

Ontario Specialized Transit Services Fact Book 2017 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 © 2018 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)		
Abstract The Ontario Specialized Transit Services Fact Book – 2017 Operating Data contains operating statistics collected from 84 Ontario specialized transit systems which provide transit services for persons with disabilities. The Fact Book provides detailed data for 2016 and 2017, along with key performance indicators, for each of the specialized transit systems. The report also provides summary information for the province and population groups.		
Key Words Specialized Transit; Paratransit; Handi Transit; Transit Services for the Disabled; Operating and Financial Statistics; Performance Indicators		Language RTS-18-21: English
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Notes on 2017 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

Ontario

Number of Systems Reporting:	84	Systems with Dedicated Service:	81	96%	REGISTRANTS	
Population Served:	12,486,274	Operated by:			Ambulatory:	130,625
Service Area (km²):	668,202	Transit System/Municipality:	41	49%	Non-Ambulatory:	71,932
Communities Served:	174	Private Contractor:	29	35%	Attendants:	27,481
		Private Non-Profit Organization:	32	38%	Companions:	1,777
		Systems with Non-Dedicated Service:	37	44%	Other:	1,399
		Systems with a Taxi Scrip Program:	34	40%	Total:	236,610

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	65	77%	Sensory	62	74%	Internal Assessment	41	49%	Paper Application	59	70%
Age	34	40%	Environmental	39	46%	External Contract	13	15%	Healthcare Professional	55	65%
Physical	75	89%	Other	17	20%	Committee	11	13%	Other	9	11%

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	44,584,915	45,989,525
Total Vehicle Kilometres	52,016,178	54,122,949
Revenue Vehicle Hours	2,376,425	2,367,899
Total Vehicle Hours	2,504,883	2,644,017
Non-Dedicated Service		
Total Vehicle Kilometres	-	19,879,740
Total Vehicle Hours	-	562,009

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	3,941,703	3,845,119
Non-Ambulatory	2,003,229	1,732,343
Total	5,944,932	6,309,227
Attendants	259,380	289,891
Companions	129,012	101,412
Other	70,014	73,751
Total	458,406	464,901
Non-Dedicated Service		
Ambulatory	1,973,962	2,202,838
Non-Ambulatory	232,106	174,004
Total	2,206,068	2,517,992
Attendants	61,401	54,261
Companions	31,841	44,658
Other	152,709	102,576
Total	245,951	201,495
Total Eligible Passenger Trips	8,151,000	8,827,537
Total Support Person Trips	704,357	666,453
Total Trips	8,855,357	9,493,990

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	-	4,046,016
Reservation	-	4,327,900
On-Demand/Day-of	-	377,301
Total Trips Requested	9,116,182	8,579,643
Cancelled in Advance	1,773,223	1,852,369
Cancelled Late	-	242,372
No-Shows	207,549	167,689
Cancelled at Door	-	44,682

SCHEDULING

Advanced Booking Notice (days): 24
Minimum Notice for Reservation (hours): 18

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.61	2.78	81.08
Child	2.44	1.90	52.14
Student	2.57	2.16	60.56
Senior	2.68	2.12	57.66
Attendant	2.75		
Companion	2.97	2.36	65.64

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	921	408
Reservation Clerks	34	19
Dispatchers	95	41
Other Transport Operations	139	22
Mechanics	129	11
General Administration	111	34
Other	26	12
Total	1,455	547
Average Top Operator Wage Rate (internal):		\$22.44
Average Top Mechanic Wage Rate (internal):		\$31.51

INDICATORS

Financial	2016	2017
R/C Ratio	7.6%	7.5%
Net Operating Cost / Capita	\$21.66	\$22.03
Total Expense / Passenger	\$31.23	\$31.34
Total Expense / Eligible Passenger	\$33.93	\$33.75
Transportation Expense / Passenger		
Dedicated Service	\$31.03	\$30.96
Non-Dedicated Service	\$19.14	\$19.43
Transportation Expense / Hour (Dedicated Service)	\$79.31	\$79.33
Operating		
Registrants / Capita	0.0134	0.0189
Passengers / Capita	0.7502	0.7604
Passengers / Registrants	55.78	40.13
Passengers / Hour (Dedicated Service)	2.69	2.86
Kms / Passenger (Dedicated Service)	6.96	6.79
Average Speed (Dedicated Service)	18.76	19.42

OPERATING EXPENSES

	2016	2017
Administration	\$30,970,900	\$35,023,594
Transportation Operations		
Internal Dedicated Service	\$95,684,771	\$101,035,583
Contract Dedicated Service	\$68,502,593	\$71,296,509
Contract Non-Dedicated Service	\$44,243,332	\$50,028,396
Contract Taxi Scrip	\$2,687,990	\$2,809,221
Vehicle and Facility Maintenance	\$27,191,350	\$29,565,628
Fuel and Energy Consumption	\$7,292,686	\$7,860,254
Total Operating Expenses	\$276,573,622	\$297,619,185

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	7	470	2	3
Minivans	406	214	1	6
Vans	149	34	2	7
Small Buses	666	-	4	11
Low-floor	57	-	4	10
Other	17	-	5	10
Total	1,302	716		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,092,598	\$21,403,485
Other Revenue	\$804,050	\$1,052,880
Total Revenue	\$20,914,167	\$22,456,365
Federal Operating Contributions	\$68,942	\$70,709
Provincial Operating Contributions	\$10,144,164	\$11,284,314
Municipal Operating Contributions	\$244,940,419	\$263,763,980
Other Operating Contributions	\$626,258	\$535,506
Total Operating Revenues and Funding	\$276,693,950	\$298,110,874

CAPITAL EXPENSES

Vehicle Purchase	\$16,068,199	\$6,216,421
Debt Servicing	\$50,686	-
Other	\$3,357,685	\$11,573,844
Total Capital Expenses	\$19,476,571	\$17,836,588

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$139,537	\$37,862
Federal Capital Contributions	\$7,867,680	\$13,455,662
Provincial Capital Contributions	\$2,600,494	\$2,565,938
Municipal Capital Contributions	\$8,501,632	\$2,930,449
Other Capital Contributions	\$800,003	\$183,674
Total Capital Funding	\$19,909,346	\$19,173,585

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II. Population Group Summaries

Municipality	Page #
Population Group 1 (> 150,000)	
Barrie	20
Burlington	34
Durham Region	54
Hamilton	74
London	94
Niagara Region	108
Oakville	114
Ottawa	118
Peel Region	124
Toronto	162
Waterloo Region - Urban	170
Windsor	178
York Region	182

Population Group 2 (50,000 - 150,000)	
Belleville	22
Brantford	30
Caledon	36
Greater Sudbury	66
Guelph	70
Halton Hills	72
Hanover	76
Kingston	88
Lanark County	90
Leamington	92
Milton	102
Niagara Falls	106
Peterborough	130
Peterborough County	132
Quinte West	138
Sarnia	142
Sault Ste Marie	144
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Population Group 3 (< 50,000)	
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Elliot Lake	58
Espanola	60
Fort Erie	62
Fort Frances	64
Greenstone	68
Hearst	78
Ingersoll	80
Kapuskasing	82
Kawartha Lakes	84
Kenora	86
Machin	96
Meaford	98
Midland	100
New Tecumseth	104
North Bay	110
North Perth	112
Orillia	116
Owen Sound	120
Parry Sound	122
Pembroke	126
Perth East	128
Port Hope	134
Prince Edward County	136
Renfrew	140
Schreiber	146
Sioux Lookout	148
St. Marys	152
St. Thomas	154
Stratford	156
Timmins	160
Trent Hills	164
Wallaceburg	166
West Elgin	174
West Perth	176
Woodstock	180

Population Group 1 (> 150,000)

Number of Systems Reporting:	13	Systems with Dedicated Service:	13	100%	REGISTRANTS	
Population Served:	9,710,191	Operated by:			Ambulatory:	63,855
Service Area (km²):	12,931	Transit System/Municipality:	9	69%	Non-Ambulatory:	35,575
Communities Served:	45	Private Contractor:	7	54%	Attendants:	18,880
		Private Non-Profit Organization:	4	31%	Companions:	1,088
		Systems with Non-Dedicated Service:	10	77%	Other:	1,063
		Systems with a Taxi Scrip Program:	9	69%	Total:	120,281

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	12	92%	Sensory	13	100%	Internal Assessment	4	31%	Paper Application	9	69%
Age	1	8%	Environmental	11	85%	External Contract	7	54%	Healthcare Professional	10	77%
Physical	13	100%	Other	2	15%	Committee	2	15%	Other	3	23%

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	36,359,823	36,833,894
Total Vehicle Kilometres	42,343,679	43,309,520
Revenue Vehicle Hours	1,971,036	1,906,484
Total Vehicle Hours	2,061,651	2,126,045
Non-Dedicated Service		
Total Vehicle Kilometres	-	19,602,588
Total Vehicle Hours	-	524,693

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	3,312,854	3,143,446
Non-Ambulatory	1,640,314	1,335,451
Total	4,953,168	5,134,160
Attendants	185,607	204,590
Companions	100,146	88,438
Other	45,275	71,479
Total	331,028	364,507
Non-Dedicated Service		
Ambulatory	1,884,414	2,136,094
Non-Ambulatory	221,137	153,556
Total	2,105,551	2,379,307
Attendants	57,377	52,142
Companions	31,363	44,027
Other	105,448	102,576
Total	194,188	198,745
Total Eligible Passenger Trips	7,058,719	7,513,467
Total Support Person Trips	525,216	563,252
Total Trips	7,583,935	8,076,719

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	-	3,572,937
Reservation	-	3,891,124
On-Demand/Day-of	-	219,625
Total Trips Requested	7,892,780	7,291,593
Cancelled in Advance	1,637,359	1,686,861
Cancelled Late	-	221,997
No-Shows	185,149	148,811
Cancelled at Door	-	39,253

SCHEDULING

Advanced Booking Notice (days): 9
Minimum Notice for Reservation (hours): 17

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.55	2.98	112.78
Child	2.95	2.01	58.00
Student	3.18	2.37	93.87
Senior	3.27	2.32	75.08
Attendant			
Companion	3.91	2.83	101.20

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	741	153
Reservation Clerks	22	10
Dispatchers	59	22
Other Transport Operations	134	4
Mechanics	117	-
General Administration	83	1
Other	22	11
Total	1,178	201
Average Top Operator Wage Rate (internal):		\$26.59
Average Top Mechanic Wage Rate (internal):		\$33.56

INDICATORS

Financial	2016	2017
R/C Ratio	6.6%	6.6%
Net Operating Cost / Capita	\$24.39	\$25.04
Total Expense / Passenger	\$32.21	\$32.24
Total Expense / Eligible Passenger	\$34.60	\$34.65
Transportation Expense / Passenger		
Dedicated Service	\$32.42	\$32.71
Non-Dedicated Service	\$19.59	\$19.83
Transportation Expense / Hour (Dedicated Service)	\$83.09	\$84.61
Operating		
Registrants / Capita	0.0111	0.0124
Passengers / Capita	0.8111	0.8318
Passengers / Registrants	72.78	67.15
Passengers / Hour (Dedicated Service)	2.68	2.88
Kms / Passenger (Dedicated Service)	6.88	6.70
Average Speed (Dedicated Service)	18.45	19.32

OPERATING EXPENSES

	2016	2017
Administration	\$27,884,925	\$29,349,707
Transportation Operations		
Internal Dedicated Service	\$82,755,216	\$86,305,148
Contract Dedicated Service	\$59,320,600	\$62,277,186
Contract Non-Dedicated Service	\$42,796,572	\$48,750,873
Contract Taxi Scrip	\$2,265,895	\$2,367,423
Vehicle and Facility Maintenance	\$23,505,089	\$25,576,827
Fuel and Energy Consumption	\$5,721,580	\$5,729,595
Total Operating Expenses	\$244,249,877	\$260,356,759

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	468		3
Minivans	360	196	1	3
Vans	106	32	2	5
Small Buses	449	-	4	8
Low-floor	34	-	3	7
Other	8	-	3	8
Total	957	696		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,771,410	\$16,630,032
Other Revenue	\$468,504	\$578,782
Total Revenue	\$16,239,914	\$17,208,814
Federal Operating Contributions	-	-
Provincial Operating Contributions	\$5,543,287	\$5,713,233
Municipal Operating Contributions	\$222,459,314	\$237,453,553
Other Operating Contributions	\$7,364	\$1,260
Total Operating Revenues and Funding	\$244,249,879	\$260,376,860

CAPITAL EXPENSES

Vehicle Purchase	\$13,634,444	\$660,646
Debt Servicing	-	-
Other	\$3,184,865	\$11,117,115
Total Capital Expenses	\$16,819,309	\$11,777,778

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$139,537	-
Federal Capital Contributions	\$7,855,873	\$11,751,614
Provincial Capital Contributions	\$943,945	\$495,696
Municipal Capital Contributions	\$7,505,031	\$962,465
Other Capital Contributions	\$709,387	\$81,622
Total Capital Funding	\$17,153,773	\$13,291,397

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

Number of Systems Reporting:	21	Systems with Dedicated Service:	20	95%	REGISTRANTS	
Population Served:	1,838,303	Operated by:			Ambulatory:	50,713
Service Area (km²):	67,467	Transit System/Municipality:	10	48%	Non-Ambulatory:	26,511
Communities Served:	51	Private Contractor:	4	19%	Attendants:	4,929
		Private Non-Profit Organization:	9	43%	Companions:	352
		Systems with Non-Dedicated Service:	13	62%	Other:	78
		Systems with a Taxi Scrip Program:	13	62%	Total:	84,663

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	16	76%	Sensory	13	62%	Internal Assessment	16	76%	Paper Application	20	95%
Age	9	43%	Environmental	10	48%	External Contract	3	14%	Healthcare Professional	12	57%
Physical	19	90%	Other	3	14%	Committee	4	19%	Other	1	5%

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	6,028,024	6,758,608
Total Vehicle Kilometres	6,994,250	7,967,700
Revenue Vehicle Hours	276,779	317,672
Total Vehicle Hours	290,289	344,317
Non-Dedicated Service		
Total Vehicle Kilometres	-	116,961
Total Vehicle Hours	-	4,405

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	394,486	427,318
Non-Ambulatory	224,256	248,510
Total	618,742	714,904
Attendants	39,826	58,275
Companions	10,777	9,750
Other	3,233	2,272
Total	53,836	70,297
Non-Dedicated Service		
Ambulatory	70,482	39,450
Non-Ambulatory	7,913	6,673
Total	78,395	97,616
Attendants	1,604	1,611
Companions	372	588
Other	34,633	-
Total	36,609	2,199
Total Eligible Passenger Trips	697,137	812,520
Total Support Person Trips	90,445	72,496
Total Trips	787,582	885,016

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	-	277,544
Reservation	-	315,482
On-Demand/Day-of	-	50,494
Total Trips Requested	735,345	788,771
Cancelled in Advance	86,032	101,321
Cancelled Late	-	13,454
No-Shows	11,104	13,323
Cancelled at Door	-	3,918

SCHEDULING

Advanced Booking Notice (days): 31
Minimum Notice for Reservation (hours): 19

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.68	2.47	71.96
Child	2.56	1.99	48.13
Student	2.66	2.23	57.81
Senior	2.73	2.12	51.95
Attendant	3.00		
Companion	2.80	2.20	58.50

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	144	126
Reservation Clerks	4	5
Dispatchers	25	11
Other Transport Operations	1	17
Mechanics	4	7
General Administration	18	19
Other	1	-
Total	197	185
Average Top Operator Wage Rate (internal):		\$23.96
Average Top Mechanic Wage Rate (internal):		\$32.86

INDICATORS

Financial	2016	2017
R/C Ratio	11.8%	11.8%
Net Operating Cost / Capita	\$11.54	\$12.17
Total Expense / Passenger	\$27.28	\$28.66
Total Expense / Eligible Passenger	\$30.82	\$31.22
Transportation Expense / Passenger		
Dedicated Service	\$26.88	\$26.42
Non-Dedicated Service	\$13.67	\$14.12
Transportation Expense / Hour (Dedicated Service)	\$62.28	\$60.26
Operating		
Registrants / Capita	0.0178	0.0461
Passengers / Capita	0.4796	0.4814
Passengers / Registrants	26.89	10.45
Passengers / Hour (Dedicated Service)	2.43	2.47
Kms / Passenger (Dedicated Service)	8.96	8.61
Average Speed (Dedicated Service)	21.78	21.28

OPERATING EXPENSES

	2016	2017
Administration	\$1,835,524	\$3,211,598
Transportation Operations		
Internal Dedicated Service	\$9,366,447	\$11,174,327
Contract Dedicated Service	\$4,952,595	\$4,958,017
Contract Non-Dedicated Service	\$1,149,515	\$1,036,024
Contract Taxi Scrip	\$422,095	\$373,181
Vehicle and Facility Maintenance	\$2,616,069	\$3,075,483
Fuel and Energy Consumption	\$1,143,153	\$1,540,249
Total Operating Expenses	\$21,485,398	\$25,368,880

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	2		4
Minivans	23	14	1	11
Vans	24	1	4	10
Small Buses	156	-	4	10
Low-floor	7	-	5	10
Other	6	-	8	13
Total	216	15		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,418,275	\$2,646,543
Other Revenue	\$113,598	\$341,827
Total Revenue	\$2,531,873	\$2,988,370
Federal Operating Contributions	-	-
Provincial Operating Contributions	\$2,960,151	\$3,665,163
Municipal Operating Contributions	\$15,968,007	\$19,099,836
Other Operating Contributions	\$178,646	\$187,641
Total Operating Revenues and Funding	\$21,638,678	\$25,941,010

CAPITAL EXPENSES

Vehicle Purchase	\$1,714,477	\$4,101,972
Debt Servicing	-	-
Other	\$108,150	\$430,820
Total Capital Expenses	\$1,822,627	\$4,532,793

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$24,929
Federal Capital Contributions	\$11,807	\$1,391,885
Provincial Capital Contributions	\$813,381	\$1,310,639
Municipal Capital Contributions	\$906,823	\$1,690,505
Other Capital Contributions	\$90,616	\$70,670
Total Capital Funding	\$1,822,627	\$4,488,628

Population Group 3 (< 50,000)

Number of Systems Reporting:	50	Systems with Dedicated Service:	48	96%	REGISTRANTS	
Population Served:	937,780	Operated by:			Ambulatory:	16,057
Service Area (km²):	587,805	Transit System/Municipality:	22	44%	Non-Ambulatory:	9,846
Communities Served:	78	Private Contractor:	18	36%	Attendants:	3,672
		Private Non-Profit Organization:	19	38%	Companions:	337
		Systems with Non-Dedicated Service:	14	28%	Other:	258
		Systems with a Taxi Scrip Program:	12	24%	Total:	31,666

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	37	74%	Sensory	36	72%	Internal Assessment	21	42%	Paper Application	30	60%
Age	24	48%	Environmental	18	36%	External Contract	3	6%	Healthcare Professional	33	66%
Physical	43	86%	Other	12	24%	Committee	5	10%	Other	5	10%

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	2,197,068	2,397,023
Total Vehicle Kilometres	2,678,249	2,845,729
Revenue Vehicle Hours	128,610	143,743
Total Vehicle Hours	152,943	173,655
Non-Dedicated Service		
Total Vehicle Kilometres	-	160,191
Total Vehicle Hours	-	32,911

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	234,363	274,355
Non-Ambulatory	138,659	148,382
Total	373,022	460,163
Attendants	33,947	27,026
Companions	18,089	3,224
Other	21,506	-
Total	73,542	30,097
Non-Dedicated Service		
Ambulatory	19,066	27,294
Non-Ambulatory	3,056	13,775
Total	22,122	41,069
Attendants	2,420	508
Companions	106	43
Other	12,628	-
Total	15,154	551
Total Eligible Passenger Trips	395,144	501,550
Total Support Person Trips	88,696	30,705
Total Trips	483,840	532,255

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	-	195,535
Reservation	-	121,294
On-Demand/Day-of	-	107,182
Total Trips Requested	488,057	499,279
Cancelled in Advance	49,832	64,187
Cancelled Late	-	6,921
No-Shows	11,296	5,555
Cancelled at Door	-	1,511

SCHEDULING

Advanced Booking Notice (days): 25
Minimum Notice for Reservation (hours): 18

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.60	2.85	60.12
Child	2.13	1.69	49.67
Student	2.25	1.87	47.41
Senior	2.28	1.87	45.95
Attendant	2.50		
Companion	2.48	1.60	55.00

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	36	129
Reservation Clerks	8	4
Dispatchers	11	8
Other Transport Operations	4	1
Mechanics	8	4
General Administration	10	14
Other	3	1
Total	80	161
Average Top Operator Wage Rate (internal):		\$20.07
Average Top Mechanic Wage Rate (internal):		\$28.91

INDICATORS

Financial	2016	2017
R/C Ratio	19.8%	19.0%
Net Operating Cost / Capita	\$10.71	\$10.27
Total Expense / Passenger	\$22.40	\$22.35
Total Expense / Eligible Passenger	\$27.43	\$23.71
Transportation Expense / Passenger		
Dedicated Service	\$20.80	\$18.60
Non-Dedicated Service	\$7.97	\$7.45
Transportation Expense / Hour (Dedicated Service)	\$60.75	\$52.52
Operating		
Registrants / Capita	0.0311	0.0338
Passengers / Capita	0.5957	0.5676
Passengers / Registrants	19.16	16.81
Passengers / Hour (Dedicated Service)	3.47	3.41
Kms / Passenger (Dedicated Service)	4.92	4.89
Average Speed (Dedicated Service)	17.08	16.68

OPERATING EXPENSES

	2016	2017
Administration	\$1,250,451	\$2,462,289
Transportation Operations		
Internal Dedicated Service	\$3,563,108	\$3,556,108
Contract Dedicated Service	\$4,229,398	\$4,061,306
Contract Non-Dedicated Service	\$297,245	\$241,499
Contract Taxi Scrip	-	\$68,616
Vehicle and Facility Maintenance	\$1,070,192	\$913,318
Fuel and Energy Consumption	\$427,953	\$590,410
Total Operating Expenses	\$10,838,347	\$11,893,546

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	7	-	2	1
Minivans	23	4	1	4
Vans	19	1	2	7
Small Buses	61	-	4	12
Low-floor	16	-	3	12
Other	3	-	4	6
Total	129	5		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,902,913	\$2,126,910
Other Revenue	\$221,949	\$132,271
Total Revenue	\$2,142,380	\$2,259,244
Federal Operating Contributions	\$68,942	\$70,709
Provincial Operating Contributions	\$1,640,726	\$1,905,918
Municipal Operating Contributions	\$6,513,098	\$7,210,590
Other Operating Contributions	\$440,248	\$346,605
Total Operating Revenues and Funding	\$10,805,394	\$11,890,804

CAPITAL EXPENSES

Vehicle Purchase	\$719,279	\$1,453,803
Debt Servicing	\$50,686	-
Other	\$64,670	\$25,909
Total Capital Expenses	\$834,635	\$1,526,017

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$12,933
Federal Capital Contributions	-	\$312,163
Provincial Capital Contributions	\$843,168	\$759,603
Municipal Capital Contributions	\$89,778	\$277,479
Other Capital Contributions	-	\$31,382
Total Capital Funding	\$932,946	\$1,393,560

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III. INDIVIDUAL TRANSIT SYSTEM DATA

Atikokan, ON

Atikokan Handi-Van

Contact Brenda Wood/Tracy Jalava
 Title Manager/Administrative Assistant
 Telephone 807-597-5516/6001
 Email b.wood@rhcf.on.ca/t.jalava@rhcf.on.ca

Population Served: 2,753
 Service Area (km²): 319.5
 Main Community Served: Atikokan
 Other Communities Served: 0

ACTIVE REGISTRANTS

Ambulatory	77		
Non-Ambulatory	69	Attendants	2
Other	0	Companions	4
Total	146	Total	6

ADVISORY COMMITTEE

Organization

☐ Internal
☒ External

Mandate

☐ Policy
☒ Recommendation
☐ Decision Making
☒ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☒ Age
☒ Physical

☒ Sensory
☒ Environmental
☒ Other

Method of Determination

☒ Internal Assessment
☐ External Contract
☐ Committee

☐ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2007-06-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	-	-	-	-	
Child	☐	\$2.50	-	-	-	-	Eligible person
Student	☐	\$2.50	-	-	-	-	Needs accessible transit
Senior	☐	\$2.50	-	-	-	-	60+
Attendant	☐	\$2.50	-	-	-	-	Mandatory attendant
Companion	☐	\$2.50	-	-	-	-	Mandatory Attendant

Other:

SERVICE HOURS / SCHEDULING

Monday	09:00 to 05:00	Friday	09:00 to 05:00
Tuesday	09:00 to 05:00	Saturday	11:00 to 03:00
Wednesday	09:00 to 05:00	Sunday	
Thursday	09:00 to 05:00	Holiday	

Other: As needed

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Contact Driver

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	6,331
Non-Ambulatory	-	624
Total	-	6,955
Attendants	-	14
Companions	-	8
Other	-	-
Total	-	22

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips - **6,955**

Total Support Person Trips - **22**

Total Trips - **6,977**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	3,477
Reservation	-	-
On-Demand/Day-of	-	3,478
Total Trips Requested	-	6,977
Cancelled in Advance	-	21
Cancelled Late	-	69
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	-	\$94,687
Transportation Operations		
Internal Dedicated Service	-	\$103,255
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$4,082
Fuel and Energy Consumption	-	\$4,486
Total Operating Expenses	-	\$206,510

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$4,409
Other Revenue	-	-
Total Revenue	-	\$4,409

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$34,159
Municipal Operating Contributions	-	\$35,582
Other Operating Contributions	-	-
Total Operating Revenues and Funding	-	\$74,150

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	24,000
Total Vehicle Kilometres	-	24,780
Revenue Vehicle Hours	-	2,276
Total Vehicle Hours	-	2,328

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1	3
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	1	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	1	-	2	4
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Atikokan Township

Vehicle Maintenance: Atikokan Township

INDICATORS

Financial	2016	2017
R/C Ratio		2.1 %
Net Operating Cost / Capita		\$73.41
Total Expense / Passenger		\$29.60
Total Expense / Eligible Passenger		\$29.69
Transportation Expense / Passenger		
Dedicated Service		\$16.03
Non-Dedicated Service		-
Transportation Expense / Hour (Dedicated Service)		\$48.03
Operating		
Registrants / Capita		0.0552
Passengers / Capita		2.5343
Passengers / Registrants		45.90
Passengers / Revenue Hour (Dedicated Service)		3.07
Revenue Vehicle Kilometre / Passenger (Dedicated Service)		3.44
Average Speed (Dedicated Service)		10.54

Bancroft, ON

Bancroft Community Transit

Contact Gwen Coish
 Title Director of Operations
 Telephone 6133348309
 Email gwenc@bancroftcommunitytransit.com

Population Served: 10,243
 Service Area (km²): 2,025.0
 Main Community Served: Bancroft
 Other Communities Served: Highlands East

ACTIVE REGISTRANTS

Ambulatory	61		
Non-Ambulatory	633	Attendants	0
Other	0	Companions	0
Total	694	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☐ Paper Application
☒ Environmental	☐ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.00	-	-	-	-	
Child	☒	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday		Friday	08:00 to 16:30
Tuesday	08:00 to 16:30	Saturday	
Wednesday		Sunday	09:00 to 13:00
Thursday		Holiday	

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: Call into BCT office

REMARKS

BCT new operator as of August 2017. Stats used are partially CCNH (former operator) + BCT stats. First reporting for BCT director of operations.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	4,808	134
Non-Ambulatory	272	5,767
Total	5,080	5,901
Attendants	12	-
Companions	-	-
Other	-	-
Total	12	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,080	5,901
Total Support Person Trips	12	-
Total Trips	5,092	5,901

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	4,782	4,956
Cancelled in Advance	58	42
Cancelled Late	-	-
No-Shows	26	12
Cancelled at Door	-	2

OPERATING EXPENSES

	2016	2017
Administration	\$48,745	\$6,629
Transportation Operations		
Internal Dedicated Service	-	\$6,500
Contract Dedicated Service	\$67,336	\$67,776
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$1,205
Fuel and Energy Consumption	-	\$3,600
Total Operating Expenses	\$116,081	\$85,710

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,388	\$5,123
Other Revenue	\$13,554	-
Total Revenue	\$32,942	\$5,123

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$44,887	\$40,893
Municipal Operating Contributions	\$21,100	\$21,500
Other Operating Contributions	\$48,504	\$34,000
Total Operating Revenues and Funding	\$147,433	\$101,516

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	24,618	21,976
Total Vehicle Kilometres	24,798	22,144
Revenue Vehicle Hours	1,731	1,156
Total Vehicle Hours	1,751	1,176
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	6,136
Total Vehicle Hours	-	364
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	4	1
Reservation Clerks	-	-
Dispatchers	-	1
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	1
Other	-	-
Total	4	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$15.00	2017-12-31	
Reservation Clerks	-		
Dispatchers	\$15.00	2017-12-31	
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	2	2	3	6
Vans	-	-	-	-
Small Buses	2	-	3	16
Low-floor	-	-	-	-
Other	-	-	-	-
Total	4	2		

Vehicle Ownership: R&L & BCT

Vehicle Maintenance: R&L & BCT

INDICATORS

Financial	2016	2017
R/C Ratio	28.4 %	6.0 %
Net Operating Cost / Capita	\$8.12	\$7.87
Total Expense / Passenger	\$22.80	\$14.52
Total Expense / Eligible Passenger	\$22.85	\$14.52
Transportation Expense / Passenger		
Dedicated Service	\$13.22	\$13.40
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$38.46	\$67.25
Operating		
Registrants / Capita	0.0205	0.0678
Passengers / Capita	0.4971	0.5761
Passengers / Registrants	24.25	8.50
Passengers / Revenue Hour (Dedicated Service)	2.94	5.10
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.83	3.72
Average Speed (Dedicated Service)	14.22	19.01

Barrie, ON

Barrie Transit

Contact	Tyrell Turner	Population Served:	152,000	Ambulatory	0		
Title	Supervisor of Business Services	Service Area (km²):	113.0	Non-Ambulatory	0	Attendants	0
Telephone	705-739-4220	Main Community Served:	City of Barrie	Other	0	Companions	0
Email	tyrell.turner@barrie.ca	Other Communities Served:	Essa	Total	0	Total	0

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description		Method of Determination	
☐ Internal	☐ Policy	☐ Cognitive	☒ Sensory	☐ Internal Assessment	☒ Paper Application
☐ External	☐ Recommendation	☐ Age	☒ Environmental	☐ External Contract	☒ Healthcare Professional
	☐ Decision Making	☒ Physical	☐ Other	☐ Committee	☐ Other
	☐ Other				

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☐ Transit System / Municipality
	☐ Private Non-Profit Organization
	☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By:	☐ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-03-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.60	-	-	\$86.00	
Child	☐	\$3.00	\$2.10	-	-	\$56.00	6-12
Student	☐	\$3.00	\$2.30	-	-	\$66.00	with ID
Senior	☐	\$3.00	\$2.10	-	-	\$56.00	65+
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	04:15 to 00:30	Friday	04:15 to 00:30
Tuesday	04:15 to 00:30	Saturday	06:45 to 00:30
Wednesday	04:15 to 00:30	Sunday	08:30 to 22:30
Thursday	04:15 to 00:30	Holiday	08:30 to 22:30

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone Only

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	30,508	33,622
Non-Ambulatory	10,851	17,680
Total	41,359	51,302
Attendants	2,604	3,024
Companions	1,314	1,708
Other	-	119
Total	3,918	4,851

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **41,359** **51,302**

Total Support Person Trips **3,918** **4,851**

Total Trips **45,277** **56,153**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	51,302
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	54,445	61,056
Cancelled in Advance	13,316	8,668
Cancelled Late	-	-
No-Shows	913	409
Cancelled at Door	-	409

OPERATING EXPENSES

	2016	2017
Administration	\$49,759	\$87,225
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,025,862	\$1,100,723
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,075,621	\$1,187,948

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$39,326	\$52,243
Other Revenue	-	-
Total Revenue	\$39,326	\$52,243

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$275,000	\$275,000
Municipal Operating Contributions	\$761,295	\$860,705
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,075,621	\$1,187,948

CAPITAL EXPENSES

Vehicle Purchase	\$164,570	\$179,300
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$164,570	\$179,300

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$162,791	\$179,300
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$1,779	-
Other Capital Contributions	-	-
Total Capital Funding	\$164,570	\$179,300

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	294,744	339,863
Total Vehicle Kilometres	336,372	386,123
Revenue Vehicle Hours	20,642	24,359
Total Vehicle Hours	25,378	28,822

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	15	-
Reservation Clerks	3	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	18	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$22.94	2017-01-01	ATU 1775
Reservation Clerks	\$18.23	2017-01-01	ATU 1775
Dispatchers	-		ATU 1775
Mechanics	\$31.15	2017-01-01	ATU 1775

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	8	-	1	3
Small Buses	-	-	-	-
Low-floor	5	-	3	8
Other	2	-	3	8
Total	15	-		

Vehicle Ownership: City of Barrie

Vehicle Maintenance: Contracted operator

INDICATORS

Financial	2016	2017
R/C Ratio	3.7 %	4.4 %
Net Operating Cost / Capita	\$7.30	\$7.47
Total Expense / Passenger	\$23.76	\$21.16
Total Expense / Eligible Passenger	\$26.01	\$23.16
Transportation Expense / Passenger		
Dedicated Service	\$22.66	\$19.60
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$40.42	\$38.19
Operating		
Registrants / Capita	0.0579	-
Passengers / Capita	0.3189	0.3694
Passengers / Registrants	5.51	-
Passengers / Revenue Hour (Dedicated Service)	2.19	2.31
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.51	6.05
Average Speed (Dedicated Service)	14.28	13.95

Belleville, ON

Belleville Transit

Contact Paul Buck
 Title Manager of Transit Services
 Telephone 613-962-4344 x3556
 Email pbuck@city.belleville.on.ca

Population Served: 50,716
 Service Area (km²): 50,716.0
 Main Community Served: City of Belleville
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,100		
Non-Ambulatory	515	Attendants	65
Other	0	Companions	91
Total	1,615	Total	156

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☒ Policy
☒ External	☒ Recommendation
	☒ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Sensory	☐ External Contract
☒ Age	☐ Committee
☒ Environmental	
☐ Physical	
	☒ Paper Application
	☐ Healthcare Professional
	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 2

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2015-08-09

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	\$2.23	-	-	\$70.00	
Child	☐	\$2.00	\$1.54	-	-	-	5-11
Student	☐	\$2.25	\$1.83	-	-	\$57.00	12+ with ID
Senior	☐	\$2.25	\$1.83	-	-	\$57.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	05:00 to 17:00	Friday	05:00 to 17:00
Tuesday	05:00 to 17:00	Saturday	
Wednesday	05:00 to 17:00	Sunday	
Thursday	05:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 2

Booking Method:

REMARKS

Mobility service is contracted and operating expenses, i.e. wages etc are not shared with the City of Belleville.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	9,080
Non-Ambulatory	14,520	3,030
Total	14,520	12,110
Attendants	1,070	65
Companions	-	91
Other	-	-
Total	1,070	156

Non-Dedicated Service

Ambulatory	-	1,100
Non-Ambulatory	969	90
Total	969	1,190
Attendants	-	12
Companions	-	20
Other	-	-
Total	-	32

Total Eligible Passenger Trips **15,489** **13,300**

Total Support Person Trips **1,070** **188**

Total Trips **16,559** **13,488**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	2,660
Reservation	-	10,374
On-Demand/Day-of	-	266
Total Trips Requested	-	14,659
Cancelled in Advance	-	425
Cancelled Late	-	-
No-Shows	-	694
Cancelled at Door	-	240

OPERATING EXPENSES

	2016	2017
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	\$401,266
Contract Dedicated Service	\$399,208	-
Contract Non-Dedicated Service	-	\$18,968
Contract Taxi Scrip	\$20,774	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$419,982	\$420,234

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,950	\$10,468
Other Revenue	-	-
Total Revenue	\$4,950	\$10,468

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$415,032	\$418,652
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$419,982	\$429,120

CAPITAL EXPENSES

Vehicle Purchase	\$297,586	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$297,586	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$297,586	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$297,586	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	61,042	39,200
Total Vehicle Kilometres	61,042	47,200
Revenue Vehicle Hours	9,632	5,760
Total Vehicle Hours	9,632	6,240

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	13,440
Total Vehicle Hours	-	504
Non-Accessible Service		
Total Vehicle Kilometres	-	250
Total Vehicle Hours	-	88

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	3
Other	-	-
Total	-	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	3	-	5	18
Low-floor	-	-	-	-
Other	-	-	5	18
Total	3	-		

Vehicle Ownership: City of Belleville

Vehicle Maintenance: Parkhurst Transportation

INDICATORS

Financial	2016	2017
R/C Ratio	1.2 %	2.5 %
Net Operating Cost / Capita	\$8.39	\$8.08
Total Expense / Passenger	\$25.36	\$31.16
Total Expense / Eligible Passenger	\$27.11	\$31.60
Transportation Expense / Passenger		
Dedicated Service	\$25.61	\$32.71
Non-Dedicated Service	\$21.44	\$15.52
Transportation Expense / Hour (Dedicated Service)	\$41.45	\$64.31
Operating		
Registrants / Capita	0.0300	0.0349
Passengers / Capita	0.3348	0.2660
Passengers / Registrants	11.17	7.62
Passengers / Revenue Hour (Dedicated Service)	1.62	2.13
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.92	3.20
Average Speed (Dedicated Service)	6.34	6.81

Blind River, ON

Liberty Express Liberte

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

Population Served: 3,651
 Service Area (km²): 330.0
 Main Community Served: Blind River
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	64		
Non-Ambulatory	29	Attendants	15
Other	0	Companions	0
Total	93	Total	15

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date:

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:30 to 15:30	Friday	08:30 to 15:30
Tuesday	08:30 to 15:30	Saturday	
Wednesday	08:30 to 15:30	Sunday	
Thursday	08:30 to 15:30	Holiday	

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

Booking Method: Customers must call The North Shore Health Network (hospital) to book time for pick up.

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	758	1,032
Non-Ambulatory	439	256
Total	1,197	1,288
Attendants	105	34
Companions	-	-
Other	-	-
Total	105	34
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,197	1,288
Total Support Person Trips	105	34
Total Trips	1,302	1,322

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	460
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$3,035	\$1,546
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$18,649	\$11,883
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$4,255	\$2,284
Fuel and Energy Consumption	\$4,227	\$5,284
Total Operating Expenses	\$30,166	\$20,997

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,960	\$10,366
Other Revenue	-	-
Total Revenue	\$8,960	\$10,366

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$16,234	\$17,125
Municipal Operating Contributions	\$4,972	\$5,775
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$30,166	\$33,266

CAPITAL EXPENSES

Vehicle Purchase	-	\$91,378
Debt Servicing	-	-
Other	-	\$8,034
Total Capital Expenses	-	\$99,412

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$33,258
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$33,258

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	16,965	-
Total Vehicle Kilometres	16,965	18,276
Revenue Vehicle Hours	1,902	-
Total Vehicle Hours	1,902	1,940
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	2
Reservation Clerks	1	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	-
Other	-	-
Total	2	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.23	2017-01-01	CUPE Local 5171
Reservation Clerks	\$19.59	2017-01-01	CUPE Local 5171
Dispatchers	-		
Mechanics	\$26.50	2017-01-01	CUPE Local 2616

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	1	-	5	15
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2016	2017
R/C Ratio	29.7 %	49.4 %
Net Operating Cost / Capita	\$5.81	\$2.91
Total Expense / Passenger	\$23.17	\$15.88
Total Expense / Eligible Passenger	\$25.20	\$16.30
Transportation Expense / Passenger		
Dedicated Service	\$20.84	\$14.71
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$14.26	\$10.03
Operating		
Registrants / Capita	0.0499	0.0296
Passengers / Capita	0.3566	0.3621
Passengers / Registrants	7.15	12.24
Passengers / Revenue Hour (Dedicated Service)	0.68	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	13.03	-
Average Speed (Dedicated Service)	8.92	-

Bracebridge, ON

Bracebridge Mobility

Contact Walt Schmid
 Title Director of Public Works
 Telephone 705-645-6319 x230
 Email wschmid@bracebridge.ca

Population Served: 6,000
 Service Area (km²): 8.8
 Main Community Served: Bracebridge
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	20
Other	0	Companions	18
Total	67	Total	38

ADVISORY COMMITTEE

Organization

☒ Internal
☒ External

Mandate

☒ Policy
☒ Recommendation
☐ Decision Making
☒ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☒ Internal Assessment
☐ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date:

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	-	-	-	\$50.00	18-64
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.00	-	-	-	\$40.00	6-17
Senior	☐	\$2.00	-	-	-	\$40.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☒	\$2.00	-	-	-	\$40.00	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:30 to 18:30	Friday	07:30 to 18:30
Tuesday	07:30 to 18:30	Saturday	08:30 to 18:30
Wednesday	07:30 to 18:30	Sunday	
Thursday	07:30 to 18:30	Holiday	

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 3

Booking Method: By phone to a dedicated line at the contractor's office

REMARKS

These figures are estimated. All staff are employed by the contractor. Some data is unknown.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	318
Total Support Person Trips	-	57
Total Trips	-	375

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	239
Reservation	-	64
On-Demand/Day-of	-	15
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	\$42,251
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	-	\$42,251

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$716
Other Revenue	-	\$36
Total Revenue	-	\$752

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	-	\$42,251
Other Operating Contributions	-	-
Total Operating Revenues and Funding	-	\$43,003

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	4
Reservation Clerks	-	1
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

		Accessible	Non Accessible	Average Maximum Capacity	
				Wheelchairs	Ambulatory
Cars	1	-		2	2
Minivans	-	-		-	-
Vans	-	-		-	-
Small Buses	-	-		-	-
Low-floor	-	-		-	-
Other	-	-		-	-
Total	1	-			

Vehicle Ownership: Contractor, 1 vehicle

Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio		1.8 %
Net Operating Cost / Capita		\$6.92
Total Expense / Passenger		\$112.67
Total Expense / Eligible Passenger		\$132.86
Transportation Expense / Passenger		
Dedicated Service		-
Non-Dedicated Service		-
Transportation Expense / Hour (Dedicated Service)		-
Operating		
Registrants / Capita		0.0175
Passengers / Capita		0.0625
Passengers / Registrants		3.57
Passengers / Revenue Hour (Dedicated Service)		-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)		-
Average Speed (Dedicated Service)		-

Brant County, ON

ACTIVE REGISTRANTS

Contact	Sheena Yarek	Population Served:	37,000	Ambulatory	149		
Title	Accessibility Coordinator	Service Area (km²):	843.3	Non-Ambulatory	450	Attendants	0
Telephone	519-442-1818	Main Community Served:	County of Brant	Other	0	Companions	0
Email	sheena.yarek@brant.ca	Other Communities Served:		Total	599	Total	0

ADVISORY COMMITTEE

Organization

☒ Internal
☒ External

Mandate

☐ Policy
☒ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☐ Sensory
☐ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By:

☐ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 2

NON-DEDICATED SERVICE

Operated By:

☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2015-02-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	All fares are \$8 or \$10 based on distance
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	00:00 to 23:59	Friday	00:00 to 23:59
Tuesday	00:00 to 23:59	Saturday	00:00 to 23:59
Wednesday	00:00 to 23:59	Sunday	00:00 to 23:59
Thursday	00:00 to 23:59	Holiday	

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 0

Booking Method: Customers are responsible for booking their own rides by calling taxi dispatch

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	5,730
Non-Ambulatory	-	13,384
Total	-	19,114
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	19,114
Total Support Person Trips	-	-
Total Trips	-	19,114

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	19,114
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	-	\$113,361
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	-	\$113,361

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	-
Other Revenue	-	-
Total Revenue	-	-
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	-	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	-	-

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$46,304

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	-	-		

Vehicle Ownership: Contracted operator
Vehicle Maintenance: Contracted operator

INDICATORS

Financial	2016	2017
R/C Ratio		0.0 %
Net Operating Cost / Capita		\$3.06
Total Expense / Passenger		\$5.93
Total Expense / Eligible Passenger		\$5.93
Transportation Expense / Passenger		
Dedicated Service		-
Non-Dedicated Service		-
Transportation Expense / Hour (Dedicated Service)		-
Operating		
Registrants / Capita		0.0162
Passengers / Capita		0.5166
Passengers / Registrants		31.91
Passengers / Revenue Hour (Dedicated Service)		-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)		-
Average Speed (Dedicated Service)		-

Brantford, ON

Brantford Lift

Contact Elisabeth van der Made
 Title Manager of Transit
 Telephone 519-752-4444 x4504
 Email evandermade@brantford.ca

Population Served: 98,225
 Service Area (km²): 75.1
 Main Community Served: Brantford
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,311		
Non-Ambulatory	1,137	Attendants	0
Other	0	Companions	0
Total	2,448	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☐ Cognitive	☒ Internal Assessment
☐ Sensory	☐ External Contract
☒ Age	☐ Committee
☒ Physical	☒ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.45	-	-	\$73.50	18+
Child	☒	-	-	-	-	-	0-4
Student	☐	\$3.00	\$2.45	-	-	\$55.50	18+
Senior	☒	\$3.00	\$2.45	-	-	\$55.50	65+
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 01:00	Friday	06:00 to 01:00
Tuesday	06:00 to 01:00	Saturday	06:00 to 01:00
Wednesday	06:00 to 01:00	Sunday	08:00 to 20:00
Thursday	06:00 to 01:00	Holiday	08:00 to 20:00

Other:

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 24

Booking Method: Phone or Web Site

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	31,844	29,454
Non-Ambulatory	25,705	21,516
Total	57,549	50,970
Attendants	2,544	2,893
Companions	1,397	1,442
Other	-	-
Total	3,941	4,335

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **57,549** **50,970**

Total Support Person Trips **3,941** **4,335**

Total Trips **61,490** **55,305**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	30,969
Reservation	-	24,334
On-Demand/Day-of	-	-
Total Trips Requested	78,553	70,232
Cancelled in Advance	15,280	13,956
Cancelled Late	-	480
No-Shows	1,480	863
Cancelled at Door	-	493

OPERATING EXPENSES

	2016	2017
Administration	\$23,892	\$17,759
Transportation Operations		
Internal Dedicated Service	\$1,256,933	\$1,166,850
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$389,176	\$311,888
Fuel and Energy Consumption	\$97,809	\$108,541
Total Operating Expenses	\$1,767,810	\$1,605,038

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$119,769	\$105,329
Other Revenue	-	-
Total Revenue	\$119,769	\$105,329

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$71,920	\$71,920
Municipal Operating Contributions	\$1,576,121	\$1,428,419
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,767,810	\$1,605,668

CAPITAL EXPENSES

Vehicle Purchase	\$73,918	\$393,803
Debt Servicing	-	-
Other	\$11,807	-
Total Capital Expenses	\$85,725	\$393,803

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$11,807	\$393,803
Provincial Capital Contributions	\$73,918	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$85,725	\$393,803

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	370,594	335,189
Total Vehicle Kilometres	370,594	335,189
Revenue Vehicle Hours	25,454	22,693
Total Vehicle Hours	25,454	22,693

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	10	9
Reservation Clerks	-	-
Dispatchers	2	2
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	-
Other	1	-
Total	14	11

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.46	2017-02-07	ATU Local 685
Reservation Clerks	-		
Dispatchers	\$24.46	2017-02-07	ATU Local 685
Mechanics	\$31.79	2017-02-07	ATU Local 685

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	2	4
Vans	-	-	-	-
Small Buses	16	-	5	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	17	-		

Vehicle Ownership: City of Brantford

Vehicle Maintenance: City of Brantford

INDICATORS

Financial	2016	2017
R/C Ratio	6.8 %	6.6 %
Net Operating Cost / Capita	\$16.90	\$15.27
Total Expense / Passenger	\$28.75	\$29.02
Total Expense / Eligible Passenger	\$30.72	\$31.49
Transportation Expense / Passenger		
Dedicated Service	\$28.36	\$28.70
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$68.51	\$69.95
Operating		
Registrants / Capita	0.0235	0.0249
Passengers / Capita	0.6307	0.5630
Passengers / Registrants	26.85	22.59
Passengers / Revenue Hour (Dedicated Service)	2.42	2.44
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.03	6.06
Average Speed (Dedicated Service)	14.56	14.77

Brockville, ON

Brockville Para Transit

Contact Matt Locke
 Title Supervisor of Transportation Services
 Telephone 613-342-8772
 Email mlocke@brockville.com

Population Served: 21,870
 Service Area (km²): 20.3
 Main Community Served: City of Brockville
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	422		
Non-Ambulatory	517	Attendants	527
Other	0	Companions	0
Total	939	Total	527

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☐ Internal Assessment
☐ Age	☐ External Contract
☒ Physical	☐ Committee
☐ Sensory	☒ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2014-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.25	\$1.80	-	-	\$64.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:45 to 21:00	Friday	06:45 to 21:00
Tuesday	06:45 to 21:00	Saturday	08:45 to 18:15
Wednesday	06:45 to 21:00	Sunday	
Thursday	06:45 to 21:00	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Phone call to operator

REMARKS

Note: No employees of Para Transit Service, service is contracted out to Voyageur Transportation

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	6,797	6,759
Non-Ambulatory	4,944	4,290
Total	11,741	11,049
Attendants	1,657	1,776
Companions	-	-
Other	-	-
Total	1,657	1,776

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **11,741** **11,049**

Total Support Person Trips **1,657** **1,776**

Total Trips **13,398** **12,825**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	4,676
Reservation	-	3,073
On-Demand/Day-of	-	3,300
Total Trips Requested	15,302	9,954
Cancelled in Advance	1,833	1,601
Cancelled Late	-	-
No-Shows	71	206
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$11,143	\$11,833
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$364,806	\$377,016
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$375,949	\$388,849

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,664	\$16,773
Other Revenue	\$37,767	\$33,289
Total Revenue	\$58,431	\$50,062

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$42,495	\$43,412
Municipal Operating Contributions	\$275,023	\$295,376
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$375,949	\$388,850

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	62,874	59,518
Total Vehicle Kilometres	62,874	59,518
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	2	-	4	10
Low-floor	-	-	-	-
Other	1	-	4	10
Total	3	-		

Vehicle Ownership: Voyageur Transportation

Vehicle Maintenance: Voyageur Transportation

INDICATORS

Financial	2016	2017
R/C Ratio	15.5 %	12.9 %
Net Operating Cost / Capita	\$14.52	\$15.49
Total Expense / Passenger	\$28.06	\$30.32
Total Expense / Eligible Passenger	\$32.02	\$35.19
Transportation Expense / Passenger		
Dedicated Service	\$27.23	\$29.40
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0577	0.0670
Passengers / Capita	0.6126	0.5864
Passengers / Registrants	10.62	8.75
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.69	4.64
Average Speed (Dedicated Service)	-	-

Burlington, ON

Burlington Transit

Contact	Colm Lynn	Population Served:	179,236	Ambulatory	3,430		
Title	Manager, Transit Planning and Business Services	Service Area (km²):	98.0	Non-Ambulatory	1,280	Attendants	781
Telephone	905-335-7869 x7526	Main Community Served:	Burlington	Other	107	Companions	0
Email	Colm.Lynn@burlington.ca	Other Communities Served:		Total	4,817	Total	781

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description	Method of Determination
☐ Internal	☐ Policy	☒ Cognitive	☐ Internal Assessment
☐ External	☐ Recommendation	☐ Age	☒ External Contract
	☐ Decision Making	☒ Physical	☐ Committee
	☐ Other	☐ Sensory	☐ Paper Application
		☐ Environmental	☐ Healthcare Professional
		☐ Other	☐ Other

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☒ Transit System / Municipality
	☐ Private Non-Profit Organization
	☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:	☒ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

Taxis supplement paratransit service when demand outstrips supply

FARE STRUCTURE

Effective Date: 2018-06-08

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	\$2.70	-	-	\$97.00	
Child	☐	\$3.50	\$1.85	-	-	\$50.00	6-12
Student	☐	-	-	-	-	-	
Senior	☐	\$3.50	\$1.90	-	-	\$59.25	65+
Attendant	☒	-	-	-	-	-	Mandatory attendant
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	05:00 to 01:00	Friday	05:00 to 01:00
Tuesday	05:00 to 01:00	Saturday	07:00 to 01:00
Wednesday	05:00 to 01:00	Sunday	07:00 to 21:00
Thursday	05:00 to 01:00	Holiday	07:00 to 19:00

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 48

Booking Method: Call in, or book online

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	32,227	-
Non-Ambulatory	14,944	-
Total	47,171	45,533
Attendants	3,126	2,726
Companions	1,233	1,219
Other	-	4
Total	4,359	3,949

Non-Dedicated Service

Ambulatory	465	-
Non-Ambulatory	20	-
Total	485	855
Attendants	15	18
Companions	15	27
Other	-	-
Total	30	45

Total Eligible Passenger Trips **47,656** **46,388**

Total Support Person Trips **4,389** **3,994**

Total Trips **52,045** **50,382**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	30,239
Reservation	-	-
On-Demand/Day-of	-	16,149
Total Trips Requested	59,190	56,080
Cancelled in Advance	6,965	5,617
Cancelled Late	-	1,254
No-Shows	1,570	1,315
Cancelled at Door	-	251

OPERATING EXPENSES

	2016	2017
Administration	\$223,928	\$190,409
Transportation Operations		
Internal Dedicated Service	\$1,000,525	\$1,050,179
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$269,539	\$402,321
Fuel and Energy Consumption	\$88,681	\$47,672
Total Operating Expenses	\$1,582,673	\$1,690,581

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$68,029	\$74,563
Other Revenue	-	-
Total Revenue	\$68,029	\$74,563

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,514,645	\$1,616,017
Other Operating Contributions	-	\$500
Total Operating Revenues and Funding	\$1,582,674	\$1,691,080

CAPITAL EXPENSES

Vehicle Purchase	-	\$262,222
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$262,222

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$262,222
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$262,222

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	212,248	228,257
Total Vehicle Kilometres	357,282	388,134
Revenue Vehicle Hours	13,830	14,789
Total Vehicle Hours	25,742	26,105

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	10	4
Reservation Clerks	2	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	-
Other	-	1
Total	13	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.09	2017-07-01	CUPE 2723
Reservation Clerks	\$25.99	2017-07-01	
Dispatchers	-		
Mechanics	\$33.65	2017-07-01	CUPE 2723

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	1	3
Vans	2	-	2	3
Small Buses	10	-	5	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	13	-		

Vehicle Ownership: Burlington Transit

Vehicle Maintenance: Burlington Transit

INDICATORS

Financial	2016	2017
R/C Ratio	4.3 %	4.4 %
Net Operating Cost / Capita	\$8.26	\$9.02
Total Expense / Passenger	\$30.41	\$33.56
Total Expense / Eligible Passenger	\$33.21	\$36.44
Transportation Expense / Passenger		
Dedicated Service	\$26.37	\$30.32
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$52.78	\$57.47
Operating		
Registrants / Capita	0.0227	0.0312
Passengers / Capita	0.2839	0.2811
Passengers / Registrants	12.51	9.00
Passengers / Revenue Hour (Dedicated Service)	3.73	3.35
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.12	4.61
Average Speed (Dedicated Service)	15.35	15.43

Caledon , ON

Caledon Community Services

Contact Fay Davy
 Title Manager of Transportation
 Telephone 905-951-2300 x204
 Email fdavy@ccs4u.org

Population Served: 66,502
 Service Area (km²): 647.0
 Main Community Served: Caledon
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	300		
Non-Ambulatory	0	Attendants	498
Other	0	Companions	7
Total	300	Total	505

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2009-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$4.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 18:00	Friday	06:00 to 18:00
Tuesday	06:00 to 18:00	Saturday	06:00 to 18:00
Wednesday	06:00 to 18:00	Sunday	06:00 to 14:00
Thursday	06:00 to 18:00	Holiday	06:00 to 18:00

Other: No Service Christmas

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 48

Booking Method: phone , email

REMARKS

There is no public transit in Caledon.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	21,403	19,548
Non-Ambulatory	-	-
Total	21,403	19,548
Attendants	2,153	498
Companions	-	7
Other	-	-
Total	2,153	505

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **21,403** **19,548**

Total Support Person Trips **2,153** **505**

Total Trips **23,556** **20,053**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	19,529
Reservation	-	-
On-Demand/Day-of	-	19
Total Trips Requested	24,918	20,275
Cancelled in Advance	2,752	439
Cancelled Late	-	165
No-Shows	676	-
Cancelled at Door	-	42

OPERATING EXPENSES

	2016	2017
Administration	\$62,761	\$86,157
Transportation Operations		
Internal Dedicated Service	\$537,393	\$482,609
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$50,542	\$120,970
Fuel and Energy Consumption	\$64,375	\$68,163
Total Operating Expenses	\$715,071	\$757,899

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$95,876	\$98,196
Other Revenue	\$272	\$1,230
Total Revenue	\$96,148	\$99,426

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$574,335	\$613,424
Municipal Operating Contributions	\$13,132	\$7,655
Other Operating Contributions	\$31,456	\$37,394
Total Operating Revenues and Funding	\$715,071	\$757,899

CAPITAL EXPENSES

Vehicle Purchase	\$91,700	\$161,557
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$91,700	\$161,557

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$91,700	\$161,557
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$91,700	\$161,557

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	346,869	383,068
Total Vehicle Kilometres	346,869	383,068
Revenue Vehicle Hours	18,083	20,383
Total Vehicle Hours	18,083	20,383

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	16
Reservation Clerks	-	3
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	3
Other	-	-
Total	-	22

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	1	-	4
Minivans	1	1	1	-
Vans	-	-	-	-
Small Buses	9	-	3	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	10	2		

Vehicle Ownership: Agency CCS

Vehicle Maintenance: Agency CCS

INDICATORS

Financial	2016	2017
R/C Ratio	13.5 %	13.1 %
Net Operating Cost / Capita	\$9.31	\$9.90
Total Expense / Passenger	\$30.36	\$37.79
Total Expense / Eligible Passenger	\$33.41	\$38.77
Transportation Expense / Passenger		
Dedicated Service	\$27.69	\$33.50
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$36.07	\$32.96
Operating		
Registrants / Capita	0.0047	0.0121
Passengers / Capita	0.3542	0.3015
Passengers / Registrants	75.02	24.91
Passengers / Revenue Hour (Dedicated Service)	1.30	0.98
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	14.73	19.10
Average Speed (Dedicated Service)	19.18	18.79

Chapleau, ON

Chapleau Handi Transit

Contact	Les Jones	Population Served:	1,964	Ambulatory	0		
Title	Treasurer	Service Area (km²):	13.5	Non-Ambulatory	0	Attendants	0
Telephone	705-864-1330	Main Community Served:	Chapleau	Other	0	Companions	0
Email	jonesl@chapleau.ca	Other Communities Served:		Total	0	Total	0

ADVISORY COMMITTEE

Organization	Mandate	Description		Method of Determination	
Internal	Policy	Cognitive	Sensory	Internal Assessment	Paper Application
External	Recommendation	Age	Environmental	External Contract	Healthcare Professional
	Decision Making	Physical	Other	Committee	Other
	Other				

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☐ Transit System / Municipality
	☐ Private Non-Profit Organization
	☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By:	☐ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.75	\$3.50	-	-	-	
Child	☐	\$1.25	\$1.10	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$2.75	\$2.27	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:45 to 14:45	Friday	08:45 to 14:45
Tuesday	08:45 to 14:45	Saturday	
Wednesday	08:45 to 14:45	Sunday	
Thursday	08:45 to 14:45	Holiday	

Other: Advance notice of event and bus is scheduled.

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 1

Booking Method: Telephone the contract operator

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	3,909
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	3,909
Total Support Person Trips	-	-
Total Trips	-	3,909

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	-	\$20,787
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$42,077	\$42,464
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$25,780	\$5,801
Fuel and Energy Consumption	-	\$3,453
Total Operating Expenses	\$67,857	\$72,505

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,662	\$9,820
Other Revenue	-	-
Total Revenue	\$10,662	\$9,820

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$17,558	\$17,959
Municipal Operating Contributions	\$39,637	\$44,727
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$67,857	\$72,506

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	1,500	1,500
Total Vehicle Hours	1,500	1,500
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	-
Other	-	-
Total	1	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$32.93		CUPE Local 887
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	1	-	2	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Township of Chapleau

Vehicle Maintenance: Township of Chapleau

INDICATORS

Financial	2016	2017
R/C Ratio	15.7 %	13.5 %
Net Operating Cost / Capita	\$29.12	\$31.92
Total Expense / Passenger	\$16.02	\$18.55
Total Expense / Eligible Passenger	-	\$18.55
Transportation Expense / Passenger		
Dedicated Service	\$16.02	\$13.23
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$45.24	\$34.48
Operating		
Registrants / Capita	-	-
Passengers / Capita	2.1568	1.9903
Passengers / Registrants	-	-
Passengers / Revenue Hour (Dedicated Service)	2.82	2.61
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Chatham, ON

CKTransit

Contact Jan Metcalfe
 Title Engineering Technologist
 Telephone 519-360-1998 x3301
 Email janm@chatham-kent.ca

Population Served: 45,000
 Service Area (km²): 30.9
 Main Community Served: Chatham
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	755		
Non-Ambulatory	584	Attendants	157
Other	0	Companions	0
Total	1,339	Total	157

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☐ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$3.00	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:15 to 19:15	Friday	06:15 to 23:00
Tuesday	06:15 to 19:15	Saturday	09:15 to 19:15
Wednesday	06:15 to 19:15	Sunday	09:00 to 17:00
Thursday	06:15 to 19:15	Holiday	

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 1

Booking Method: phone called in

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	8,128	8,811
Non-Ambulatory	17,367	16,847
Total	25,495	25,658
Attendants	4,015	3,386
Companions	-	-
Other	-	-
Total	4,015	3,386

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **25,495** **25,658**

Total Support Person Trips **4,015** **3,386**

Total Trips **29,510** **29,044**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	25,658
On-Demand/Day-of	-	-
Total Trips Requested	22,483	23,805
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	866	1,042
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$11,604	\$10,855
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$681,473	\$597,544
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$693,077	\$608,399

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$82,867	\$72,592
Other Revenue	-	-
Total Revenue	\$82,867	\$72,592

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$115,620	\$122,919
Municipal Operating Contributions	\$494,590	\$412,888
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$693,077	\$608,399

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	142,006	141,400
Total Vehicle Kilometres	142,006	141,400
Revenue Vehicle Hours	3,983	3,676
Total Vehicle Hours	3,983	3,676

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	6	-	5	4
Low-floor	-	-	-	-
Other	-	-	-	-
Total	6	-		

Vehicle Ownership: Contractor

Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio	12.0 %	11.9 %
Net Operating Cost / Capita	\$13.56	\$11.91
Total Expense / Passenger	\$23.49	\$20.95
Total Expense / Eligible Passenger	\$27.18	\$23.71
Transportation Expense / Passenger		
Dedicated Service	\$23.09	\$20.57
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$171.10	\$162.55
Operating		
Registrants / Capita	0.0353	0.0332
Passengers / Capita	0.6558	0.6454
Passengers / Registrants	18.59	19.41
Passengers / Revenue Hour (Dedicated Service)	7.41	7.90
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.81	4.87
Average Speed (Dedicated Service)	35.65	38.47

Cobourg, ON

Cobourg Transit

Contact Renee Champagne
 Title Engineering and Public Transit Administrator
 Telephone 905-372-4555
 Email rchampagne@cobourg.ca

Population Served: 18,519
 Service Area (km²): 13.0
 Main Community Served: Cobourg
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	79		
Non-Ambulatory	381	Attendants	322
Other	0	Companions	0
Total	460	Total	322

ADVISORY COMMITTEE

Organization

☐ Internal
☐ External

Mandate

☐ Policy
☐ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☒ Environmental
☒ Other

Method of Determination

☒ Internal Assessment
☐ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 2

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-09-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	\$1.60	-	-	\$60.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.00	\$1.60	-	-	\$50.00	
Senior	☐	\$2.00	\$1.60	-	-	\$30.00	
Attendant	☒	-	-	-	-	-	
Companion	☐	\$2.00	\$1.60	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:15 to 19:45	Friday	06:15 to 19:45
Tuesday	06:15 to 19:45	Saturday	06:15 to 18:45
Wednesday	06:15 to 19:45	Sunday	08:45 to 15:45
Thursday	06:15 to 19:45	Holiday	09:00 to 17:00

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	-
Non-Ambulatory	8,759	-
Total	8,759	9,121
Attendants	-	528
Companions	-	-
Other	-	-
Total	-	528
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,759	9,121
Total Support Person Trips	-	528
Total Trips	8,759	9,649

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	2,280
Reservation	-	6,641
On-Demand/Day-of	-	200
Total Trips Requested	11,590	13,362
Cancelled in Advance	1,793	2,538
Cancelled Late	-	529
No-Shows	888	796
Cancelled at Door	-	101

OPERATING EXPENSES

	2016	2017
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$170,888	\$168,364
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$170,888	\$168,364

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$18,242
Other Revenue	-	-
Total Revenue	\$17,518	\$18,242
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$153,370	\$150,122
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$170,888	\$168,364

CAPITAL EXPENSES

Vehicle Purchase	-	\$157,159
Debt Servicing	-	-
Other	-	\$9,439
Total Capital Expenses	-	\$166,599

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$79,847
Municipal Capital Contributions	-	\$86,752
Other Capital Contributions	-	-
Total Capital Funding	-	\$166,599

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	30,287	41,302
Total Vehicle Kilometres	30,287	41,302
Revenue Vehicle Hours	4,282	4,359
Total Vehicle Hours	4,282	4,359
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	1	-	2	4
Small Buses	1	-	5	10
Low-floor	-	-	-	-
Other	1	-	4	8
Total	3	-		

Vehicle Ownership: Town of Cobourg - buses, contractor - vans

Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio	10.3 %	10.8 %
Net Operating Cost / Capita	\$8.28	\$8.11
Total Expense / Passenger	\$19.51	\$17.45
Total Expense / Eligible Passenger	\$19.51	\$18.46
Transportation Expense / Passenger		
Dedicated Service	\$19.51	\$17.45
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$39.91	\$38.62
Operating		
Registrants / Capita	0.0318	0.0422
Passengers / Capita	0.4730	0.5210
Passengers / Registrants	14.90	12.34
Passengers / Revenue Hour (Dedicated Service)	2.05	2.21
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.46	4.28
Average Speed (Dedicated Service)	7.07	9.48

Cochrane, ON

Accessibility Advisory Committee

Contact Vanessa Vachon
 Title Deputy Treasurer
 Telephone 705-272-4361
 Email vanessa.vachon@cochraneontario.com

Population Served: 5,340
 Service Area (km²): 539.0
 Main Community Served: Cochrane
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	102		
Non-Ambulatory	27	Attendants	0
Other	0	Companions	0
Total	129	Total	0

ADVISORY COMMITTEE

Organization

☒ Internal
☒ External

Mandate

☒ Policy
☒ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☐ Cognitive
☐ Age
☒ Physical

☐ Sensory
☐ Environmental
☐ Other

Method of Determination

☒ Internal Assessment
☐ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.50	\$5.50	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	Holiday

Other: unlimited 24/7 no exceptions

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: With the taxi company

REMARKS

Trips have increased due to the increase in customers. Several organizations such as Community Living, Centre de Formation and Ininew have started to purchase a lot more tickets for their clients who have special needs.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	5,369	6,450
Non-Ambulatory	1,655	1,607
Total	7,024	8,057
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,024	8,057
Total Support Person Trips	-	-
Total Trips	7,024	8,057

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	8,057
Total Trips Requested	7,024	8,057
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$14,188	\$14,009
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$59,584	\$72,457
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$975	\$1,298
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$74,746	\$87,764

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$39,628	\$45,607
Other Revenue	-	-
Total Revenue	\$39,628	\$45,607

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$26,338	\$31,618
Municipal Operating Contributions	\$8,779	\$10,539
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$74,746	\$87,764

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	-	-		

Vehicle Ownership:

Vehicle Maintenance:

INDICATORS

Financial	2016	2017
R/C Ratio	53.0 %	52.0 %
Net Operating Cost / Capita	\$6.58	\$7.89
Total Expense / Passenger	\$10.64	\$10.89
Total Expense / Eligible Passenger	\$10.64	\$10.89
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$8.48	\$8.99
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0232	0.0242
Passengers / Capita	1.3154	1.5088
Passengers / Registrants	56.65	62.46
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Collingwood, ON

Canadian Red Cross

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

Population Served: 21,000
 Service Area (km²): 33.0
 Main Community Served: Town of Collingwood
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	250		
Non-Ambulatory	60	Attendants	1,110
Other	0	Companions	0
Total	310	Total	1,110

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☐ Environmental	☐ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☒ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date:

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$1.50	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:30 to 21:30	Friday	06:30 to 21:30
Tuesday	06:30 to 21:30	Saturday	06:30 to 21:30
Wednesday	06:30 to 21:30	Sunday	
Thursday	06:30 to 21:30	Holiday	

Other:

Advanced Booking Notice (days): 180

Minimum Notice for Reservation (hours): 72

Booking Method: bookings by client request hours are flexible

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	4,166	5,330
Non-Ambulatory	2,778	2,072
Total	6,944	7,402
Attendants	-	1,110
Companions	-	-
Other	-	-
Total	-	1,110
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,944	7,402
Total Support Person Trips	-	1,110
Total Trips	6,944	8,512

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	7,106
Reservation	-	-
On-Demand/Day-of	-	296
Total Trips Requested	8,480	9,510
Cancelled in Advance	78	18,053
Cancelled Late	-	255
No-Shows	1,388	280
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$15,776	\$17,450
Transportation Operations		
Internal Dedicated Service	\$80,199	\$78,907
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$11,170	\$16,577
Fuel and Energy Consumption	\$11,365	\$10,070
Total Operating Expenses	\$118,510	\$123,004

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,782	\$11,038
Other Revenue	-	\$1,230
Total Revenue	\$10,782	\$12,268

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$130,250	\$131,055
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$141,032	\$143,322

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	38,560	40,939
Total Vehicle Kilometres	42,308	44,498
Revenue Vehicle Hours	3,240	3,724
Total Vehicle Hours	3,474	3,919
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	5
Reservation Clerks	1	-
Dispatchers	-	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	2	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$15.59	2017-10-01	
Reservation Clerks	\$21.48	2017-10-01	
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	2	3
Vans	-	-	-	-
Small Buses	1	-	5	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: Town of Collingwood

Vehicle Maintenance: Canadian Red Cross

INDICATORS

Financial	2016	2017
R/C Ratio	9.1 %	10.0 %
Net Operating Cost / Capita	\$5.13	\$5.27
Total Expense / Passenger	\$17.07	\$14.45
Total Expense / Eligible Passenger	\$17.07	\$16.62
Transportation Expense / Passenger		
Dedicated Service	\$14.79	\$12.40
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$29.57	\$26.93
Operating		
Registrants / Capita	0.0154	0.0676
Passengers / Capita	0.3307	0.4053
Passengers / Registrants	21.50	5.99
Passengers / Revenue Hour (Dedicated Service)	2.14	2.29
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.55	4.81
Average Speed (Dedicated Service)	11.90	10.99

Cornwall, ON

Cornwall Transit

Contact Len Tapp
 Title Division Manager
 Telephone 613-930-2787 x2252
 Email ltapp@cornwall.ca

Population Served: 46,340
 Service Area (km²): 61.5
 Main Community Served: City of Cornwall
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,158		
Non-Ambulatory	1,026	Attendants	203
Other	0	Companions	98
Total	2,184	Total	301

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☐ Internal Assessment
☐ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:
 Taxi Contract - Ambulatory Only

FARE STRUCTURE

Effective Date: 2017-03-20

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.90	\$2.40	\$64.00	\$64.00	\$64.00	18-64
Child	☐	\$2.75	\$2.00	-	-	-	Grades 1 to 6
Student	☐	\$2.90	\$2.20	\$52.00	\$52.00	\$52.00	Grades 6 to 12 & College
Senior	☐	\$2.90	\$2.20	-	-	-	65+
Attendant	☒	-	-	-	-	-	12+
Companion	☐	\$2.90	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:15	Friday	06:00 to 23:15
Tuesday	06:00 to 23:15	Saturday	06:30 to 23:15
Wednesday	06:00 to 23:15	Sunday	
Thursday	06:00 to 23:15	Holiday	

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	18,198	27,160
Non-Ambulatory	14,385	3,716
Total	32,583	30,876
Attendants	5,411	3,716
Companions	-	973
Other	-	-
Total	5,411	4,689
Non-Dedicated Service		
Ambulatory	3,536	3,402
Non-Ambulatory	-	43
Total	3,536	3,445
Attendants	222	142
Companions	-	43
Other	-	-
Total	222	185
Total Eligible Passenger Trips	36,119	34,321
Total Support Person Trips	5,633	4,874
Total Trips	41,752	39,195

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	13,874
Reservation	-	-
On-Demand/Day-of	-	20,546
Total Trips Requested	45,003	38,099
Cancelled in Advance	8,358	4,547
Cancelled Late	-	-
No-Shows	511	703
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$295,539	\$325,390
Transportation Operations		
Internal Dedicated Service	\$686,263	\$685,384
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$36,821	\$30,405
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$295,368	\$230,302
Fuel and Energy Consumption	\$65,766	\$44,450
Total Operating Expenses	\$1,379,757	\$1,315,931

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$103,117	\$93,116
Other Revenue	\$64,308	\$8,918
Total Revenue	\$167,425	\$102,034

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$161,103	\$225,000
Municipal Operating Contributions	\$1,051,229	\$988,897
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,379,757	\$1,315,931

CAPITAL EXPENSES

Vehicle Purchase	-	\$480,000
Debt Servicing	\$50,686	-
Other	\$64,670	-
Total Capital Expenses	\$115,356	\$480,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$240,000
Provincial Capital Contributions	\$115,356	\$240,000
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$115,356	\$480,000

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	222,385	181,973
Total Vehicle Kilometres	222,385	181,973
Revenue Vehicle Hours	13,370	12,742
Total Vehicle Hours	13,370	12,742
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	9,934
Total Vehicle Hours	-	721
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	6	1
Reservation Clerks	2	-
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	1	-
Other	-	-
Total	11	1

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.98	2017-01-01	ATU Local 946
Reservation Clerks	-		CUPE Local 3251
Dispatchers	-		
Mechanics	\$25.59	2016-04-01	CUPE Local 23

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	5	-	-	8
Low-floor	3	-	-	16
Other	-	-	-	-
Total	8	-		

Vehicle Ownership: Cornwall Transit

Vehicle Maintenance: Cornwall Transit

INDICATORS

Financial	2016	2017
R/C Ratio	12.1 %	7.8 %
Net Operating Cost / Capita	\$26.36	\$26.20
Total Expense / Passenger	\$33.05	\$33.57
Total Expense / Eligible Passenger	\$38.20	\$38.34
Transportation Expense / Passenger		
Dedicated Service	\$27.57	\$27.00
Non-Dedicated Service	\$9.80	\$8.38
Transportation Expense / Hour (Dedicated Service)	\$78.34	\$75.35
Operating		
Registrants / Capita	0.0440	0.0536
Passengers / Capita	0.9077	0.8458
Passengers / Registrants	20.64	15.77
Passengers / Revenue Hour (Dedicated Service)	2.84	2.79
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.85	5.12
Average Speed (Dedicated Service)	16.63	14.28

Cramahe, ON

Community Care Northumberland Specialized Transportation

Contact	Jessica Hoskin	Population Served:	35,052
Title	Transportation Coordinator	Service Area (km²):	1,286.6
Telephone	905-355-2989	Main Community Served:	Northumberland County
Email	j.hoskin@commcare.ca	Other Communities Served:	Cramahe, Alnwick/Haldimand, Hamilton

ACTIVE REGISTRANTS

Ambulatory	109		
Non-Ambulatory	10	Attendants	2
Other	0	Companions	2
Total	119	Total	4

ADVISORY COMMITTEE

Organization

☒ Internal
☒ External

Mandate

☐ Policy
☒ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☐ Cognitive
☐ Age
☐ Physical

☐ Sensory
☐ Environmental
☒ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☒ Paper Application
☐ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By:

☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:

☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2008-11-08

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.00	-	-	-	-	
Child		\$2.50	-	-	-	-	
Student		-	-	-	-	-	
Senior		-	-	-	-	-	
Attendant		-	-	-	-	-	
Companion		-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 17:30	Friday	08:00 to 17:30
Tuesday	08:00 to 17:30	Saturday	
Wednesday	08:00 to 17:30	Sunday	
Thursday	08:00 to 17:30	Holiday	

Other: can accommodate after hours and weekends at cost

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone and Email 1-866-768-7778 or
ride@commcare.ca

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	2,663	3,131
Non-Ambulatory	523	751
Total	3,186	3,882
Attendants	-	10
Companions	-	7
Other	-	-
Total	-	17
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,186	3,882
Total Support Person Trips	-	17
Total Trips	3,186	3,899

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	2,507
Reservation	-	1,237
On-Demand/Day-of	-	138
Total Trips Requested	3,186	5,018
Cancelled in Advance	1,284	710
Cancelled Late	-	284
No-Shows	143	72
Cancelled at Door	-	70

OPERATING EXPENSES

	2016	2017
Administration	\$31,222	\$29,556
Transportation Operations		
Internal Dedicated Service	\$128,563	\$110,028
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$11,659	\$5,990
Fuel and Energy Consumption	\$13,781	\$15,334
Total Operating Expenses	\$185,226	\$160,909

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,442	\$19,326
Other Revenue	\$772	\$565
Total Revenue	\$16,214	\$19,891

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$44,830	\$112,511
Municipal Operating Contributions	\$18,500	\$28,500
Other Operating Contributions	\$45,408	\$7
Total Operating Revenues and Funding	\$124,952	\$160,909

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	78,709	96,700
Total Vehicle Kilometres	106,931	133,034
Revenue Vehicle Hours	1,782	1,896
Total Vehicle Hours	2,345	3,079

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	4
Reservation Clerks	1	-
Dispatchers	1	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	-	1
Other	1	-
Total	4	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$15.70	2018-04-01	
Reservation Clerks	\$15.97	2018-04-01	
Dispatchers	\$17.03	2018-04-01	
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	2	1	3	27
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	1		

Vehicle Ownership: Community Care Northumberland

Vehicle Maintenance: Community Care Northumberland

INDICATORS

Financial	2016	2017
R/C Ratio	8.8 %	12.4 %
Net Operating Cost / Capita	\$4.82	\$4.02
Total Expense / Passenger	\$58.14	\$41.27
Total Expense / Eligible Passenger	\$58.14	\$41.45
Transportation Expense / Passenger		
Dedicated Service	\$48.34	\$33.69
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$65.67	\$42.66
Operating		
Registrants / Capita	0.0117	0.0035
Passengers / Capita	0.0909	0.1112
Passengers / Registrants	7.79	31.70
Passengers / Revenue Hour (Dedicated Service)	1.79	2.06
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	24.70	24.80
Average Speed (Dedicated Service)	44.17	51.00

Dryden, ON

MyLift

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

Population Served: 7,749
 Service Area (km²): 65.8
 Main Community Served: City of Dryden
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	54		
Non-Ambulatory	80	Attendants	13
Other	0	Companions	0
Total	134	Total	13

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☐ Environmental	☐ Healthcare Professional
☒ Other	☒ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 16:00	Friday	08:00 to 16:00
Tuesday	08:00 to 16:00	Saturday	
Wednesday	08:00 to 16:00	Sunday	
Thursday	08:00 to 16:00	Holiday	

Other: as required

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: by phone and email

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	2,854	1,432
Non-Ambulatory	500	881
Total	3,354	2,313
Attendants	139	41
Companions	-	-
Other	-	-
Total	139	41
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,354	2,313
Total Support Person Trips	139	41
Total Trips	3,493	2,354

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	2,260	3,835
Cancelled in Advance	92	115
Cancelled Late	-	-
No-Shows	32	75
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$12,611	\$8,657
Transportation Operations		
Internal Dedicated Service	\$70,480	\$37,967
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,922	\$15,386
Fuel and Energy Consumption	\$7,565	\$9,202
Total Operating Expenses	\$96,578	\$71,212

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$431	\$9,313
Other Revenue	\$343	-
Total Revenue	\$774	\$9,313

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$17,000	\$35,633
Municipal Operating Contributions	\$33,870	\$26,266
Other Operating Contributions	\$25,371	-
Total Operating Revenues and Funding	\$77,015	\$71,212

CAPITAL EXPENSES

Vehicle Purchase	-	\$92,883
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$92,883

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$92,883
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$92,883

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	16,069	22,185
Total Vehicle Kilometres	16,163	22,279
Revenue Vehicle Hours	1,482	1,627
Total Vehicle Hours	2,271	1,672
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	3
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.00	2016-09-06	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	1	-	2	8
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: City of Dryden - 1 vehicle

Vehicle Maintenance: City of Dryden

INDICATORS

Financial	2016	2017
R/C Ratio	0.8 %	13.1 %
Net Operating Cost / Capita	\$12.36	\$7.99
Total Expense / Passenger	\$27.65	\$30.25
Total Expense / Eligible Passenger	\$28.79	\$30.79
Transportation Expense / Passenger		
Dedicated Service	\$24.04	\$26.57
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$36.97	\$37.41
Operating		
Registrants / Capita	0.0141	0.0190
Passengers / Capita	0.4508	0.3038
Passengers / Registrants	32.05	16.01
Passengers / Revenue Hour (Dedicated Service)	2.36	1.45
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.60	9.42
Average Speed (Dedicated Service)	10.84	13.64

Durham Region, ON

Durham Region Transit

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

Population Served: 685,100
 Service Area (km²): 2,537.0
 Main Community Served: Durham Region
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	2,476		
Non-Ambulatory	1,277	Attendants	0
Other	0	Companions	0
Total	3,573	Total	0

ADVISORY COMMITTEE

Organization

☒ Internal
☒ External

Mandate

☐ Policy
☐ Recommendation
☐ Decision Making
☒ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☒ Environmental
☒ Other

Method of Determination

☒ Internal Assessment
☐ External Contract
☐ Committee

☐ Paper Application
☒ Healthcare Professional
☒ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.75	\$3.10	-	-	\$117.00	
Child	☐	\$2.50	\$2.10	-	-	\$65.00	6-12
Student	☐	-	-	-	-	-	
Senior	☐	\$2.50	\$2.10	-	-	\$46.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: U-Pass \$127/semester (Fall 2017), \$0.80 co-fare with valid GO fare

SERVICE HOURS / SCHEDULING

Monday	05:00 to 01:00	Friday	05:00 to 01:00
Tuesday	05:00 to 01:00	Saturday	05:00 to 01:00
Wednesday	05:00 to 01:00	Sunday	05:00 to 01:00
Thursday	05:00 to 01:00	Holiday	05:00 to 01:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 0

Booking Method: by phone or online with ID and password

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	71,162	74,665
Non-Ambulatory	37,700	38,163
Total	108,862	112,828
Attendants	4,801	-
Companions	-	-
Other	-	10,584
Total	4,801	10,584
Non-Dedicated Service		
Ambulatory	41,832	44,819
Non-Ambulatory	22,162	22,908
Total	63,994	67,727
Attendants	2,822	-
Companions	-	-
Other	-	-
Total	2,822	-
Total Eligible Passenger Trips	172,856	180,555
Total Support Person Trips	7,623	10,584
Total Trips	180,479	191,139

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	128,937
Reservation	-	88,506
On-Demand/Day-of	-	56
Total Trips Requested	219,069	221,983
Cancelled in Advance	33,255	33,891
Cancelled Late	-	959
No-Shows	3,128	1,787
Cancelled at Door	-	1,212

OPERATING EXPENSES

	2016	2017
Administration	\$826,875	\$832,735
Transportation Operations		
Internal Dedicated Service	\$3,690,719	\$3,788,878
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,551,980	\$1,569,049
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$748,163	\$737,542
Fuel and Energy Consumption	\$240,004	\$275,882
Total Operating Expenses	\$7,057,741	\$7,204,086

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$273,464	\$247,899
Other Revenue	-	-
Total Revenue	\$273,464	\$247,899
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$6,784,277	\$6,956,188
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$7,057,741	\$7,204,086

CAPITAL EXPENSES

Vehicle Purchase	\$463,917	-
Debt Servicing	-	-
Other	\$2,114	-
Total Capital Expenses	\$466,031	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$463,917	-
Municipal Capital Contributions	\$2,114	-
Other Capital Contributions	-	-
Total Capital Funding	\$466,031	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	1,210,297	1,213,737
Total Vehicle Kilometres	1,210,297	1,213,737
Revenue Vehicle Hours	42,145	50,264
Total Vehicle Hours	50,972	50,264
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	600,107
Total Vehicle Hours	-	28,704
Non-Accessible Service		
Total Vehicle Kilometres	-	620,442
Total Vehicle Hours	-	48,568

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	21	12
Reservation Clerks	-	4
Dispatchers	2	2
Other Transport Operations	-	-
Mechanics	-	-
General Administration	5	-
Other	-	-
Total	28	18

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$31.29	2017-03-01	Unifor 222
Reservation Clerks	\$28.61	2017-03-01	Unifor 222
Dispatchers	\$34.95	2017-03-01	Unifor 222
Mechanics	\$38.79	2017-03-01	Unifor 222

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		Unifor Local 222
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	30	-	4	12
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	30	-		

Vehicle Ownership: Durham Region

Vehicle Maintenance: Durham Region

INDICATORS

Financial	2016	2017
R/C Ratio	3.9 %	3.4 %
Net Operating Cost / Capita	\$10.27	\$10.15
Total Expense / Passenger	\$39.11	\$37.69
Total Expense / Eligible Passenger	\$40.83	\$39.90
Transportation Expense / Passenger		
Dedicated Service	\$41.16	\$38.91
Non-Dedicated Service	\$23.23	\$23.17
Transportation Expense / Hour (Dedicated Service)	\$91.79	\$95.54
Operating		
Registrants / Capita	0.0118	0.0052
Passengers / Capita	0.2731	0.2790
Passengers / Registrants	23.12	53.50
Passengers / Revenue Hour (Dedicated Service)	2.70	2.46
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.65	9.83
Average Speed (Dedicated Service)	28.72	24.15

Dysart et al, ON

Dysart Special Transit Service

Contact Barbara Swannell
 Title Treasurer
 Telephone 705-457-1740 x23
 Email bswannell@dysartetal.ca

Population Served: 6,500
 Service Area (km²): 1,506.0
 Main Community Served: The Municipality of Dysart et al
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	60		
Non-Ambulatory	71	Attendants	16
Other	0	Companions	0
Total	131	Total	16

ADVISORY COMMITTEE

Organization

☒ Internal
☐ External

Mandate

☒ Policy
☒ Recommendation
☒ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☐ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☒ Committee

☒ Paper Application
☐ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2015-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	
Child		-	-	-	-	-	
Student		-	-	-	-	-	
Senior		-	-	-	-	-	
Attendant		-	-	-	-	-	
Companion		-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	09:00 to 15:00	Friday	09:00 to 15:00
Tuesday	09:00 to 15:00	Saturday	
Wednesday	09:00 to 15:00	Sunday	
Thursday	09:00 to 15:00	Holiday	

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 24

Booking Method: Manually - direct telephone call to contractor that operates the bus.

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	862	748
Non-Ambulatory	444	436
Total	1,306	1,184
Attendants	154	172
Companions	-	-
Other	-	-
Total	154	172
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,306	1,184
Total Support Person Trips	154	172
Total Trips	1,460	1,356

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	203
Reservation	-	72
On-Demand/Day-of	-	15
Total Trips Requested	277	290
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$5,717	\$5,767
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$9,415	\$9,241
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$2,338	\$3,011
Fuel and Energy Consumption	\$1,601	\$1,892
Total Operating Expenses	\$19,071	\$19,911

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,434	\$8,287
Other Revenue	-	-
Total Revenue	\$8,434	\$8,287

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$10,637	\$11,624
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$19,071	\$19,911

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	3,590	3,462
Total Vehicle Kilometres	4,224	4,073
Revenue Vehicle Hours	460	494
Total Vehicle Hours	541	581
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	2
Reservation Clerks	-	-
Dispatchers	-	1
Other Transport Operations	-	-
Mechanics	-	1
General Administration	-	1
Other	-	-
Total	-	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$26.81	2017-01-01	CUPE 2142
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.00	2008-03-01	
Reservation Clerks	-		
Dispatchers	\$18.00	2008-03-01	
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	1	-	4	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Municipality of Dysart et. al. - 1 vehicle
 Vehicle Maintenance: Municipality of Dysart et. al.

INDICATORS

Financial	2016	2017
R/C Ratio	44.2 %	41.6 %
Net Operating Cost / Capita	\$1.64	\$1.79
Total Expense / Passenger	\$13.06	\$14.68
Total Expense / Eligible Passenger	\$14.60	\$16.82
Transportation Expense / Passenger		
Dedicated Service	\$9.15	\$10.43
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$24.68	\$24.34
Operating		
Registrants / Capita	0.0220	0.0226
Passengers / Capita	0.2246	0.2086
Passengers / Registrants	10.21	9.22
Passengers / Revenue Hour (Dedicated Service)	3.17	2.74
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	2.46	2.55
Average Speed (Dedicated Service)	7.80	7.01

Elliot Lake, ON

Elliot Lake Handi Lift

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

Population Served: 10,498
 Service Area (km²): 16.0
 Main Community Served: City of Elliot Lake
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	165		
Non-Ambulatory	80	Attendants	0
Other	0	Companions	0
Total	245	Total	0

ADVISORY COMMITTEE

Organization

☒ Internal
☐ External

Mandate

☒ Policy
☒ Recommendation
☒ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☐ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$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:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 18:30	Friday	07:00 to 21:30
Tuesday	07:00 to 18:30	Saturday	07:00 to 18:30
Wednesday	07:00 to 18:30	Sunday	
Thursday	07:00 to 21:30	Holiday	

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: By appointment

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	6,872	6,506
Non-Ambulatory	1,412	1,856
Total	8,284	8,362
Attendants	-	-
Companions	959	1,320
Other	-	-
Total	959	1,320
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,284	8,362
Total Support Person Trips	959	1,320
Total Trips	9,243	9,682

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	9,243	8,733
Cancelled in Advance	275	75
Cancelled Late	-	-
No-Shows	150	90
Cancelled at Door	-	80

OPERATING EXPENSES

	2016	2017
Administration	\$14,046	\$14,331
Transportation Operations		
Internal Dedicated Service	-	\$144,123
Contract Dedicated Service	\$125,646	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$27,001	\$20,856
Fuel and Energy Consumption	\$8,273	\$9,721
Total Operating Expenses	\$174,966	\$189,031

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,010	\$5,100
Other Revenue	-	-
Total Revenue	\$2,010	\$5,100

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$24,616	-
Municipal Operating Contributions	\$148,340	\$183,930
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$174,966	\$189,030

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1	2
Reservation Clerks	1	-
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	3	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$16.99	2016-04-01	CUPE 1880
Reservation Clerks	\$19.29	2016-04-01	
Dispatchers	-		CUPE 1880
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	-	-		

Vehicle Ownership:

Vehicle Maintenance:

INDICATORS

Financial	2016	2017
R/C Ratio	1.2 %	2.7 %
Net Operating Cost / Capita	\$16.48	\$17.52
Total Expense / Passenger	\$18.93	\$19.52
Total Expense / Eligible Passenger	\$21.12	\$22.61
Transportation Expense / Passenger		
Dedicated Service	\$17.41	\$18.04
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	-	0.0233
Passengers / Capita	0.8805	0.9223
Passengers / Registrants	-	39.52
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Espanola, ON

Espanola Care Van

Contact	Cathy Tessier	Population Served:	4,996	Ambulatory	196		
Title	Manager of Financial Services	Service Area (km²):	17.8	Non-Ambulatory	12	Attendants	0
Telephone	705-869-0083 x2108	Main Community Served:	Town of Espanola	Other	0	Companions	4
Email	ctessier@espanola.ca	Other Communities Served:		Total	208	Total	4

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description		Method of Determination	
☒ Internal	☒ Policy	☐ Cognitive	☐ Sensory	☐ Internal Assessment	☒ Paper Application
☐ External	☒ Recommendation	☒ Age	☐ Environmental	☐ External Contract	☐ Healthcare Professional
	☒ Decision Making	☒ Physical	☒ Other	☐ Committee	☐ Other
	☐ Other				

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☒ Transit System / Municipality
	☐ Private Non-Profit Organization
	☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:	☐ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date:

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	\$2.50	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 16:00	Friday	08:45 to 14:45
Tuesday	08:00 to 16:30	Saturday	
Wednesday	08:30 to 16:00	Sunday	
Thursday	09:30 to 16:00	Holiday	

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	4,830	5,119
Non-Ambulatory	315	327
Total	5,145	5,446
Attendants	-	-
Companions	105	-
Other	-	-
Total	105	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,145	5,446
Total Support Person Trips	105	-
Total Trips	5,250	5,446

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	5,174
Reservation	-	-
On-Demand/Day-of	-	272
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$5,684	\$6,127
Transportation Operations		
Internal Dedicated Service	\$47,957	\$47,585
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$2,310	\$4,986
Fuel and Energy Consumption	\$4,823	\$8,369
Total Operating Expenses	\$60,774	\$67,067

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,125	\$13,615
Other Revenue	-	-
Total Revenue	\$13,125	\$13,615

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$47,649	\$40,582
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$60,774	\$54,197

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	2
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$17.75	2017-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$33.14	2017-01-01	CUPE 534

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	2	6
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2016	2017
R/C Ratio	21.6 %	20.3 %
Net Operating Cost / Capita	\$9.54	\$10.70
Total Expense / Passenger	\$11.58	\$12.31
Total Expense / Eligible Passenger	\$11.81	\$12.31
Transportation Expense / Passenger		
Dedicated Service	\$10.49	\$11.19
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0398	0.0424
Passengers / Capita	1.0508	1.0901
Passengers / Registrants	26.38	25.69
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Fort Erie, ON

Fort Erie Accessible Specialized Transit (FAST)

Contact	Jarrold Williamson	Population Served:	30,710	Ambulatory	167		
Title	Supervisor of Schedulers	Service Area (km²):	168.0	Non-Ambulatory	54	Attendants	47
Telephone	905-522-8485	Main Community Served:	Town of Fort Erie	Other	0	Companions	0
Email	jarrod.williamson@redcross.ca	Other Communities Served:		Total	221	Total	47

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description		Method of Determination	
☒ Internal	☒ Policy	☒ Cognitive	☒ Sensory	☐ Internal Assessment	☒ Paper Application
☐ External	☒ Recommendation	☒ Age	☒ Environmental	☐ External Contract	☒ Healthcare Professional
	☐ Decision Making	☒ Physical	☒ Other	☐ Committee	☒ Other
	☒ Other				

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☒ Transit System / Municipality
	☐ Private Non-Profit Organization
	☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By:	☐ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-10-02

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.75	\$2.20	-	-	-	Application
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	Mandatory attendant
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 21:00	Friday	06:00 to 21:00
Tuesday	06:00 to 21:00	Saturday	06:00 to 21:00
Wednesday	06:00 to 21:00	Sunday	
Thursday	06:00 to 21:00	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 3

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	8,026	5,813
Non-Ambulatory	1,704	1,241
Total	9,730	7,054
Attendants	-	406
Companions	409	-
Other	-	-
Total	409	406
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	9,730	7,054
Total Support Person Trips	409	406
Total Trips	10,139	7,460

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	4,687
Reservation	-	-
On-Demand/Day-of	-	2,773
Total Trips Requested	13,562	11,831
Cancelled in Advance	3,246	2,270
Cancelled Late	-	402
No-Shows	30	19
Cancelled at Door	-	39

OPERATING EXPENSES

	2016	2017
Administration	\$14,721	\$12,920
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$222,946	\$235,346
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$23,008	\$5,242
Fuel and Energy Consumption	-	\$21,940
Total Operating Expenses	\$260,675	\$275,448

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,078	\$10,368
Other Revenue	-	-
Total Revenue	\$12,078	\$10,368

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$150,000	\$150,600
Municipal Operating Contributions	\$98,597	\$114,480
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$260,675	\$275,448

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	54,085	43,935
Total Vehicle Kilometres	69,813	71,892
Revenue Vehicle Hours	6,000	-
Total Vehicle Hours	6,000	8,248
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	71,892
Total Vehicle Hours	-	8,248
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	1
General Administration	-	-
Other	-	1
Total	-	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$15.59	2017-10-02	3
Reservation Clerks	-		
Dispatchers	\$20.54	2017-10-02	
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	2	-	1	5
Small Buses	1	-	4	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: Town - 2 vans / Red Cross - 1 small bus
 Vehicle Maintenance: Town - 2 vans / Red Cross - 1 small bus

INDICATORS

Financial	2016	2017
R/C Ratio	4.6 %	3.8 %
Net Operating Cost / Capita	\$8.10	\$8.63
Total Expense / Passenger	\$25.71	\$36.92
Total Expense / Eligible Passenger	\$26.79	\$39.05
Transportation Expense / Passenger		
Dedicated Service	\$24.26	\$35.19
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$40.99	\$31.83
Operating		
Registrants / Capita	0.0212	0.0087
Passengers / Capita	0.3302	0.2429
Passengers / Registrants	15.55	27.84
Passengers / Revenue Hour (Dedicated Service)	1.69	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.33	5.89
Average Speed (Dedicated Service)	9.01	-

Fort Frances, ON

Fort Frances Handi-van

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

Population Served: 7,420
 Service Area (km²): 7.3
 Main Community Served: Fort Frances
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	340	Total	0

ADVISORY COMMITTEE

Organization

☒ Internal
☐ External

Mandate

☒ Policy
☒ Recommendation
☒ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☐ Cognitive
☐ Age
☐ Physical

☐ Sensory
☐ Environmental
☒ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☐ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

Dial-a-ride for pickup by the taxi service going from one end of town to the other every half hour.

FARE STRUCTURE

Effective Date: 2018-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	\$1.25	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 16:00	Friday	08:00 to 16:00
Tuesday	08:00 to 16:00	Saturday	
Wednesday	08:00 to 16:00	Sunday	
Thursday	08:00 to 16:00	Holiday	

Other:

Advanced Booking Notice (days): 5

Minimum Notice for Reservation (hours): 2

Booking Method: Call at least 24 hours ahead of time if possible

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	-
Non-Ambulatory	9,546	9,985
Total	9,546	9,985
Attendants	444	6
Companions	-	-
Other	-	-
Total	444	6

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	9	10,130
Total	9	10,130
Attendants	-	-
Companions	-	-
Other	12,628	-
Total	12,628	-

Total Eligible Passenger Trips **9,555** **20,115**

Total Support Person Trips **13,072** **6**

Total Trips **22,627** **20,121**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	9,985
On-Demand/Day-of	-	10,130
Total Trips Requested	22,249	22,053
Cancelled in Advance	1,389	1,938
Cancelled Late	-	-
No-Shows	4	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$13,458	\$16,654
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$135,947	\$132,218
Contract Non-Dedicated Service	\$26,147	\$31,874
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$15,460	\$10,305
Fuel and Energy Consumption	\$7,666	\$10,075
Total Operating Expenses	\$198,678	\$201,126

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$15,917	\$27,342
Other Revenue	-	-
Total Revenue	\$15,917	\$27,342

Federal Operating Contributions	\$68,942	\$70,709
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$98,917	\$99,177
Other Operating Contributions	\$14,901	\$16,215
Total Operating Revenues and Funding	\$198,677	\$213,443

CAPITAL EXPENSES

Vehicle Purchase	-	\$173,969
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$173,969

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$43,833
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$130,136
Other Capital Contributions	-	-
Total Capital Funding	-	\$173,969

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	35,447	35,478
Total Vehicle Kilometres	35,447	35,478
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1	2
Reservation Clerks	-	1
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	1
General Administration	-	1
Other	-	-
Total	1	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$32.36	2017-01-01	

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.67	2017-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	2	-	8	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2016	2017
R/C Ratio	8.0 %	13.6 %
Net Operating Cost / Capita	\$24.63	\$23.42
Total Expense / Passenger	\$8.78	\$10.00
Total Expense / Eligible Passenger	\$20.79	\$10.00
Transportation Expense / Passenger		
Dedicated Service	\$15.92	\$15.27
Non-Dedicated Service	\$2.07	\$3.15
Transportation Expense / Hour (Dedicated Service)	-	-

Operating

Registrants / Capita	0.0438	0.0458
Passengers / Capita	3.0495	2.7117
Passengers / Registrants	69.62	59.18
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.55	3.55
Average Speed (Dedicated Service)	-	-

Greater Sudbury, ON

Greater Sudbury

Contact Andrew Poeta
 Title Transit Planning Coordinator
 Telephone 705-674-4455 x3039
 Email andrew.poeta@greatersudbury.ca

Population Served: 149,667
 Service Area (km²): 225.4
 Main Community Served: City of Greater Sudbury
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,107		
Non-Ambulatory	939	Attendants	0
Other	0	Companions	0
Total	2,046	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☐ Policy
☐ External	☒ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☐ Cognitive	☒ Internal Assessment
☐ Sensory	☒ External Contract
☐ Age	☐ Committee
☐ Environmental	☒ Paper Application
☐ Other	☐ Healthcare Professional
☒ Physical	☐ Other

DEDICATED SERVICE

Operated By:

☐	Transit System / Municipality
☐	Private Non-Profit Organization
☒	Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By:

☒	Taxi
☐	Rideshare Service
☐	Other

Delivery Model:

Handi-Transit provider uses Taxi for efficiency and overflow

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.20	\$2.50	-	-	\$87.00	
Child	☐	\$2.30	\$1.90	-	-	\$52.00	
Student	☐	\$3.20	\$2.50	-	-	\$80.00	
Senior	☐	\$2.30	\$1.90	-	-	\$52.00	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:30 to 00:00	Friday	06:30 to 00:00
Tuesday	06:30 to 00:00	Saturday	07:00 to 00:00
Wednesday	06:30 to 00:00	Sunday	07:00 to 00:00
Thursday	06:30 to 00:00	Holiday	07:00 to 00:00

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 48

Booking Method: Phone/Email

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	56,928	61,641
Non-Ambulatory	42,902	40,376
Total	99,830	102,017
Attendants	7,637	7,623
Companions	4,640	3,958
Other	-	-
Total	12,277	11,581
Non-Dedicated Service		
Ambulatory	18,205	15,278
Non-Ambulatory	-	-
Total	18,205	15,278
Attendants	-	467
Companions	-	239
Other	-	-
Total	-	706
Total Eligible Passenger Trips	118,035	117,295
Total Support Person Trips	12,277	12,287
Total Trips	130,312	129,582

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	64,811
Reservation	-	51,797
On-Demand/Day-of	-	687
Total Trips Requested	146,781	147,099
Cancelled in Advance	11,764	12,346
Cancelled Late	-	-
No-Shows	3,390	4,825
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$16,607	\$216,802
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$2,658,091	\$2,614,317
Contract Non-Dedicated Service	\$308,657	\$281,097
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$2,983,355	\$3,112,216

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$184,358	\$221,309
Other Revenue	-	-
Total Revenue	\$184,358	\$221,309

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$141,334	\$141,334
Municipal Operating Contributions	\$2,654,455	\$2,739,579
Other Operating Contributions	\$3,208	\$9,994
Total Operating Revenues and Funding	\$2,983,355	\$3,112,216

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	\$67,170
Total Capital Expenses	-	\$67,170

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$30,130
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	\$37,170
Total Capital Funding	-	\$67,300

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	1,086,149	1,136,699
Total Vehicle Kilometres	1,086,149	1,136,699
Revenue Vehicle Hours	50,502	52,924
Total Vehicle Hours	50,502	52,924
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	20	30
Reservation Clerks	-	-
Dispatchers	3	1
Other Transport Operations	-	-
Mechanics	2	-
General Administration	1	-
Other	-	-
Total	26	31

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$20.93		
Reservation Clerks	-		
Dispatchers	\$21.08		
Mechanics	\$34.70		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	19	-	4	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	19	-		

Vehicle Ownership: Contractor

Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio	6.2 %	7.1 %
Net Operating Cost / Capita	\$20.28	\$19.32
Total Expense / Passenger	\$22.89	\$24.02
Total Expense / Eligible Passenger	\$25.28	\$26.53
Transportation Expense / Passenger		
Dedicated Service	\$23.71	\$23.01
Non-Dedicated Service	\$16.95	\$17.59
Transportation Expense / Hour (Dedicated Service)	\$52.63	\$49.40
Operating		
Registrants / Capita	0.0566	0.0137
Passengers / Capita	0.9443	0.8658
Passengers / Registrants	16.69	63.33
Passengers / Revenue Hour (Dedicated Service)	2.22	2.15
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.69	10.01
Average Speed (Dedicated Service)	21.51	21.48

Greenstone, ON

Municipality of Greenstone

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

Population Served: 4,726
 Service Area (km²): 3,000.0
 Main Community Served: Greenstone
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	233		
Non-Ambulatory	7	Attendants	0
Other	0	Companions	22
Total	240	Total	22

ADVISORY COMMITTEE

Organization

☐ Internal
☐ External

Mandate

☐ Policy
☐ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☐ Cognitive
☒ Age
☐ Physical

☐ Sensory
☐ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☐ Paper Application
☐ Healthcare Professional
☒ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	
Child		-	-	-	-	-	
Student		-	-	-	-	-	
Senior		\$2.00	\$1.50	-	-	-	55+ local resident
Attendant		-	-	-	-	-	
Companion		-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	09:00 to 17:00	Friday	09:00 to 17:00
Tuesday	09:00 to 17:00	Saturday	
Wednesday	09:00 to 17:00	Sunday	
Thursday	09:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 2

Minimum Notice for Reservation (hours): 24

Booking Method: Customers of the Service contact the Co-ordinator of Specialized Transit Services to book/reserve passenger service.

REMARKS

Eligibility Criteria - Our vehicles are used for Seniors 55 years and older living in the Municipality of Greenstone.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	2,550
Non-Ambulatory	6	14
Total	6	2,564
Attendants	-	-
Companions	44	44
Other	2,648	-
Total	2,692	44

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **6** **2,564**

Total Support Person Trips **2,692** **44**

Total Trips **2,698** **2,608**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	2,180
Reservation	-	-
On-Demand/Day-of	-	384
Total Trips Requested	670	702
Cancelled in Advance	122	118
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$18,807	\$18,719
Transportation Operations		
Internal Dedicated Service	\$30,783	\$36,990
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$15,579	\$8,157
Fuel and Energy Consumption	\$6,967	\$5,287
Total Operating Expenses	\$72,136	\$69,154

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$733	\$951
Other Revenue	-	-
Total Revenue	\$733	\$951

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$57,300	\$55,744
Municipal Operating Contributions	\$14,103	\$12,458
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$72,136	\$69,154

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	\$8,383
Total Capital Expenses	-	\$8,383

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$8,383
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$8,383

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	6,796	6,206
Total Vehicle Hours	6,796	6,206

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	3
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	-
Other	-	-
Total	1	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.41	2017-01-01	CUPE 3045
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	2	-	7
Vans	1	-	1	5
Small Buses	1	-	1	14
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	2		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2016	2017
R/C Ratio	1.0 %	1.4 %
Net Operating Cost / Capita	\$15.11	\$14.43
Total Expense / Passenger	\$26.74	\$26.52
Total Expense / Eligible Passenger	\$12,022.67	\$26.97
Transportation Expense / Passenger		
Dedicated Service	\$19.77	\$19.34
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$7.85	\$8.13
Operating		
Registrants / Capita	0.0567	0.0554
Passengers / Capita	0.5709	0.5518
Passengers / Registrants	10.07	9.95
Passengers / Revenue Hour (Dedicated Service)	0.40	0.42
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Guelph, ON

Guelph Transit

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

Population Served: 131,794
 Service Area (km²): 87.0
 Main Community Served: Guelph
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	577		
Non-Ambulatory	252	Attendants	89
Other	44	Companions	0
Total	873	Total	89

ADVISORY COMMITTEE

Organization

☒ Internal
☒ External

Mandate

☐ Policy
☒ Recommendation
☐ Decision Making
☒ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☐ Physical

☐ Sensory
☐ Environmental
☒ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.80	-	-	\$80.00	18-64
Child	☒	-	-	-	-	-	0-5
Student	☐	\$3.00	\$2.25	-	-	-	
Senior	☐	\$3.00	\$2.25	-	-	\$68.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: Day Pass \$8, Affordable Bus Pass - Adults \$37.50, Youth \$32, Seniors \$31

SERVICE HOURS / SCHEDULING

Monday	05:45 to 00:45	Friday	05:45 to 00:45
Tuesday	05:45 to 00:45	Saturday	05:45 to 00:45
Wednesday	05:45 to 00:45	Sunday	09:15 to 06:45
Thursday	05:45 to 00:45	Holiday	09:15 to 06:45

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 2

Booking Method: telephone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	26,234	27,414
Non-Ambulatory	9,893	11,100
Total	36,127	38,514
Attendants	-	1,107
Companions	968	-
Other	-	-
Total	968	1,107

Non-Dedicated Service

Ambulatory	3,746	2,743
Non-Ambulatory	1,419	725
Total	5,165	3,468
Attendants	-	48
Companions	157	-
Other	-	-
Total	157	48

Total Eligible Passenger Trips **41,292** **41,982**

Total Support Person Trips **1,125** **1,155**

Total Trips **42,417** **43,137**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	42,417	52,356
Cancelled in Advance	7,095	9,655
Cancelled Late	-	-
No-Shows	583	913
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$91,992	-
Transportation Operations		
Internal Dedicated Service	\$1,000,507	\$1,286,038
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$85,177	\$67,470
Vehicle and Facility Maintenance	\$560,031	\$518,920
Fuel and Energy Consumption	\$169,352	\$187,092
Total Operating Expenses	\$1,907,059	\$2,059,520

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$61,091	\$24,105
Other Revenue	-	-
Total Revenue	\$61,091	\$24,105

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$12,000	-
Municipal Operating Contributions	\$1,833,968	\$2,035,415
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,907,059	\$2,059,520

CAPITAL EXPENSES

Vehicle Purchase	-	\$1,007,176
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$1,007,176

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$535,327
Provincial Capital Contributions	-	\$282,353
Municipal Capital Contributions	-	\$189,496
Other Capital Contributions	-	-
Total Capital Funding	-	\$1,007,176

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	340,647	312,519
Total Vehicle Kilometres	340,647	312,519
Revenue Vehicle Hours	11,135	13,755
Total Vehicle Hours	11,135	13,755

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	5	9
Reservation Clerks	-	-
Dispatchers	3	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	8	9

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.84	2017-04-01	ATU 1189
Reservation Clerks	-		
Dispatchers	\$28.84	2017-04-01	ATU 1189
Mechanics	\$34.93	2017-04-01	ATU 1189

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	12	-	3	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	12	-		

Vehicle Ownership: Guelph Transit

Vehicle Maintenance: Guelph Transit

INDICATORS

Financial	2016	2017
R/C Ratio	3.2 %	1.2 %
Net Operating Cost / Capita	\$14.01	\$15.44
Total Expense / Passenger	\$44.96	\$47.74
Total Expense / Eligible Passenger	\$46.18	\$49.06
Transportation Expense / Passenger		
Dedicated Service	\$46.63	\$50.28
Non-Dedicated Service	\$16.00	\$19.19
Transportation Expense / Hour (Dedicated Service)	\$155.36	\$144.82
Operating		
Registrants / Capita	0.0099	0.0073
Passengers / Capita	0.3218	0.3273
Passengers / Registrants	32.68	44.84
Passengers / Revenue Hour (Dedicated Service)	3.33	2.88
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.18	7.89
Average Speed (Dedicated Service)	30.59	22.72

Halton Hills, ON

ActiVan

Contact Deanna Locey
 Title ActiVan Transit Coordinator
 Telephone 905-873-2601 x2617
 Email deanna@haltonhills.ca

Population Served: 61,161
 Service Area (km²): 276.3
 Main Community Served: Halton Hills
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	2,598		
Non-Ambulatory	260	Attendants	0
Other	0	Companions	0
Total	2,858	Total	0

ADVISORY COMMITTEE

Organization

☐ Internal
☒ External

Mandate

☐ Policy
☒ Recommendation
☒ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☒ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☒ Internal Assessment
☐ External Contract
☐ Committee

☒ Paper Application
☐ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

Ad hoc and taxi scrip

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	-	With registration card
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$3.00	-	-	-	-	with Registration Card
Attendant	☐	-	-	-	-	-	
Companion	☐	\$3.00	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 23:00	Friday	07:00 to 23:00
Tuesday	07:00 to 23:00	Saturday	07:00 to 23:00
Wednesday	07:00 to 23:00	Sunday	07:00 to 23:00
Thursday	07:00 to 23:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 48

Booking Method: Call in

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	27,953	-
Non-Ambulatory	2,861	-
Total	30,814	38,806
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	7,952	-
Non-Ambulatory	-	-
Total	7,952	31,802
Attendants	-	-
Companions	-	-
Other	34,633	-
Total	34,633	-
Total Eligible Passenger Trips	38,766	70,608
Total Support Person Trips	34,633	-
Total Trips	73,399	70,608

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	681
Cancelled Late	-	304
No-Shows	102	141
Cancelled at Door	-	58

OPERATING EXPENSES

	2016	2017
Administration	\$167,553	\$208,936
Transportation Operations		
Internal Dedicated Service	\$792	-
Contract Dedicated Service	\$358,597	\$320,475
Contract Non-Dedicated Service	\$89,061	\$84,370
Contract Taxi Scrip	\$249,622	\$239,062
Vehicle and Facility Maintenance	\$99,005	\$309,825
Fuel and Energy Consumption	\$32,595	\$32,830
Total Operating Expenses	\$997,226	\$1,195,498

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$207,825	\$272,302
Other Revenue	-	-
Total Revenue	\$207,825	\$272,302

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$427,339	\$436,443
Municipal Operating Contributions	\$361,052	\$485,952
Other Operating Contributions	\$1,010	\$800
Total Operating Revenues and Funding	\$997,226	\$1,195,498

CAPITAL EXPENSES

Vehicle Purchase	-	\$276,959
Debt Servicing	-	-
Other	-	\$52,114
Total Capital Expenses	-	\$329,074

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$130,283
Municipal Capital Contributions	-	\$198,791
Other Capital Contributions	-	-
Total Capital Funding	-	\$329,074

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	220,950	244,958
Total Vehicle Kilometres	220,950	244,958
Revenue Vehicle Hours	10,390	10,622
Total Vehicle Hours	10,390	10,622
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	4
General Administration	2	2
Other	-	-
Total	2	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$33.40	2017-01-01	CUPE 73

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	1	4
Vans	4	-	5	16
Small Buses	1	-	3	18
Low-floor	1	-	3	18
Other	-	-	-	-
Total	7	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Town of Halton Hills

INDICATORS

Financial	2016	2017
R/C Ratio	20.8 %	22.8 %
Net Operating Cost / Capita	\$13.38	\$15.09
Total Expense / Passenger	\$13.59	\$16.93
Total Expense / Eligible Passenger	\$25.72	\$16.93
Transportation Expense / Passenger		
Dedicated Service	\$15.93	\$17.09
Non-Dedicated Service	\$7.95	\$10.17
Transportation Expense / Hour (Dedicated Service)	\$47.26	\$62.43
Operating		
Registrants / Capita	0.0449	0.0467
Passengers / Capita	1.2439	1.1545
Passengers / Registrants	27.71	24.71
Passengers / Revenue Hour (Dedicated Service)	2.97	3.65
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.17	6.31
Average Speed (Dedicated Service)	21.27	23.06

Hamilton, ON

Accessible Transportation Services

Contact Owen Quinn
 Title Project Manager
 Telephone 905-546-2424
 Email Owen.Quinn@hamilton.ca

Population Served: 540,000
 Service Area (km²): 1,117.0
 Main Community Served: City of Hamilton
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	2,118		
Non-Ambulatory	5,625	Attendants	0
Other	0	Companions	0
Total	7,743	Total	0

ADVISORY COMMITTEE

Organization

☐ Internal
☒ External

Mandate

☒ Policy
☒ Recommendation
☒ Decision Making
☒ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☒ External Contract
☒ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☒ Private Non-Profit Organization
☒ Private Contractor(s): 3

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:
 Taxi Scrip Program

FARE STRUCTURE

Effective Date: 2017-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$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:

SERVICE HOURS / SCHEDULING

Monday	05:00 to 02:00	Friday	05:00 to 02:00
Tuesday	05:00 to 02:00	Saturday	06:00 to 02:00
Wednesday	05:00 to 02:00	Sunday	06:30 to 00:30
Thursday	05:00 to 02:00	Holiday	06:30 to 00:30

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Telephone, website

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	255,777	-
Non-Ambulatory	330,414	-
Total	586,191	609,730
Attendants	48,845	50,071
Companions	15,458	14,675
Other	-	-
Total	64,303	64,746
Non-Dedicated Service		
Ambulatory	80,953	-
Non-Ambulatory	5,461	-
Total	86,414	88,802
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	672,605	698,532
Total Support Person Trips	64,303	64,746
Total Trips	736,908	763,278

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	379,594
Reservation	-	249,209
On-Demand/Day-of	-	134,475
Total Trips Requested	987,155	927,552
Cancelled in Advance	206,392	111,100
Cancelled Late	-	102,845
No-Shows	27,310	14,777
Cancelled at Door	-	13,737

OPERATING EXPENSES

	2016	2017
Administration	\$1,509,663	\$1,036,102
Transportation Operations		
Internal Dedicated Service	\$10,587,244	\$10,536,494
Contract Dedicated Service	\$4,563,608	\$5,126,224
Contract Non-Dedicated Service	\$1,167	-
Contract Taxi Scrip	\$961,626	\$951,321
Vehicle and Facility Maintenance	\$709,640	\$691,068
Fuel and Energy Consumption	\$763,771	\$785,929
Total Operating Expenses	\$19,096,719	\$19,127,138

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,638,525	\$1,732,868
Other Revenue	\$5,129	\$45,357
Total Revenue	\$1,643,654	\$1,778,225

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,810,520	\$1,810,520
Municipal Operating Contributions	\$15,641,796	\$15,538,393
Other Operating Contributions	\$749	-
Total Operating Revenues and Funding	\$19,096,719	\$19,127,138

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	\$153,833	\$102,862
Total Capital Expenses	\$153,833	\$102,862

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$139,537	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$14,296	\$24,054
Municipal Capital Contributions	-	\$78,808
Other Capital Contributions	-	-
Total Capital Funding	\$153,833	\$102,862

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	5,543,754	5,765,381
Total Vehicle Kilometres	5,543,754	5,765,381
Revenue Vehicle Hours	283,140	291,076
Total Vehicle Hours	283,140	291,076
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	65	84
Reservation Clerks	4	4
Dispatchers	4	4
Other Transport Operations	2	2
Mechanics	5	-
General Administration	15	-
Other	2	5
Total	97	99

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.65	2016-01-01	CUPE 5167
Reservation Clerks	\$20.82	2016-01-01	CUPE 5167
Dispatchers	\$20.82	2016-01-01	CUPE 5167
Mechanics	\$29.41	2016-01-01	CUPE 5167

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$15.00	2018-04-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	105	-	6
Vans	28	-	1	3
Small Buses	6	-	4	10
Low-floor	21	-	2	4
Other	-	-	-	-
Total	55	105		

Vehicle Ownership: Contractor

Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio	8.6 %	9.3 %
Net Operating Cost / Capita	\$32.32	\$32.13
Total Expense / Passenger	\$25.91	\$25.06
Total Expense / Eligible Passenger	\$28.39	\$27.38
Transportation Expense / Passenger		
Dedicated Service	\$25.56	\$25.41
Non-Dedicated Service	\$11.14	\$10.71
Transportation Expense / Hour (Dedicated Service)	\$58.71	\$58.88
Operating		
Registrants / Capita	0.0246	0.0143
Passengers / Capita	1.3646	1.4135
Passengers / Registrants	55.48	98.58
Passengers / Revenue Hour (Dedicated Service)	2.30	2.32
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.52	8.55
Average Speed (Dedicated Service)	19.58	19.81

Hanover, ON

Saugeen Mobility and Regional Transit

Contact Roger Cook
 Title Manager
 Telephone 519-881-2589
 Email roger@saugeenmobility.ca

Population Served: 80,372
 Service Area (km²): 4,300.8
 Main Community Served: Hanover
 Other Communities Served: Arran-Elderslie, Brockton, Chatsworth, Huron-Kinlo

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	1,481	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☒ Policy
☒ External	☒ Recommendation
	☒ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Sensory	☒ Paper Application
☐ Age	☐ External Contract
☐ Environmental	☐ Healthcare Professional
☐ Physical	☐ Other
	☐ Committee

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2015-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$7.50	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	Holiday

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method:

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	13,205	15,471
Non-Ambulatory	16,005	12,763
Total	29,210	28,234
Attendants	4,346	4,254
Companions	-	-
Other	-	-
Total	4,346	4,254
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	29,210	28,234
Total Support Person Trips	4,346	4,254
Total Trips	33,556	32,488

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	6,211
Reservation	-	20,611
On-Demand/Day-of	-	1,412
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	271	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$314,721	\$330,457
Transportation Operations		
Internal Dedicated Service	\$827,024	\$893,624
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$79,741	\$104,685
Fuel and Energy Consumption	\$140,911	\$162,764
Total Operating Expenses	\$1,362,397	\$1,491,530

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$274,574	\$274,198
Other Revenue	\$111,727	\$109,480
Total Revenue	\$386,301	\$383,678

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$391,575	\$493,210
Municipal Operating Contributions	\$580,000	\$610,000
Other Operating Contributions	\$4,521	\$4,648
Total Operating Revenues and Funding	\$1,362,397	\$1,491,536

CAPITAL EXPENSES

Vehicle Purchase	-	\$168,774
Debt Servicing	-	-
Other	\$3,255	\$97,520
Total Capital Expenses	\$3,255	\$266,294

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$98,205
Provincial Capital Contributions	\$3,255	\$168,089
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$3,255	\$266,294

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	408,366	422,773
Total Vehicle Kilometres	1,015,714	903,076
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	16	4
Reservation Clerks	-	-
Dispatchers	-	1
Other Transport Operations	1	-
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	19	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$20.21	2017-02-05	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	10	2	1	3
Vans	-	-	-	-
Small Buses	11	-	4	9
Low-floor	-	-	-	-
Other	1	-	15	30
Total	22	-		

Vehicle Ownership: Transit Service
 Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio	28.4 %	25.7 %
Net Operating Cost / Capita	\$12.37	\$13.78
Total Expense / Passenger	\$40.60	\$45.91
Total Expense / Eligible Passenger	\$46.64	\$52.83
Transportation Expense / Passenger		
Dedicated Service	\$31.22	\$35.74
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0161	0.0184
Passengers / Capita	0.4252	0.4042
Passengers / Registrants	26.44	21.94
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	12.17	13.01
Average Speed (Dedicated Service)	-	-

Hearst, ON

Hearst Community Transportation Association

Contact Sacha Vandermarel
 Title Administrative assistant
 Telephone 705-372-2825
 Email svandermarel@hearst.ca

Population Served: 5,090
 Service Area (km²): 841.0
 Main Community Served: Hearst
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	77		
Non-Ambulatory	343	Attendants	4
Other	0	Companions	0
Total	420	Total	4

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☒ Policy
☒ External	☒ Recommendation
	☒ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☐ Internal Assessment
☒ Sensory	☐ External Contract
☒ Age	☐ Committee
☒ Environmental	
☒ Physical	
☐ Other	☒ Paper Application
	☒ Healthcare Professional
	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-11-16

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.25	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 17:00	Friday	08:00 to 17:00
Tuesday	08:00 to 17:00	Saturday	09:00 to 15:00
Wednesday	08:00 to 17:00	Sunday	
Thursday	08:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 0

Booking Method: They call to request the service

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	9,488	-
Non-Ambulatory	2,108	-
Total	11,596	11,149
Attendants	117	-
Companions	-	-
Other	-	-
Total	117	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	11,596	11,149
Total Support Person Trips	117	-
Total Trips	11,713	11,149

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	557
Reservation	-	-
On-Demand/Day-of	-	10,592
Total Trips Requested	11,713	11,149
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$12,514	\$13,288
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$125,144	\$132,879
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$137,658	\$146,167

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$29,283	\$37,462
Other Revenue	-	-
Total Revenue	\$29,283	\$37,462

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$44,609	\$45,625
Municipal Operating Contributions	\$43,266	\$53,079
Other Operating Contributions	\$20,500	\$10,000
Total Operating Revenues and Funding	\$137,658	\$146,166

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	34,057
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	2,559
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1	2
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	-
Other	-	-
Total	2	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$14.75		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$29.00		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	1	-	4	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Lacroix Community Transportation
 Vehicle Maintenance: Lacroix Community Transportation

INDICATORS

Financial	2016	2017
R/C Ratio	21.3 %	25.6 %
Net Operating Cost / Capita	\$21.29	\$21.36
Total Expense / Passenger	\$11.75	\$13.11
Total Expense / Eligible Passenger	\$11.87	\$13.11
Transportation Expense / Passenger		
Dedicated Service	\$10.68	\$11.92
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$51.93
Operating		
Registrants / Capita	0.0833	0.0833
Passengers / Capita	2.3012	2.1904
Passengers / Registrants	27.63	26.29
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Ingersoll, ON

Ingersoll Paratransit

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

Population Served: 12,757
 Service Area (km²): 12.9
 Main Community Served: Ingersoll
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	94		
Non-Ambulatory	45	Attendants	2
Other	0	Companions	0
Total	139	Total	2

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☐ Internal Assessment
☐ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$3.00	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	00:00 to 23:59	Friday	00:00 to 23:59
Tuesday	00:00 to 23:59	Saturday	00:00 to 23:59
Wednesday	00:00 to 23:59	Sunday	00:00 to 23:59
Thursday	00:00 to 23:59	Holiday	00:00 to 23:59

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 1

Booking Method: by calling the contractor

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	3,391
Non-Ambulatory	614	-
Total	614	3,391
Attendants	-	346
Companions	-	-
Other	-	-
Total	-	346
Non-Dedicated Service		
Ambulatory	3,758	-
Non-Ambulatory	-	455
Total	3,758	455
Attendants	1,763	-
Companions	-	-
Other	-	-
Total	1,763	-
Total Eligible Passenger Trips	4,372	3,846
Total Support Person Trips	1,763	346
Total Trips	6,135	4,192

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	5,950	3,846
Cancelled in Advance	2,347	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$16,273	\$33,958
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	\$40,036
Contract Non-Dedicated Service	\$39,237	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$55,510	\$73,995

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,415	\$12,759
Other Revenue	-	-
Total Revenue	\$11,415	\$12,759

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$44,095	\$61,236
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$55,510	\$73,994

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

			Average Maximum Capacity	
	Accessible	Non Accessible	Wheelchairs	Ambulatory
Cars	6	-	-	1
Minivans	-	-	1	1
Vans	1	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	7	-		

Vehicle Ownership: Contractor

Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio	20.6 %	17.2 %
Net Operating Cost / Capita	\$3.46	\$4.80
Total Expense / Passenger	\$9.05	\$17.65
Total Expense / Eligible Passenger	\$12.70	\$19.24
Transportation Expense / Passenger		
Dedicated Service	-	\$10.71
Non-Dedicated Service	\$7.11	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0174	0.0111
Passengers / Capita	0.4809	0.3286
Passengers / Registrants	27.64	29.73
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Kapuskasing, ON

KAP ACCESSIBLE

Contact Jennifer Marchand
 Title Executive Director
 Telephone 705-337-4260
 Email melanie.fortier@kapuskasing.ca

Population Served: 7,378
 Service Area (km²): 85.5
 Main Community Served: Kapuskasing
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	607	Total	0

ADVISORY COMMITTEE

Organization

☒ Internal
☒ External

Mandate

☒ Policy
☒ Recommendation
☒ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☐ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☐ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	\$2.00	-	-	\$16.66	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 03:45	Friday	08:00 to 03:45
Tuesday	08:00 to 03:45	Saturday	10:00 to 04:00
Wednesday	08:00 to 03:45	Sunday	
Thursday	08:00 to 03:45	Holiday	

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 0

Booking Method: Customers are required to call the Disability Resource Centre

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	12,832	12,462
Non-Ambulatory	2,012	2,665
Total	14,844	15,127
Attendants	580	-
Companions	-	-
Other	-	-
Total	580	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	14,844	15,127
Total Support Person Trips	580	-
Total Trips	15,424	15,127

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	15,127
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	15,864	16,123
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	101	120
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$6,905	\$6,374
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$140,841	\$159,692
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$9,015	\$9,342
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$156,761	\$175,408

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,419	\$18,788
Other Revenue	-	-
Total Revenue	\$20,419	\$18,788

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$71,999	\$71,663
Municipal Operating Contributions	\$64,343	\$84,957
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$156,761	\$175,408

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	1	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Town of Kapuskasing
 Vehicle Maintenance: Blue Bird Bus Line

INDICATORS

Financial	2016	2017
R/C Ratio	13.0 %	10.7 %
Net Operating Cost / Capita	\$16.44	\$21.23
Total Expense / Passenger	\$10.16	\$11.60
Total Expense / Eligible Passenger	\$10.56	\$11.60
Transportation Expense / Passenger		
Dedicated Service	\$9.72	\$11.17
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0936	0.0823
Passengers / Capita	1.8601	2.0503
Passengers / Registrants	19.88	24.92
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Kawartha Lakes, ON

LIMO Lindsay Mobility

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

Population Served: 20,713
 Service Area (km²): 17.1
 Main Community Served: Lindsay
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	94		
Non-Ambulatory	42	Attendants	20
Other	0	Companions	0
Total	136	Total	20

ADVISORY COMMITTEE

Organization

☐ Internal
☒ External

Mandate

☐ Policy
☒ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☒ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-07-11

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.10	\$1.66	-	-	\$63.00	
Child	☐	-	-	-	-	-	
Student	☐	\$1.60	-	-	-	\$52.50	
Senior	☐	\$1.60	-	-	-	\$52.50	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 19:00	Friday	07:00 to 19:00
Tuesday	07:00 to 19:00	Saturday	07:00 to 19:00
Wednesday	07:00 to 19:00	Sunday	
Thursday	07:00 to 19:00	Holiday	

Other:

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 2

Booking Method: Call into the transit office and talk to the scheduler

REMARKS

Previously Specialized Transit Financial Data was consolidated with the Urban Transit Financial Statistics. We have recently made some internal reporting changes that will allow us to segregate Specialized and Urban financial information; moving forward these figures will be more reflective of the actual cost of operating both services.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	4,768	7,691
Non-Ambulatory	5,857	8,435
Total	10,625	16,126
Attendants	2,998	1,029
Companions	-	-
Other	-	-
Total	2,998	1,029
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	10,625	16,126
Total Support Person Trips	2,998	1,029
Total Trips	13,623	17,155

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	10,965
Reservation	-	3,387
On-Demand/Day-of	-	1,774
Total Trips Requested	14,849	17,854
Cancelled in Advance	512	902
Cancelled Late	-	209
No-Shows	32	250
Cancelled at Door	-	189

OPERATING EXPENSES

	2016	2017
Administration	-	\$166,051
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$95,334
Fuel and Energy Consumption	-	\$28,666
Total Operating Expenses	-	\$290,051

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$6,584
Other Revenue	-	-
Total Revenue	-	\$6,584

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	-	\$283,467
Other Operating Contributions	-	-
Total Operating Revenues and Funding	-	\$290,052

CAPITAL EXPENSES

Vehicle Purchase	-	\$162,055
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$162,056

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$162,056
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$162,056

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	7
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	1
Other	-	-
Total	-	8

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$21.48	2017-01-01	CUPE Local 855
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$27.04	2017-01-01	CUPE Local 855
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	4	-	4	11
Other	-	-	-	-
Total	4	-		

Vehicle Ownership: Kawartha Lakes

Vehicle Maintenance: Kawartha Lakes

INDICATORS

Financial	2016	2017
R/C Ratio	0.0 %	2.3 %
Net Operating Cost / Capita	-	\$13.69
Total Expense / Passenger	-	\$16.91
Total Expense / Eligible Passenger	-	\$17.99
Transportation Expense / Passenger		
Dedicated Service	-	\$7.23
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0183	0.0075
Passengers / Capita	0.6577	0.8282
Passengers / Registrants	36.04	109.97
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Kenora, ON

Handi Transit

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

Population Served: 16,300
 Service Area (km²): 75.1
 Main Community Served: Kenora
 Other Communities Served: Keewatin

ACTIVE REGISTRANTS

Ambulatory	135		
Non-Ambulatory	73	Attendants	0
Other	0	Companions	0
Total	208	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☐ Internal Assessment
☐ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☐ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.00	\$5.00	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 17:00	Friday	07:00 to 17:00
Tuesday	07:00 to 17:00	Saturday	
Wednesday	07:00 to 17:00	Sunday	
Thursday	07:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 24

Booking Method: Phone call

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	2,748	3,206
Non-Ambulatory	4,111	1,407
Total	6,859	4,703
Attendants	438	265
Companions	-	-
Other	-	-
Total	438	265
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,859	4,703
Total Support Person Trips	438	265
Total Trips	7,297	4,968

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	3,311
Reservation	-	1,200
On-Demand/Day-of	-	192
Total Trips Requested	3,520	1
Cancelled in Advance	12	25
Cancelled Late	-	12
No-Shows	6	14
Cancelled at Door	-	3

OPERATING EXPENSES

	2016	2017
Administration	\$26,167	\$25,909
Transportation Operations		
Internal Dedicated Service	\$70,458	\$56,326
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$21,266	\$27,834
Fuel and Energy Consumption	\$9,858	\$7,654
Total Operating Expenses	\$127,749	\$117,723

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$36,575	\$26,425
Other Revenue	-	\$12,990
Total Revenue	\$36,575	\$39,415

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$81,800	\$81,800
Other Operating Contributions	\$19,479	-
Total Operating Revenues and Funding	\$137,854	\$121,215

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	48,271	31,934
Total Vehicle Kilometres	49,033	33,209
Revenue Vehicle Hours	3,250	2,150
Total Vehicle Hours	3,351	2,263
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	5
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	1	-
Other	-	-
Total	2	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.00	2017-12-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	2	-	5	6
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: City of Kenora

Vehicle Maintenance: City of Kenora

INDICATORS

Financial	2016	2017
R/C Ratio	28.6 %	33.5 %
Net Operating Cost / Capita	\$5.59	\$4.80
Total Expense / Passenger	\$17.51	\$23.70
Total Expense / Eligible Passenger	\$18.63	\$25.03
Transportation Expense / Passenger		
Dedicated Service	\$13.92	\$18.48
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$30.31	\$40.57
Operating		
Registrants / Capita	0.0170	0.0128
Passengers / Capita	0.4477	0.3048
Passengers / Registrants	26.34	23.88
Passengers / Revenue Hour (Dedicated Service)	2.25	2.31
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.62	6.43
Average Speed (Dedicated Service)	14.85	14.85

Kingston, ON

Kingston Access Service

Contact: Trevory Fray
 Title: Executive Director
 Telephone: 613-542-2512
 Email: trevor@kingstonaccessbus.com

Population Served: 117,660
 Service Area (km²): 451.2
 Main Community Served: Kingston
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,800		
Non-Ambulatory	1,800	Attendants	0
Other	0	Companions	0
Total	3,600	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☒ Policy
☒ External	☒ Recommendation
	☒ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☐ Sensory	☐ External Contract
☐ Age	☐ Committee
☐ Environmental	
☐ Other	

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By:

☐	Transit System / Municipality
☒	Private Non-Profit Organization
☐	Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:

☐	Taxi
☐	Rideshare Service
☐	Other

Delivery Model:

Taxi utilized only when operational issues arise such as vehicle breakdown, major delays, etc

FARE STRUCTURE

Effective Date: 2017-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	\$76.00	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 00:00	Friday	06:00 to 00:00
Tuesday	06:00 to 00:00	Saturday	06:00 to 00:00
Wednesday	06:00 to 00:00	Sunday	06:00 to 00:00
Thursday	06:00 to 00:00	Holiday	06:00 to 00:00

Other: Some stat holidays will have different hours

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 0.5

Booking Method: Phone and email

REMARKS

Hours of service expanded in Jan 2017 to match conventional transit (6am-Midnight Mon-Sat. / previous was 7am-11pm Mon-Sat)
 Hours of service expanded in Sept 2017 to match conventional transit expansion (6am-Midnight Sunday / previous was 8am-9pm)
 Monthly passes implemented in April 2017

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	40,405
Non-Ambulatory	-	36,923
Total	-	77,328
Attendants	-	18,123
Companions	-	408
Other	-	-
Total	-	18,531
Non-Dedicated Service		
Ambulatory	-	750
Non-Ambulatory	-	-
Total	-	750
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	78,078
Total Support Person Trips	-	18,531
Total Trips	-	96,609

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	37,798
Reservation	-	-
On-Demand/Day-of	-	40,280
Total Trips Requested	-	105,084
Cancelled in Advance	-	14,739
Cancelled Late	-	8,893
No-Shows	-	1,876
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	-	\$341,734
Transportation Operations		
Internal Dedicated Service	-	\$1,795,140
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	\$6,838
Vehicle and Facility Maintenance	-	\$294,105
Fuel and Energy Consumption	-	\$236,400
Total Operating Expenses	-	\$2,674,217

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$205,783
Other Revenue	-	\$25,459
Total Revenue	-	\$231,242

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$77,153
Municipal Operating Contributions	-	\$2,507,896
Other Operating Contributions	-	\$375
Total Operating Revenues and Funding	-	\$2,816,666

CAPITAL EXPENSES

Vehicle Purchase	-	\$646,387
Debt Servicing	-	-
Other	-	\$18,077
Total Capital Expenses	-	\$664,464

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$664,464
Other Capital Contributions	-	-
Total Capital Funding	-	\$664,464

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	763,762
Total Vehicle Kilometres	-	763,762
Revenue Vehicle Hours	-	42,561
Total Vehicle Hours	-	42,561
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	18	12
Reservation Clerks	-	-
Dispatchers	5	1
Other Transport Operations	-	-
Mechanics	-	-
General Administration	3	-
Other	-	-
Total	26	13

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$22.02	2017-01-01	UNIFOR 4266
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	25	-	6	6
Low-floor	-	-	-	-
Other	-	-	-	-
Total	25	-		

Vehicle Ownership: Kingston Access Services

Vehicle Maintenance: Kingston Access Services

INDICATORS

Financial	2016	2017
R/C Ratio		8.7 %
Net Operating Cost / Capita		\$20.76
Total Expense / Passenger		\$27.68
Total Expense / Eligible Passenger		\$34.25
Transportation Expense / Passenger		
Dedicated Service		\$24.26
Non-Dedicated Service		\$9.12
Transportation Expense / Hour (Dedicated Service)		\$54.64
Operating		
Registrants / Capita		0.0306
Passengers / Capita		0.8211
Passengers / Registrants		26.84
Passengers / Revenue Hour (Dedicated Service)		2.25
Revenue Vehicle Kilometre / Passenger (Dedicated Service)		7.97
Average Speed (Dedicated Service)		17.95

Lanark County, ON

Lanark Transportation Association

Contact Marilyn Bird / Kevin Wills
 Title Executive Director / Senior Financial Analyst
 Telephone 613-264-8256
 Email ed@lanarktransport.com

Population Served: 77,585
 Service Area (km²): 3,043.0
 Main Community Served: Lanark County and the Town of Smiths Falls
 Other Communities Served: Perth, Carleton Place, Almonte

ACTIVE REGISTRANTS

Ambulatory	1,304		
Non-Ambulatory	233	Attendants	398
Other	0	Companions	0
Total	1,537	Total	398

ADVISORY COMMITTEE

Organization

☐ Internal
☐ External

Mandate

☐ Policy
☐ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☐ Cognitive
☐ Age
☐ Physical

☐ Sensory
☐ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☐ Paper Application
☐ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

Only used when agency vehicles and drivers can not meet demand for service.

FARE STRUCTURE

Effective Date: 2018-03-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:30 to 22:00	Friday	06:30 to 22:00
Tuesday	06:30 to 22:00	Saturday	
Wednesday	06:30 to 22:00	Sunday	
Thursday	06:30 to 22:00	Holiday	

Other: If there is a driver who is willing to work.

Advanced Booking Notice (days): 180

Minimum Notice for Reservation (hours): 2

Booking Method: By telephone, text message or by using our website.

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	18,599	16,281
Non-Ambulatory	3,748	938
Total	22,347	17,219
Attendants	1,125	3,089
Companions	-	-
Other	-	-
Total	1,125	3,089
Non-Dedicated Service		
Ambulatory	-	18
Non-Ambulatory	-	-
Total	-	18
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	22,347	17,237
Total Support Person Trips	1,125	3,089
Total Trips	23,472	20,326

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	16,142
On-Demand/Day-of	-	849
Total Trips Requested	25,453	19,221
Cancelled in Advance	1,695	1,984
Cancelled Late	-	-
No-Shows	142	-
Cancelled at Door	-	168

OPERATING EXPENSES

	2016	2017
Administration	\$54,000	\$208,121
Transportation Operations		
Internal Dedicated Service	\$698,733	\$434,960
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	\$387
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$66,000	\$93,704
Fuel and Energy Consumption	\$55,000	\$70,047
Total Operating Expenses	\$873,733	\$807,219

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$422,948	\$426,535
Other Revenue	\$1,599	\$10,633
Total Revenue	\$424,547	\$437,168

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$423,452	\$646,724
Municipal Operating Contributions	\$81,500	\$91,300
Other Operating Contributions	\$8,402	-
Total Operating Revenues and Funding	\$937,901	\$1,175,192

CAPITAL EXPENSES

Vehicle Purchase	\$81,965	\$142,948
Debt Servicing	-	-
Other	\$31,182	\$12,521
Total Capital Expenses	\$113,147	\$155,469

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$109,486	\$88,441
Municipal Capital Contributions	-	-
Other Capital Contributions	\$3,661	-
Total Capital Funding	\$113,147	\$88,441

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	591,497	400,000
Total Vehicle Kilometres	594,617	616,628
Revenue Vehicle Hours	15,498	8,000
Total Vehicle Hours	15,602	12,332
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	200
Total Vehicle Hours	-	4
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	14	-
Reservation Clerks	-	-
Dispatchers	2	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	1
Other	-	-
Total	17	1

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.23		
Reservation Clerks	-		
Dispatchers	\$20.83		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	1	-	4
Minivans	3	10	5	69
Vans	2	-	8	12
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	5	11		

Vehicle Ownership: Lanark Transportation Association

Vehicle Maintenance: Lanark Transportation Association

INDICATORS

Financial	2016	2017
R/C Ratio	48.6 %	54.2 %
Net Operating Cost / Capita	\$5.79	\$4.77
Total Expense / Passenger	\$37.22	\$39.71
Total Expense / Eligible Passenger	\$39.10	\$46.83
Transportation Expense / Passenger		
Dedicated Service	\$34.92	\$29.48
Non-Dedicated Service	-	\$21.50
Transportation Expense / Hour (Dedicated Service)	\$52.54	\$48.55
Operating		
Registrants / Capita	0.1152	0.0249
Passengers / Capita	0.3025	0.2620
Passengers / Registrants	2.63	10.50
Passengers / Revenue Hour (Dedicated Service)	1.51	2.54
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	25.20	19.70
Average Speed (Dedicated Service)	38.17	50.00

Leamington, ON

South Essex Community Council

Contact	Mark Wybenga	Population Served:	52,072	Ambulatory	0		
Title	Department Coordinator, Community Services	Service Area (km²):	759.5	Non-Ambulatory	0	Attendants	0
Telephone	519-326-8629 x344	Main Community Served:	Leamington	Other	0	Companions	0
Email	mwybenga@secc.on.ca	Other Communities Served:	Kingsville, Wheatley	Total	599	Total	0

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description		Method of Determination	
☒ Internal	☐ Policy	☒ Cognitive	☒ Sensory	☒ Internal Assessment	☒ Paper Application
☒ External	☒ Recommendation	☒ Age	☐ Environmental	☐ External Contract	☐ Healthcare Professional
	☐ Decision Making	☒ Physical	☒ Other	☐ Committee	☒ Other
	☐ Other				

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☐ Transit System / Municipality
	☒ Private Non-Profit Organization
	☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:	☐ Taxi	Delivery Model:
	☐ Rideshare Service	
	☐ Other	

FARE STRUCTURE

Effective Date: 2017-10-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$12.00	-	-	-	-	18+
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:30 to 16:30	Friday	07:30 to 16:30
Tuesday	07:30 to 16:30	Saturday	
Wednesday	07:30 to 16:30	Sunday	
Thursday	07:30 to 16:30	Holiday	

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: Phone in or fax request form

REMARKS

Cancelled late number includes no-shows and cancelled at door. In 2017 we picked up a new account with a local nursing home doing their group outings two times per week. This is what led to the increase in ridership.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	4,921
Non-Ambulatory	-	2,337
Total	-	7,258
Attendants	-	382
Companions	-	-
Other	-	-
Total	-	382
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	7,258
Total Support Person Trips	-	382
Total Trips	-	7,640

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	2,105
Reservation	-	5,081
On-Demand/Day-of	-	73
Total Trips Requested	-	3,663
Cancelled in Advance	-	251
Cancelled Late	-	106
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	-	\$11,369
Transportation Operations		
Internal Dedicated Service	-	\$220,721
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$21,058
Fuel and Energy Consumption	-	\$28,294
Total Operating Expenses	-	\$281,442

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$94,812
Other Revenue	-	\$2,040
Total Revenue	-	\$96,852

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$163,578
Municipal Operating Contributions	-	\$21,012
Other Operating Contributions	-	-
Total Operating Revenues and Funding	-	\$281,442

CAPITAL EXPENSES

Vehicle Purchase	-	\$201,534
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$201,534

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$100,767
Municipal Capital Contributions	-	\$15,000
Other Capital Contributions	-	\$8,500
Total Capital Funding	-	\$124,267

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	119,265
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	5,314
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	8
Reservation Clerks	-	-
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	3	8

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.26	2017-04-01	CUPE Local 4523
Reservation Clerks	-		
Dispatchers	\$20.15	2017-04-01	CUPE Local 4523
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	1	1	2	14
Small Buses	2	-	5	16
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	1		

Vehicle Ownership: South Essex Community Council

Vehicle Maintenance: South Essex Community Council

INDICATORS

Financial	2016	2017
R/C Ratio		34.4 %
Net Operating Cost / Capita		\$3.54
Total Expense / Passenger		\$36.84
Total Expense / Eligible Passenger		\$38.78
Transportation Expense / Passenger		
Dedicated Service		\$35.35
Non-Dedicated Service		-
Transportation Expense / Hour (Dedicated Service)		\$50.82
Operating		
Registrants / Capita		0.0115
Passengers / Capita		0.1467
Passengers / Registrants		12.75
Passengers / Revenue Hour (Dedicated Service)		-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)		-
Average Speed (Dedicated Service)		-

London, ON

London Transit Commission

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

Population Served: 377,500
 Service Area (km²): 166.0
 Main Community Served: City of London
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	5,149		
Non-Ambulatory	3,293	Attendants	0
Other	0	Companions	0
Total	8,442	Total	0

ADVISORY COMMITTEE

Organization

☐ Internal
☒ External

Mandate

☒ Policy
☒ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☒ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☒ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2008-01-12

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.75	\$1.90	-	-	\$81.00	
Child	☒	-	-	-	-	-	0-12
Student	☐	\$2.75	\$1.54	-	-	-	13-18
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 00:00	Friday	06:00 to 00:00
Tuesday	06:00 to 00:00	Saturday	08:30 to 23:00
Wednesday	06:00 to 00:00	Sunday	08:30 to 23:00
Thursday	06:00 to 00:00	Holiday	08:30 to 23:00

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 1

Booking Method: Phone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	171,061	165,223
Non-Ambulatory	88,123	85,115
Total	259,184	250,338
Attendants	-	25,145
Companions	27,474	-
Other	-	-
Total	27,474	25,145
Non-Dedicated Service		
Ambulatory	-	18,358
Non-Ambulatory	-	9,457
Total	-	27,815
Attendants	-	2,794
Companions	-	-
Other	-	-
Total	-	2,794
Total Eligible Passenger Trips	259,184	278,153
Total Support Person Trips	27,474	27,939
Total Trips	286,658	306,092

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	89,009
Reservation	-	169,674
On-Demand/Day-of	-	19,471
Total Trips Requested	324,167	338,093
Cancelled in Advance	47,502	36,716
Cancelled Late	-	10,014
No-Shows	5,529	5,285
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$114,281	\$136,646
Transportation Operations		
Internal Dedicated Service	\$904,781	\$947,975
Contract Dedicated Service	\$5,148,420	\$5,250,456
Contract Non-Dedicated Service	-	\$499,517
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$6,167,482	\$6,834,594

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$507,625	\$536,650
Other Revenue	-	-
Total Revenue	\$507,625	\$536,650

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,215,000	\$1,236,244
Municipal Operating Contributions	\$4,444,857	\$5,061,700
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$6,167,482	\$6,834,595

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	122,650	-
Total Vehicle Hours	122,650	122,720
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	12,055

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	7	-
Dispatchers	3	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	-
Other	-	-
Total	11	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	\$28.35	2017-04-01	
Dispatchers	\$29.33	2017-04-01	
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	2	-	-	12
Small Buses	39	-	6	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	41	-		

Vehicle Ownership: Voyago

Vehicle Maintenance: Voyago

INDICATORS

Financial	2016	2017
R/C Ratio	8.2 %	7.9 %
Net Operating Cost / Capita	\$14.99	\$16.68
Total Expense / Passenger	\$21.52	\$22.33
Total Expense / Eligible Passenger	\$23.80	\$24.57
Transportation Expense / Passenger		
Dedicated Service	\$21.12	\$22.50
Non-Dedicated Service	-	\$16.32
Transportation Expense / Hour (Dedicated Service)	\$49.35	\$50.51
Operating		
Registrants / Capita	0.0208	0.0224
Passengers / Capita	0.7594	0.8108
Passengers / Registrants	36.48	36.26
Passengers / Revenue Hour (Dedicated Service)	2.34	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Machin, ON

Municipality of Machin

Contact Tammy Rob
 Title Clerk Treasurer
 Telephone 807-227-2633 x22
 Email clerktreasurer@visitmachin.com

Population Served: 1,008
 Service Area (km²): 0.0
 Main Community Served: Vermilion Bay, Minnitaki, Eagle River
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	40		
Non-Ambulatory	3	Attendants	0
Other	0	Companions	0
Total	43	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☒ Policy
☐ External	☒ Recommendation
	☒ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☐ Cognitive	☒ Internal Assessment
☐ Age	☐ External Contract
☐ Physical	☒ Committee
☐ Sensory	☐ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$10.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday		Friday
Tuesday	08:00 to 16:00	Saturday
Wednesday		Sunday
Thursday	08:00 to 16:00	Holiday

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Phone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	10	1,074
Non-Ambulatory	-	-
Total	10	1,074
Attendants	1,692	-
Companions	-	-
Other	-	-
Total	1,692	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	10	1,074
Total Support Person Trips	1,692	-
Total Trips	1,702	1,074

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	1,702	1,074
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$15,919	\$600
Transportation Operations		
Internal Dedicated Service	-	\$17,444
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$14,045	\$10,842
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$29,964	\$28,886

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,600	\$8,291
Other Revenue	-	-
Total Revenue	\$8,600	\$8,291

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$15,364	\$15,664
Municipal Operating Contributions	\$6,000	\$4,931
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$29,964	\$28,886

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	1
Reservation Clerks	-	1
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	1
Other	-	-
Total	-	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.40	2017-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	1	-	2	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2016	2017
R/C Ratio	28.7 %	28.7 %
Net Operating Cost / Capita	-	\$20.43
Total Expense / Passenger	\$17.61	\$26.90
Total Expense / Eligible Passenger	\$2,996.40	\$26.90
Transportation Expense / Passenger		
Dedicated Service	\$8.25	\$26.34
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	-	0.0427
Passengers / Capita	-	1.0655
Passengers / Registrants	81.05	24.98
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Meaford, ON

Meaford Specialized Transit Service

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

Population Served: 11,000
 Service Area (km²): 588.6
 Main Community Served: Meaford
 Other Communities Served: Leith, Bognor, Annan

ACTIVE REGISTRANTS

Ambulatory	73		
Non-Ambulatory	14	Attendants	0
Other	0	Companions	0
Total	87	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☒ Policy
☒ External	☒ Recommendation
	☒ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Sensory	☐ External Contract
☐ Age	☒ Committee
☐ Environmental	☐ Paper Application
☐ Other	☐ Healthcare Professional
	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	-	-	-	-	4-99
Child	☒	-	-	-	-	-	0-3
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	10:00 to 14:30	Friday	10:00 to 14:30
Tuesday	10:00 to 14:30	Saturday	
Wednesday	10:00 to 14:30	Sunday	
Thursday	10:00 to 14:30	Holiday	

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 8

Booking Method: Telephone Bookings are received by Contracted Service Provider

REMARKS

Annual number of passenger trips is lower in 2017 compared to 2016 possibly due to passengers using the newly piloted conventional transit system instead of specialized.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	1,849	53
Non-Ambulatory	364	1,223
Total	2,213	1,276
Attendants	10	-
Companions	-	-
Other	1,365	-
Total	1,375	-

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **2,213** **1,276**

Total Support Person Trips **1,375** **-**

Total Trips **3,588** **1,276**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	50
Reservation	-	40
On-Demand/Day-of	-	10
Total Trips Requested	3,588	1,276
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$4,600	\$2,482
Transportation Operations		
Internal Dedicated Service	\$54,666	\$28,109
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$8,800	\$4,672
Fuel and Energy Consumption	\$8,000	\$3,818
Total Operating Expenses	\$76,066	\$39,081

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,327	\$4,024
Other Revenue	\$13,187	-
Total Revenue	\$18,514	\$4,024

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$6,000	\$3,627
Municipal Operating Contributions	\$54,464	\$31,429
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$78,978	\$39,080

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	25,369	15,096
Total Vehicle Kilometres	25,369	15,096
Revenue Vehicle Hours	1,155	491
Total Vehicle Hours	1,601	855

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	1	-	2	14
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Municipality of Meaford

Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio	24.3 %	10.3 %
Net Operating Cost / Capita	\$5.23	\$3.19
Total Expense / Passenger	\$21.20	\$30.63
Total Expense / Eligible Passenger	\$34.37	\$30.63
Transportation Expense / Passenger		
Dedicated Service	\$19.92	\$28.68
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$44.64	\$42.81
Operating		
Registrants / Capita	0.0307	0.0079
Passengers / Capita	0.3262	0.1160
Passengers / Registrants	10.62	14.67
Passengers / Revenue Hour (Dedicated Service)	3.11	2.60
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.07	11.83
Average Speed (Dedicated Service)	21.96	30.75

Midland, ON

Midland Accessible Transit

Contact	Population Served:	17,000	Ambulatory	301		
Title	Service Area (km²):	100.0	Non-Ambulatory	129	Attendants	13
Telephone	Main Community Served:	Town of Midland	Other	0	Companions	0
Email	Other Communities Served:		Total	430	Total	13

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☐ Policy
☒ External	☒ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☐ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☒ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By:	☐ Transit System / Municipality
	☒ Private Non-Profit Organization
	☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:	☐ Taxi	Delivery Model:
	☐ Rideshare Service	
	☐ Other	

FARE STRUCTURE

Effective Date: 2015-12-12

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	-	-	-	-	
Child	☐	\$2.50	-	-	-	-	
Student	☐	\$2.50	-	-	-	-	
Senior	☐	\$2.50	-	-	-	-	
Attendant	☒	-	-	-	-	-	Mandatory attendant
Companion	☐	\$2.50	-	-	-	-	
Other:							

SERVICE HOURS / SCHEDULING

Monday	08:00 to 17:00	Friday	08:00 to 17:00
Tuesday	08:00 to 17:00	Saturday	
Wednesday	08:00 to 17:00	Sunday	
Thursday	08:00 to 17:00	Holiday	

Other: Special events, elections, etc.

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 1

Booking Method: Phone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	3,878	4,588
Non-Ambulatory	2,087	2,054
Total	5,965	6,642
Attendants	122	151
Companions	100	-
Other	38	-
Total	260	151

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **5,965** **6,642**

Total Support Person Trips **260** **151**

Total Trips **6,225** **6,793**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	2,987
Reservation	-	2,659
On-Demand/Day-of	-	996
Total Trips Requested	6,526	7,072
Cancelled in Advance	267	426
Cancelled Late	-	-
No-Shows	6	4
Cancelled at Door	-	10

OPERATING EXPENSES

	2016	2017
Administration	\$4,536	\$127,630
Transportation Operations		
Internal Dedicated Service	\$4,465	-
Contract Dedicated Service	\$140,196	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,162	-
Fuel and Energy Consumption	\$9,236	-
Total Operating Expenses	\$163,595	\$127,630

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,467	\$16,111
Other Revenue	-	-
Total Revenue	\$14,467	\$16,111

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$40,000	\$40,000
Municipal Operating Contributions	\$109,128	\$71,519
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$163,595	\$127,630

CAPITAL EXPENSES

Vehicle Purchase	\$61,056	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$61,056	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$61,056	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$61,056	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	54,120	56,898
Total Vehicle Kilometres	56,969	60,059
Revenue Vehicle Hours	4,850	5,731
Total Vehicle Hours	5,100	6,008

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	3
Reservation Clerks	1	-
Dispatchers	-	3
Other Transport Operations	-	1
Mechanics	-	-
General Administration	-	1
Other	-	-
Total	3	8

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$16.80	2017-01-01	
Reservation Clerks	\$14.60	2017-08-01	
Dispatchers	\$14.60	2017-08-01	
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	2	-	4	8
Vans	1	-	2	3
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: Town of Midland

Vehicle Maintenance: Town of Midland

INDICATORS

Financial	2016	2017
R/C Ratio	8.8 %	12.6 %
Net Operating Cost / Capita	\$8.77	\$6.56
Total Expense / Passenger	\$26.28	\$18.79
Total Expense / Eligible Passenger	\$27.43	\$19.22
Transportation Expense / Passenger		
Dedicated Service	\$25.55	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$31.19	-
Operating		
Registrants / Capita	0.0236	0.0261
Passengers / Capita	0.3662	0.3996
Passengers / Registrants	15.52	15.33
Passengers / Revenue Hour (Dedicated Service)	1.28	1.19
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.69	8.38
Average Speed (Dedicated Service)	11.16	9.93

Milton, ON

Milton access+

Contact Krista Short
 Title Transit Analyst
 Telephone 905-878-7252 x2182
 Email krista.short@milton.ca

Population Served: 117,667
 Service Area (km²): 380.0
 Main Community Served: Milton
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	47		
Non-Ambulatory	233	Attendants	24
Other	0	Companions	0
Total	280	Total	24

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☐ Age	☒ External Contract
☒ Physical	☒ Committee
☒ Sensory	☒ Paper Application
☒ Environmental	☐ Healthcare Professional
☒ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

Subcontracted taxi operations to fulfill majority of trip requests.

FARE STRUCTURE

Effective Date: 2016-01-04

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	\$2.80	-	-	\$77.00	19-64
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	\$3.50	\$2.00	-	-	\$50.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	05:20 to 23:10	Friday	05:20 to 23:10
Tuesday	05:20 to 23:10	Saturday	07:10 to 20:10
Wednesday	05:20 to 23:10	Sunday	
Thursday	05:20 to 23:10	Holiday	

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Telephone into a centralized reservationist

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	17,289	-
Non-Ambulatory	-	-
Total	17,289	19,691
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	17,289	19,691
Total Support Person Trips	-	-
Total Trips	17,289	19,691

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$302,437	\$415,372
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$302,437	\$415,372

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$44,708	\$51,395
Other Revenue	-	-
Total Revenue	\$44,708	\$51,395

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$257,729	\$363,977
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$302,437	\$415,372

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	-	-		

Vehicle Ownership:

Vehicle Maintenance:

INDICATORS

Financial	2016	2017
R/C Ratio	14.8 %	12.4 %
Net Operating Cost / Capita	\$2.34	\$3.09
Total Expense / Passenger	\$17.49	\$21.09
Total Expense / Eligible Passenger	\$17.49	\$21.09
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$17.49	\$21.09
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0028	0.0026
Passengers / Capita	0.1570	0.1673
Passengers / Registrants	55.41	64.77
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

New Tecumseth, ON

Town of New Tecumseth Community Transportation Program

Contact	Khurram Tunio	Population Served:	36,000	Ambulatory	2,000		
Title	General Manager	Service Area (km²):	274.2	Non-Ambulatory	0	Attendants	0
Telephone	705-890-3710	Main Community Served:	Alliston	Other	0	Companions	0
Email	ktunio@newtecumseth.ca	Other Communities Served:	Beeton, Tottenham & Tecumseth	Total	2,000	Total	0

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description		Method of Determination	
Internal	Policy	Cognitive	Sensory	Internal Assessment	Paper Application
External	Recommendation	Age	Environmental	External Contract	Healthcare Professional
	Decision Making	Physical	Other	Committee	Other
	Other				

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☐ Transit System / Municipality
	☐ Private Non-Profit Organization
	☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:	☒ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

Ride sharing program with local taxi company

FARE STRUCTURE

Effective Date: 2005-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.00	-	-	-	Within community
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 17:00	Friday	07:00 to 17:00
Tuesday	07:00 to 17:00	Saturday	
Wednesday	07:00 to 17:00	Sunday	
Thursday	07:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: Contact taxi companies directly

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	10,384
Non-Ambulatory	-	-
Total	-	10,384
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	10,384
Total Support Person Trips	-	-
Total Trips	-	10,384

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	-	\$152,780
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	-	\$152,780

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$35,018
Other Revenue	-	-
Total Revenue	-	\$35,018

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	-	\$117,762
Other Operating Contributions	-	-
Total Operating Revenues and Funding	-	\$152,780

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	-	-		

Vehicle Ownership:

Vehicle Maintenance:

INDICATORS

Financial	2016	2017
R/C Ratio		22.9 %
Net Operating Cost / Capita		\$3.27
Total Expense / Passenger		\$14.71
Total Expense / Eligible Passenger		\$14.71
Transportation Expense / Passenger		
Dedicated Service		-
Non-Dedicated Service		-
Transportation Expense / Hour (Dedicated Service)		-
Operating		
Registrants / Capita		0.0556
Passengers / Capita		0.2884
Passengers / Registrants		5.19
Passengers / Revenue Hour (Dedicated Service)		-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)		-
Average Speed (Dedicated Service)		-

Niagara Falls, ON

Niagara Chair-A-Van

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

Population Served: 88,070
 Service Area (km²): 212.0
 Main Community Served: Niagara Falls
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,263		
Non-Ambulatory	935	Attendants	227
Other	0	Companions	5
Total	2,198	Total	232

ADVISORY COMMITTEE

Organization

☒ Internal
☐ External

Mandate

☒ Policy
☒ Recommendation
☒ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☒ Internal Assessment
☐ External Contract
☒ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.75	-	-	-	Under 65
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	\$2.75	\$2.75	-	-	-	65+
Attendant	☒	-	-	-	-	-	Mandatory attendant
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:00	Friday	06:00 to 23:00
Tuesday	06:00 to 23:00	Saturday	09:00 to 23:00
Wednesday	06:00 to 23:00	Sunday	09:00 to 23:00
Thursday	06:00 to 23:00	Holiday	09:00 to 23:00

Other:

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 1

Booking Method: Phone, fax, email

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	16,995	25,874
Non-Ambulatory	11,975	16,468
Total	28,970	42,342
Attendants	1,040	2,268
Companions	55	65
Other	-	-
Total	1,095	2,333
Non-Dedicated Service		
Ambulatory	1,040	876
Non-Ambulatory	316	219
Total	1,356	1,095
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	30,326	43,437
Total Support Person Trips	1,095	2,333
Total Trips	31,421	45,770

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	20,708
Reservation	-	21,896
On-Demand/Day-of	-	833
Total Trips Requested	35,801	44,096
Cancelled in Advance	3,577	4,662
Cancelled Late	-	229
No-Shows	249	298
Cancelled at Door	-	2,227

OPERATING EXPENSES

	2016	2017
Administration	\$25,591	\$28,775
Transportation Operations		
Internal Dedicated Service	\$461,995	\$472,200
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$19,568	\$19,800
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$15,738	\$20,316
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$522,891	\$541,091

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$49,753	\$52,462
Other Revenue	-	-
Total Revenue	\$49,753	\$52,462
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$473,138	\$492,000
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$522,891	\$544,462

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	258,170	298,135
Total Vehicle Kilometres	258,170	298,135
Revenue Vehicle Hours	11,790	12,064
Total Vehicle Hours	11,790	12,064
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	2	2
Other Transport Operations	-	16
Mechanics	-	-
General Administration	1	-
Other	-	-
Total	3	18

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	3	-	10	1
Low-floor	1	-	12	2
Other	4	-	12	4
Total	8	-		

Vehicle Ownership: Niagara Falls Transit - 8 buses

Vehicle Maintenance: Niagara Falls Transit

INDICATORS

Financial	2016	2017
R/C Ratio	9.5 %	9.7 %
Net Operating Cost / Capita	\$5.37	\$5.55
Total Expense / Passenger	\$16.64	\$11.82
Total Expense / Eligible Passenger	\$17.24	\$12.46
Transportation Expense / Passenger		
Dedicated Service	\$15.89	\$11.02
Non-Dedicated Service	\$14.43	\$18.08
Transportation Expense / Hour (Dedicated Service)	\$40.52	\$40.83
Operating		
Registrants / Capita	0.0234	0.0276
Passengers / Capita	0.3568	0.5197
Passengers / Registrants	15.25	18.84
Passengers / Revenue Hour (Dedicated Service)	2.55	3.70
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.59	6.67
Average Speed (Dedicated Service)	21.90	24.71

Niagara Region, ON

Niagara Specialized Transit

Contact Robert Salewytisch
 Title Transit Service Planning Coordinator
 Telephone 905-980-6000 x3232
 Email robert.salewytisch@niagararegion.ca

Population Served: 447,888
 Service Area (km²): 1,854.0
 Main Community Served:
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	344		
Non-Ambulatory	444	Attendants	917
Other	365	Companions	0
Total	1,153	Total	917

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☐ Internal Assessment
☐ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☒ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$6.00	\$4.50	-	-	\$160.00	19-65
Child	☐	-	-	-	-	-	
Student	☐	\$5.00	\$4.00	-	-	\$130.00	6-18
Senior	☐	\$5.00	\$4.00	-	-	\$130.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$6.00	-	-	-	-	Limit 1 per trip

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 22:00	Friday	07:00 to 22:00
Tuesday	07:00 to 22:00	Saturday	07:00 to 22:00
Wednesday	07:00 to 22:00	Sunday	
Thursday	07:00 to 22:00	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 48

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	8,720	14,508
Non-Ambulatory	8,463	12,799
Total	17,183	27,307
Attendants	2,024	2,396
Companions	660	1,714
Other	-	-
Total	2,684	4,110

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **17,183** **27,307**

Total Support Person Trips **2,684** **4,110**

Total Trips **19,867** **31,417**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	21,902	34,028
Cancelled in Advance	4,286	5,392
Cancelled Late	-	185
No-Shows	443	192
Cancelled at Door	-	412

OPERATING EXPENSES

	2016	2017
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,396,968	\$2,239,757
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$11,826	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,408,794	\$2,239,757

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$212,098	\$131,305
Other Revenue	-	-
Total Revenue	\$212,098	\$131,305

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$536,500	\$536,500
Municipal Operating Contributions	\$660,196	\$1,571,952
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,408,794	\$2,239,757

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	759,000	633,440
Total Vehicle Kilometres	945,000	954,604
Revenue Vehicle Hours	23,000	15,356
Total Vehicle Hours	25,500	27,661

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	17	4
Reservation Clerks	-	-
Dispatchers	4	-
Other Transport Operations	-	-
Mechanics	2	-
General Administration	3	-
Other	3	-
Total	29	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$16.00		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$25.00		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	1	-	-
Minivans	15	-	-	-
Vans	-	-	-	-
Small Buses	3	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	18	1		

Vehicle Ownership: Contractor

Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio	15.1 %	5.9 %
Net Operating Cost / Capita	\$2.67	\$4.71
Total Expense / Passenger	\$70.91	\$71.29
Total Expense / Eligible Passenger	\$81.99	\$82.02
Transportation Expense / Passenger		
Dedicated Service	\$70.91	\$71.29
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$55.25	\$80.97
Operating		
Registrants / Capita	0.0039	0.0046
Passengers / Capita	0.0444	0.0701
Passengers / Registrants	11.47	15.18
Passengers / Revenue Hour (Dedicated Service)	0.86	2.05
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	38.20	20.16
Average Speed (Dedicated Service)	33.00	41.25

North Bay , ON

North Bay Para Bus

Contact Karen Smith
 Title Director of Operations
 Telephone 705-476-0733
 Email phara@phara.org

Population Served: 47,084
 Service Area (km²): 314.9
 Main Community Served: North Bay Para Bus
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	248		
Non-Ambulatory	213	Attendants	117
Other	5	Companions	0
Total	466	Total	117

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☐ Cognitive	☐ Internal Assessment
☐ Sensory	☐ External Contract
☐ Age	☐ Committee
☒ Physical	☒ Paper Application
☒ Environmental	☒ Healthcare Professional
☒ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2015-01-06

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.70	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:30 to 23:00	Friday	07:30 to 23:00
Tuesday	07:30 to 23:00	Saturday	08:30 to 23:00
Wednesday	07:30 to 23:00	Sunday	09:00 to 18:00
Thursday	07:30 to 23:00	Holiday	

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 48

Booking Method: Phone, email, letter correspondence

REMARKS

The Active Registration list was updated to reflect current eligible registrations and therefore resulted in a reduction from 2017

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	10,795	10,843
Non-Ambulatory	9,926	9,601
Total	20,721	20,444
Attendants	2,709	2,810
Companions	-	-
Other	-	-
Total	2,709	2,810
Non-Dedicated Service		
Ambulatory	4,578	5,284
Non-Ambulatory	1,283	1,540
Total	5,861	6,824
Attendants	435	318
Companions	-	-
Other	-	-
Total	435	318
Total Eligible Passenger Trips	26,582	27,268
Total Support Person Trips	3,144	3,128
Total Trips	29,726	30,396

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	14,331
Reservation	-	-
On-Demand/Day-of	-	12,656
Total Trips Requested	41,268	40,123
Cancelled in Advance	7,659	8,894
Cancelled Late	-	4,019
No-Shows	4,980	481
Cancelled at Door	-	23

OPERATING EXPENSES

	2016	2017
Administration	\$21,165	\$21,909
Transportation Operations		
Internal Dedicated Service	\$400,561	\$436,530
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$74,392	\$81,512
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$154,050	\$112,931
Fuel and Energy Consumption	\$44,940	\$50,829
Total Operating Expenses	\$695,108	\$703,711

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$99,616	\$91,646
Other Revenue	-	\$5,179
Total Revenue	\$99,616	\$96,825

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$595,492	\$606,886
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$695,108	\$703,711

CAPITAL EXPENSES

Vehicle Purchase	-	\$60,565
Debt Servicing	-	-
Other	-	\$52
Total Capital Expenses	-	\$60,617

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$26
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$60,591
Other Capital Contributions	-	-
Total Capital Funding	-	\$60,617

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	155,457	158,110
Total Vehicle Kilometres	155,457	158,110
Revenue Vehicle Hours	10,014	9,913
Total Vehicle Hours	10,014	9,913
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	962
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	962

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	4	4
Reservation Clerks	-	-
Dispatchers	1	1
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	1	-
Total	6	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$21.16	2017-04-01	Teamsters 230
Reservation Clerks	-		
Dispatchers	\$16.53	2017-01-01	
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	1	3
Vans	-	-	-	-
Small Buses	4	-	4	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	5	-		

Vehicle Ownership: City of North Bay
 Vehicle Maintenance: City of North Bay

INDICATORS

Financial	2016	2017
R/C Ratio	14.3 %	13.8 %
Net Operating Cost / Capita	\$11.10	\$12.89
Total Expense / Passenger	\$23.38	\$23.15
Total Expense / Eligible Passenger	\$26.15	\$25.81
Transportation Expense / Passenger		
Dedicated Service	-	\$25.81
Non-Dedicated Service	\$11.82	\$11.41
Transportation Expense / Hour (Dedicated Service)	-	\$60.56
Operating		
Registrants / Capita	0.0479	0.0124
Passengers / Capita	0.5541	0.6456
Passengers / Registrants	11.56	52.14
Passengers / Revenue Hour (Dedicated Service)	2.34	2.35
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.64	6.80
Average Speed (Dedicated Service)	15.52	15.95

North Perth, ON

VON Perth Huron

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

Population Served: 13,130
 Service Area (km²): 493.1
 Main Community Served: North Perth
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	228		
Non-Ambulatory	53	Attendants	90
Other	0	Companions	0
Total	281	Total	90

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☐ Paper Application
☐ Environmental	☐ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☒ Other

Delivery Model:
 Volunteer Transportation Program

FARE STRUCTURE

Effective Date: 2014-08-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 17:00	Friday	08:00 to 17:00
Tuesday	08:00 to 17:00	Saturday	
Wednesday	08:00 to 17:00	Sunday	09:00 to 00:00
Thursday	08:00 to 17:00	Holiday	

Other: based upon driver availability

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: By calling EasyRide 1-877-500-9875 during the booking hours of Monday to Friday 8:00 am - 4:00 pm

REMARKS

*Non-dedicated service provided by VON Volunteers based upon a mileage rate of \$.40/km or \$5.00 one-way for in-town trips. *Fare Structure: in-town one-way fares \$5.00 as shown in table above; other fares as follows: trips within Municipality of 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 35kms) 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, and 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.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	5,210	6,049
Non-Ambulatory	1,222	1,042
Total	6,432	7,091
Attendants	-	750
Companions	712	-
Other	-	-
Total	712	750

Non-Dedicated Service

Ambulatory	1,109	954
Non-Ambulatory	109	-
Total	1,218	954
Attendants	-	48
Companions	106	-
Other	-	-
Total	106	48

Total Eligible Passenger Trips **7,650** **8,045**

Total Support Person Trips **818** **798**

Total Trips **8,468** **8,843**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	5,310
Reservation	-	2,575
On-Demand/Day-of	-	160
Total Trips Requested	9,355	9,988
Cancelled in Advance	1,061	1,033
Cancelled Late	-	360
No-Shows	571	-
Cancelled at Door	-	550

OPERATING EXPENSES

	2016	2017
Administration	\$34,090	\$12,340
Transportation Operations		
Internal Dedicated Service	\$71,228	\$70,194
Contract Dedicated Service	\$1,587	-
Contract Non-Dedicated Service	\$26,183	\$19,639
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$6,503	\$6,170
Fuel and Energy Consumption	\$3,978	\$8,391
Total Operating Expenses	\$143,569	\$116,734

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$96,112	\$86,588
Other Revenue	-	-
Total Revenue	\$96,112	\$86,588

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$39,487	\$30,146
Municipal Operating Contributions	\$6,720	-
Other Operating Contributions	\$1,250	-
Total Operating Revenues and Funding	\$143,569	\$116,734

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	30,971	37,569
Revenue Vehicle Hours	-	-
Total Vehicle Hours	2,519	2,526
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	51,929
Total Vehicle Hours	-	1,354

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	6
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	2	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$13.00	2016-04-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	1	3
Vans	-	-	-	-
Small Buses	1	-	4	14
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: VON Perth Huron

Vehicle Maintenance: VON Perth Huron

INDICATORS

Financial	2016	2017
R/C Ratio	67.0 %	74.2 %
Net Operating Cost / Capita	\$3.76	\$2.30
Total Expense / Passenger	\$16.95	\$13.20
Total Expense / Eligible Passenger	\$18.77	\$14.51
Transportation Expense / Passenger		
Dedicated Service	\$11.66	\$10.81
Non-Dedicated Service	\$19.78	\$19.60
Transportation Expense / Hour (Dedicated Service)	\$33.07	\$33.55

Operating

Registrants / Capita	0.0303	0.0283
Passengers / Capita	0.6704	0.6735
Passengers / Registrants	22.11	23.84
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Oakville, ON

Oakville Transit

Contact Ragini Govender
 Title Analyst
 Telephone 905-845-6601 x3937
 Email ragini.govender@oakville.ca

Population Served: 190,100
 Service Area (km²): 103.5
 Main Community Served: Town of Oakville
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	2,750		
Non-Ambulatory	872	Attendants	450
Other	0	Companions	0
Total	3,622	Total	450

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☐ Internal Assessment
☐ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☒ Environmental	☐ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-02-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.75	\$2.95	-	-	\$120.00	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$3.75	\$1.85	-	-	\$55.00	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: PRESTO Card GO Riders cash co-fare \$0.75, Youth Freedom Pass \$15

SERVICE HOURS / SCHEDULING

Monday	06:00 to 02:00	Friday	06:00 to 02:00
Tuesday	06:00 to 02:00	Saturday	07:00 to 02:00
Wednesday	06:00 to 02:00	Sunday	08:00 to 20:00
Thursday	06:00 to 02:00	Holiday	08:00 to 20:00

Other:

Advanced Booking Notice (days): 10

Minimum Notice for Reservation (hours): 1

Booking Method: telephonically

REMARKS

June, 2017 - Installed new booking and scheduling software that allows customers to book, cancel and confirm their rides by using the telephone or computer anytime of the day including weekends and evenings. Seniors ride for free on Mondays. Mandatory attendants ride for free. Attendants and companions are not registered customers. Subsidized Split Program - Customers on this program have the option of buying special purpose tickets, special purpose passes or a PRESTO Monthly Period pass load. Split Program clients pay half the cost of tickets, pass and PRESTO Period passes. There are no discounts on cash fares. Accessibility Advisory Committee for the Town of Oakville - not a specific committee for Para Transit.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	34,343	36,716
Non-Ambulatory	13,134	15,001
Total	47,477	51,717
Attendants	3,659	3,909
Companions	656	2,210
Other	-	-
Total	4,315	6,119

Non-Dedicated Service

Ambulatory	58,415	66,673
Non-Ambulatory	5,428	4,798
Total	63,843	71,471
Attendants	4,527	3,786
Companions	975	2,581
Other	-	-
Total	5,502	6,367

Total Eligible Passenger Trips **111,320** **123,188**

Total Support Person Trips **9,817** **12,486**

Total Trips **121,137** **135,674**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	40,652
Reservation	-	64,057
On-Demand/Day-of	-	18,478
Total Trips Requested	129,956	135,674
Cancelled in Advance	7,559	8,270
Cancelled Late	-	-
No-Shows	1,259	2,363
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$287,590	\$463,878
Transportation Operations		
Internal Dedicated Service	\$1,252,177	\$1,615,569
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,075,243	\$1,254,132
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$124,045	\$188,871
Fuel and Energy Consumption	\$164,595	\$115,956
Total Operating Expenses	\$2,903,650	\$3,638,406

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$243,322	\$288,200
Other Revenue	-	\$1,889
Total Revenue	\$243,322	\$290,089

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$2,660,328	\$3,348,317
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,903,650	\$3,638,406

CAPITAL EXPENSES

Vehicle Purchase	\$874,517	-
Debt Servicing	-	-
Other	\$16,138	\$442,603
Total Capital Expenses	\$890,655	\$442,603

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$279,950
Provincial Capital Contributions	\$465,732	\$189,418
Municipal Capital Contributions	\$50,000	\$52,000
Other Capital Contributions	\$709,387	\$81,622
Total Capital Funding	\$1,225,119	\$602,990

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	469,432	493,823
Total Vehicle Kilometres	469,432	539,312
Revenue Vehicle Hours	24,645	27,921
Total Vehicle Hours	24,645	30,492

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	14	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	4	2
Mechanics	-	-
General Administration	-	-
Other	2	-
Total	20	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$30.81	2017-02-16	Unifor 1256
Reservation Clerks	\$34.25	2017-02-16	CUPE 1329
Dispatchers	-		
Mechanics	\$36.66	2017-02-16	Unifor 1256

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	19	-	5	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	19	-		

Vehicle Ownership: Municipal Transit System

Vehicle Maintenance: Municipal Transit System

INDICATORS

Financial	2016	2017
R/C Ratio	8.4 %	8.0 %
Net Operating Cost / Capita	\$13.99	\$17.61
Total Expense / Passenger	\$23.97	\$26.82
Total Expense / Eligible Passenger	\$26.08	\$29.54
Transportation Expense / Passenger		
Dedicated Service	\$29.75	\$33.20
Non-Dedicated Service	\$15.51	\$16.11
Transportation Expense / Hour (Dedicated Service)	\$62.52	\$62.98
Operating		
Registrants / Capita	0.0210	0.0214
Passengers / Capita	0.6372	0.7137
Passengers / Registrants	30.37	33.32
Passengers / Revenue Hour (Dedicated Service)	2.10	2.07
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.06	8.54
Average Speed (Dedicated Service)	19.05	17.69

Orillia, ON

Orillia Wheelchair Limousine Service

Contact Jeff Hunter
 Title Manager, Construction and Transit
 Telephone 705-325-2213
 Email jhunter@orillia.ca

Population Served: 31,166
 Service Area (km²): 28.8
 Main Community Served: Orillia
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	861	Attendants	340
Other	0	Companions	0
Total	861	Total	340

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☐ Policy
☒ External	☒ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☐ Cognitive	☐ Internal Assessment
☒ Sensory	☒ External Contract
☒ Age	☐ Committee
☒ Environmental	
☐ Other	☒ Paper Application
	☒ Healthcare Professional
	☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	\$1.84	-	-	\$47.00	
Child	☐	\$2.00	\$1.84	-	-	\$47.00	
Student	☐	\$2.00	\$1.84	-	-	\$47.00	
Senior	☐	\$2.00	\$1.84	-	-	\$47.00	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:15 to 22:45	Friday	06:15 to 22:45
Tuesday	06:15 to 22:45	Saturday	08:45 to 20:15
Wednesday	06:15 to 22:45	Sunday	08:45 to 16:45
Thursday	06:15 to 22:45	Holiday	

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: yes

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	-
Non-Ambulatory	7,172	6,191
Total	7,172	6,191
Attendants	340	357
Companions	-	-
Other	-	-
Total	340	357
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,172	6,191
Total Support Person Trips	340	357
Total Trips	7,512	6,548

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	3,709
On-Demand/Day-of	-	2,590
Total Trips Requested	7,806	-
Cancelled in Advance	145	242
Cancelled Late	-	-
No-Shows	97	98
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$232,046	\$275,090
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$232,046	\$275,090

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,295	\$11,051
Other Revenue	-	\$500
Total Revenue	\$12,295	\$11,551

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$219,290	\$263,539
Other Operating Contributions	\$500	-
Total Operating Revenues and Funding	\$232,085	\$275,090

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	6,314	6,314
Total Vehicle Hours	6,314	6,314
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	1	-	5	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: City of Orillia

Vehicle Maintenance: TOK Transit

INDICATORS

Financial	2016	2017
R/C Ratio	5.3 %	4.2 %
Net Operating Cost / Capita	\$7.05	\$8.46
Total Expense / Passenger	\$30.89	\$42.01
Total Expense / Eligible Passenger	\$32.35	\$44.43
Transportation Expense / Passenger		
Dedicated Service	\$30.89	\$42.01
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$36.75	\$43.57
Operating		
Registrants / Capita	0.0199	0.0385
Passengers / Capita	0.2410	0.2101
Passengers / Registrants	12.10	5.45
Passengers / Revenue Hour (Dedicated Service)	1.19	1.04
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Ottawa, ON

OC Transpo

Contact Derek Washnuk
 Title Program Manager, Service Strategy
 Telephone 613-842-3636 x52392
 Email derek.washnuk@ottawa.ca

Population Served: 979,173
 Service Area (km²): 2,778.0
 Main Community Served: Ottawa
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	7,258		
Non-Ambulatory	2,971	Attendants	0
Other	0	Companions	0
Total	10,229	Total	0

ADVISORY COMMITTEE

Organization

☐ Internal
☐ External

Mandate

☐ Policy
☐ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☒ External Contract
☐ Committee

☐ Paper Application
☐ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:
 Taxi Subscription/User Subsidy Program

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.40	\$3.35	-	-	\$113.75	
Child	☐	\$1.75	\$1.70	-	-	-	6-12
Student	☐	-	-	-	-	-	
Senior	☐	\$2.60	\$2.55	-	-	\$43.25	65+
Attendant	☒	-	-	-	-	-	
Companion	☐	\$3.40	\$3.35	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 01:00	Friday	06:00 to 01:00
Tuesday	06:00 to 01:00	Saturday	06:30 to 01:00
Wednesday	06:00 to 01:00	Sunday	06:30 to 01:00
Thursday	06:00 to 01:00	Holiday	06:30 to 01:00

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: By Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	264,043	273,753
Non-Ambulatory	123,809	99,318
Total	387,852	373,071
Attendants	22,506	24,029
Companions	27,442	26,946
Other	-	10,854
Total	49,948	61,829

Non-Dedicated Service

Ambulatory	326,915	398,230
Non-Ambulatory	86,544	70,713
Total	413,459	468,943
Attendants	20,745	25,222
Companions	19,722	26,941
Other	14,774	-
Total	55,241	52,163

Total Eligible Passenger Trips **801,311** **842,014**

Total Support Person Trips **105,189** **113,992**

Total Trips **906,500** **956,006**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	509,418
Reservation	-	306,493
On-Demand/Day-of	-	26,102
Total Trips Requested	1,033,890	1,003,303
Cancelled in Advance	59,158	55,793
Cancelled Late	-	96,140
No-Shows	25,607	24,649
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$3,254,767	\$3,610,218
Transportation Operations		
Internal Dedicated Service	\$12,210,474	\$13,631,438
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$11,839,809	\$12,855,684
Contract Taxi Scrip	\$295,302	\$342,566
Vehicle and Facility Maintenance	\$2,500,105	\$2,815,022
Fuel and Energy Consumption	\$1,138,183	\$1,007,499
Total Operating Expenses	\$31,238,640	\$34,262,427

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,394,484	\$2,267,903
Other Revenue	\$15,088	\$21,050
Total Revenue	\$2,409,572	\$2,288,953

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$28,829,068	\$31,973,474
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$31,238,640	\$34,262,427

CAPITAL EXPENSES

Vehicle Purchase	\$10,092,725	-
Debt Servicing	-	-
Other	\$468,319	\$85,528
Total Capital Expenses	\$10,561,044	\$85,528

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$4,368,500	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$6,192,544	\$85,528
Other Capital Contributions	-	-
Total Capital Funding	\$10,561,044	\$85,528

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	4,327,517	3,778,875
Total Vehicle Kilometres	4,893,447	4,311,874
Revenue Vehicle Hours	201,477	194,174
Total Vehicle Hours	222,613	194,174

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	5,444,845
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	153	-
Reservation Clerks	-	-
Dispatchers	27	7
Other Transport Operations	-	-
Mechanics	12	-
General Administration	9	-
Other	7	-
Total	208	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.73	2017-01-01	ATU Local 279
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$35.45	2017-04-01	ATU Local 279

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	82	-	5	14
Low-floor	-	-	-	-
Other	-	-	-	-
Total	82	-		

Vehicle Ownership: OC Transpo

Vehicle Maintenance: OC Transpo

INDICATORS

Financial	2016	2017
R/C Ratio	7.7 %	6.7 %
Net Operating Cost / Capita	\$29.76	\$32.65
Total Expense / Passenger	\$34.46	\$35.84
Total Expense / Eligible Passenger	\$38.98	\$40.69
Transportation Expense / Passenger		
Dedicated Service	\$36.20	\$40.13
Non-Dedicated Service	\$25.89	\$25.33
Transportation Expense / Hour (Dedicated Service)	\$71.19	\$89.89

Operating

Registrants / Capita	0.0173	0.0104
Passengers / Capita	0.9359	0.9763
Passengers / Registrants	54.25	93.46
Passengers / Revenue Hour (Dedicated Service)	2.17	2.24
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.88	8.69
Average Speed (Dedicated Service)	21.48	19.46

Owen Sound, ON

Owen Sound Transit

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

Population Served: 2,203
 Service Area (km²): 23.7
 Main Community Served: City of Owen Sound
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	46		
Non-Ambulatory	48	Attendants	31
Other	0	Companions	0
Total	94	Total	31

ADVISORY COMMITTEE

Organization

☒ Internal
☐ External

Mandate

☒ Policy
☒ Recommendation
☐ Decision Making
☒ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☐ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☐ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	\$70.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.00	-	-	-	\$45.00	Student Card
Senior	☐	\$3.00	-	-	-	\$55.00	65+
Attendant	☒	-	-	-	-	-	Registered
Companion	☐	\$3.00	-	-	-	\$70.00	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:30 to 18:30	Friday	06:30 to 18:30
Tuesday	06:30 to 18:30	Saturday	09:00 to 16:30
Wednesday	06:30 to 18:30	Sunday	
Thursday	06:30 to 18:30	Holiday	

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone service provided by contractor

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	3,847	3,856
Non-Ambulatory	2,116	1,905
Total	5,963	5,761
Attendants	559	658
Companions	-	-
Other	-	-
Total	559	658
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,963	5,761
Total Support Person Trips	559	658
Total Trips	6,522	6,419

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	6,655	6,238
Cancelled in Advance	554	397
Cancelled Late	-	-
No-Shows	107	68
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$24,962	\$35,889
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$221,423	\$224,421
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	\$14,287	\$19,035
Total Operating Expenses	\$260,672	\$279,345

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,804	\$17,459
Other Revenue	-	-
Total Revenue	\$17,804	\$17,459

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$242,868	\$261,888
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$260,672	\$279,347

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	36,730	35,635
Total Vehicle Kilometres	38,565	37,415
Revenue Vehicle Hours	3,414	3,395
Total Vehicle Hours	3,566	3,545
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	-
Reservation Clerks	-	-
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	-
Other	-	-
Total	4	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		Unifor Local 4268
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$17.95	2016-09-01	
Reservation Clerks	-		
Dispatchers	\$16.00	2017-10-01	
Mechanics	\$23.95	2017-06-01	

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	1	-	2	12
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: First Student Canada, one in service and one spare

Vehicle Maintenance: First Student Canada

INDICATORS

Financial	2016	2017
R/C Ratio	6.8 %	6.3 %
Net Operating Cost / Capita	\$11.38	\$118.88
Total Expense / Passenger	\$39.97	\$43.52
Total Expense / Eligible Passenger	\$43.71	\$48.49
Transportation Expense / Passenger		
Dedicated Service	\$36.14	\$37.93
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$66.10	\$68.68
Operating		
Registrants / Capita	0.0213	0.0567
Passengers / Capita	0.3056	2.9138
Passengers / Registrants	14.37	51.35
Passengers / Revenue Hour (Dedicated Service)	1.91	1.89
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.63	5.55
Average Speed (Dedicated Service)	10.76	10.50

Parry Sound, ON

WPSCSS - Volunteer Transportation (CSS) -Parry Sound Transit

Contact	Linda Taylor	Population Served:	42,824
Title	Program Director	Service Area (km²):	0.0
Telephone	705-746-5602	Main Community Served:	Town of Parry Sound
Email	ltaylor@belvedereheights.com	Other Communities Served:	Archipelago, Carling, Magnetawan, McDougall, Mckellar Seguin, Whitestone

ACTIVE REGISTRANTS

Ambulatory	399		
Non-Ambulatory	52	Attendants	100
Other	0	Companions	28
Total	451	Total	128

ADVISORY COMMITTEE

Organization

- ☒ Internal
- ☒ External

Mandate

- ☒ Policy
- ☒ Recommendation
- ☒ Decision Making
- ☒ Other

ELIGIBILITY CRITERIA

Description

- ☒ Cognitive
- ☒ Age
- ☒ Physical

- ☒ Sensory
- ☒ Environmental
- ☒ Other

Method of Determination

- ☒ Internal Assessment
- ☒ External Contract
- ☒ Committee

- ☒ Paper Application
- ☒ Healthcare Professional
- ☐ Other

DEDICATED SERVICE

Operated By:	☐ Transit System / Municipality
	☒ Private Non-Profit Organization
	☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:	☐ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2018-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$8.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: Some seniors and older adults qualify for free trips to life sustaining trips

SERVICE HOURS / SCHEDULING

Monday	08:00 to 16:00	Friday	08:00 to 16:00
Tuesday	08:00 to 16:00	Saturday	08:00 to 16:00
Wednesday	08:00 to 16:00	Sunday	08:00 to 16:00
Thursday	08:00 to 16:00	Holiday	

Other:

Advanced Booking Notice (days): 42

Minimum Notice for Reservation (hours): 24

Booking Method: Call and request a ride

REMARKS

The Town of Parry Sound purchased one vehicle for Belvedere Heights Home for the Aged to operate together with another two vehicles they have. Based on the agreement, the Town is only responsible for the purchase of the vehicle, not the operations of the vehicle. The Provincial gas tax funding received are saved for future replacement of the vehicle. The vehicles are operated by volunteers in the Home for the Aged, thus the operating cost is lower than normal.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	19	6,099
Non-Ambulatory	43	1,901
Total	62	8,000
Attendants	50	-
Companions	-	-
Other	18	-
Total	68	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	62	8,000
Total Support Person Trips	68	-
Total Trips	130	8,000

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	7,664
Reservation	-	-
On-Demand/Day-of	-	336
Total Trips Requested	722	10,836
Cancelled in Advance	12	2,000
Cancelled Late	-	232
No-Shows	4	52
Cancelled at Door	-	52

OPERATING EXPENSES

	2016	2017
Administration	-	\$26,090
Transportation Operations		
Internal Dedicated Service	-	\$53,262
Contract Dedicated Service	\$5,054	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$58,992
Fuel and Energy Consumption	-	\$88,492
Total Operating Expenses	\$5,054	\$226,836

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,776	\$167,391
Other Revenue	-	-
Total Revenue	\$5,776	\$167,391

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$10,444	\$59,450
Municipal Operating Contributions	\$5,054	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$21,274	\$226,841

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	20,837	256,200
Total Vehicle Kilometres	20,837	256,200
Revenue Vehicle Hours	1,248	9,150
Total Vehicle Hours	1,248	9,150
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	1
Dispatchers	-	1
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	1
Other	-	-
Total	-	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	\$19.80	2018-01-16	
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	3	-	4	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: Town of Parry Sound - 1 CSS - 2

Vehicle Maintenance: CSS

INDICATORS

Financial	2016	2017
R/C Ratio	114.3 %	73.8 %
Net Operating Cost / Capita	-	\$1.39
Total Expense / Passenger	\$38.88	\$28.35
Total Expense / Eligible Passenger	\$81.52	\$28.35
Transportation Expense / Passenger		
Dedicated Service	\$38.88	\$25.09
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$4.05	\$21.94
Operating		
Registrants / Capita	0.0210	0.0135
Passengers / Capita	0.0210	0.1868
Passengers / Registrants	1.00	13.82
Passengers / Revenue Hour (Dedicated Service)	0.10	0.87
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	160.28	32.03
Average Speed (Dedicated Service)	16.70	28.00

Peel Region, ON

TransHelp

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

Population Served: 1,381,739
 Service Area (km²): 1,247.0
 Main Community Served: Mississauga
 Other Communities Served: Brampton, Caledon

ACTIVE REGISTRANTS

Ambulatory	4,357		
Non-Ambulatory	2,168	Attendants	1,380
Other	591	Companions	1,088
Total	7,116	Total	2,468

ADVISORY COMMITTEE

Organization

☒ Internal
☒ External

Mandate

☒ Policy
☒ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☒ Internal Assessment
☒ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☒ Private Non-Profit Organization
☒ Private Contractor(s): 8

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	-	-	-	\$118.00	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 01:00	Friday	06:00 to 01:00
Tuesday	06:00 to 01:00	Saturday	06:00 to 01:00
Wednesday	06:00 to 01:00	Sunday	06:00 to 01:00
Thursday	06:00 to 01:00	Holiday	06:00 to 01:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 6

Booking Method: Fully Computerized

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	137,139	141,729
Non-Ambulatory	91,426	137,799
Total	228,565	279,528
Attendants	40,908	32,752
Companions	10,677	28,453
Other	45,275	49,918
Total	96,860	111,123

Non-Dedicated Service

Ambulatory	123,152	160,116
Non-Ambulatory	82,101	28,884
Total	205,253	189,000
Attendants	29,075	20,263
Companions	10,437	14,368
Other	20,216	26,460
Total	59,728	61,091

Total Eligible Passenger Trips **433,818** **468,528**

Total Support Person Trips **156,588** **172,214**

Total Trips **590,406** **640,742**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	224,638
Reservation	-	339,726
On-Demand/Day-of	-	-
Total Trips Requested	532,483	561,948
Cancelled in Advance	59,261	56,117
Cancelled Late	-	5,947
No-Shows	10,233	6,673
Cancelled at Door	-	4,464

OPERATING EXPENSES

	2016	2017
Administration	\$2,296,690	\$3,186,534
Transportation Operations		
Internal Dedicated Service	\$7,598,730	\$7,882,098
Contract Dedicated Service	\$4,361,787	\$5,593,757
Contract Non-Dedicated Service	\$5,206,299	\$4,611,823
Contract Taxi Scrip	\$238,314	\$251,066
Vehicle and Facility Maintenance	\$1,745,841	\$1,857,373
Fuel and Energy Consumption	\$368,153	\$444,213
Total Operating Expenses	\$21,815,813	\$23,826,864

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,951,093	\$2,043,734
Other Revenue	\$30,419	\$51,427
Total Revenue	\$1,981,512	\$2,095,161

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$698,411	\$831,838
Municipal Operating Contributions	\$19,135,925	\$20,899,105
Other Operating Contributions	(\$35)	\$760
Total Operating Revenues and Funding	\$21,815,813	\$23,826,864

CAPITAL EXPENSES

Vehicle Purchase	\$1,369,694	\$17
Debt Servicing	-	-
Other	\$2,544,461	\$10,445,712
Total Capital Expenses	\$3,914,155	\$10,445,746

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$3,324,582	\$11,292,364
Provincial Capital Contributions	-	\$20,002
Municipal Capital Contributions	\$589,573	\$527,022
Other Capital Contributions	-	-
Total Capital Funding	\$3,914,155	\$11,839,388

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	2,860,745	3,591,219
Total Vehicle Kilometres	3,334,313	4,277,661
Revenue Vehicle Hours	141,514	170,025
Total Vehicle Hours	156,613	198,279

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	1,232,492
Total Vehicle Hours	-	57,504
Non-Accessible Service		
Total Vehicle Kilometres	-	1,588,442
Total Vehicle Hours	-	46,177

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	55	26
Reservation Clerks	-	-
Dispatchers	5	-
Other Transport Operations	4	-
Mechanics	3	-
General Administration	23	-
Other	5	5
Total	95	31

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$26.53	2015-01-04	CUPE 966
Reservation Clerks	-		
Dispatchers	\$32.71	2017-01-01	
Mechanics	\$31.39	2015-01-04	CUPE 966

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	174	-	4
Minivans	61	91	1	3
Vans	-	32	4	4
Small Buses	61	-	4	4
Low-floor	-	-	-	-
Other	-	-	-	-
Total	122	297		

Vehicle Ownership: TransHelp, contractor

Vehicle Maintenance: TransHelp, Contract Services

INDICATORS

Financial	2016	2017
R/C Ratio	9.1 %	8.8 %
Net Operating Cost / Capita	\$14.35	\$15.73
Total Expense / Passenger	\$36.95	\$37.19
Total Expense / Eligible Passenger	\$50.29	\$50.85
Transportation Expense / Passenger		
Dedicated Service	\$43.25	\$40.39
Non-Dedicated Service	\$20.55	\$19.44
Transportation Expense / Hour (Dedicated Service)	\$89.87	\$79.57

Operating

Registrants / Capita	0.0136	0.0069
Passengers / Capita	0.4273	0.4637
Passengers / Registrants	31.50	66.86
Passengers / Revenue Hour (Dedicated Service)	2.30	2.30
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.79	9.19
Average Speed (Dedicated Service)	20.22	21.12

Pembroke, ON

Pembroke Handi-Bus

Contact Dan Callaghan
 Title Manager
 Telephone 613-735-2667
 Email pembrokehandibus@hotmail.com

Population Served: 24,800
 Service Area (km²): 91.2
 Main Community Served: City of Pembroke
 Other Communities Served: Laurentain Valley Twsp ,
 Town of Petawawa

ACTIVE REGISTRANTS

Ambulatory	152		
Non-Ambulatory	302	Attendants	0
Other	0	Companions	0
Total	454	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☒ Policy
☒ External	☒ Recommendation
	☒ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☐ Internal Assessment
☐ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2015-01-02

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$6.00	\$6.00	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 17:00	Friday	07:00 to 17:00
Tuesday	07:00 to 17:00	Saturday	
Wednesday	07:00 to 17:00	Sunday	
Thursday	07:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 4

Booking Method: Call in 24 hours in advance of requested pick up time

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	7,889	5,854
Non-Ambulatory	3,470	2,966
Total	11,359	8,820
Attendants	1,293	1,382
Companions	-	-
Other	-	-
Total	1,293	1,382
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	11,359	8,820
Total Support Person Trips	1,293	1,382
Total Trips	12,652	10,202

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	11,668	8,820
Cancelled in Advance	237	147
Cancelled Late	-	-
No-Shows	72	38
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$93,792	\$94,539
Transportation Operations		
Internal Dedicated Service	\$105,737	\$99,710
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$59,978	\$42,736
Fuel and Energy Consumption	\$16,675	\$16,308
Total Operating Expenses	\$276,182	\$253,293

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$73,957	\$63,071
Other Revenue	-	-
Total Revenue	\$73,957	\$63,071

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$85,000	\$118,000
Municipal Operating Contributions	\$37,500	\$37,500
Other Operating Contributions	\$43,068	\$42,015
Total Operating Revenues and Funding	\$239,525	\$260,586

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	79,669	65,005
Total Vehicle Kilometres	79,669	65,005
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	2
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	-
Other	-	-
Total	3	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.07	2017-12-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	-	4
Vans	-	-	-	-
Small Buses	2	-	3	8
Low-floor	1	-	4	5
Other	-	-	-	-
Total	4	-		

Vehicle Ownership: Non-profit organization

Vehicle Maintenance: Non-profit organization

INDICATORS

Financial	2016	2017
R/C Ratio	26.8 %	24.9 %
Net Operating Cost / Capita	\$8.15	\$7.67
Total Expense / Passenger	\$21.83	\$24.83
Total Expense / Eligible Passenger	\$24.31	\$28.72
Transportation Expense / Passenger		
Dedicated Service	\$14.42	\$15.56
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0191	0.0183
Passengers / Capita	0.5102	0.4114
Passengers / Registrants	26.69	22.47
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.30	6.37
Average Speed (Dedicated Service)	-	-

Perth East, ON

Perth East Transportation

Contact Darlene Raycraft
 Title Finance and Business Manager
 Telephone 519-595-8755
 Email dmrayment@knollcrestlodge.com

Population Served: 12,000
 Service Area (km²): 171.0
 Main Community Served: Perth East
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	613		
Non-Ambulatory	59	Attendants	36
Other	0	Companions	0
Total	672	Total	36

ADVISORY COMMITTEE

Organization

☐ Internal
☒ External

Mandate

☒ Policy
☒ Recommendation
☒ Decision Making
☒ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☒ Internal Assessment
☐ External Contract
☐ Committee

☐ Paper Application
☒ Healthcare Professional
☒ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☒ Private Contractor(s): 2

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.50	-	-	-	-	
Child	☐	\$5.50	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:30 to 16:00	Friday	08:30 to 16:00
Tuesday	08:30 to 16:00	Saturday	
Wednesday	08:30 to 16:00	Sunday	
Thursday	08:30 to 16:00	Holiday	

Other: As requested

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	9,416	8,019
Non-Ambulatory	1,038	595
Total	10,454	8,614
Attendants	639	509
Companions	-	-
Other	-	-
Total	639	509
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	10,454	8,614
Total Support Person Trips	639	509
Total Trips	11,093	9,123

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	1,428
Reservation	-	5,106
On-Demand/Day-of	-	2,080
Total Trips Requested	12,499	9,854
Cancelled in Advance	1,252	1,026
Cancelled Late	-	-
No-Shows	22	10
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$5,500	\$4,597
Transportation Operations		
Internal Dedicated Service	\$114,487	\$91,458
Contract Dedicated Service	\$1,875	\$850
Contract Non-Dedicated Service	\$8,956	\$5,612
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$17,893	\$20,843
Fuel and Energy Consumption	\$27,302	\$24,744
Total Operating Expenses	\$176,013	\$148,104

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$77,262	\$65,382
Other Revenue	-	-
Total Revenue	\$77,262	\$65,382

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$78,897	\$57,997
Municipal Operating Contributions	\$7,500	\$7,500
Other Operating Contributions	\$12,354	\$17,225
Total Operating Revenues and Funding	\$176,013	\$148,104

CAPITAL EXPENSES

Vehicle Purchase	\$104,017	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$104,017	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$104,017	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$104,017	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	106,868	92,538
Total Vehicle Kilometres	107,913	93,710
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1	4
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	1	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$16.91	2015-11-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	3	-	4	18
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: Knollcrest Lodge - Community Outreach Services

Vehicle Maintenance: Knollcrest Lodge - Community Outreach Services

INDICATORS

Financial	2016	2017
R/C Ratio	43.9 %	44.2 %
Net Operating Cost / Capita	\$8.23	\$6.89
Total Expense / Passenger	\$15.87	\$16.23
Total Expense / Eligible Passenger	\$16.84	\$17.19
Transportation Expense / Passenger		
Dedicated Service	\$14.56	\$15.12
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0758	0.0590
Passengers / Capita	0.9244	0.7602
Passengers / Registrants	12.20	12.89
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.63	10.14
Average Speed (Dedicated Service)	-	-

Peterborough, ON

Peterborough Transit

Contact Andrew Burdett
 Title Transit operations Supervisor
 Telephone 705-742-7777 x2889
 Email aburdett@peterborough.ca

Population Served: 81,000
 Service Area (km²): 67.4
 Main Community Served: City Of Peterborough
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	911		
Non-Ambulatory	397	Attendants	93
Other	0	Companions	99
Total	1,308	Total	192

ADVISORY COMMITTEE

Organization

☒ Internal
☒ External

Mandate

☒ Policy
☒ Recommendation
☒ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☐ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:
 For Emergencies Only

FARE STRUCTURE

Effective Date: 2013-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	\$2.20	-	-	\$60.00	
Child	☐	\$2.50	\$2.20	-	-	\$40.00	2-12
Student	☐	\$2.50	\$2.20	-	-	\$55.00	High School Only
Senior	☐	\$2.50	\$2.20	-	-	\$40.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☒	-	-	-	-	-	Free with pass

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:20	Friday	06:00 to 23:20
Tuesday	06:00 to 23:20	Saturday	06:40 to 23:20
Wednesday	06:00 to 23:20	Sunday	08:00 to 19:20
Thursday	06:00 to 23:20	Holiday	08:00 to 19:20

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 1

Booking Method: Phone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	20,744	18,130
Non-Ambulatory	13,734	13,129
Total	34,478	31,529
Attendants	3,539	4,332
Companions	-	-
Other	2,203	1,611
Total	5,742	5,943

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **34,478** **31,529**

Total Support Person Trips **5,742** **5,943**

Total Trips **40,220** **37,472**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	9,690
Reservation	-	21,256
On-Demand/Day-of	-	313
Total Trips Requested	48,263	-
Cancelled in Advance	3,361	3,744
Cancelled Late	-	-
No-Shows	1,043	801
Cancelled at Door	-	247

OPERATING EXPENSES

	2016	2017
Administration	\$153,003	\$138,440
Transportation Operations		
Internal Dedicated Service	\$669,660	\$705,003
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$858	\$413
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$275,681	\$298,137
Fuel and Energy Consumption	\$91,944	\$103,794
Total Operating Expenses	\$1,191,146	\$1,245,787

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$103,673	\$100,788
Other Revenue	-	-
Total Revenue	\$103,673	\$100,788

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$169,400	\$169,400
Municipal Operating Contributions	\$918,073	\$975,599
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,191,146	\$1,245,787

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	284,226	258,189
Total Vehicle Kilometres	284,226	271,778
Revenue Vehicle Hours	18,444	17,706
Total Vehicle Hours	18,444	18,638

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	9	3
Reservation Clerks	1	1
Dispatchers	-	1
Other Transport Operations	-	-
Mechanics	1	1
General Administration	1	2
Other	-	-
Total	12	8

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.20	2017-12-31	ATU 3120
Reservation Clerks	\$30.24	2017-12-31	CUPE 126
Dispatchers	-		
Mechanics	\$31.60	2017-07-01	CUPE 504

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	10	-	4	6
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	10	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2016	2017
R/C Ratio	8.7 %	8.1 %
Net Operating Cost / Capita	\$13.43	\$14.14
Total Expense / Passenger	\$29.62	\$33.25
Total Expense / Eligible Passenger	\$34.55	\$39.51
Transportation Expense / Passenger		
Dedicated Service	\$25.79	\$29.54
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$56.24	\$59.39
Operating		
Registrants / Capita	0.0161	0.0185
Passengers / Capita	0.4965	0.4626
Passengers / Registrants	30.77	24.98
Passengers / Revenue Hour (Dedicated Service)	2.18	2.12
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.07	6.89
Average Speed (Dedicated Service)	15.41	14.58

Peterborough County, ON

Caremobile

Contact Jane Pickard
 Title Program coordinator
 Telephone 705-749-0036
 Email jpickard@commcareptbo.org

Population Served: 81,032
 Service Area (km²): 3,769.3
 Main Community Served: Peterborough County
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	41		
Non-Ambulatory	45	Attendants	56
Other	0	Companions	0
Total	86	Total	56

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	18+
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 17:00	Friday	08:00 to 17:00
Tuesday	08:00 to 17:00	Saturday	
Wednesday	08:00 to 17:00	Sunday	
Thursday	08:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 24

Booking Method: phone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	1,587	1,344
Non-Ambulatory	663	784
Total	2,250	2,128
Attendants	532	372
Companions	-	-
Other	-	-
Total	532	372
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,250	2,128
Total Support Person Trips	532	372
Total Trips	2,782	2,500

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	1,854
Reservation	-	274
On-Demand/Day-of	-	-
Total Trips Requested	1,165	1,292
Cancelled in Advance	201	226
Cancelled Late	-	-
No-Shows	2	2
Cancelled at Door	-	2

OPERATING EXPENSES

	2016	2017
Administration	\$5,822	\$4,126
Transportation Operations		
Internal Dedicated Service	\$88,558	\$86,276
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$47,351	\$19,987
Fuel and Energy Consumption	\$14,333	\$13,397
Total Operating Expenses	\$156,064	\$123,786

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$25,315	\$24,848
Other Revenue	-	\$425
Total Revenue	\$25,315	\$25,273

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$63,660	\$63,571
Municipal Operating Contributions	\$64,555	\$34,638
Other Operating Contributions	\$2,534	\$304
Total Operating Revenues and Funding	\$156,064	\$123,786

CAPITAL EXPENSES

Vehicle Purchase	-	\$25,086
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$25,086

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$25,086
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$25,086

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	40,714	37,499
Total Vehicle Kilometres	81,428	74,998
Revenue Vehicle Hours	2,000	2,000
Total Vehicle Hours	4,000	4,000
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1	3
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	2
Other	-	-
Total	1	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.40	2017-04-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	2	4
Vans	1	-	2	7
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: County of Peterborough - 2 vehicles
 Vehicle Maintenance: Community Care Peterborough

INDICATORS

Financial	2016	2017
R/C Ratio	16.2 %	20.4 %
Net Operating Cost / Capita	\$1.61	\$1.22
Total Expense / Passenger	\$56.10	\$49.51
Total Expense / Eligible Passenger	\$69.36	\$58.17
Transportation Expense / Passenger		
Dedicated Service	\$54.01	\$47.86
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$37.56	\$29.92
Operating		
Registrants / Capita	0.0034	0.0018
Passengers / Capita	0.0343	0.0309
Passengers / Registrants	9.97	17.61
Passengers / Revenue Hour (Dedicated Service)	1.39	1.25
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	14.63	15.00
Average Speed (Dedicated Service)	20.36	18.75

Port Hope, ON

ROLLS Service

Contact	Amy Bronkhorst	Population Served:	12,350	Ambulatory	0		
Title	Administrative Assistant, Works & Engineering	Service Area (km²):	13.1	Non-Ambulatory	0	Attendants	0
Telephone	905-885-2414 x2513	Main Community Served:	Port Hope	Other	0	Companions	153
Email	abronkhorst@porthope.ca	Other Communities Served:		Total	482	Total	153

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description		Method of Determination	
☒ Internal	☒ Policy	☒ Cognitive	☒ Sensory	☐ Internal Assessment	☐ Paper Application
☐ External	☒ Recommendation	☒ Age	☒ Environmental	☐ External Contract	☒ Healthcare Professional
	☐ Decision Making	☒ Physical	☐ Other	☐ Committee	☐ Other
	☐ Other				

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☒ Transit System / Municipality
	☐ Private Non-Profit Organization
	☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By:	☐ Taxi	Delivery Model:
	☐ Rideshare Service	
	☐ Other	

FARE STRUCTURE

Effective Date:

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	-	-	-	\$50.00	
Child	☒	-	-	-	-	-	
Student	☐	\$1.50	-	-	-	\$30.00	
Senior	☐	\$1.50	-	-	-	\$30.00	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 20:00	Friday	07:00 to 20:00
Tuesday	07:00 to 20:00	Saturday	09:00 to 16:00
Wednesday	07:00 to 20:00	Sunday	
Thursday	07:00 to 20:00	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Phone in

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	950	3,138
Non-Ambulatory	803	2,443
Total	1,753	5,581
Attendants	347	-
Companions	-	153
Other	3,672	-
Total	4,019	-

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **1,753** **5,581**

Total Support Person Trips **4,019** **-**

Total Trips **5,772** **5,581**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	3,907
On-Demand/Day-of	-	-
Total Trips Requested	7,098	5,581
Cancelled in Advance	758	542
Cancelled Late	-	142
No-Shows	510	153
Cancelled at Door	-	137

OPERATING EXPENSES

	2016	2017
Administration	\$7,000	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$105,548	\$105,548
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	\$4,697	\$6,030
Total Operating Expenses	\$117,245	\$111,578

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$3,059	\$2,459
Other Revenue	-	-
Total Revenue	\$3,059	\$2,459

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$109,723	\$109,119
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$112,782	\$111,578

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	25,974	11,242
Total Vehicle Kilometres	43,097	18,796
Revenue Vehicle Hours	-	-
Total Vehicle Hours	3,744	757

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	3
Reservation Clerks	-	-
Dispatchers	4	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	6	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$15.00	2016-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	2	4
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Contractor

Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio	2.6 %	2.2 %
Net Operating Cost / Capita	\$9.25	\$8.84
Total Expense / Passenger	\$20.31	\$19.99
Total Expense / Eligible Passenger	\$66.88	\$19.99
Transportation Expense / Passenger		
Dedicated Service	\$19.10	\$19.99
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$29.45	\$147.40
Operating		
Registrants / Capita	0.0339	0.0514
Passengers / Capita	0.4674	0.4519
Passengers / Registrants	13.81	8.79
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.50	2.01
Average Speed (Dedicated Service)	-	-

Prince Edward County, ON

Prince Edward County

Contact Shelly Ackers
 Title Administrator Internal Operations
 Telephone 613-392-9640
 Email sackers@bellnet.ca

Population Served: 25,490
 Service Area (km²): 1,048.3
 Main Community Served: Prince Edward County
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	565		
Non-Ambulatory	378	Attendants	108
Other	0	Companions	0
Total	943	Total	108

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☒ Environmental	☐ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-06-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:30 to 16:30	Friday	07:30 to 16:30
Tuesday	07:30 to 16:30	Saturday	
Wednesday	07:30 to 16:30	Sunday	
Thursday	07:30 to 16:30	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Called in, fax or email

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	7,274	7,468
Non-Ambulatory	1,986	2,178
Total	9,260	9,646
Attendants	524	726
Companions	-	-
Other	-	-
Total	524	726

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **9,260** **9,646**

Total Support Person Trips **524** **726**

Total Trips **9,784** **10,372**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	5,305
Reservation	-	3,858
On-Demand/Day-of	-	483
Total Trips Requested	10,512	11,610
Cancelled in Advance	660	1,125
Cancelled Late	-	-
No-Shows	58	58
Cancelled at Door	-	42

OPERATING EXPENSES

	2016	2017
Administration	\$17,322	\$17,322
Transportation Operations		
Internal Dedicated Service	-	\$206,115
Contract Dedicated Service	\$198,370	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$215,692	\$223,437

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$70,391	\$68,042
Other Revenue	-	-
Total Revenue	\$70,391	\$68,042

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$85,052	\$66,094
Municipal Operating Contributions	\$55,249	\$84,301
Other Operating Contributions	\$5,000	\$5,000
Total Operating Revenues and Funding	\$215,692	\$223,437

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	83,923	92,349
Total Vehicle Kilometres	127,588	133,314
Revenue Vehicle Hours	1,969	2,248
Total Vehicle Hours	4,396	4,518

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	1	3
Vans	-	-	-	-
Small Buses	1	-	4	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: City of Quinte West

Vehicle Maintenance: Quinte Access Transportation

INDICATORS

Financial	2016	2017
R/C Ratio	32.6 %	30.5 %
Net Operating Cost / Capita	\$5.70	\$6.10
Total Expense / Passenger	\$22.05	\$21.54
Total Expense / Eligible Passenger	\$23.29	\$23.16
Transportation Expense / Passenger		
Dedicated Service	\$20.27	\$19.87
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$45.12	\$45.62
Operating		
Registrants / Capita	0.0385	0.0412
Passengers / Capita	0.3838	0.4069
Passengers / Registrants	9.96	9.87
Passengers / Revenue Hour (Dedicated Service)	4.97	4.61
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.58	8.90
Average Speed (Dedicated Service)	42.61	41.08

Quinte West, ON

Quinte Access Transportation

Contact Shelly Ackers
 Title Administrator Internal Operations
 Telephone 613-392-9640
 Email sackers@bellnet.ca

Population Served: 54,014
 Service Area (km²): 722.0
 Main Community Served: City of Quinte West
 Other Communities Served: Municipality of Brighton

ACTIVE REGISTRANTS

Ambulatory	1,736		
Non-Ambulatory	1,167	Attendants	331
Other	0	Companions	0
Total	2,903	Total	331

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☒ Policy
☒ External	☒ Recommendation
	☒ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☒ Environmental	☐ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	-	-	-	\$30.00	
Child	☒	-	-	-	-	-	Preschool
Student		\$1.50	-	-	-	\$15.00	
Senior		\$1.50	-	-	-	\$30.00	55+
Attendant	☒	-	-	-	-	-	
Companion		\$2.00	-	-	-	\$40.00	

Other:

SERVICE HOURS / SCHEDULING

Monday	05:15 to 20:00	Friday	05:15 to 20:00
Tuesday	05:15 to 20:00	Saturday	09:00 to 17:00
Wednesday	05:15 to 20:00	Sunday	
Thursday	05:15 to 20:00	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: phone, fax, email

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	25,004	23,285
Non-Ambulatory	6,683	6,699
Total	31,687	29,984
Attendants	1,745	1,914
Companions	-	-
Other	-	-
Total	1,745	1,914
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	31,687	29,984
Total Support Person Trips	1,745	1,914
Total Trips	33,432	31,898

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	13,493
Reservation	-	14,691
On-Demand/Day-of	-	1,800
Total Trips Requested	37,917	35,889
Cancelled in Advance	4,139	3,562
Cancelled Late	-	-
No-Shows	229	64
Cancelled at Door	-	255

OPERATING EXPENSES

	2016	2017
Administration	\$200,223	\$198,104
Transportation Operations		
Internal Dedicated Service	\$340,607	\$356,808
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$88,408	\$76,975
Fuel and Energy Consumption	\$76,039	\$90,335
Total Operating Expenses	\$705,277	\$722,222

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$164,860	\$156,264
Other Revenue	-	-
Total Revenue	\$164,860	\$156,264

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$205,013	\$228,684
Municipal Operating Contributions	\$213,190	\$219,587
Other Operating Contributions	\$122,213	\$117,687
Total Operating Revenues and Funding	\$705,277	\$722,222

CAPITAL EXPENSES

Vehicle Purchase	\$237,145	\$278,439
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$237,145	\$278,439

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$24,929
Federal Capital Contributions	-	\$113,775
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$212,145	\$114,735
Other Capital Contributions	\$25,000	\$25,000
Total Capital Funding	\$237,145	\$278,439

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	283,526	308,368
Total Vehicle Kilometres	382,739	405,508
Revenue Vehicle Hours	7,444	8,998
Total Vehicle Hours	14,284	17,856
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	11	4
Reservation Clerks	1	-
Dispatchers	1	1
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	1
Other	-	-
Total	14	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$17.40	2017-01-01	
Reservation Clerks	\$17.40	2017-01-01	
Dispatchers	\$18.00	2017-01-01	
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	3	-	1	3
Vans	-	-	-	-
Small Buses	5	-	4	16
Low-floor	1	-	3	10
Other	-	-	-	-
Total	9	-		

Vehicle Ownership: City of Quinte West

Vehicle Maintenance: Quinte Access Transportation

INDICATORS

Financial	2016	2017
R/C Ratio	23.4 %	21.6 %
Net Operating Cost / Capita	\$10.01	\$10.48
Total Expense / Passenger	\$21.10	\$22.64
Total Expense / Eligible Passenger	\$22.26	\$24.09
Transportation Expense / Passenger		
Dedicated Service	\$15.11	\$16.43
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$35.36	\$29.35
Operating		
Registrants / Capita	0.0556	0.0599
Passengers / Capita	0.6190	0.5906
Passengers / Registrants	11.13	9.86
Passengers / Revenue Hour (Dedicated Service)	4.49	3.55
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.48	9.67
Average Speed (Dedicated Service)	38.09	34.27

Renfrew, ON

Sunshine Coach Service

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

Population Served: 26,950
 Service Area (km²): 2,861.4
 Main Community Served: Town of Renfrew
 Other Communities Served: Township of Admaston/Bromley, Bonnechere Valley

ACTIVE REGISTRANTS

Ambulatory	450		
Non-Ambulatory	300	Attendants	0
Other	0	Companions	0
Total	750	Total	0

ADVISORY COMMITTEE

Organization

☒ Internal
☐ External

Mandate

☒ Policy
☒ Recommendation
☒ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☐ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☒ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2014-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$6.00	\$6.00	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 16:30	Friday	07:00 to 22:00
Tuesday	07:00 to 16:30	Saturday	07:00 to 22:00
Wednesday	07:00 to 16:30	Sunday	09:00 to 22:00
Thursday	07:00 to 16:30	Holiday	

Other:

Advanced Booking Notice (days): 90

Minimum Notice for Reservation (hours): 0

Booking Method: By telephone, fax, in person, LTC Facilities Online
 Booking Agents

REMARKS

Number of Registrants based on estimates (no automated tracking system). Service Area Population and Size based on Statistics Canada Census 2011. Support persons registration not tracked.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	23,767	27,505
Non-Ambulatory	10,154	7,894
Total	33,921	35,399
Attendants	4,243	3,612
Companions	-	-
Other	20	-
Total	4,263	3,612
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	33,921	35,399
Total Support Person Trips	4,263	3,612
Total Trips	38,184	39,011

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	23,009
Reservation	-	8,850
On-Demand/Day-of	-	3,540
Total Trips Requested	38,184	35,399
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$143,617	\$142,101
Transportation Operations		
Internal Dedicated Service	\$614,714	\$591,675
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$65,994	\$62,270
Fuel and Energy Consumption	\$72,864	\$80,086
Total Operating Expenses	\$897,189	\$876,132

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$546,668	\$549,147
Other Revenue	\$38,580	\$32,269
Total Revenue	\$585,248	\$581,416

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$159,415	\$157,787
Municipal Operating Contributions	\$17,050	\$17,050
Other Operating Contributions	\$135,476	\$170,235
Total Operating Revenues and Funding	\$897,189	\$926,488

CAPITAL EXPENSES

Vehicle Purchase	\$51,567	\$51,307
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$51,567	\$51,307

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$51,567	\$51,307
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$51,567	\$51,307

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	329,454	312,332
Total Vehicle Kilometres	506,852	480,511
Revenue Vehicle Hours	13,661	13,398
Total Vehicle Hours	21,017	20,613
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	14
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	2	1
Other	-	-
Total	5	15

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$21.36	2017-07-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$19.13	2017-07-01	

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	9	-	2	4
Vans	1	-	3	5
Small Buses	1	-	4	10
Low-floor	-	-	-	-
Other	1	-	-	2
Total	12	-		

Vehicle Ownership: Non-profit organization

Vehicle Maintenance: Non-profit organization

INDICATORS

Financial	2016	2017
R/C Ratio	65.2 %	66.4 %
Net Operating Cost / Capita	\$11.57	\$10.94
Total Expense / Passenger	\$23.50	\$22.46
Total Expense / Eligible Passenger	\$26.45	\$24.75
Transportation Expense / Passenger		
Dedicated Service	\$19.74	\$18.82
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$35.86	\$35.61
Operating		
Registrants / Capita	0.0278	0.0278
Passengers / Capita	1.4169	1.4475
Passengers / Registrants	50.91	52.01
Passengers / Revenue Hour (Dedicated Service)	2.80	2.91
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.63	8.01
Average Speed (Dedicated Service)	24.12	23.31

Sarnia, ON

Sarnia Care A Van

Contact	Andrew Savor	Population Served:	72,125	Ambulatory	1,246		
Title	Transit Superintendent	Service Area (km²):	167.3	Non-Ambulatory	1,324	Attendants	0
Telephone	519-336-3271	Main Community Served:	City of Sarnia	Other	34	Companions	0
Email	andrew.savor@sarnia.ca	Other Communities Served:	Village of Point Edward	Total	2,604	Total	0

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description	Method of Determination
☐ Internal	☐ Policy	☒ Cognitive	☐ Internal Assessment
☒ External	☒ Recommendation	☒ Age	☐ External Contract
	☐ Decision Making	☒ Physical	☐ Committee
	☐ Other	☐ Sensory	☒ Paper Application
		☐ Environmental	☒ Healthcare Professional
		☐ Other	☐ Other

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☒ Transit System / Municipality
	☐ Private Non-Profit Organization
	Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:	☐ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.35	-	-	\$73.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: Blind Pass \$29, College Semester Pass \$172, Secondary Semester Pass \$157

SERVICE HOURS / SCHEDULING

Monday	06:30 to 22:00	Friday	06:30 to 22:00
Tuesday	06:30 to 22:00	Saturday	08:00 to 22:00
Wednesday	06:30 to 22:00	Sunday	09:00 to 18:30
Thursday	06:30 to 22:00	Holiday	

Other: Special Run for Canada Day and New Yrs Eve

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

Booking Method: Requests are phoned in to CAV answering machine -
Dispatcher takes them off in the que arrived - then
processed

REMARKS

Point Edward passenger revenue \$450.50, Point Edward contract revenue \$25,171.00, Point Edward Ridership 582, Point Edward registrants for 2017 = 42

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	18,180	18,796
Non-Ambulatory	12,231	11,700
Total	30,411	30,496
Attendants	1,466	1,066
Companions	111	97
Other	-	-
Total	1,577	1,163

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **30,411** **30,496**

Total Support Person Trips **1,577** **1,163**

Total Trips **31,988** **31,659**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	15,248
Reservation	-	14,638
On-Demand/Day-of	-	610
Total Trips Requested	36,498	35,959
Cancelled in Advance	4,183	3,839
Cancelled Late	-	-
No-Shows	327	461
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$90,207	\$70,639
Transportation Operations		
Internal Dedicated Service	\$587,923	\$467,774
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$119,423	\$183,088
Fuel and Energy Consumption	\$51,671	\$53,656
Total Operating Expenses	\$849,224	\$775,157

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$77,961	\$83,626
Other Revenue	-	-
Total Revenue	\$77,961	\$83,626

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$94,184
Municipal Operating Contributions	\$771,263	\$597,347
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$849,224	\$775,157

CAPITAL EXPENSES

Vehicle Purchase	\$11,094	-
Debt Servicing	-	-
Other	\$4,601	\$112,717
Total Capital Expenses	\$15,695	\$112,717

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$112,717
Municipal Capital Contributions	\$15,695	-
Other Capital Contributions	-	-
Total Capital Funding	\$15,695	\$112,717

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	207,869	189,492
Total Vehicle Kilometres	207,869	189,492
Revenue Vehicle Hours	13,117	13,097
Total Vehicle Hours	13,117	13,097

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	6	-
Reservation Clerks	-	-
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	-	1
General Administration	-	1
Other	-	-
Total	7	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$26.86	2017-01-01	Unifor L127
Reservation Clerks	-		
Dispatchers	\$35.13	2017-01-01	CUPE 3690
Mechanics	\$31.30	2017-01-01	Unifor L127

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	6	-	3	8
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	1	-	1	3
Total	7	-		

Vehicle Ownership: Municipal Transit System

Vehicle Maintenance: Municipal Transit System

INDICATORS

Financial	2016	2017
R/C Ratio	9.2 %	10.8 %
Net Operating Cost / Capita	\$10.69	\$9.59
Total Expense / Passenger	\$26.55	\$24.48
Total Expense / Eligible Passenger	\$27.92	\$25.42
Transportation Expense / Passenger		
Dedicated Service	\$23.73	\$22.25
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$57.87	\$53.79
Operating		
Registrants / Capita	0.0340	0.0361
Passengers / Capita	0.4435	0.4389
Passengers / Registrants	13.04	12.16
Passengers / Revenue Hour (Dedicated Service)	2.44	2.42
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.50	5.99
Average Speed (Dedicated Service)	15.85	14.47

Sault Ste Marie, ON

Sault Ste Marie Para Transit

Contact Sam Piraino
 Title Manager Transit and Parking
 Telephone 705-759-5434
 Email s.piraino@cityssm.on.ca

Population Served: 69,900
 Service Area (km²): 223.5
 Main Community Served: Sault Ste Marie
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,123		
Non-Ambulatory	1,808	Attendants	0
Other	0	Companions	0
Total	2,931	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☐ Age	☐ External Contract
☒ Physical	☐ Committee
☐ Sensory	☒ Paper Application
☒ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2018-01-02

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.75	\$1.93	-	-	\$65.00	
Child	☒	\$2.75	\$1.93	-	-	\$27.50	0-13 with an adult
Student	☐	\$2.75	\$1.93	-	-	\$65.00	
Senior	☐	\$2.75	\$1.43	-	-	\$55.00	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:30	Friday	06:00 to 23:30
Tuesday	06:00 to 23:30	Saturday	06:00 to 23:30
Wednesday	06:00 to 23:30	Sunday	07:30 to 19:00
Thursday	06:00 to 23:30	Holiday	06:00 to 23:30

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 24

Booking Method: Call centre and booked with Trapeze Novus

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	17,347	11,633
Non-Ambulatory	11,873	17,690
Total	29,220	29,323
Attendants	4,237	3,270
Companions	-	-
Other	-	-
Total	4,237	3,270
Non-Dedicated Service		
Ambulatory	12,118	11,213
Non-Ambulatory	-	-
Total	12,118	11,213
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	41,338	40,536
Total Support Person Trips	4,237	3,270
Total Trips	45,575	43,806

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	51,172	31,317
Cancelled in Advance	4,273	3,426
Cancelled Late	-	-
No-Shows	639	601
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$949	\$756,101
Transportation Operations		
Internal Dedicated Service	\$727,289	\$66,907
Contract Dedicated Service	\$215,828	\$219,218
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$100,465	-
Fuel and Energy Consumption	\$101,071	\$96,205
Total Operating Expenses	\$1,145,602	\$1,138,431

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$63,739	\$68,719
Other Revenue	-	-
Total Revenue	\$63,739	\$68,719

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$329,130	\$311,130
Municipal Operating Contributions	\$752,733	\$758,583
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,145,602	\$1,138,432

CAPITAL EXPENSES

Vehicle Purchase	\$169,976	\$348,019
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$169,976	\$348,019

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$169,976	\$348,019
Other Capital Contributions	-	-
Total Capital Funding	\$169,976	\$348,019

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	257,681	258,926
Total Vehicle Kilometres	257,681	258,926
Revenue Vehicle Hours	17,434	17,426
Total Vehicle Hours	17,434	17,426
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	6	6
Reservation Clerks	1	1
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	1	-
Other	-	-
Total	10	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$26.16	2017-02-01	ATU LOCAL 1767
Reservation Clerks	\$25.85	2017-02-01	CUPE LOCAL 67
Dispatchers	\$26.93	2017-02-01	CUPE LOCAL 67
Mechanics	\$29.16	2017-02-01	USWA LOCAL 2251

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	11	-	5	5
Low-floor	-	-	-	-
Other	-	-	-	-
Total	11	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2016	2017
R/C Ratio	5.6 %	6.0 %
Net Operating Cost / Capita	\$15.48	\$15.30
Total Expense / Passenger	\$25.14	\$25.99
Total Expense / Eligible Passenger	\$27.71	\$28.08
Transportation Expense / Passenger		
Dedicated Service	\$34.21	\$11.73
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$65.66	\$21.94
Operating		
Registrants / Capita	0.0415	0.0419
Passengers / Capita	0.6520	0.6267
Passengers / Registrants	15.73	14.95
Passengers / Revenue Hour (Dedicated Service)	1.92	1.87
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.70	7.94
Average Speed (Dedicated Service)	14.78	14.86

Schreiber, ON

Schreiber Terrace Bay Handitranst

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

Population Served: 2,970
 Service Area (km²): 187.8
 Main Community Served: Schreiber
 Other Communities Served: Terrace Bay

ACTIVE REGISTRANTS

Ambulatory	137		
Non-Ambulatory	10	Attendants	3
Other	0	Companions	0
Total	147	Total	3

ADVISORY COMMITTEE

Organization

☒ Internal
☐ External

Mandate

☒ Policy
☒ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☒ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 23:00	Friday	07:00 to 23:00
Tuesday	07:00 to 23:00	Saturday	10:00 to 23:00
Wednesday	07:00 to 23:00	Sunday	10:00 to 23:00
Thursday	07:00 to 23:00	Holiday	10:00 to 23:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	1,042	1,406
Non-Ambulatory	719	596
Total	1,761	2,002
Attendants	118	-
Companions	-	1
Other	-	-
Total	118	1
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,761	2,002
Total Support Person Trips	118	1
Total Trips	1,879	2,003

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	1,999
On-Demand/Day-of	-	3
Total Trips Requested	1,761	2,002
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	17	16
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$1,277	\$47,806
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$41,267	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$1,863	-
Fuel and Energy Consumption	\$4,208	-
Total Operating Expenses	\$48,615	\$47,806

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,351	\$7,062
Other Revenue	-	-
Total Revenue	\$6,351	\$7,062

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$42,264	\$41,870
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$48,615	\$48,932

CAPITAL EXPENSES

Vehicle Purchase	-	\$84,368
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$84,368

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$84,369
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$84,369

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	11,267	15,158
Total Vehicle Kilometres	18,414	21,255
Revenue Vehicle Hours	347	374
Total Vehicle Hours	494	495
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1	2
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	1	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.75	2017-05-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	1	-	2	6
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Township of Schreiber

Vehicle Maintenance: Township of Schreiber

INDICATORS

Financial	2016	2017
R/C Ratio	13.1 %	14.8 %
Net Operating Cost / Capita	\$15.71	\$13.72
Total Expense / Passenger	\$25.87	\$23.87
Total Expense / Eligible Passenger	\$27.61	\$23.88
Transportation Expense / Passenger		
Dedicated Service	\$25.19	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$95.83	-
Operating		
Registrants / Capita	0.0506	0.0505
Passengers / Capita	0.6985	0.6744
Passengers / Registrants	13.82	13.35
Passengers / Revenue Hour (Dedicated Service)	5.42	5.36
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.00	7.57
Average Speed (Dedicated Service)	32.47	40.53

Sioux Lookout, ON

Sioux Lookout Hub Transit Inc.

Contact Jude Dawes
 Title Program Co-ordinator
 Telephone 807-737-4802
 Email jude_doug@yahoo.ca

Population Served: 5,272
 Service Area (km²): 537.0
 Main Community Served: Sioux Lookout
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	4,491		
Non-Ambulatory	660	Attendants	0
Other	0	Companions	2
Total	5,151	Total	2

ADVISORY COMMITTEE

Organization

☐ Internal
☒ External

Mandate

☐ Policy
☒ Recommendation
☒ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☐ Cognitive
☐ Age
☐ Physical

☐ Sensory
☐ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☐ Paper Application
☐ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	\$2.90	-	-	\$110.00	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 17:00	Friday	08:00 to 17:00
Tuesday	08:00 to 17:00	Saturday	
Wednesday	08:00 to 17:00	Sunday	
Thursday	08:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Regular Scheduled Stops and will make off route pickups when required by customer

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	4,491
Non-Ambulatory	-	660
Total	-	5,151
Attendants	-	-
Companions	-	660
Other	-	-
Total	-	660
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	5,151
Total Support Person Trips	-	660
Total Trips	-	5,811

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	2,857	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$45,056	\$18,518
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,518	\$8,088
Fuel and Energy Consumption	\$2,205	\$7,349
Total Operating Expenses	\$52,779	\$33,955

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,547	\$21,018
Other Revenue	\$130	\$17,569
Total Revenue	\$12,677	\$38,587

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$7,498
Municipal Operating Contributions	\$10,000	\$10,000
Other Operating Contributions	\$27,805	\$11,723
Total Operating Revenues and Funding	\$50,482	\$67,808

CAPITAL EXPENSES

Vehicle Purchase	-	\$40,433
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$40,433

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	\$12,933
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$7,500
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$20,433

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	10	20,300
Total Vehicle Kilometres	12	20,300
Revenue Vehicle Hours	-	20,300
Total Vehicle Hours	-	20,300
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	20,300
Total Vehicle Hours	-	20,300
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	1	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$22.00	2017-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	1	-	1	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Sioux Lookout Handi Transit

Vehicle Maintenance: Sioux Lookout Handi Transit

INDICATORS

Financial	2016	2017
R/C Ratio	24.0 %	113.6 %
Net Operating Cost / Capita	\$7.61	(\$1)
Total Expense / Passenger	-	\$5.84
Total Expense / Eligible Passenger	-	\$6.59
Transportation Expense / Passenger		
Dedicated Service	-	\$2.66
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$0.76
Operating		
Registrants / Capita	0.5419	0.9774
Passengers / Capita	-	1.1022
Passengers / Registrants	-	1.13
Passengers / Revenue Hour (Dedicated Service)	-	0.29
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	3.49
Average Speed (Dedicated Service)	-	1.00

St. Catharines, ON

St. Catharines Paratransit

Contact Debbie Grandbois
 Title Paratransit Supervisor
 Telephone 905-685-4228
 Email dgrandbois@yourbus.com

Population Served: 131,400
 Service Area (km²): 97.0
 Main Community Served: St. Catharines
 Other Communities Served: Thorold

ACTIVE REGISTRANTS

Ambulatory	649		
Non-Ambulatory	400	Attendants	208
Other	0	Companions	0
Total	1,049	Total	208

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☐ Policy
☒ External	☒ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☐ Cognitive	☐ Internal Assessment
☐ Sensory	☒ Paper Application
☒ Age	☒ Healthcare Professional
☒ Environmental	☐ Other
☐ Other	☒ Committee

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

taxi is emailed scheduled trips requested that are dispatched to a driver same day

FARE STRUCTURE

Effective Date: 2014-09-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.60	-	-	\$92.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.50	\$2.25	-	-	\$62.00	
Senior	☐	\$3.00	\$2.00	-	-	\$57.00	65+
Attendant	☐	\$3.00	-	-	-	-	
Companion	☐	\$3.00	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:00	Friday	06:00 to 23:00
Tuesday	06:00 to 23:00	Saturday	06:00 to 23:00
Wednesday	06:00 to 23:00	Sunday	09:00 to 20:00
Thursday	06:00 to 23:00	Holiday	10:30 to 18:00

Other: No service Christmas Day or New Years Day

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 0

Booking Method: By phone only during office hours

REMARKS

2017 Thorold Stats: Contract Revenue \$109,863, Passenger Revenue \$4,668

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	17,124	18,129
Non-Ambulatory	11,907	12,011
Total	29,031	30,140
Attendants	1,400	1,362
Companions	1,398	1,569
Other	-	-
Total	2,798	2,931
Non-Dedicated Service		
Ambulatory	2,113	2,070
Non-Ambulatory	1,506	1,852
Total	3,619	3,922
Attendants	417	331
Companions	91	128
Other	-	-
Total	508	459
Total Eligible Passenger Trips	32,650	34,062
Total Support Person Trips	3,306	3,390
Total Trips	35,956	37,452

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	32,359
On-Demand/Day-of	-	1,703
Total Trips Requested	41,605	45,859
Cancelled in Advance	2,879	5,440
Cancelled Late	-	1,081
No-Shows	378	384
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$204,421	\$180,699
Transportation Operations		
Internal Dedicated Service	\$820,656	\$831,256
Contract Dedicated Service	\$113,112	\$128,007
Contract Non-Dedicated Service	\$87,150	\$109,863
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$217,411	\$218,787
Fuel and Energy Consumption	\$54,694	\$64,649
Total Operating Expenses	\$1,497,444	\$1,533,261

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$92,635	\$93,174
Other Revenue	-	-
Total Revenue	\$92,635	\$93,174

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,399,507	\$1,437,029
Other Operating Contributions	\$5,302	\$3,058
Total Operating Revenues and Funding	\$1,497,444	\$1,533,261

CAPITAL EXPENSES

Vehicle Purchase	\$151,955	-
Debt Servicing	-	-
Other	-	\$70,701
Total Capital Expenses	\$151,955	\$70,701

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$70,701
Municipal Capital Contributions	\$90,000	-
Other Capital Contributions	\$61,955	-
Total Capital Funding	\$151,955	\$70,701

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	255,707	256,046
Total Vehicle Kilometres	255,707	271,643
Revenue Vehicle Hours	14,469	14,458
Total Vehicle Hours	14,469	14,458
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	27,454
Total Vehicle Hours	-	1,960
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	8	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	2
Other	-	-
Total	9	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.67	2017-01-01	ATU Local 846
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$34.35	2017-01-01	ATU Local 846
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	3	-	-	3
Vans	-	-	-	-
Small Buses	4	-	3	5
Low-floor	4	-	4	10
Other	-	-	-	-
Total	11	-		

Vehicle Ownership: Transit Commission
 Vehicle Maintenance: Transit Commission

INDICATORS

Financial	2016	2017
R/C Ratio	6.2 %	6.1 %
Net Operating Cost / Capita	\$10.69	\$10.96
Total Expense / Passenger	\$41.65	\$40.94
Total Expense / Eligible Passenger	\$45.86	\$45.01
Transportation Expense / Passenger		
Dedicated Service	\$37.89	\$37.58
Non-Dedicated Service	\$21.12	\$25.08
Transportation Expense / Hour (Dedicated Service)	\$83.34	\$85.95
Operating		
Registrants / Capita	0.0141	0.0096
Passengers / Capita	0.2736	0.2850
Passengers / Registrants	19.45	29.79
Passengers / Revenue Hour (Dedicated Service)	2.20	2.29
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.03	7.74
Average Speed (Dedicated Service)	17.67	17.71

St. Marys , ON

St Marys and Area Mobility Service

Contact Lauren Beer
 Title Manager
 Telephone 519-284-4010
 Email mobility@town.stmarys.on.ca

Population Served: 32,404
 Service Area (km²): 530.2
 Main Community Served: St Marys
 Other Communities Served: Perth South, Thames Centre, Zorra

ACTIVE REGISTRANTS

Ambulatory	372		
Non-Ambulatory	110	Attendants	0
Other	0	Companions	0
Total	482	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☒ Policy
☐ External	☒ Recommendation
	☒ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☐ Paper Application
☐ Environmental	☐ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	00:00 to 23:59	Friday	00:00 to 23:59
Tuesday	00:00 to 23:59	Saturday	00:00 to 23:59
Wednesday	00:00 to 23:59	Sunday	00:00 to 23:59
Thursday	00:00 to 23:59	Holiday	00:00 to 23:59

Other:

Advanced Booking Notice (days): 90

Minimum Notice for Reservation (hours): 24

Booking Method: By telephone or in-person, minimum of 24 hours notice for out of town trips, during office hours (Monday-Friday, 8.30am to 4.00pm)

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	8,335	10,057
Non-Ambulatory	1,731	1,545
Total	10,066	11,602
Attendants	-	138
Companions	-	-
Other	-	-
Total	-	138
Non-Dedicated Service		
Ambulatory	590	820
Non-Ambulatory	-	-
Total	590	820
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	10,656	12,422
Total Support Person Trips	-	138
Total Trips	10,656	12,560

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	5,400
Reservation	-	5,510
On-Demand/Day-of	-	1,512
Total Trips Requested	11,235	14,193
Cancelled in Advance	1,550	1,635
Cancelled Late	-	3
No-Shows	157	8
Cancelled at Door	-	108

OPERATING EXPENSES

	2016	2017
Administration	\$82,958	\$84,504
Transportation Operations		
Internal Dedicated Service	\$122,910	\$100,211
Contract Dedicated Service	\$25,110	-
Contract Non-Dedicated Service	\$25,925	-
Contract Taxi Scrip	-	\$68,616
Vehicle and Facility Maintenance	\$7,064	\$4,233
Fuel and Energy Consumption	\$9,544	\$14,443
Total Operating Expenses	\$273,510	\$272,008

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$94,840	\$135,000
Other Revenue	\$29,786	-
Total Revenue	\$124,626	\$135,000

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$98,311	\$96,914
Municipal Operating Contributions	\$19,667	\$20,497
Other Operating Contributions	\$6,302	\$7,045
Total Operating Revenues and Funding	\$248,906	\$259,456

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$98,311	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$98,311	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	59,177
Total Vehicle Kilometres	47,882	59,377
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1	5
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	1
Other	-	-
Total	2	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$17.93	2016-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	1	3
Vans	1	-	2	7
Small Buses	-	-	-	-
Low-floor	1	-	5	12
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: St. Marys and Area Mobility Service

Vehicle Maintenance: St. Marys and Area Mobility Service

INDICATORS

Financial	2016	2017
R/C Ratio	45.6 %	49.6 %
Net Operating Cost / Capita	-	\$4.23
Total Expense / Passenger	\$25.67	\$21.66
Total Expense / Eligible Passenger	\$25.67	\$21.90
Transportation Expense / Passenger		
Dedicated Service	\$16.35	\$10.13
Non-Dedicated Service	\$43.94	\$83.68
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	-	0.0149
Passengers / Capita	-	0.3876
Passengers / Registrants	19.88	26.06
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	5.04
Average Speed (Dedicated Service)	-	-

St. Thomas, ON

City of St. Thomas Transit

Contact Ross Patrick
 Title Transportation Technician
 Telephone 519-631-0368 x5133
 Email rpatrick@stthomas.ca

Population Served: 38,909
 Service Area (km²): 35.6
 Main Community Served: St. Thomas
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	306		
Non-Ambulatory	563	Attendants	0
Other	0	Companions	0
Total	869	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☐ Cognitive	☐ Internal Assessment
☐ Sensory	☐ External Contract
☐ Age	☐ Committee
☐ Environmental	
☒ Physical	☒ Paper Application
☒ Other	☒ Healthcare Professional
	☒ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date:

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$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:

SERVICE HOURS / SCHEDULING

Monday	07:15 to 18:45	Friday	07:15 to 18:45
Tuesday	07:15 to 18:45	Saturday	09:15 to 18:45
Wednesday	07:15 to 18:45	Sunday	
Thursday	07:15 to 18:45	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Telephone inputted into computerized booking software

REMARKS

Revenue hours have increased per an expanded service with an extra bus available during peak months. This is covered via gas tax.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	12,160	10,917
Non-Ambulatory	4,615	6,500
Total	16,775	17,417
Attendants	734	453
Companions	-	-
Other	-	-
Total	734	453

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **16,775** **17,417**

Total Support Person Trips **734** **453**

Total Trips **17,509** **17,870**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	22,103	21,856
Cancelled in Advance	5,254	3,922
Cancelled Late	-	-
No-Shows	75	466
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$353,252	\$500,551
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$353,252	\$500,551

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$54,283	\$40,575
Other Revenue	-	-
Total Revenue	\$54,283	\$40,575

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$57,440
Municipal Operating Contributions	\$298,969	\$402,536
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$353,252	\$500,551

CAPITAL EXPENSES

Vehicle Purchase	\$70,731	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$70,731	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$70,731	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$70,731	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	6,400	7,532
Total Vehicle Hours	6,400	7,532

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

			Average Maximum Capacity	
			Wheelchairs	Ambulatory
	Accessible	Non Accessible		
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	3	-	4	18
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: Municipality - 2, Contractor "Voyageur Transportation" - 1

Vehicle Maintenance: Voyageur Transportation

INDICATORS

Financial	2016	2017
R/C Ratio	15.4 %	8.1 %
Net Operating Cost / Capita	\$7.49	\$11.82
Total Expense / Passenger	\$20.18	\$28.01
Total Expense / Eligible Passenger	\$21.06	\$28.74
Transportation Expense / Passenger		
Dedicated Service	\$20.18	\$28.01
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$55.20	\$66.46
Operating		
Registrants / Capita	0.0197	0.0223
Passengers / Capita	0.4387	0.4593
Passengers / Registrants	22.30	20.56
Passengers / Revenue Hour (Dedicated Service)	2.74	2.37
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Stratford, ON

Parallel Transit

Contact Michael Mousley
 Title Manager of Transit
 Telephone 519-271-0250 x347
 Email mmousley@stratford.ca

Population Served: 32,000
 Service Area (km²): 28.0
 Main Community Served: Stratford
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	185		
Non-Ambulatory	232	Attendants	88
Other	147	Companions	0
Total	564	Total	88

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☐ Policy
☒ External	☒ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Sensory	☐ External Contract
☒ Age	☐ Committee
☒ Environmental	☒ Paper Application
☒ Physical	☐ Healthcare Professional
	☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-09-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.75	\$2.50	-	-	\$65.00	19-64
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.50	-	-	-	\$55.00	6-18
Senior	☐	\$2.50	-	-	-	\$55.00	65+
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 22:00	Friday	06:00 to 22:00
Tuesday	06:00 to 22:00	Saturday	06:00 to 20:00
Wednesday	06:00 to 22:00	Sunday	08:30 to 16:30
Thursday	06:00 to 22:00	Holiday	

Other:

Advanced Booking Notice (days): 15

Minimum Notice for Reservation (hours): 2

Booking Method: phone call

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	8,752	9,455
Non-Ambulatory	9,112	10,554
Total	17,864	20,009
Attendants	1,654	589
Companions	-	-
Other	299	-
Total	1,953	589

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **17,864** **20,009**

Total Support Person Trips **1,953** **589**

Total Trips **19,817** **20,598**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	19,992
Reservation	-	-
On-Demand/Day-of	-	87
Total Trips Requested	-	20,009
Cancelled in Advance	-	341
Cancelled Late	-	83
No-Shows	-	42
Cancelled at Door	-	51

OPERATING EXPENSES

	2016	2017
Administration	-	\$425,997
Transportation Operations		
Internal Dedicated Service	\$416,948	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$22,507	\$11,188
Fuel and Energy Consumption	\$6,875	\$11,030
Total Operating Expenses	\$446,330	\$448,215

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$46,139	\$47,278
Other Revenue	-	-
Total Revenue	\$46,139	\$47,278

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$400,198	\$400,937
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$446,337	\$448,215

CAPITAL EXPENSES

Vehicle Purchase	\$89,778	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$89,778	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$89,778	-
Other Capital Contributions	-	-
Total Capital Funding	\$89,778	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	94,217	97,475
Total Vehicle Kilometres	94,217	97,475
Revenue Vehicle Hours	7,455	7,740
Total Vehicle Hours	7,455	7,740

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	7
Reservation Clerks	-	-
Dispatchers	1	1
Other Transport Operations	-	-
Mechanics	2	-
General Administration	1	-
Other	-	-
Total	6	8

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.58	2018-01-01	IBEW 636
Reservation Clerks	-		
Dispatchers	\$18.77	2018-01-01	IBEW 636
Mechanics	\$33.03	2017-01-05	IBEW 636

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	5	-	4	6
Low-floor	-	-	-	-
Other	-	-	-	-
Total	5	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2016	2017
R/C Ratio	10.3 %	10.6 %
Net Operating Cost / Capita	\$12.51	\$12.53
Total Expense / Passenger	\$22.52	\$21.76
Total Expense / Eligible Passenger	\$24.98	\$22.40
Transportation Expense / Passenger		
Dedicated Service	\$22.52	\$1.08
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$59.87	\$2.87
Operating		
Registrants / Capita	0.0153	0.0204
Passengers / Capita	0.6193	0.6437
Passengers / Registrants	40.44	31.59
Passengers / Revenue Hour (Dedicated Service)	2.66	2.66
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.75	4.73
Average Speed (Dedicated Service)	12.64	12.59

Thunder Bay, ON

Lift+ Specialized Transit

Contact Dana Earle
 Title Supervisor - Customer Care & Administrative Service
 Telephone 807-684-3191
 Email dearle@thunderbay.ca

Population Served: 146,048
 Service Area (km²): 323.0
 Main Community Served: Thunder Bay
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	371		
Non-Ambulatory	632	Attendants	0
Other	0	Companions	0
Total	1,003	Total	0

ADVISORY COMMITTEE

Organization

☐ Internal
☐ External

Mandate

☐ Policy
☐ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☒ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☒ Internal Assessment
☒ External Contract
☒ Committee

☒ Paper Application
☐ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:
 confirmed trip overflow

FARE STRUCTURE

Effective Date:

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.75	\$2.20	-	-	\$66.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	\$2.75	-	-	-	\$55.00	60+
Attendant	☒	-	-	-	-	-	with ID
Companion	☐	\$2.75	\$2.20	-	-	\$77.00	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 00:30	Friday	06:00 to 00:30
Tuesday	06:00 to 00:30	Saturday	06:00 to 00:30
Wednesday	06:00 to 00:30	Sunday	08:00 to 23:30
Thursday	06:00 to 00:30	Holiday	08:00 to 23:30

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 0

Booking Method: phone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	48,759	49,819
Non-Ambulatory	23,082	22,435
Total	71,841	72,254
Attendants	3,198	2,876
Companions	2,157	1,883
Other	1,030	-
Total	6,385	4,759

Non-Dedicated Service

Ambulatory	2,402	2,460
Non-Ambulatory	1,686	1,218
Total	4,088	3,678
Attendants	226	159
Companions	124	91
Other	-	-
Total	350	250

Total Eligible Passenger Trips **75,929** **75,932**

Total Support Person Trips **6,735** **5,009**

Total Trips **82,664** **80,941**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	21,261
Reservation	-	53,152
On-Demand/Day-of	-	1,519
Total Trips Requested	93,802	100,493
Cancelled in Advance	14,792	13,172
Cancelled Late	-	2,042
No-Shows	1,113	1,174
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$299,293	\$314,708
Transportation Operations		
Internal Dedicated Service	\$1,146,954	\$1,269,799
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$79,385	\$79,754
Contract Taxi Scrip	\$66,522	\$59,811
Vehicle and Facility Maintenance	\$460,902	\$439,431
Fuel and Energy Consumption	\$152,651	\$187,528
Total Operating Expenses	\$2,205,707	\$2,351,031

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$288,835	\$162,792
Other Revenue	-	\$188,035
Total Revenue	\$288,835	\$350,827

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$150,993	\$154,408
Municipal Operating Contributions	\$1,765,879	\$1,845,797
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,205,707	\$2,351,032

CAPITAL EXPENSES

Vehicle Purchase	\$327,436	\$341,290
Debt Servicing	-	-
Other	\$57,305	-
Total Capital Expenses	\$384,741	\$341,290

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$170,645
Provincial Capital Contributions	\$237,436	\$170,645
Municipal Capital Contributions	\$147,305	-
Other Capital Contributions	-	-
Total Capital Funding	\$384,741	\$341,290

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	372,975	378,480
Total Vehicle Kilometres	582,756	593,521
Revenue Vehicle Hours	30,339	31,350
Total Vehicle Hours	34,493	36,079

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	10	15
Reservation Clerks	1	-
Dispatchers	3	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	14	15

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$26.82	2016-07-01	ATU Local 966
Reservation Clerks	-		
Dispatchers	\$32.71	2017-01-01	
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	23	-	4	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	23	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio	13.1 %	14.9 %
Net Operating Cost / Capita	\$13.13	\$13.70
Total Expense / Passenger	\$26.68	\$29.05
Total Expense / Eligible Passenger	\$29.05	\$30.96
Transportation Expense / Passenger		
Dedicated Service	\$22.51	\$24.63
Non-Dedicated Service	\$32.88	\$35.53
Transportation Expense / Hour (Dedicated Service)	\$51.04	\$52.57

Operating

Registrants / Capita	0.0068	0.0069
Passengers / Capita	0.5660	0.5542
Passengers / Registrants	83.50	80.70
Passengers / Revenue Hour (Dedicated Service)	2.58	2.46
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.77	4.91
Average Speed (Dedicated Service)	12.29	12.07

Timmins, ON

Timmins Handy Transit

Contact Fred Gerrior
 Title Transit Manager
 Telephone 705-360-2600 x3501
 Email Fred.gerrior@timmins.ca

Population Served: 36,622
 Service Area (km²): 24.0
 Main Community Served: City of Timmins
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	242		
Non-Ambulatory	322	Attendants	0
Other	0	Companions	0
Total	564	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☒ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date:

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	-	
Child	☒	-	-	-	-	-	
Student	☐	\$2.75	-	-	-	-	
Senior	☐	\$2.75	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 23:30	Friday	06:00 to 23:30
Tuesday	06:00 to 23:30	Saturday	06:00 to 23:30
Wednesday	06:00 to 23:30	Sunday	08:30 to 18:30
Thursday	06:00 to 23:30	Holiday	08:30 to 18:30

Other:

Advanced Booking Notice (days): 28

Minimum Notice for Reservation (hours): 1

Booking Method:

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	13,157
Attendants	105	102
Companions	-	-
Other	13,446	-
Total	13,551	102
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	13,157
Total Support Person Trips	13,551	102
Total Trips	13,551	13,259

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	10,262
Reservation	-	2,763
On-Demand/Day-of	-	131
Total Trips Requested	15,847	15,988
Cancelled in Advance	2,027	2,539
Cancelled Late	-	-
No-Shows	27	20
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$59,414	\$162,562
Transportation Operations		
Internal Dedicated Service	\$248,425	\$217,864
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$174,053	\$35,794
Fuel and Energy Consumption	\$18,509	\$21,357
Total Operating Expenses	\$500,401	\$437,577

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$25,748	\$25,783
Other Revenue	-	-
Total Revenue	\$25,748	\$25,783

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$474,653	\$411,794
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$500,401	\$437,577

CAPITAL EXPENSES

Vehicle Purchase	\$342,130	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$342,130	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$342,130	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$342,130	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	97,340	96,596
Total Vehicle Kilometres	97,340	96,596
Revenue Vehicle Hours	5,352	5,023
Total Vehicle Hours	5,352	5,023

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	8
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	2	8

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$25.15	2017-01-04	CUPE 1544
Reservation Clerks	-		
Dispatchers	-		CUPE 1544
Mechanics	\$30.74	2017-01-04	CUPE 1544

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	6	-	5	5
Low-floor	-	-	-	-
Other	-	-	-	-
Total	6	-		

Vehicle Ownership: Timmins Handy Transit

Vehicle Maintenance: Timmins Handy Transit

INDICATORS

Financial	2016	2017
R/C Ratio	5.2 %	5.9 %
Net Operating Cost / Capita	\$12.96	\$11.24
Total Expense / Passenger	\$36.93	\$33.00
Total Expense / Eligible Passenger	-	\$33.26
Transportation Expense / Passenger		
Dedicated Service	\$32.54	\$20.74
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$82.40	\$54.75
Operating		
Registrants / Capita	0.0137	0.0154
Passengers / Capita	0.3700	0.3621
Passengers / Registrants	26.99	23.51
Passengers / Revenue Hour (Dedicated Service)	2.53	2.64
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.18	7.29
Average Speed (Dedicated Service)	18.19	19.23

Toronto, ON

TTC Wheel-Trans

Contact	Daniel Mruck	Population Served:	2,929,886	Ambulatory	28,084		
Title	Budget Coordinator	Service Area (km²):	630.0	Non-Ambulatory	13,589	Attendants	0
Telephone	4163934963	Main Community Served:	Toronto	Other	0	Companions	0
Email	daniel.mruck@ttc.ca	Other Communities Served:		Total	41,673	Total	0

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description	Method of Determination
☐ Internal	☐ Policy	☒ Cognitive	☒ Internal Assessment
☒ External	☒ Recommendation	☐ Age	☒ External Contract
	☐ Decision Making	☒ Physical	☒ Committee
	☐ Other	☐ Sensory	☒ Paper Application
		☒ Environmental	☒ Healthcare Professional
		☐ Other	☒ Other

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☒ Transit System / Municipality
	☐ Private Non-Profit Organization
	☒ Private Contractor(s): 4

NON-DEDICATED SERVICE

Operated By:	☒ Taxi	Delivery Model:
	☐ Rideshare Service	
	☐ Other	

FARE STRUCTURE

Effective Date: 2017-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.25	\$3.00	-	-	\$146.25	
Child	☐	-	-	-	-	-	
Student	☐	\$2.10	\$2.05	-	-	\$116.75	
Senior	☐	\$2.10	\$2.05	-	-	\$116.75	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	00:00 to 23:59	Friday	00:00 to 23:59
Tuesday	00:00 to 23:59	Saturday	00:00 to 23:59
Wednesday	00:00 to 23:59	Sunday	00:00 to 23:59
Thursday	00:00 to 23:59	Holiday	00:00 to 23:59

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 4

Booking Method:

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	1,946,926	2,013,582
Non-Ambulatory	789,898	771,934
Total	2,736,824	2,785,516
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	1,185,164	1,391,652
Non-Ambulatory	6,922	8,117
Total	1,192,086	1,399,769
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,928,910	4,185,285
Total Support Person Trips	-	-
Total Trips	3,928,910	4,185,285

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	1,743,587
Reservation	-	2,441,698
On-Demand/Day-of	-	-
Total Trips Requested	3,897,298	3,318,658
Cancelled in Advance	1,152,251	1,265,321
Cancelled Late	-	-
No-Shows	99,287	81,369
Cancelled at Door	-	18,048

OPERATING EXPENSES

	2016	2017
Administration	\$16,800,267	\$16,754,800
Transportation Operations		
Internal Dedicated Service	\$36,508,485	\$37,045,949
Contract Dedicated Service	\$32,955,182	\$32,742,139
Contract Non-Dedicated Service	\$21,494,739	\$26,619,914
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$16,823,179	\$18,131,686
Fuel and Energy Consumption	\$2,691,754	\$2,626,206
Total Operating Expenses	\$127,273,606	\$133,920,694

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,119,371	\$7,628,027
Other Revenue	-	-
Total Revenue	\$7,119,371	\$7,628,027

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$120,154,234	\$126,292,667
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$127,273,605	\$133,920,694

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	16,302,595	16,043,785
Total Vehicle Kilometres	18,502,026	18,209,825
Revenue Vehicle Hours	838,971	834,345
Total Vehicle Hours	838,971	846,691
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	10,102,807
Total Vehicle Hours	-	330,890
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	350	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	122	-
Mechanics	92	-
General Administration	7	-
Other	-	-
Total	571	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$34.07		ATU Local 113
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$40.66		ATU Local 113

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	245	-	3
Minivans	247	-	1	2
Vans	-	-	-	-
Small Buses	216	-	4	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	463	245		

Vehicle Ownership: Transit Commission - 216

Vehicle Maintenance: Transit Commission

INDICATORS

Financial	2016	2017
R/C Ratio	5.6 %	5.7 %
Net Operating Cost / Capita	\$41.78	\$43.11
Total Expense / Passenger	\$32.39	\$32.00
Total Expense / Eligible Passenger	\$32.39	\$32.00
Transportation Expense / Passenger		
Dedicated Service	\$32.51	\$32.51
Non-Dedicated Service	\$18.03	\$19.02
Transportation Expense / Hour (Dedicated Service)	\$106.06	\$106.94
Operating		
Registrants / Capita	0.0144	0.0142
Passengers / Capita	1.3661	1.4285
Passengers / Registrants	95.07	100.43
Passengers / Revenue Hour (Dedicated Service)	3.26	3.34
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.96	5.76
Average Speed (Dedicated Service)	19.43	19.23

Trent Hills, ON

Community Care Northumberland Specialized Transportation

Contact	Jessica Hoskin	Population Served:	12,900	Ambulatory	31		
Title	Specialized Transportation Coordinator	Service Area (km²):	512.0	Non-Ambulatory	81	Attendants	43
Telephone	905-355-2989	Main Community Served:	Trent Hills	Other	0	Companions	6
Email	j.hoskin@commcare.ca	Other Communities Served:		Total	112	Total	49

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description		Method of Determination	
☒ Internal	☐ Policy	☐ Cognitive	☐ Sensory	☐ Internal Assessment	☒ Paper Application
☒ External	☒ Recommendation	☐ Age	☐ Environmental	☐ External Contract	☐ Healthcare Professional
	☐ Decision Making	☐ Physical	☒ Other	☐ Committee	☐ Other
	☐ Other				

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☐ Transit System / Municipality
	☒ Private Non-Profit Organization
	☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:	☐ Taxi	Delivery Model:
	☐ Rideshare Service	
	☐ Other	

FARE STRUCTURE

Effective Date: 2008-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.00	-	-	-	-	
Child	☐	\$2.50	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 17:30	Friday	08:00 to 17:30
Tuesday	08:00 to 17:30	Saturday	
Wednesday	08:00 to 17:30	Sunday	
Thursday	08:00 to 17:30	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone or email 1-866-768-7778 or
ride@commcare.ca

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	2,125	2,653
Non-Ambulatory	1,644	2,295
Total	3,769	4,948
Attendants	240	91
Companions	-	58
Other	-	-
Total	240	149

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips **3,769** **4,948**

Total Support Person Trips **240** **149**

Total Trips **4,009** **5,097**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	3,165
Reservation	-	1,604
On-Demand/Day-of	-	179
Total Trips Requested	4,011	5,841
Cancelled in Advance	860	445
Cancelled Late	-	321
No-Shows	96	78
Cancelled at Door	-	49

OPERATING EXPENSES

	2016	2017
Administration	\$39,595	\$34,316
Transportation Operations		
Internal Dedicated Service	\$112,970	\$127,693
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$11,281	\$11,698
Fuel and Energy Consumption	\$16,125	\$16,988
Total Operating Expenses	\$179,970	\$190,695

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$24,300	\$33,298
Other Revenue	\$2,533	\$1,575
Total Revenue	\$26,833	\$34,873

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$87,542	\$87,259
Municipal Operating Contributions	\$45,500	\$50,887
Other Operating Contributions	\$20,095	\$17,676
Total Operating Revenues and Funding	\$179,970	\$190,695

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	110,985	127,024
Total Vehicle Kilometres	154,848	178,532
Revenue Vehicle Hours	3,169	3,097
Total Vehicle Hours	3,812	4,777

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	3
Reservation Clerks	1	-
Dispatchers	1	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	-	1
Other	1	-
Total	4	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$15.70	2018-04-01	
Reservation Clerks	\$15.97	2018-04-01	
Dispatchers	\$17.03	2018-04-01	
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	1	4
Vans	1	-	2	5
Small Buses	1	-	8	4
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: Community Care Northumberland

Vehicle Maintenance: Community Care Northumberland

INDICATORS

Financial	2016	2017
R/C Ratio	14.9 %	18.3 %
Net Operating Cost / Capita	\$12.15	\$12.08
Total Expense / Passenger	\$44.87	\$37.41
Total Expense / Eligible Passenger	\$47.73	\$38.54
Transportation Expense / Passenger		
Dedicated Service	\$35.00	\$30.68
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$36.82	\$32.74
Operating		
Registrants / Capita	0.0391	0.0125
Passengers / Capita	0.3182	0.3951
Passengers / Registrants	8.14	31.66
Passengers / Revenue Hour (Dedicated Service)	1.27	1.65
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	27.67	24.92
Average Speed (Dedicated Service)	35.02	41.02

Wallaceburg, ON

CKTransit

Contact Jan Metcalfe
 Title Engineering Technologist
 Telephone 519-360-1998 x3301
 Email janm@chatham-kent.ca

Population Served: 11,000
 Service Area (km²): 10.7
 Main Community Served: Wallaceburg
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	406		
Non-Ambulatory	178	Attendants	157
Other	0	Companions	0
Total	584	Total	157

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☐ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$3.00	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 19:00	Friday	08:00 to 19:00
Tuesday	08:00 to 19:00	Saturday	08:00 to 19:00
Wednesday	08:00 to 19:00	Sunday	09:00 to 17:00
Thursday	08:00 to 19:00	Holiday	

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 1

Booking Method: phone call in

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	6,971	7,156
Non-Ambulatory	634	540
Total	7,605	7,696
Attendants	1,061	1,308
Companions	-	-
Other	-	-
Total	1,061	1,308
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,605	7,696
Total Support Person Trips	1,061	1,308
Total Trips	8,666	9,004

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	7,696
On-Demand/Day-of	-	-
Total Trips Requested	7,694	7,827
Cancelled in Advance	89	101
Cancelled Late	-	1
No-Shows	32	29
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$10,954	\$11,122
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$227,705	\$239,584
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$238,659	\$250,706

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$29,020	\$21,225
Other Revenue	-	-
Total Revenue	\$29,020	\$21,225

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$209,639	\$229,481
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$238,659	\$250,706

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	36,100	36,320
Total Vehicle Kilometres	42,600	42,900
Revenue Vehicle Hours	3,783	2,816
Total Vehicle Hours	3,783	2,816
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	2	-	3	4
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: Contractor

Vehicle Maintenance: Contractor

INDICATORS

Financial	2016	2017
R/C Ratio	12.2 %	8.5 %
Net Operating Cost / Capita	\$19.06	\$20.86
Total Expense / Passenger	\$27.54	\$27.84
Total Expense / Eligible Passenger	\$31.38	\$32.58
Transportation Expense / Passenger		
Dedicated Service	\$26.28	\$26.61
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$60.19	\$85.08
Operating		
Registrants / Capita	0.0578	0.0674
Passengers / Capita	0.7878	0.8185
Passengers / Registrants	13.63	12.15
Passengers / Revenue Hour (Dedicated Service)	2.29	3.20
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.17	4.03
Average Speed (Dedicated Service)	9.54	12.90

Waterloo Region - Rural, ON

Kiwanis Transit

Contact Lawrence Lambkin
 Title Operations Manager
 Telephone 519-669-4533
 Email lawrence@k-transit.com

Population Served: 59,000
 Service Area (km²): 843.0
 Main Community Served: Woolwich Township
 Other Communities Served: Wilmot Township,
 Wellesley Township

ACTIVE REGISTRANTS

Ambulatory	33,097		
Non-Ambulatory	14,275	Attendants	2,833
Other	0	Companions	150
Total	47,372	Total	2,983

ADVISORY COMMITTEE

Organization

☐ Internal
☒ External

Mandate

☒ Policy
☒ Recommendation
☒ Decision Making
☒ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☒ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☒ Internal Assessment
☐ External Contract
☐ Committee

☒ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:
 taxi contractors only

FARE STRUCTURE

Effective Date: 2017-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.25	\$2.76	-	-	\$86.00	18+
Child	☐	\$3.25	\$2.40	-	-	\$73.00	0-5
Student	☐	\$3.25	\$2.40	-	-	\$73.00	Elementary, Highschool
Senior	☐	\$3.25	\$2.40	-	-	-	65+
Attendant	☒	-	-	-	-	-	Mandatory attendant
Companion	☐	\$3.25	-	-	-	-	Must travel with eligible rider

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 18:00	Friday	06:00 to 18:00
Tuesday	06:00 to 18:00	Saturday	07:00 to 17:00
Wednesday	06:00 to 18:00	Sunday	
Thursday	06:00 to 18:00	Holiday	

Other: Holiday service for dialysis

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: phone, email

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	25,919	29,698
Non-Ambulatory	10,279	12,211
Total	36,198	41,909
Attendants	2,377	2,049
Companions	51	230
Other	-	-
Total	2,428	2,279

Non-Dedicated Service

Ambulatory	5,617	2,924
Non-Ambulatory	2,017	2,539
Total	7,634	5,463
Attendants	961	594
Companions	-	110
Other	-	-
Total	961	704

Total Eligible Passenger Trips **43,832** **47,372**

Total Support Person Trips **3,389** **2,983**

Total Trips **47,221** **50,355**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	26,166
Reservation	-	21,076
On-Demand/Day-of	-	130
Total Trips Requested	55,983	47,718
Cancelled in Advance	7,965	8,229
Cancelled Late	-	81
No-Shows	395	160
Cancelled at Door	-	154

OPERATING EXPENSES

	2016	2017
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,207,758	\$1,676,000
Contract Non-Dedicated Service	\$262,400	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,470,158	\$1,676,000

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$101,239	\$89,572
Other Revenue	-	\$4,525
Total Revenue	\$101,239	\$94,097

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,458,031	\$1,568,523
Other Operating Contributions	-	\$13,381
Total Operating Revenues and Funding	\$1,559,270	\$1,676,001

CAPITAL EXPENSES

Vehicle Purchase	\$271,702	\$110,000
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$271,702	\$110,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$271,702	\$110,000
Other Capital Contributions	-	-
Total Capital Funding	\$271,702	\$110,000

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	564,788	656,122
Total Vehicle Kilometres	564,788	656,122
Revenue Vehicle Hours	15,638	18,084
Total Vehicle Hours	15,638	18,084

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	18,778
Total Vehicle Hours	-	399
Non-Accessible Service		
Total Vehicle Kilometres	-	56,335
Total Vehicle Hours	-	1,196

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	8	4
Reservation Clerks	-	-
Dispatchers	1	2
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	-
Other	-	-
Total	10	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.36	2017-01-01	
Reservation Clerks	-		
Dispatchers	\$23.98	2017-01-01	
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	1	-	4
Vans	-	-	-	-
Small Buses	7	-	6	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	7	1		

Vehicle Ownership: The Regional Municipality of Waterloo - 7

Vehicle Maintenance: Woolwich Transit Inc.

INDICATORS

Financial	2016	2017
R/C Ratio	6.9 %	5.6 %
Net Operating Cost / Capita	\$23.20	\$26.81
Total Expense / Passenger	\$31.13	\$33.28
Total Expense / Eligible Passenger	\$33.54	\$35.38
Transportation Expense / Passenger		
Dedicated Service	\$31.27	\$37.93
Non-Dedicated Service	\$30.53	-
Transportation Expense / Hour (Dedicated Service)	\$77.23	\$92.68
Operating		
Registrants / Capita	0.0340	0.8535
Passengers / Capita	0.8004	0.8535
Passengers / Registrants	23.54	1.00
Passengers / Revenue Hour (Dedicated Service)	2.47	2.44
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	14.62	14.85
Average Speed (Dedicated Service)	36.12	36.28

Waterloo Region - Urban, ON

Grand River Transit

Contact	Bonnie Liesemer	Population Served:	525,000	Ambulatory	1,732		
Title	Manager, Finance & Administration (GRT)	Service Area (km²):	315.8	Non-Ambulatory	1,154	Attendants	14,123
Telephone	519-669-4533	Main Community Served:	Kitchener, Waterloo, Cambridge	Other	0	Companions	0
Email	bliesemer@regionofwaterloo.ca	Other Communities Served:	North Dumfries	Total	2,886	Total	14,123

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description	Method of Determination
☒ Internal	☒ Policy	☒ Cognitive	☐ Internal Assessment
☒ External	☒ Recommendation	☒ Age	☒ External Contract
	☐ Decision Making	☒ Physical	☐ Committee
	☒ Other	☐ Sensory	☒ Paper Application
		☒ Environmental	☒ Healthcare Professional
		☐ Other	☐ Other

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☒ Transit System / Municipality
	☐ Private Non-Profit Organization
	☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:	☒ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:
taxi contractors only

FARE STRUCTURE

Effective Date: 2017-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.25	\$2.76	-	-	\$86.00	18+
Child	☒	-	-	-	-	-	0-5
Student	☐	\$3.25	\$2.40	-	-	\$73.00	Elementary, Highschool
Senior	☐	\$3.25	\$2.40	-	-	\$73.00	65+
Attendant	☒	-	-	-	-	-	Mandatory attendant
Companion	☐	\$3.25	-	-	-	-	Must travel with eligible rider

Other:

SERVICE HOURS / SCHEDULING

Monday	05:15 to 01:15	Friday	05:15 to 01:15
Tuesday	05:15 to 01:15	Saturday	05:30 to 01:15
Wednesday	05:15 to 01:15	Sunday	07:15 to 01:15
Thursday	05:15 to 01:15	Holiday	07:15 to 01:15

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

Booking Method: phone

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	79,982	77,733
Non-Ambulatory	62,344	66,270
Total	142,326	144,003
Attendants	14,708	14,878
Companions	-	-
Other	-	-
Total	14,708	14,878
Non-Dedicated Service		
Ambulatory	66,173	55,469
Non-Ambulatory	12,499	8,679
Total	78,672	64,148
Attendants	-	-
Companions	-	-
Other	70,458	76,116
Total	70,458	76,116
Total Eligible Passenger Trips	220,998	208,151
Total Support Person Trips	85,166	90,994
Total Trips	306,164	299,145

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	129,054
Reservation	-	79,097
On-Demand/Day-of	-	-
Total Trips Requested	282,282	208,151
Cancelled in Advance	46,975	48,155
Cancelled Late	-	1,917
No-Shows	4,706	4,070
Cancelled at Door	-	490

OPERATING EXPENSES

	2016	2017
Administration	\$1,277,517	\$1,322,116
Transportation Operations		
Internal Dedicated Service	\$4,662,954	\$4,698,938
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,627,335	\$1,340,754
Contract Taxi Scrip	\$752,606	\$813,999
Vehicle and Facility Maintenance	\$568,786	\$618,516
Fuel and Energy Consumption	\$266,255	\$314,266
Total Operating Expenses	\$9,155,453	\$9,108,589

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$371,515	\$350,036
Other Revenue	\$417,868	\$451,955
Total Revenue	\$789,383	\$801,991

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,007,856	\$1,023,131
Municipal Operating Contributions	\$7,358,214	\$7,283,467
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$9,155,453	\$9,108,589

CAPITAL EXPENSES

Vehicle Purchase	\$669,021	\$219,107
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$669,021	\$219,107

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$669,021	\$219,107
Other Capital Contributions	-	-
Total Capital Funding	\$669,021	\$219,107

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	1,404,840	1,398,964
Total Vehicle Kilometres	1,433,510	1,427,514
Revenue Vehicle Hours	57,473	60,441
Total Vehicle Hours	58,646	61,675
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	36	10
Reservation Clerks	-	-
Dispatchers	6	7
Other Transport Operations	-	-
Mechanics	2	-
General Administration	10	-
Other	-	-
Total	54	17

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$30.08	2017-01-01	UNIFOR 4304
Reservation Clerks	-		
Dispatchers	\$30.08	2017-01-01	UNIFOR 4304
Mechanics	\$34.13		UNIFOR 4304

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	31	-	6	7
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	31	-		

Vehicle Ownership: The Regional Municipality of Waterloo

Vehicle Maintenance: The Regional Municipality of Waterloo

INDICATORS

Financial	2016	2017
R/C Ratio	8.6 %	8.8 %
Net Operating Cost / Capita	\$16.24	\$15.82
Total Expense / Passenger	\$29.90	\$30.45
Total Expense / Eligible Passenger	\$41.43	\$43.76
Transportation Expense / Passenger		
Dedicated Service	\$35.01	\$35.45
Non-Dedicated Service	\$15.96	\$15.36
Transportation Expense / Hour (Dedicated Service)	\$93.75	\$91.31
Operating		
Registrants / Capita	0.0152	0.0324
Passengers / Capita	0.5943	0.5698
Passengers / Registrants	39.09	17.59
Passengers / Revenue Hour (Dedicated Service)	2.73	2.63
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.95	8.81
Average Speed (Dedicated Service)	24.44	23.15

Welland, ON

Welland Transit - (WellTrans)

Contact Alicia Moore
 Title Acting WellTrans Coordinator
 Telephone 905-735-1700 x3102
 Email alicia.moore@welland.ca

Population Served: 52,293
 Service Area (km²): 81.0
 Main Community Served: Welland
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	132		
Non-Ambulatory	159	Attendants	107
Other	0	Companions	0
Total	291	Total	107

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☐ Cognitive	☒ Internal Assessment
☐ Sensory	☐ External Contract
☐ Age	☐ Committee
☐ Environmental	☒ Paper Application
☐ Other	☒ Healthcare Professional
☒ Physical	☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:
 accessible taxi service

FARE STRUCTURE

Effective Date: 2017-06-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.50	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:30 to 23:15	Friday	06:30 to 23:15
Tuesday	06:30 to 23:15	Saturday	06:30 to 22:15
Wednesday	06:30 to 23:15	Sunday	09:30 to 17:15
Thursday	06:30 to 23:15	Holiday	

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 24

Booking Method: call in day before service

REMARKS

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	6,661	6,395
Non-Ambulatory	6,195	6,400
Total	12,856	12,795
Attendants	1,417	732
Companions	-	-
Other	-	661
Total	1,417	1,393
Non-Dedicated Service		
Ambulatory	-	18
Non-Ambulatory	-	30
Total	-	48
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	12,856	12,843
Total Support Person Trips	1,417	1,393
Total Trips	14,273	14,236

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	5,041
Reservation	-	7,801
On-Demand/Day-of	-	-
Total Trips Requested	15,017	13,559
Cancelled in Advance	2,076	545
Cancelled Late	-	73
No-Shows	85	66
Cancelled at Door	-	32

OPERATING EXPENSES

	2016	2017
Administration	\$124,489	\$98,671
Transportation Operations		
Internal Dedicated Service	\$201,423	\$237,096
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	\$26,000
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$46,195	\$43,607
Fuel and Energy Consumption	\$40,708	\$36,554
Total Operating Expenses	\$412,815	\$441,928

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$34,166	\$29,866
Other Revenue	-	-
Total Revenue	\$34,166	\$29,866
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$378,649	\$460,876
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$412,815	\$490,742

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$50,000
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$50,000
Other Capital Contributions	-	-
Total Capital Funding	-	\$100,000

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	76,254	79,183
Total Vehicle Kilometres	82,304	85,213
Revenue Vehicle Hours	5,410	5,791
Total Vehicle Hours	5,822	5,791
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	504
Total Vehicle Hours	-	254
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	2	3
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	1
Mechanics	-	1
General Administration	-	2
Other	-	-
Total	2	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.46	2017-01-01	ATU Local 1633
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$34.47	2017-01-01	ATU Local 1633
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	5	-	5	18
Low-floor	-	-	-	-
Other	-	-	-	-
Total	5	-		

Vehicle Ownership: Welland Transit
 Vehicle Maintenance: Welland Transit

INDICATORS

Financial	2016	2017
R/C Ratio	8.3 %	6.8 %
Net Operating Cost / Capita	\$7.48	\$7.88
Total Expense / Passenger	\$28.92	\$31.04
Total Expense / Eligible Passenger	\$32.11	\$34.41
Transportation Expense / Passenger		
Dedicated Service	\$20.20	\$22.36
Non-Dedicated Service	-	\$541.67
Transportation Expense / Hour (Dedicated Service)	\$49.52	\$54.78
Operating		
Registrants / Capita	0.0456	0.0076
Passengers / Capita	0.2819	0.2722
Passengers / Registrants	6.18	35.77
Passengers / Revenue Hour (Dedicated Service)	2.64	2.45
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.34	5.58
Average Speed (Dedicated Service)	14.10	13.67

West Elgin, ON

Four Counties Transportation

Contact Magda Badura
 Title Treasurer
 Telephone 519-785-0560
 Email mbadura@westelgin.net

Population Served: 23,000
 Service Area (km²): 1,555.0
 Main Community Served: West Elgin
 Other Communities Served: Southwest Middlesex,
 Chatham-Kent, Newbury

ACTIVE REGISTRANTS

Ambulatory	21		
Non-Ambulatory	0	Attendants	0
Other	106	Companions	0
Total	127	Total	0

ADVISORY COMMITTEE

Organization	Mandate
☐ Internal	☐ Policy
☐ External	☐ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☐ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☒ Committee
☒ Sensory	☒ Paper Application
☐ Environmental	☒ Healthcare Professional
☐ Other	☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date:

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	09:00 to 17:00	Friday	09:00 to 17:00
Tuesday	09:00 to 17:00	Saturday	
Wednesday	09:00 to 17:00	Sunday	
Thursday	09:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 1

Booking Method: Dedicated phone line

REMARKS

Other eligibility criteria includes persons with an application signed by a health care professional or doctor. Contributions by the Municipality of Chatham-Kent \$ 4,915.02, Village of Newbury \$ 544.06, SW Middlesex \$ 11,305.46, West Elgin \$ 8,290.06 Dedicated gas tax funds for new initiatives program Wednesdays & Thursdays, this program has been in place since 2007 and reported on yearly on dedicated gas tax forms for public transportation

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	2,498	2,233
Non-Ambulatory	677	897
Total	3,175	3,130
Attendants	387	-
Companions	-	-
Other	-	-
Total	387	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,175	3,130
Total Support Person Trips	387	-
Total Trips	3,562	3,130

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	2,717
Reservation	-	-
On-Demand/Day-of	-	413
Total Trips Requested	3,562	3,130
Cancelled in Advance	175	103
Cancelled Late	-	-
No-Shows	10	11
Cancelled at Door	-	5

OPERATING EXPENSES

	2016	2017
Administration	\$1,388	\$1,194
Transportation Operations		
Internal Dedicated Service	\$48,242	\$55,707
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,879	\$7,424
Fuel and Energy Consumption	\$12,873	\$14,901
Total Operating Expenses	\$68,382	\$79,226

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,550	\$22,217
Other Revenue	-	-
Total Revenue	\$20,550	\$22,217

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$6,943	\$34,867
Municipal Operating Contributions	\$27,057	\$25,055
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$54,549	\$82,138

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	65,292	66,942
Total Vehicle Kilometres	65,292	66,942
Revenue Vehicle Hours	2,040	2,040
Total Vehicle Hours	2,040	2,040
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	2
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	-	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$21.85	2017-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	1	-	4	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Municipality of West Elgin

Vehicle Maintenance: Municipality of West Elgin

INDICATORS

Financial	2016	2017
R/C Ratio	30.1 %	28.0 %
Net Operating Cost / Capita	\$2.08	\$2.48
Total Expense / Passenger	\$19.20	\$25.31
Total Expense / Eligible Passenger	\$21.54	\$25.31
Transportation Expense / Passenger		
Dedicated Service	\$18.81	\$24.93
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$32.84	\$38.25
Operating		
Registrants / Capita	0.0046	0.0055
Passengers / Capita	0.1549	0.1361
Passengers / Registrants	33.92	24.65
Passengers / Revenue Hour (Dedicated Service)	1.75	1.53
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	18.33	21.39
Average Speed (Dedicated Service)	32.01	32.81

West Perth, ON

Mitchell and Area Mobility Bus

Contact Vicky Wolfe Hinz
 Title Manager
 Telephone 519-348-8612 x226
 Email maco@ritzlutheranvilla.com

Population Served: 9,129
 Service Area (km²): 567,000.0
 Main Community Served: Municipality of West Perth
 Other Communities Served: Mitchell, Dublin, Monkton, Carlingford, Brodhagen

ACTIVE REGISTRANTS

Ambulatory	105		
Non-Ambulatory	295	Attendants	86
Other	0	Companions	0
Total	400	Total	86

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☐ Policy
☒ External	☒ Recommendation
	☒ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☒ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☐ Paper Application
☒ Environmental	☐ Healthcare Professional
☒ Other	☐ Other

DEDICATED SERVICE

Operated By: ☐ Transit System / Municipality
☒ Private Non-Profit Organization
☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

taxi is used to supplement the service when all mobility vehicles are booked for dual demand trips

FARE STRUCTURE

Effective Date: 2017-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$4.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	09:00 to 13:00	Friday	09:00 to 17:00
Tuesday	10:00 to 15:00	Saturday	
Wednesday	03:00 to 13:00	Sunday	
Thursday	09:00 to 17:00	Holiday	

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: centralized booking service call EasyRide

REMARKS

-we only operate specialized transit system -any blanks re: vehicle info is unknown to the person doing report -NOTE: all statistical and financial info is based on a fiscal year -We do not track taxi hours or kms and trips are not separated out. -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 & \$15/hr waiting; if beyond these counties is \$.65/km, \$15/hr waiting. Outside of service hours & group charters \$45/hr driving; \$35/hr standby/loading/waiting.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	3,894	2,857
Non-Ambulatory	-	1,057
Total	3,894	3,914
Attendants	-	551
Companions	-	-
Other	-	-
Total	-	551
Non-Dedicated Service		
Ambulatory	126	-
Non-Ambulatory	-	-
Total	126	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	4,020	3,914
Total Support Person Trips	-	551
Total Trips	4,020	4,465

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	3,131
Reservation	-	587
On-Demand/Day-of	-	196
Total Trips Requested	4,308	4,231
Cancelled in Advance	273	317
Cancelled Late	-	-
No-Shows	13	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$31,962	\$36,056
Transportation Operations		
Internal Dedicated Service	\$59,980	\$67,225
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$7,221	\$12,007
Fuel and Energy Consumption	\$4,804	\$6,142
Total Operating Expenses	\$103,967	\$121,430

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$14,013	\$17,599
Other Revenue	\$15,621	\$18,151
Total Revenue	\$29,634	\$35,750

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$93,681	\$68,313
Municipal Operating Contributions	\$12,000	\$12,000
Other Operating Contributions	\$14,235	\$15,464
Total Operating Revenues and Funding	\$149,550	\$131,527

CAPITAL EXPENSES

Vehicle Purchase	-	\$59,686
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$59,686

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$28,304
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	\$31,382
Total Capital Funding	-	\$59,686

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	29,699	37,824
Total Vehicle Kilometres	30,499	38,654
Revenue Vehicle Hours	2,059	2,375
Total Vehicle Hours	2,165	2,485
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	7
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	2
Other	-	-
Total	-	9

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.49	2017-12-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	1	-	2	4
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	1	-	5	14
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Mitchell and Area Mobility Bus

INDICATORS

Financial	2016	2017
R/C Ratio	28.5 %	29.4 %
Net Operating Cost / Capita	\$8.14	\$9.39
Total Expense / Passenger	\$25.86	\$27.20
Total Expense / Eligible Passenger	\$25.86	\$31.02
Transportation Expense / Passenger		
Dedicated Service	\$18.49	\$19.12
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$33.26	\$34.36
Operating		
Registrants / Capita	0.0411	0.0532
Passengers / Capita	0.4404	0.4891
Passengers / Registrants	10.72	9.19
Passengers / Revenue Hour (Dedicated Service)	1.89	1.88
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.63	8.47
Average Speed (Dedicated Service)	14.42	15.93

Windsor, ON

Handi-Transit Windsor

Contact	Lori Colenutt	Population Served:	233,687	Ambulatory	2,596		
Title	General Manager	Service Area (km²):	195.6	Non-Ambulatory	1,703	Attendants	0
Telephone	519-966-0930	Main Community Served:	Windsor	Other	0	Companions	0
Email	handitransitwindsor@gmail.com	Other Communities Served:	LaSalle	Total	4,299	Total	0

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

Organization	Mandate	Description	Method of Determination
☐ Internal	☒ Policy	☒ Cognitive	☐ Internal Assessment
☒ External	☒ Recommendation	☐ Age	☐ External Contract
	☒ Decision Making	☒ Physical	☐ Committee
	☐ Other		☐ Paper Application
			☒ Healthcare Professional
			☐ Other

ELIGIBILITY CRITERIA

DEDICATED SERVICE

Operated By:	☐ Transit System / Municipality
	☒ Private Non-Profit Organization
	☐ Private Contractor(s): 0

NON-DEDICATED SERVICE

Operated By:	☐ Taxi
	☐ Rideshare Service
	☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2017-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$3.00	-	-	\$95.00	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:30 to 00:30	Friday	06:30 to 00:30
Tuesday	06:30 to 00:30	Saturday	08:00 to 00:30
Wednesday	06:30 to 00:30	Sunday	08:00 to 22:00
Thursday	06:30 to 00:30	Holiday	08:00 to 22:00

Other: exceptions are made based on passenger requests

Advanced Booking Notice (days): 28

Minimum Notice for Reservation (hours): 2

Booking Method: all bookings are made over the phone

REMARKS

In 2017 LaSalle had 101 registered passengers who took 2,910 trips. LaSalle service contract revenue was \$54,417 and the passenger revenue was \$15,277.50

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	-	29,714
Non-Ambulatory	-	20,797
Total	-	50,511
Attendants	-	2,734
Companions	-	-
Other	-	-
Total	-	2,734
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	50,511
Total Support Person Trips	-	2,734
Total Trips	-	53,245

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	20,233
Reservation	-	28,920
On-Demand/Day-of	-	1,358
Total Trips Requested	-	71,345
Cancelled in Advance	-	17,585
Cancelled Late	-	2,516
No-Shows	-	503
Cancelled at Door	-	230

OPERATING EXPENSES

	2016	2017
Administration	-	\$37,223
Transportation Operations		
Internal Dedicated Service	-	\$1,041,325
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$124,323
Fuel and Energy Consumption	-	\$111,972
Total Operating Expenses	-	\$1,314,843

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$262,491
Other Revenue	-	\$354
Total Revenue	-	\$262,845

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	-	\$1,071,600
Other Operating Contributions	-	-
Total Operating Revenues and Funding	-	\$1,334,445

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	\$40,410
Total Capital Expenses	-	\$40,410

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	-	322,304
Total Vehicle Kilometres	-	470,155
Revenue Vehicle Hours	-	20,805
Total Vehicle Hours	-	20,805
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	5	13
Reservation Clerks	-	-
Dispatchers	3	2
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	10	15

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$21.84	2017-01-01	Teamsters Local 879
Reservation Clerks	-		
Dispatchers	\$21.84	2017-01-01	Teamsters Local 879
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	13	-	6	6
Low-floor	-	-	-	-
Other	-	-	-	-
Total	13	-		

Vehicle Ownership: Handi-Transit Windsor - 13 vehicles

Vehicle Maintenance: Handi-Transit Windsor

INDICATORS

Financial	2016	2017
R/C Ratio		20.0 %
Net Operating Cost / Capita		\$4.50
Total Expense / Passenger		\$24.69
Total Expense / Eligible Passenger		\$26.03
Transportation Expense / Passenger		
Dedicated Service		\$24.00
Non-Dedicated Service		-
Transportation Expense / Hour (Dedicated Service)		\$61.41
Operating		
Registrants / Capita		0.0184
Passengers / Capita		0.2278
Passengers / Registrants		12.39
Passengers / Revenue Hour (Dedicated Service)		2.56
Revenue Vehicle Kilometre / Passenger (Dedicated Service)		6.05
Average Speed (Dedicated Service)		15.49

Woodstock, ON

Woodstock Transit

Contact Alex Piggott
 Title Works Superintendent
 Telephone 519-785-0560
 Email apiggott@cityofwoodstock.ca

Population Served: 41,000
 Service Area (km²): 39.0
 Main Community Served: Woodstock
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	145		
Non-Ambulatory	390	Attendants	0
Other	0	Companions	0
Total	535	Total	0

ADVISORY COMMITTEE

Organization

☐ Internal
☒ External

Mandate

☒ Policy
☒ Recommendation
☐ Decision Making
☐ Other

ELIGIBILITY CRITERIA

Description

☒ Cognitive
☒ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

Method of Determination

☐ Internal Assessment
☐ External Contract
☐ Committee

☐ Paper Application
☒ Healthcare Professional
☐ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2016-01-08

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	\$2.08	-	-	\$60.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.50	\$2.08	-	-	\$48.00	
Senior	☐	\$2.50	\$2.08	-	-	\$48.00	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:00 to 22:00	Friday	06:00 to 22:00
Tuesday	06:00 to 22:00	Saturday	08:00 to 22:00
Wednesday	06:00 to 22:00	Sunday	
Thursday	06:00 to 22:00	Holiday	

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Call in to the dispatch service

REMARKS

Drivers ,mechanics, supervisor and lead hand are shared with the conventional service

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	14,884	25,248
Non-Ambulatory	1,050	8,791
Total	15,934	34,039
Attendants	1,050	-
Companions	15,760	-
Other	-	-
Total	16,810	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	15,934	34,039
Total Support Person Trips	16,810	-
Total Trips	32,744	34,039

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	14,421
Reservation	-	-
On-Demand/Day-of	-	19,648
Total Trips Requested	39,089	40,176
Cancelled in Advance	5,600	5,537
Cancelled Late	-	-
No-Shows	194	244
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$27,190	\$27,076
Transportation Operations		
Internal Dedicated Service	\$73,072	\$85,846
Contract Dedicated Service	\$570,795	\$698,552
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$31,276	\$35,437
Fuel and Energy Consumption	\$8,940	\$10,984
Total Operating Expenses	\$711,273	\$857,894

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$81,860	\$86,053
Other Revenue	\$5,367	-
Total Revenue	\$87,227	\$86,053
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$624,046	\$771,841
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$711,273	\$857,894

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	59,891	-
Total Vehicle Kilometres	110,624	-
Revenue Vehicle Hours	5,602	-
Total Vehicle Hours	10,357	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	10
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	1
General Administration	-	1
Other	-	-
Total	-	12

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$30.60	2017-07-01	CUPE 1132
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$30.79	2017-07-01	CUPE 1132
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	4	-	16	56
Low-floor	2	-	2	28
Other	-	-	-	-
Total	6	-		

Vehicle Ownership: Municipality - 2, Contractor - 4
 Vehicle Maintenance: Owner

INDICATORS

Financial	2016	2017
R/C Ratio	12.3 %	10.0 %
Net Operating Cost / Capita	\$15.22	\$18.83
Total Expense / Passenger	\$21.72	\$25.20
Total Expense / Eligible Passenger	\$44.64	\$25.20
Transportation Expense / Passenger		
Dedicated Service	\$20.89	\$24.41
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$66.05	-
Operating		
Registrants / Capita	0.0136	0.0130
Passengers / Capita	0.7986	0.8302
Passengers / Registrants	58.68	63.62
Passengers / Revenue Hour (Dedicated Service)	5.85	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	1.83	-
Average Speed (Dedicated Service)	10.69	-

York Region, ON

YRT - Mobility Plus

Contact Steven Baldo
 Title Supervisor, Contract Administration
 Telephone 905-762-1282
 Email steven.baldo@york.ca

Population Served: 1,088,882
 Service Area (km²): 1,776.0
 Main Community Served: York Region
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	3,561		
Non-Ambulatory	1,199	Attendants	1,229
Other	0	Companions	0
Total	4,760	Total	1,229

ADVISORY COMMITTEE

Organization	Mandate
☒ Internal	☐ Policy
☒ External	☒ Recommendation
	☐ Decision Making
	☐ Other

ELIGIBILITY CRITERIA

Description	Method of Determination
☒ Cognitive	☒ Internal Assessment
☐ Age	☐ External Contract
☒ Physical	☐ Committee
☒ Sensory	☒ Paper Application
☒ Environmental	☒ Healthcare Professional
☒ Other	☒ Other

DEDICATED SERVICE

Operated By: ☒ Transit System / Municipality
☐ Private Non-Profit Organization
☒ Private Contractor(s): 3

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

Scrip Coupon model - YRT 50% Customer 50% of the taxi meter rate

FARE STRUCTURE

Effective Date: 2017-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$4.00	\$3.63	-	-	\$145.00	20-64
Child	☐	\$4.00	\$2.30	-	-	\$61.00	0-12
Student	☐	-	-	-	-	-	
Senior	☐	\$4.00	\$2.30	-	-	\$145.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	05:00 to 03:00	Friday	05:00 to 03:00
Tuesday	05:00 to 03:00	Saturday	05:00 to 03:00
Wednesday	05:00 to 03:00	Sunday	05:00 to 03:00
Thursday	05:00 to 03:00	Holiday	05:00 to 03:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone, IVR, Web and Mobile App

REMARKS

Operators and Mechanics are contracted out and this information is not available.

PASSENGER DATA

Dedicated Service	2016	2017
Ambulatory	280,966	282,201
Non-Ambulatory	69,208	70,575
Total	350,174	352,776
Attendants	42,426	42,926
Companions	15,232	11,513
Other	-	-
Total	57,658	54,439

Non-Dedicated Service

Ambulatory	1,345	777
Non-Ambulatory	-	-
Total	1,345	777
Attendants	193	59
Companions	214	110
Other	-	-
Total	407	169

Total Eligible Passenger Trips **351,519** **353,553**

Total Support Person Trips **58,065** **54,608**

Total Trips **409,584** **408,161**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	226,274
Reservation	-	123,744
On-Demand/Day-of	-	3,536
Total Trips Requested	350,943	353,722
Cancelled in Advance	439	34,236
Cancelled Late	-	220
No-Shows	5,164	5,419
Cancelled at Door	-	-

OPERATING EXPENSES

	2016	2017
Administration	\$1,243,588	\$1,691,821
Transportation Operations		
Internal Dedicated Service	\$4,339,127	\$4,066,305
Contract Dedicated Service	\$9,868,773	\$10,224,130
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$18,047	\$8,471
Vehicle and Facility Maintenance	\$3,966	\$10,105
Fuel and Energy Consumption	\$184	-
Total Operating Expenses	\$15,473,685	\$16,000,832

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$952,558	\$1,014,113
Other Revenue	-	\$6,750
Total Revenue	\$952,558	\$1,020,863

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$14,514,479	\$14,979,968
Other Operating Contributions	\$6,650	-
Total Operating Revenues and Funding	\$15,473,687	\$16,000,831

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	-

OPERATING STATISTICS

Dedicated Service	2016	2017
Revenue Vehicle Kilometres	2,974,651	3,024,246
Total Vehicle Kilometres	5,318,246	5,365,200
Revenue Vehicle Hours	201,549	202,929
Total Vehicle Hours	226,781	227,281

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	13,453
Total Vehicle Hours	-	795

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	-	-
Reservation Clerks	6	2
Dispatchers	5	-
Other Transport Operations	2	-
Mechanics	-	-
General Administration	8	1
Other	3	-
Total	24	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	\$33.91	2017-04-01	CUPE 905
Dispatchers	\$33.91	2018-04-01	CUPE 905
Mechanics	-		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	48	-	4
Minivans	36	-	2	2
Vans	5	-	2	3
Small Buses	-	-	-	-
Low-floor	8	-	5	10
Other	6	-	3	9
Total	55	48		

Vehicle Ownership: Multiple contractors

Vehicle Maintenance: Multiple contractors

INDICATORS

Financial	2016	2017
R/C Ratio	6.2 %	6.4 %
Net Operating Cost / Capita	\$13.61	\$13.76
Total Expense / Passenger	\$37.78	\$39.20
Total Expense / Eligible Passenger	\$44.02	\$45.26
Transportation Expense / Passenger		
Dedicated Service	\$34.85	\$35.12
Non-Dedicated Service	\$10.30	\$8.95
Transportation Expense / Hour (Dedicated Service)	\$62.67	\$62.92
Operating		
Registrants / Capita	0.0113	0.0055
Passengers / Capita	0.3839	0.3748
Passengers / Registrants	33.84	68.15
Passengers / Revenue Hour (Dedicated Service)	2.02	2.01
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.29	7.43
Average Speed (Dedicated Service)	14.76	14.90

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)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$