekday:	9:00 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:	Manually		

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

TOTAL NUMBER OF EMPLOYEES

2

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

Top Operator Wage Rate: \$20.62

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	26%	30%
Net Operating Cost / Capita	\$2.18	\$2.08
Total Exp. / Passenger	\$24.93	\$19.20
Total Exp. / Eligible Passenger	\$28.83	\$21.54
Transportation Exp. / Passenger		
Dedicated Service	\$24.47	\$18.81
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$34.20	\$32.84
OPERATING		
Registrants / Capita	0.0042	0.0046
Passengers / Capita	0.1187	0.1549
Passengers / Registrant	28.08	33.92
Passengers / Hour (Dedicated Service)	1.40	1.75
Kms / Passenger (Dedicated Service)	22.78	18.33
Average Speed (Dedicated Service)	31.83	32.01

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	2,498	
Wheelchair/Scooter Users	677	
Attendants	387	
Companions		
Other (specified)		
TOTAL	3,562	

VEHICLE DATA

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

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:	132	132
Ambulatory:	175	175
Attendants:	68	68
Companions:		
Other:		
Total:	375	375

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	23,346	29,699
Tot. Veh. Km. - Dedicated Service	24,125	30,499
Rev. Veh. Hrs. - Dedicated Service	2,194	2,059
Tot. Veh. Hrs. - Dedicated Service	2,314	2,165
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	3,609	3,894
Non-Dedicated Service	266	126
TOTAL PASSENGERS	3,875	4,020
Subscription / Pre-booked	25%	70%
Reservation	70%	25%
On-Demand / Day of trip	5%	5%
Cancelled in advance	294	273
No-shows / Cancelled at door	17	13
Unaccommodated trips	3	
Number of complaints	2	2

OPERATING EXPENSES

Administration	\$36,969	\$31,962
Operations:		
Internal - Dedicated Service	\$73,563	\$59,980
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$9,434	\$7,221
Fuel	\$4,748	\$4,804
TOTAL OPERATING EXPENSES	\$124,714	\$103,967

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,689	\$14,013
Other Operating Revenue	\$14,890	\$15,621
Total Operating Revenue	\$36,579	\$29,634
Federal Contributions		
Provincial Contributions	\$77,884	\$93,681
Municipal Contributions	\$12,000	\$12,000
Other / Donations	\$15,440	\$14,235
TOTAL	\$141,903	\$149,550

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 shown above is 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 0900-1300hrs; Tuesdays 1000-1500; Thursdays/Fridays 0900-1700hrs. General admin staff are spare drivers when required. Non-dedicated taxi services 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:	Fully Computerized		

FARE STRUCTURE

Effective Date:	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 for other rates			

EMPLOYEE DATA

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

TOTAL NUMBER OF EMPLOYEES

8

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

Top Operator Wage Rate: \$19.23

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	29%	29%
Net Operating Cost / Capita	\$9.65	\$8.14
Total Exp. / Passenger	\$32.18	\$25.86
Total Exp. / Eligible Passenger	\$32.18	\$25.86
Transportation Exp. / Passenger		
Dedicated Service	\$24.31	\$18.49
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$37.92	\$33.26
OPERATING		
Registrants / Capita	0.0452	0.0411
Passengers / Capita	0.4245	0.4404
Passengers / Registrant	9.38	10.72
Passengers / Hour (Dedicated Service)	1.64	1.89
Kms / Passenger (Dedicated Service)	6.47	7.63
Average Speed (Dedicated Service)	10.64	14.42

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	3,894	126
Wheelchair/Scooter Users		
Attendants		
Companions		
Other (specified)		
TOTAL	3,894	126

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	16
Other				
TOTAL DED. VEHICLES	2	2	N/A	N/A

Vehicle ownership: Municipality
 Vehicle maintenance responsibility: Mitchell & Area Mobilit Bus
 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: 1,653
 Ambulatory: 2,524
 Attendants:
 Companions:
 Other:
Total: 4,177

Active

1,653
 2,524

Total

1,653
 2,524
4,177

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	309,655	326,006
Tot. Veh. Km. - Dedicated Service	445,781	463,426
Rev. Veh. Hrs. - Dedicated Service	20,540	21,146
Tot. Veh. Hrs. - Dedicated Service	20,540	21,146
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	54,077	55,898
Non-Dedicated Service		
TOTAL PASSENGERS	54,077	55,898
Subscription / Pre-booked	38%	38%
Reservation	60%	60%
On-Demand / Day of trip	2%	2%
Cancelled in advance	21,037	20,992
No-shows / Cancelled at door	779	786
Unaccommodated trips	2	3
Number of complaints	3	4

OPERATING EXPENSES

Administration	\$362,041	\$388,356
Operations:		
Internal - Dedicated Service	\$662,194	\$684,031
Contract - Dedicated Service		
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)	\$144,729	\$111,188
Fuel	\$115,553	\$99,223
TOTAL OPERATING EXPENSES	\$1,284,517	\$1,282,798

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$259,847	\$269,357
Other Operating Revenue	\$315	\$284
Total Operating Revenue	\$260,162	\$269,641
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$1,071,600	\$1,071,600
Other / Donations		
TOTAL	\$1,331,762	\$1,341,241

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 2016, 117 registered clients took 3,090 trips. LaSalle service contact revenue for 2016 was \$57,783 and the passenger revenue was \$16,222.50.

SERVICE HOURS / SCHEDULING

Weekday:	6:30 to 00:30	Sunday:	8:00 to 22:00
Saturday:	8:00 to 00:30	Holiday:	8:00 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:	01/01/2016	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	LaSalle \$5.25/trip			

EMPLOYEE DATA

	Full-time	Part-time
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: \$21.52

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	20%	21%
Net Operating Cost / Capita	\$4.38	\$4.34
Total Exp. / Passenger	\$23.75	\$22.95
Total Exp. / Eligible Passenger	\$24.94	\$24.00
Transportation Exp. / Passenger		
Dedicated Service	\$17.06	\$16.00
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$44.91	\$42.30
OPERATING		
Registrants / Capita	0.0172	0.0179
Passengers / Capita	0.2314	0.2392
Passengers / Registrant	13.50	13.38
Passengers / Hour (Dedicated Service)	2.63	2.64
Kms / Passenger (Dedicated Service)	5.73	5.83
Average Speed (Dedicated Service)	15.08	15.42

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	31,298	
Wheelchair/Scooter Users	22,156	
Attendants	2,444	
Companions		
Other (specified)		
TOTAL	55,898	

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars			N/A	
Accessible Vans / Minivans				
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 ext 314
 Fax: 519-537-6984
 Email: apiggott@cityofwoodstock.ca

Population served: 41,000
 Service area (km²): 39.0
 Communities served: 1
 Service began: 01/01/1979
 Advisory Committee members: 9
 Eligibility Committee members: 4

REGISTRANTS
 Wheelchair/Scooter Users: 162
 Ambulatory: 396
 Attendants:
 Companions:
 Other:
Total: 558

Active
 162
 396
 558

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

	2015	2016
Rev. Veh. Km. - Dedicated Service	65,132	59,891
Tot. Veh. Km. - Dedicated Service	118,172	110,624
Rev. Veh. Hrs. - Dedicated Service	2,056	5,602
Tot. Veh. Hrs. - Dedicated Service	11,360	10,357
Non-Dedicated Service - Veh. Km.		
Non-Dedicated Service - Veh. Hrs.		

PASSENGER DATA

Dedicated Service	27,262	32,744
Non-Dedicated Service		
TOTAL PASSENGERS	27,262	32,744
Subscription / Pre-booked	45%	42%
Reservation	0%	0%
On-Demand / Day of trip	55%	58%
Cancelled in advance	4,720	5,600
No-shows / Cancelled at door	123	194
Unaccommodated trips	548	551
Number of complaints		

OPERATING EXPENSES

Administration	\$30,504	\$27,190
Operations:		
Internal - Dedicated Service	\$150,908	\$73,072
Contract - Dedicated Service	\$429,844	\$570,795
Contract - Non-Dedicated Service		
Contract - Taxi Scrip		
Maintenance (Vehicles & Facilities)		\$31,276
Fuel	\$11,503	\$8,940
TOTAL OPERATING EXPENSES	\$622,759	\$711,273

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$43,296	\$81,860
Other Operating Revenue		\$5,367
Total Operating Revenue	\$43,296	\$87,227
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$579,463	\$624,046
Other / Donations		
TOTAL	\$622,759	\$711,273

CAPITAL EXPENSES

Vehicles Purchased		
Debt Servicing		
Other Capital Expenses		
TOTAL CAPITAL EXPENSES		

CAPITAL FUNDING SOURCES

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

SERVICE HOURS / SCHEDULING

Weekday:	6:00 to 22:00	Sunday:	to
Saturday:	8:00 to 22:00	Holiday:	to
Advanced booking notice:	365 day(s)		
Minimum notice for reservation:	24.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	Cash	Tickets/Cards (unit price)	Monthly Pass	Free
Adult	\$2.50	\$2.08	\$60.00	☒
Child				☐
Student	\$2.50	\$2.08	\$48.00	☐
Senior	\$2.50	\$2.08	\$48.00	☐
Attendant				☒
Companion	\$2.50	\$2.08		☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators		24
Other Operations		
Vehicle Mechanics		1
General and Administration		1
Other		
TOTAL NUMBER OF EMPLOYEES		26

Union Affiliations: Operators: CUPE 1146
 Mechanics: CUPE 1146
 Other (specify):

Top Operator Wage Rate: \$30.07

Top Mechanic Wage Rate: \$30.25

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	7%	12%
Net Operating Cost / Capita	\$15.25	\$15.22
Total Exp. / Passenger	\$22.84	\$21.72
Total Exp. / Eligible Passenger	\$27.84	\$44.64
Transportation Exp. / Passenger		
Dedicated Service	\$21.72	\$20.89
Non-Dedicated Service		
Transportation Exp. / Hour (Dedicated Service)	\$52.13	\$66.05
OPERATING		
Registrants / Capita	0.0126	0.0136
Passengers / Capita	0.7174	0.7986
Passengers / Registrant	56.80	58.68
Passengers / Hour (Dedicated Service)	13.26	5.85
Kms / Passenger (Dedicated Service)	2.39	1.83
Average Speed (Dedicated Service)	31.67	10.69

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	14,884	
Wheelchair/Scooter Users	1,050	
Attendants	1,050	
Companions	15,760	
Other (specified)		
TOTAL	32,744	

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 owns 2, contractor owns 4
 Vehicle maintenance responsibility: The owner of the bus
 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: 1,066,915
 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: 4,299
 Ambulatory: 6,449
 Attendants:
 Companions:
 Other:
Total: 10,748

Active
 4,818
 7,285
Total
 12,103

Dedicated Serv. Operated by: ☐ Transit System/Municipality
☒ Private Contractor(s), number: 3
☐ Private Non-Profit Org.

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

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

VEHICLE KILOMETRES & HOURS

	2015	2016
Rev. Veh. Km. - Dedicated Service	2,894,812	2,974,651
Tot. Veh. Km. - Dedicated Service	5,125,362	5,318,246
Rev. Veh. Hrs. - Dedicated Service	196,391	201,549
Tot. Veh. Hrs. - Dedicated Service	223,172	226,781
Non-Dedicated Service - Veh. Km.	8,289	6,275
Non-Dedicated Service - Veh. Hrs.	2,353	1,886

PASSENGER DATA

Dedicated Service	378,886	407,832
Non-Dedicated Service	2,202	1,752
TOTAL PASSENGERS	381,088	409,584
Subscription / Pre-booked	55%	64%
Reservation	44%	35%
On-Demand / Day of trip	1%	1%
Cancelled in advance	20,966	439
No-shows / Cancelled at door	6,883	5,164
Unaccommodated trips	64	
Number of complaints	469	731

OPERATING EXPENSES

Administration	\$1,311,471	\$1,243,588
Operations:		
Internal - Dedicated Service	\$3,512,846	\$4,339,127
Contract - Dedicated Service	\$9,346,988	\$9,868,773
Contract - Non-Dedicated Service		
Contract - Taxi Scrip	\$23,617	\$18,047
Maintenance (Vehicles & Facilities)	\$1,421	\$3,966
Fuel		\$184
TOTAL OPERATING EXPENSES	\$14,196,343	\$15,473,685

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$897,406	\$952,558
Other Operating Revenue		
Total Operating Revenue	\$897,406	\$952,558
Federal Contributions		
Provincial Contributions		
Municipal Contributions	\$13,295,929	\$14,514,479
Other / Donations	\$3,008	\$6,650
TOTAL	\$14,196,343	\$15,473,687

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:	5:00 to 3:00	Sunday:	5:00 to 3:00
Saturday:	5:00 to 3:00	Holiday:	5:00 to 3:00
Advanced booking notice:	7 day(s)		
Minimum notice for reservation:	18.0 hour(s)		
Reservations / Scheduling:	Fully Computerized		

FARE STRUCTURE

Effective Date:	01/07/2016	Tickets/Cards (unit price)	Monthly Pass	Free
Cash				
Adult	\$4.00	\$3.50	\$140.00	☐
Child	\$4.00	\$2.20	\$59.00	☐
Student	\$4.00	\$2.70	\$105.00	☐
Senior	\$4.00	\$2.20	\$59.00	☒
Attendant				☐
Companion	\$4.00	\$3.50	\$140.00	☐
Other				

EMPLOYEE DATA

	Full-time	Part-time
Operators		
Other Operations	12	7
Vehicle Mechanics		
General and Administration	13	2
Other		
TOTAL NUMBER OF EMPLOYEES	25	9

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

Top Operator Wage Rate:

Top Mechanic Wage Rate:

PERFORMANCE INDICATORS

FINANCIAL	2015	2016
R/C Ratio	6%	6%
Net Operating Cost / Capita	\$11.40	\$13.61
Total Exp. / Passenger	\$37.25	\$37.78
Total Exp. / Eligible Passenger	\$43.93	\$44.02
Transportation Exp. / Passenger		
Dedicated Service	\$33.94	\$34.85
Non-Dedicated Service	\$10.73	\$10.30
Transportation Exp. / Hour (Dedicated Service)	\$57.63	\$62.67
OPERATING		
Registrants / Capita	0.0080	0.0113
Passengers / Capita	0.3268	0.3839
Passengers / Registrant	40.82	33.84
Passengers / Hour (Dedicated Service)	1.93	2.02
Kms / Passenger (Dedicated Service)	7.64	7.29
Average Speed (Dedicated Service)	14.74	14.76

PASSENGER DATA

	Ded. Service	Non-Ded. Service
Ambulatory	280,966	1,345
Wheelchair/Scooter Users	69,208	
Attendants	42,426	193
Companions	15,232	214
Other (specified)		
TOTAL	407,832	1,752

VEHICLE DATA

	Number	Veh. Peak	Avg. Capacity per Veh. Wheelchair	Ambulatory
Non-Accessible Cars	48	36	N/A	3
Accessible Vans / Minivans	36	30	2	2
Small Buses	8	6	5	10
Other	6	6	3	9
TOTAL DED. VEHICLES	98	78	N/A	N/A

Vehicle ownership: Transit System, Private Operation
 Vehicle maintenance responsibility: Private operation
 Accessible taxis:

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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)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$