

Ontario Specialized Transit Services Fact Book 2018 Operating Data

prepared for
The Ontario Ministry of Transportation

by
The Canadian Urban Transit Association

Abstract

The ***Ontario Specialized Transit Services Fact Book*** is a summary of operating and financial statistics and performance indicators, collected from information submitted by organizations providing specialized transit services in Ontario, through a survey administered by the Canadian Urban Transit Association (CUTA). The report was prepared through a cooperative agreement between CUTA and the Ontario Ministry of Transportation (MTO).

This report contains detailed data for 2017 and 2018, along with key performance indicators, for each of the Ontario specialized transit systems. It also provides a provincial summary, as well as a summary comparing the performance indicators by population group.

CUTA DATA PRODUCT TERMS OF USE

COPYRIGHT

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

TERMS OF USE

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

The Data may not be:

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

When used in research:

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

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

WARRANTIES AND DISCLAIMERS

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

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

For further information please contact the CUTA License Administrator:

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

CUTA REPORT DOCUMENTATION FORM

CUTA Report No. RTS-19-21	ISBN No.	Publication Date December 2019
Title and Sub-title ONTARIO SPECIALIZED TRANSIT SERVICES FACT BOOK 2018 OPERATING DATA		
Prepared By Calvin Chia Data Analyst		Performing Agency Canadian Urban Transit Association 55 York Street, Suite 1401 Toronto, CANADA M5J 1R7 Telephone: 416-365-9800 E-mail: techservices@cutaactu.ca Website: www.cutaactu.ca
Project Manager Wendy Reuter Vice President, Member Value		Sponsoring Agency Ontario Ministry of Transportation Division Services and Program Management Office Suite 2702 777 Bay Street Toronto, ON M7A 2J8 Telephone: 416-585-7141 E-mail: Kevin.Dowling@ontario.ca Website: www.mto.gov.on.ca
Supplementary Notes Please contact CUTA's Research, Technical and Member Services Department for any corrections or comments. Copyright © 2019 Canadian Urban Transit Association (CUTA) - Association canadienne du transport urbain (ACTU)		
Abstract The Ontario Specialized Transit Services Fact Book – 2018 Operating Data contains operating statistics collected from 86 Ontario specialized transit systems which provide transit services for persons with disabilities. The Fact Book provides detailed data for 2017 and 2018, 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-19-21: English
No. of Pages 197		Distribution Available to Ontario transit systems

Table of Contents

List of Specialized Transit Systems	1
Notes on 2018 Data	2
I. Ontario Summary	4
II. Population Group Summaries	8
• Population Group 1 (population > 150,000)	9
• Population Group 2 (population between 50,000 and 150,000)	11
• Population Group 3 (population < 50,000)	13
III. Individual Transit System Data	16
Appendix	
IV. Specialized Transit Statistics Glossary	189

List of Transit Systems

Municipality	Page #	Municipality	Page #
Atikokan	17	Meaford	103
Bancroft	19	Midland	105
Barrie	21	Milton	107
Belleville	23	New Tecumseth	109
Blind River	25	Niagara Falls	111
Bracebridge	27	Niagara Region	113
Brantford	29	North Bay	115
Brockville	31	North Perth	117
Burlington	33	Oakville	119
Caledon	35	Orillia	121
Chapleau	37	Ottawa	123
Chatham	39	Owen Sound	125
Clearview	41	Parry Sound	127
Cobourg	43	Peel Region	129
Cochrane	45	Pembroke	131
Collingwood	47	Perth East	133
Cornwall	49	Peterborough	135
County of Brant	51	Peterborough County	137
County of Simcoe	53	Port Hope	139
Cramahe	55	Prince Edward County	141
Dryden	57	Quinte West	143
Durham Region	59	Renfrew	145
Dysart et al	61	Sarnia	147
Elliot Lake	63	Sault Ste Marie	149
Espanola	65	Schreiber	151
Fort Erie	67	Sioux Lookout	153
Fort Frances	69	St. Catharines	155
Greater Sudbury	71	St. Marys	157
Greenstone	73	St. Thomas	159
Guelph	75	Stratford	161
Halton Hills	77	Thunder Bay	163
Hamilton	79	Timmins	165
Hanover	81	Toronto	167
Hearst	83	Trent Hills	169
Ingersoll	85	Wallaceburg	171
Kapuskasing	87	Waterloo Region - Rural	173
Kawartha Lakes	89	Waterloo Region - Urban	175
Kenora	91	Welland	177
Kingston	93	West Elgin	179
Lanark County	95	West Perth	181
Leamington	97	Windsor	183
London	99	Woodstock	185
Machin	101	York Region	187

Notes on 2018 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 2018/19 Dedicated Gas Tax allocation.

This page is intentionally left blank.

I. ONTARIO SUMMARY

Ontario

Number of Systems Reporting:	86	Systems with Dedicated Service:	82	95%	REGISTRANTS	
Population Served:	12,837,727	Operated by:			Ambulatory:	100,731
Service Area (km²):	619,763	Transit System/Municipality:	38	44%	Non-Ambulatory:	58,732
Communities Served:	192	Private Contractor:	33	38%	Attendants:	24,920
		Private Non-Profit Organization:	29	34%	Companions:	7,030
		Systems with Non-Dedicated Service:	36	42%	Other:	3,856
		Systems with a Taxi Scrip Program:	31	36%	Total:	196,561

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	57	66%	Sensory	54	63%	Internal Assessment	41	48%	Paper Application	66	77%
Age	30	35%	Environmental	35	41%	External Contract	12	14%	Healthcare Professional	63	73%
Physical	67	78%	Other	16	19%	Committee	10	12%	Other	7	8%

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	44,585,024	48,309,870
Total Vehicle Kilometres	52,766,646	57,214,655
Revenue Vehicle Hours	2,282,742	2,426,120
Total Vehicle Hours	2,564,232	2,595,471
Non-Dedicated Service		
Total Vehicle Kilometres	19,859,440	14,675,405
Total Vehicle Hours	541,709	477,369

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	3,756,708	4,312,240
Non-Ambulatory	1,652,109	2,127,585
Total	6,143,515	6,473,045
Attendants	268,410	302,221
Companions	101,036	102,945
Other	73,751	47,069
Total	443,197	452,235
Non-Dedicated Service		
Ambulatory	2,205,346	2,379,076
Non-Ambulatory	173,585	222,779
Total	2,520,081	2,601,822
Attendants	54,356	68,555
Companions	44,662	57,093
Other	102,576	111,931
Total	201,594	237,579
Total Eligible Passenger Trips	8,663,914	9,084,817
Total Support Person Trips	644,848	693,415
Total Trips	9,308,762	9,778,232

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	3,980,736	3,948,241
Reservation	4,276,193	4,380,317
On-Demand/Day-of	341,544	308,393
Total Trips Requested	8,414,271	8,419,748
Cancelled in Advance	1,820,064	2,115,004
Cancelled Late	233,448	300,337
No-Shows	165,312	190,051
Cancelled at Door	42,446	89,494

SCHEDULING

Advanced Booking Notice (days): 24
Minimum Notice for Reservation (hours): 17

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.89	4.72	86.46
Child	3.48	2.96	48.58
Student	3.78	4.52	59.02
Senior	3.60	3.80	54.24
Attendant	4.04	4.13	60.00
Companion	3.56	3.15	78.43

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	1,056	359
Reservation Clerks	37	40
Dispatchers	105	39
Other Transport Operations	150	6
Mechanics	128	12
General Administration	143	37
Other	24	12
Total	1,643	502
Average Top Operator Wage Rate (internal):		\$22.90
Average Top Mechanic Wage Rate (internal):		\$32.03

INDICATORS

Financial	2017	2018
R/C Ratio	7.5%	7.2%
Net Operating Cost / Capita	\$22.39	\$23.19
Total Expense / Passenger	\$31.55	\$32.82
Total Expense / Eligible Passenger	\$33.89	\$35.33
Transportation Expense / Passenger		
Dedicated Service	\$31.33	\$32.20
Non-Dedicated Service	\$19.41	\$20.49
Transportation Expense / Hour (Dedicated Service)	\$80.48	\$85.91
Operating		
Registrants / Capita	0.0188	0.0153
Passengers / Capita	0.7671	0.7617
Passengers / Registrants	40.70	49.75
Passengers / Hour (Dedicated Service)	2.89	2.85
Kms / Passenger (Dedicated Service)	6.77	6.98
Average Speed (Dedicated Service)	19.53	19.91

OPERATING EXPENSES

	2017	2018
Administration	\$34,469,764	\$39,714,099
Transportation Operations		
Internal Dedicated Service	\$97,702,975	\$103,622,174
Contract Dedicated Service	\$71,806,676	\$80,613,824
Contract Non-Dedicated Service	\$50,028,396	\$55,345,671
Contract Taxi Scrip	\$2,802,383	\$2,830,305
Vehicle and Facility Maintenance	\$29,272,402	\$29,757,991
Fuel and Energy Consumption	\$7,577,468	\$8,981,325
Total Operating Expenses	\$293,660,064	\$320,955,720

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	17	595		3
Minivans	458	182	1	6
Vans	146	113	2	7
Small Buses	731	-	4	11
Low-floor	53	-	4	10
Other	32	-	4	9
Total	1,437	890		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$20,936,502	\$22,092,902
Other Revenue	\$1,027,067	\$1,149,234
Total Revenue	\$21,963,569	\$23,242,136
Federal Operating Contributions	\$70,709	\$461,401
Provincial Operating Contributions	\$11,207,161	\$12,904,875
Municipal Operating Contributions	\$260,451,793	\$284,812,745
Other Operating Contributions	\$535,131	\$419,383
Total Operating Revenues and Funding	\$294,228,360	\$320,499,557

CAPITAL EXPENSES

Vehicle Purchase	\$5,570,034	\$11,756,206
Debt Servicing	-	\$153,174
Other	\$11,515,357	\$9,318,654
Total Capital Expenses	\$17,131,714	\$21,228,037

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$37,862	-
Federal Capital Contributions	\$13,455,662	\$9,328,342
Provincial Capital Contributions	\$2,565,938	\$3,559,211
Municipal Capital Contributions	\$2,332,289	\$8,232,099
Other Capital Contributions	\$183,674	\$630,723
Total Capital Funding	\$18,575,425	\$21,718,723

This page is intentionally left blank.

II. Population Group Summaries

Municipality	Page #	Municipality	Page #
Population Group 1 (> 150,000)		Chatham	39
Barrie	21	Clearview	41
Burlington	33	Cobourg	43
County of Simcoe	53	Cochrane	45
Durham Region	59	Collingwood	47
Hamilton	79	Cornwall	49
London	99	County of Brant	51
Niagara Region	113	Cramahe	55
Oakville	119	Dryden	57
Ottawa	123	Dysart et al	61
Peel Region	129	Elliot Lake	63
Toronto	167	Espanola	65
Waterloo Region - Urban	175	Fort Erie	67
Windsor	183	Fort Frances	69
York Region	187	Greenstone	73
		Hearst	83
Population Group 2 (50,000 - 150,000)		Ingersoll	85
Belleville	23	Kapuskasing	87
Brantford	29	Kawartha Lakes	89
Caledon	35	Kenora	91
Greater Sudbury	71	Machin	101
Guelph	75	Meaford	103
Halton Hills	77	Midland	105
Hanover	81	New Tecumseth	109
Kingston	93	North Bay	115
Lanark County	95	North Perth	117
Leamington	97	Orillia	121
Milton	107	Owen Sound	125
Niagara Falls	111	Parry Sound	127
Peterborough	135	Pembroke	131
Peterborough County	137	Perth East	133
Quinte West	143	Port Hope	139
Sarnia	147	Prince Edward County	141
Sault Ste Marie	149	Renfrew	145
St. Catharines	155	Schreiber	151
Thunder Bay	163	Sioux Lookout	153
Waterloo Region - Rural	173	St. Marys	157
Welland	177	St. Thomas	159
		Stratford	161
Population Group 3 (< 50,000)		Timmins	165
Atikokan	17	Trent Hills	169
Bancroft	19	Wallaceburg	171
Blind River	25	West Elgin	179
Bracebridge	27	West Perth	181
Brockville	31	Woodstock	185
Chapleau	37		

Population Group 1 (> 150,000)

Number of Systems Reporting:	13	Systems with Dedicated Service:	13	100%	REGISTRANTS	
Population Served:	9,893,433	Operated by:			Ambulatory:	69,261
Service Area (km²):	12,818	Transit System/Municipality:	9	69%	Non-Ambulatory:	38,024
Communities Served:	61	Private Contractor:	8	62%	Attendants:	19,437
		Private Non-Profit Organization:	3	23%	Companions:	1,886
		Systems with Non-Dedicated Service:	9	69%	Other:	1,386
		Systems with a Taxi Scrip Program:	8	62%	Total:	131,131

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	11	85%	Sensory	11	85%	Internal Assessment	5	38%	Paper Application	11	85%
Age	1	8%	Environmental	10	77%	External Contract	7	54%	Healthcare Professional	10	77%
Physical	11	85%	Other	1	8%	Committee	2	15%	Other	3	23%

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	36,171,727	38,591,154
Total Vehicle Kilometres	42,453,242	45,526,673
Revenue Vehicle Hours	1,861,320	1,957,817
Total Vehicle Hours	2,076,418	2,047,143
Non-Dedicated Service		
Total Vehicle Kilometres	19,602,588	14,237,203
Total Vehicle Hours	524,693	454,559

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	3,080,110	3,554,243
Non-Ambulatory	1,296,974	1,696,087
Total	5,032,347	5,250,330
Attendants	198,832	220,272
Companions	86,730	87,147
Other	71,360	46,411
Total	356,922	353,830
Non-Dedicated Service		
Ambulatory	2,136,094	2,251,488
Non-Ambulatory	153,556	197,953
Total	2,379,307	2,449,441
Attendants	52,142	58,709
Companions	44,027	53,596
Other	102,576	111,931
Total	198,745	224,236
Total Eligible Passenger Trips	7,411,654	7,699,795
Total Support Person Trips	555,667	580,837
Total Trips	7,967,321	8,280,632

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	3,501,402	3,412,071
Reservation	3,862,204	3,827,512
On-Demand/Day-of	218,267	219,074
Total Trips Requested	7,159,192	6,989,601
Cancelled in Advance	1,660,608	1,959,676
Cancelled Late	219,481	262,945
No-Shows	147,899	167,229
Cancelled at Door	38,614	80,463

SCHEDULING

Advanced Booking Notice (days): 10
Minimum Notice for Reservation (hours): 13

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.54	7.58	119.67
Child	2.83	2.01	59.33
Student	3.60	11.68	92.75
Senior	3.16	6.36	69.11
Attendant	3.00		
Companion	3.50	3.20	127.80

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	836	70
Reservation Clerks	21	23
Dispatchers	62	22
Other Transport Operations	145	2
Mechanics	114	-
General Administration	105	3
Other	19	12
Total	1,302	132
Average Top Operator Wage Rate (internal):		\$27.45
Average Top Mechanic Wage Rate (internal):		\$34.45

INDICATORS

Financial	2017	2018
R/C Ratio	6.6%	6.2%
Net Operating Cost / Capita	\$25.84	\$26.45
Total Expense / Passenger	\$32.36	\$33.70
Total Expense / Eligible Passenger	\$34.79	\$36.25
Transportation Expense / Passenger		
Dedicated Service	\$32.94	\$34.05
Non-Dedicated Service	\$19.83	\$21.04
Transportation Expense / Hour (Dedicated Service)	\$85.49	\$93.22
Operating		
Registrants / Capita	0.0124	0.0133
Passengers / Capita	0.8544	0.8370
Passengers / Registrants	68.69	63.15
Passengers / Hour (Dedicated Service)	2.90	2.86
Kms / Passenger (Dedicated Service)	6.71	6.89
Average Speed (Dedicated Service)	19.43	19.71

OPERATING EXPENSES

	2017	2018
Administration	\$29,225,259	\$31,920,240
Transportation Operations		
Internal Dedicated Service	\$85,263,823	\$89,564,464
Contract Dedicated Service	\$61,176,463	\$69,109,350
Contract Non-Dedicated Service	\$48,750,873	\$53,950,972
Contract Taxi Scrip	\$2,367,423	\$2,308,720
Vehicle and Facility Maintenance	\$25,452,504	\$25,812,784
Fuel and Energy Consumption	\$5,617,623	\$6,338,706
Total Operating Expenses	\$257,853,968	\$279,095,569

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	593		3
Minivans	410	165	1	3
Vans	95	108	3	6
Small Buses	499	-	4	8
Low-floor	19	-	4	10
Other	17	-	3	5
Total	1,040	866		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,315,298	\$16,886,330
Other Revenue	\$578,428	\$530,320
Total Revenue	\$16,893,726	\$17,416,650
Federal Operating Contributions	-	\$354,400
Provincial Operating Contributions	\$5,438,233	\$6,898,958
Municipal Operating Contributions	\$235,521,248	\$254,330,595
Other Operating Contributions	\$1,260	\$1,078
Total Operating Revenues and Funding	\$257,854,467	\$279,001,656

CAPITAL EXPENSES

Vehicle Purchase	\$481,346	\$4,733,875
Debt Servicing	-	-
Other	\$11,076,705	\$8,249,724
Total Capital Expenses	\$11,558,068	\$12,983,602

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$11,572,314	\$7,598,427
Provincial Capital Contributions	\$495,696	\$675,570
Municipal Capital Contributions	\$962,465	\$4,449,755
Other Capital Contributions	\$81,622	\$554,628
Total Capital Funding	\$13,112,097	\$13,278,380

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

Number of Systems Reporting:	22	Systems with Dedicated Service:	21	95%	REGISTRANTS	
Population Served:	1,988,862	Operated by:			Ambulatory:	20,195
Service Area (km²):	17,143	Transit System/Municipality:	9	41%	Non-Ambulatory:	11,824
Communities Served:	52	Private Contractor:	4	18%	Attendants:	2,883
		Private Non-Profit Organization:	9	41%	Companions:	4,748
		Systems with Non-Dedicated Service:	14	64%	Other:	1,232
		Systems with a Taxi Scrip Program:	13	59%	Total:	40,882

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	16	73%	Sensory	14	64%	Internal Assessment	13	59%	Paper Application	20	91%
Age	9	41%	Environmental	11	50%	External Contract	3	14%	Healthcare Professional	17	77%
Physical	20	91%	Other	4	18%	Committee	3	14%	Other	1	5%

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	6,036,574	7,535,199
Total Vehicle Kilometres	7,487,975	8,797,985
Revenue Vehicle Hours	297,979	345,112
Total Vehicle Hours	334,459	372,280
Non-Dedicated Service		
Total Vehicle Kilometres	116,961	312,596
Total Vehicle Hours	4,405	11,755

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	411,858	487,258
Non-Ambulatory	219,084	287,142
Total	670,018	774,400
Attendants	42,552	55,518
Companions	11,082	11,742
Other	2,391	284
Total	56,025	67,544
Non-Dedicated Service		
Ambulatory	38,567	105,092
Non-Ambulatory	6,709	7,608
Total	96,769	112,700
Attendants	1,706	8,390
Companions	592	3,479
Other	-	-
Total	2,298	11,869
Total Eligible Passenger Trips	766,787	887,100
Total Support Person Trips	58,323	79,413
Total Trips	825,110	966,513

Total Primary Passenger Trips by Booking Type

Subscription/Pre-Booked	285,711	327,943
Reservation	302,695	412,214
On-Demand/Day-of	18,008	18,847
Total Trips Requested	754,882	909,172
Cancelled in Advance	95,281	112,922
Cancelled Late	7,084	26,405
No-Shows	11,858	16,947
Cancelled at Door	2,321	7,374

SCHEDULING

Advanced Booking Notice (days): 30
Minimum Notice for Reservation (hours): 18

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	4.57	4.21	83.23
Child	4.90	2.05	50.00
Student	4.10	2.37	65.69
Senior	3.71	2.24	54.46
Attendant	2.75		60.00
Companion	3.04	2.60	86.00

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	176	158
Reservation Clerks	9	9
Dispatchers	27	12
Other Transport Operations	1	3
Mechanics	5	5
General Administration	24	17
Other	2	-
Total	244	204
Average Top Operator Wage Rate (internal):		\$24.32
Average Top Mechanic Wage Rate (internal):		\$33.10

INDICATORS

Financial	2017	2018
R/C Ratio	11.7%	10.8%
Net Operating Cost / Capita	\$11.33	\$13.17
Total Expense / Passenger	\$29.13	\$30.40
Total Expense / Eligible Passenger	\$31.34	\$33.12
Transportation Expense / Passenger		
Dedicated Service	\$27.11	\$25.65
Non-Dedicated Service	\$14.16	\$12.33
Transportation Expense / Hour (Dedicated Service)	\$58.86	\$58.01
Operating		
Registrants / Capita	0.0433	0.0206
Passengers / Capita	0.4406	0.4860
Passengers / Registrants	10.18	23.64
Passengers / Hour (Dedicated Service)	2.44	2.44
Kms / Passenger (Dedicated Service)	8.31	8.95
Average Speed (Dedicated Service)	20.26	21.83

OPERATING EXPENSES

	2017	2018
Administration	\$2,944,417	\$6,250,614
Transportation Operations		
Internal Dedicated Service	\$8,906,987	\$9,931,903
Contract Dedicated Service	\$6,530,940	\$6,974,731
Contract Non-Dedicated Service	\$1,036,024	\$1,193,253
Contract Taxi Scrip	\$366,343	\$342,218
Vehicle and Facility Maintenance	\$2,878,999	\$2,679,877
Fuel and Energy Consumption	\$1,369,435	\$2,009,212
Total Operating Expenses	\$24,033,146	\$29,381,808

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	2		3
Minivans	25	13	1	11
Vans	28	2	2	7
Small Buses	169	-	3	10
Low-floor	16	-	2	10
Other	9	-	5	13
Total	247	17		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,494,294	\$2,828,420
Other Revenue	\$316,368	\$357,690
Total Revenue	\$2,810,662	\$3,186,110
Federal Operating Contributions	-	-
Provincial Operating Contributions	\$3,863,010	\$3,826,286
Municipal Operating Contributions	\$17,598,518	\$22,732,837
Other Operating Contributions	\$187,266	\$92,480
Total Operating Revenues and Funding	\$24,459,457	\$28,509,916

CAPITAL EXPENSES

Vehicle Purchase	\$3,634,885	\$6,005,556
Debt Servicing	-	\$49,175
Other	\$412,743	\$849,382
Total Capital Expenses	\$4,047,629	\$6,904,113

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$24,929	-
Federal Capital Contributions	\$1,571,185	\$1,429,105
Provincial Capital Contributions	\$1,310,639	\$2,330,233
Municipal Capital Contributions	\$1,026,041	\$3,131,505
Other Capital Contributions	\$70,670	\$39,475
Total Capital Funding	\$4,003,464	\$6,930,317

Population Group 3 (< 50,000)

Number of Systems Reporting:	51	Systems with Dedicated Service:	48	94%	REGISTRANTS	
Population Served:	955,432	Operated by:			Ambulatory:	11,275
Service Area (km²):	589,802	Transit System/Municipality:	20	39%	Non-Ambulatory:	8,884
Communities Served:	79	Private Contractor:	21	41%	Attendants:	2,600
		Private Non-Profit Organization:	17	33%	Companions:	396
		Systems with Non-Dedicated Service:	13	25%	Other:	1,238
		Systems with a Taxi Scrip Program:	10	20%	Total:	24,548

ELIGIBILITY CRITERIA

Description						Method of Determination					
Cognitive	30	59%	Sensory	29	57%	Internal Assessment	23	45%	Paper Application	35	69%
Age	20	39%	Environmental	14	27%	External Contract	2	4%	Healthcare Professional	36	71%
Physical	36	71%	Other	11	22%	Committee	5	10%	Other	3	6%

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	2,376,723	2,183,517
Total Vehicle Kilometres	2,825,429	2,889,997
Revenue Vehicle Hours	123,443	123,191
Total Vehicle Hours	153,355	176,048
Non-Dedicated Service		
Total Vehicle Kilometres	139,891	125,606
Total Vehicle Hours	12,611	11,055

SCHEDULING

Advanced Booking Notice (days): 26
Minimum Notice for Reservation (hours): 17

FARE STRUCTURE (Average)

	Cash	Unit Price	Monthly Pass
Adult/General	3.67	3.49	57.64
Child	3.24	3.59	42.50
Student	3.69	3.32	41.91
Senior	3.68	3.28	40.60
Attendant	4.65	4.13	
Companion	3.82	3.53	43.00

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	264,740	270,739
Non-Ambulatory	136,051	144,356
Total	441,150	448,315
Attendants	27,026	26,431
Companions	3,224	4,056
Other	-	374
Total	30,250	30,861
Non-Dedicated Service		
Ambulatory	30,685	22,496
Non-Ambulatory	13,320	17,218
Total	44,005	39,681
Attendants	508	1,456
Companions	43	18
Other	-	-
Total	551	1,474
Total Eligible Passenger Trips	485,473	497,922
Total Support Person Trips	30,858	33,165
Total Trips	516,331	531,087

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	44	131
Reservation Clerks	7	8
Dispatchers	16	5
Other Transport Operations	4	1
Mechanics	9	7
General Administration	14	17
Other	3	-
Total	97	166

Average Top Operator Wage Rate (internal): \$20.46
Average Top Mechanic Wage Rate (internal): \$30.03

INDICATORS

Financial	2017	2018
R/C Ratio	19.2%	21.2%
Net Operating Cost / Capita	\$10.14	\$10.30
Total Expense / Passenger	\$22.80	\$23.50
Total Expense / Eligible Passenger	\$24.25	\$25.06
Transportation Expense / Passenger		
Dedicated Service	\$19.44	\$22.03
Non-Dedicated Service	\$6.96	\$9.25
Transportation Expense / Hour (Dedicated Service)	\$59.75	\$59.95
Operating		
Registrants / Capita	0.0338	0.0257
Passengers / Capita	0.5506	0.5559
Passengers / Registrants	16.31	21.63
Passengers / Hour (Dedicated Service)	3.82	3.89
Kms / Passenger (Dedicated Service)	5.04	4.56
Average Speed (Dedicated Service)	19.25	17.72

OPERATING EXPENSES

	2017	2018
Administration	\$2,300,088	\$1,543,245
Transportation Operations		
Internal Dedicated Service	\$3,532,165	\$4,125,807
Contract Dedicated Service	\$4,099,273	\$4,529,743
Contract Non-Dedicated Service	\$241,499	\$201,446
Contract Taxi Scrip	\$68,616	\$179,367
Vehicle and Facility Maintenance	\$940,899	\$1,265,330
Fuel and Energy Consumption	\$590,410	\$633,407
Total Operating Expenses	\$11,772,950	\$12,478,343

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	17	-		
Minivans	23	4	1	4
Vans	23	3	2	7
Small Buses	63	-	4	12
Low-floor	18	-	4	11
Other	6	-	4	7
Total	150	7		

OPERATING REVENUES AND OTHER FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,126,910	\$2,378,152
Other Revenue	\$132,271	\$261,224
Total Revenue	\$2,259,181	\$2,639,376
Federal Operating Contributions	\$70,709	\$107,001
Provincial Operating Contributions	\$1,905,918	\$2,179,631
Municipal Operating Contributions	\$7,332,026	\$7,749,313
Other Operating Contributions	\$346,605	\$325,825
Total Operating Revenues and Funding	\$11,914,436	\$12,987,985

CAPITAL EXPENSES

Vehicle Purchase	\$1,453,803	\$1,016,775
Debt Servicing	-	\$103,999
Other	\$25,909	\$219,548
Total Capital Expenses	\$1,526,017	\$1,340,322

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$12,933	-
Federal Capital Contributions	\$312,163	\$300,810
Provincial Capital Contributions	\$759,603	\$553,408
Municipal Capital Contributions	\$343,783	\$650,839
Other Capital Contributions	\$31,382	\$36,620
Total Capital Funding	\$1,459,864	\$1,510,026

This page is intentionally left blank.

III. INDIVIDUAL TRANSIT SYSTEM DATA

Atikokan, ON

Atikokan Specialized Transit

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	85		
Non-Ambulatory	72	Attendants	3
Other	0	Companions	4
Total	157	Total	7

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:

patrons receive tokens from participating health agency. The token is given to taxi driver. Driver submits tokens and metered cost for that ride to Program Manager for reimbursement

FARE STRUCTURE

Effective Date: 2017-06-01

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

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	00:00 to 00:00
Thursday	09:00 to 05:00	Holiday	00:00 to 00:00

Other: As needed

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Contact Driver by phone

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	2,849	2,749
Non-Ambulatory	281	271
Total	3,130	3,020
Attendants	14	16
Companions	8	10
Other	-	-
Total	22	26

Non-Dedicated Service

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

Total Eligible Passenger Trips **3,130** **3,020**

Total Support Person Trips **22** **26**

Total Trips **3,152** **3,046**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,565	1,510
Reservation	-	-
On-Demand/Day-of	1,565	1,510
Total Trips Requested	3,139	3,031
Cancelled in Advance	9	10
Cancelled Late	31	34
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$2,190	\$7,000
Transportation Operations		
Internal Dedicated Service	\$3,918	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$31,663	\$14,848
Fuel and Energy Consumption	\$4,486	\$1,935
Total Operating Expenses	\$42,257	\$23,783

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,409	\$5,357
Other Revenue	-	-
Total Revenue	\$4,409	\$5,357

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$34,159	\$20,000
Municipal Operating Contributions	-	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$38,568	\$25,357

CAPITAL EXPENSES

Vehicle Purchase	-	\$81,230
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$81,230

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$81,230
Other Capital Contributions	-	-
Total Capital Funding	-	\$81,230

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	24,000	12,779
Total Vehicle Kilometres	24,780	14,198
Revenue Vehicle Hours	2,276	1,048
Total Vehicle Hours	2,328	1,138

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	-	1
Other	-	-
Total	1	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.42	2018-01-01	
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	1	-	2	4
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Atikokan Township

Vehicle Maintenance: Atikokan Township

INDICATORS

Financial	2017	2018
R/C Ratio	10.4 %	22.5 %
Net Operating Cost / Capita	\$13.75	\$6.69
Total Expense / Passenger	\$13.41	\$7.81
Total Expense / Eligible Passenger	\$13.50	\$7.88
Transportation Expense / Passenger		
Dedicated Service	\$12.71	\$5.51
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$17.21	\$14.75

Operating

Registrants / Capita	0.0552	0.0596
Passengers / Capita	1.1449	1.1064
Passengers / Registrants	20.74	18.57
Passengers / Revenue Hour (Dedicated Service)	1.38	2.91
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.61	4.20
Average Speed (Dedicated Service)	10.54	12.19

Bancroft, ON

Bancroft Community Transit

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

Population Served: 14,583
 Service Area (km²): 2,941.0
 Main Community Served: Bancroft
 Other Communities Served: Highlands East

ACTIVE REGISTRANTS

Ambulatory	245		
Non-Ambulatory	826	Attendants	8
Other	0	Companions	0
Total	1,071	Total	8

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: 2017-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$10.00	\$5.50	-	-	-	
Child	☒	-	-	-	-	-	
Student	☐	\$9.00	\$5.50	-	-	-	
Senior	☐	\$9.00	\$5.50	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: Call into BCT office

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	134	80
Non-Ambulatory	5,767	7,296
Total	5,901	7,376
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,901	7,376
Total Support Person Trips	-	-
Total Trips	5,901	7,376

Total Eligible Passenger Trips by Booking Type

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

OPERATING EXPENSES

	2017	2018
Administration	\$6,629	\$9,200
Transportation Operations		
Internal Dedicated Service	\$6,500	\$47,940
Contract Dedicated Service	\$67,776	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$1,205	\$8,923
Fuel and Energy Consumption	\$3,600	\$11,642
Total Operating Expenses	\$85,710	\$77,705

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,123	\$12,658
Other Revenue	-	\$10,000
Total Revenue	\$5,123	\$22,658

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$40,893	\$21,029
Municipal Operating Contributions	\$21,500	\$11,000
Other Operating Contributions	\$34,000	\$35,170
Total Operating Revenues and Funding	\$101,516	\$89,857

CAPITAL EXPENSES

Vehicle Purchase	-	\$10,170
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$10,170

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$10,170
Other Capital Contributions	-	-
Total Capital Funding	-	\$10,170

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	21,976	31,637
Total Vehicle Kilometres	22,144	32,521
Revenue Vehicle Hours	1,156	590
Total Vehicle Hours	1,176	603
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	3	3	6
Vans	-	-	-	-
Small Buses	2	-	3	16
Low-floor	-	-	-	-
Other	-	-	-	-
Total	4	3		

Vehicle Ownership: R&L & BCT

Vehicle Maintenance: R&L & BCT

INDICATORS

Financial	2017	2018
R/C Ratio	6.0 %	29.2 %
Net Operating Cost / Capita	\$7.87	\$3.77
Total Expense / Passenger	\$14.52	\$10.53
Total Expense / Eligible Passenger	\$14.52	\$10.53
Transportation Expense / Passenger		
Dedicated Service	\$13.40	\$9.29
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$67.25	\$113.61
Operating		
Registrants / Capita	0.0678	0.0740
Passengers / Capita	0.5761	0.5058
Passengers / Registrants	8.50	6.84
Passengers / Revenue Hour (Dedicated Service)	5.10	12.50
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.72	4.29
Average Speed (Dedicated Service)	19.01	53.62

Barrie, ON

Barrie Transit

Contact	Tyrell Turner	Population Served:	148,136	Ambulatory	2,695		
Title	Supervisor of Business Services	Service Area (km²):	113.0	Non-Ambulatory	1,788	Attendants	215
Telephone	705-739-4220	Main Community Served:	City of Barrie	Other	122	Companions	166
Email	tyrell.turner@barrie.ca	Other Communities Served:	Essa	Total	4,605	Total	381

ACTIVE REGISTRANTS

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: 2016-03-01

	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, 0-5 FREE
Student	☐	\$3.00	\$2.30	-	-	\$66.00	with ID
Senior	☐	\$3.00	\$2.10	-	-	\$56.00	65+
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	
Other:	CNIB Free						

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

Monthly passes are usable for conventional and specialized transit but the pass revenues are reported in CUTA's conventional transit statistics only.

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	33,622	36,166
Non-Ambulatory	17,680	17,119
Total	51,302	53,285
Attendants	3,024	2,478
Companions	1,708	1,919
Other	119	-
Total	4,851	4,397

Non-Dedicated Service

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

Total Eligible Passenger Trips	51,302	53,285
Total Support Person Trips	4,851	4,397
Total Trips	56,153	57,682

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	51,302	13,445
Reservation	-	34,903
On-Demand/Day-of	-	4,937
Total Trips Requested	61,056	65,109
Cancelled in Advance	8,668	9,900
Cancelled Late	-	10
No-Shows	409	682
Cancelled at Door	409	12

OPERATING EXPENSES

	2017	2018
Administration	\$87,225	\$176,563
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,100,723	\$1,125,821
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,187,948	\$1,302,384

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$42,879	\$39,912
Other Revenue	-	-
Total Revenue	\$42,879	\$39,912

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$275,000	\$275,000
Municipal Operating Contributions	\$870,069	\$1,027,384
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,187,948	\$314,912

CAPITAL EXPENSES

Vehicle Purchase	\$179,300	\$320,228
Debt Servicing	-	-
Other	-	\$7,470
Total Capital Expenses	\$179,300	\$327,698

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$179,300	\$163,849
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$163,849
Other Capital Contributions	-	-
Total Capital Funding	\$179,300	\$327,698

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	339,863	355,857
Total Vehicle Kilometres	386,123	404,383
Revenue Vehicle Hours	24,359	24,425
Total Vehicle Hours	28,822	27,080

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	-
Reservation Clerks	3	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	20	-

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	-		ATU 1775
Reservation Clerks	-		ATU 1775
Dispatchers	-		ATU 1775
Mechanics	-		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	2017	2018
R/C Ratio	3.6 %	3.1 %
Net Operating Cost / Capita	\$7.53	\$8.52
Total Expense / Passenger	\$21.16	\$22.58
Total Expense / Eligible Passenger	\$23.16	\$24.44
Transportation Expense / Passenger		
Dedicated Service	\$19.60	\$19.52
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$38.19	\$41.57

Operating

Registrants / Capita	-	0.0337
Passengers / Capita	0.3694	0.3894
Passengers / Registrants	-	11.57
Passengers / Revenue Hour (Dedicated Service)	2.31	2.36
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.05	6.17
Average Speed (Dedicated Service)	13.95	14.57

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): 247.2
 Main Community Served: City of Belleville
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,750		
Non-Ambulatory	986	Attendants	65
Other	0	Companions	1,324
Total	2,736	Total	1,389

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): 2

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

Bookings taken by our contracted service provider and then forwarded to the Taxi Company

FARE STRUCTURE

Effective Date: 2015-08-09

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

Other:

SERVICE HOURS / SCHEDULING

Monday	05:00 to 00:00	Friday	05:00 to 00:00
Tuesday	05:00 to 00:00	Saturday	06:00 to 00:00
Wednesday	05:00 to 00:00	Sunday	08:00 to 00:00
Thursday	05:00 to 00:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 2

Booking Method: Via telephone call in

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	9,080	13,458
Non-Ambulatory	3,030	6,597
Total	12,110	20,055
Attendants	65	12
Companions	91	20
Other	-	-
Total	156	32

Non-Dedicated Service

Ambulatory	1,100	2,650
Non-Ambulatory	90	300
Total	1,190	2,950
Attendants	12	-
Companions	20	-
Other	-	-
Total	32	-

Total Eligible Passenger Trips **13,300** **23,005**

Total Support Person Trips **188** **32**

Total Trips **13,488** **23,037**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,660	2,990
Reservation	10,374	17,253
On-Demand/Day-of	266	2,762
Total Trips Requested	14,659	28,654
Cancelled in Advance	425	2,824
Cancelled Late	-	2,000
No-Shows	694	824
Cancelled at Door	240	12

OPERATING EXPENSES

	2017	2018
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$401,266	-
Contract Dedicated Service	-	\$401,266
Contract Non-Dedicated Service	\$18,968	\$22,650
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$420,234	\$423,916

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,468	\$10,224
Other Revenue	-	-
Total Revenue	\$10,468	\$10,224

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$418,652	\$418,652
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$429,120	\$428,876

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	2017	2018
Revenue Vehicle Kilometres	39,200	63,257
Total Vehicle Kilometres	47,200	63,337
Revenue Vehicle Hours	5,760	5,760
Total Vehicle Hours	6,240	5,783

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	13,440	13,440
Total Vehicle Hours	504	250
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	3
Other	-	-
Total	3	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	2017	2018
R/C Ratio	2.5 %	2.4 %
Net Operating Cost / Capita	\$8.08	\$8.16
Total Expense / Passenger	\$31.16	\$18.40
Total Expense / Eligible Passenger	\$31.60	\$18.43
Transportation Expense / Passenger		
Dedicated Service	\$32.71	\$19.98
Non-Dedicated Service	\$15.52	\$7.68
Transportation Expense / Hour (Dedicated Service)	\$64.31	\$69.39

Operating

Registrants / Capita	0.0349	0.0813
Passengers / Capita	0.2660	0.4542
Passengers / Registrants	7.62	5.58
Passengers / Revenue Hour (Dedicated Service)	2.13	3.49
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.20	3.15
Average Speed (Dedicated Service)	6.81	10.98

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	65		
Non-Ambulatory	35	Attendants	0
Other	0	Companions	0
Total	100	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: 2018-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	-	-	-	-	
Child	☐	\$3.50	-	-	-	-	
Student	☐	\$3.50	-	-	-	-	
Senior	☐	\$3.50	-	-	-	-	
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	00:00 to 00:00
Wednesday	08:30 to 15:30	Sunday	00:00 to 00:00
Thursday	08:30 to 15:30	Holiday	00:00 to 00:00

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

Under Operating Revenue and Other Funding - "Passenger Revenue" is not revenue to the Municipality. The revenue remains with the North Shore Health Network (hospital) who is responsible for Operating the bus under contract with the Municipality Town of Blind River.

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	1,032	990
Non-Ambulatory	256	224
Total	1,288	1,214
Attendants	34	25
Companions	-	-
Other	-	-
Total	34	25
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,288	1,214
Total Support Person Trips	34	25
Total Trips	1,322	1,239

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	460	451
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$1,546	\$1,662
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$11,883	\$11,000
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$2,284	\$2,322
Fuel and Energy Consumption	\$5,284	\$5,314
Total Operating Expenses	\$20,997	\$20,298

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,366	\$10,919
Other Revenue	-	-
Total Revenue	\$10,366	\$10,919

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$17,125	\$9,550
Municipal Operating Contributions	\$5,775	\$10,747
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$33,266	\$31,216

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	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	18,276	17,586
Revenue Vehicle Hours	-	-
Total Vehicle Hours	1,940	1,948
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	\$19.76	2018-01-01	CUPE Local 5171
Reservation Clerks	\$21.52	2018-01-01	CUPE Local 5171
Dispatchers	-	-	-
Mechanics	\$26.89	2018-01-01	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	2017	2018
R/C Ratio	49.4 %	53.8 %
Net Operating Cost / Capita	\$2.91	\$2.57
Total Expense / Passenger	\$15.88	\$16.38
Total Expense / Eligible Passenger	\$16.30	\$16.72
Transportation Expense / Passenger		
Dedicated Service	\$14.71	\$15.04
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$10.03	\$9.57
Operating		
Registrants / Capita	0.0296	0.0274
Passengers / Capita	0.3621	0.3394
Passengers / Registrants	12.24	12.39
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Bracebridge, ON

Bracebridge Mobility

Contact Geoff Carleton
 Title Director of Public Works
 Telephone 705-645-6319 x230
 Email gcarleton@bracebridge.ca

Population Served: 6,000
 Service Area (km²): 26.8
 Main Community Served: Bracebridge
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	102
Other	0	Companions	25
Total	145	Total	127

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		\$2.50	-	-	-	\$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: CNIB cardholders travel for free

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	00:00 to 00:00
Thursday	07:30 to 18:30	Holiday	00:00 to 00:00

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

Figures are estimated, All staff are employed by the contractor. Most data is unknown. Bracebridge does not receive any revenue from the passenger fares. All revenues are taken by the contractor.

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	318	2,677
Total Support Person Trips	57	128
Total Trips	375	2,805

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	239	2,007
Reservation	64	536
On-Demand/Day-of	15	134
Total Trips Requested	-	2,710
Cancelled in Advance	-	20
Cancelled Late	-	10
No-Shows	-	5
Cancelled at Door	-	3

OPERATING EXPENSES

	2017	2018
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$42,251	\$84,655
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$42,251	\$84,655

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$716	\$3,693
Other Revenue	\$36	-
Total Revenue	\$752	\$3,693

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$42,251	\$84,655
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$43,003	\$84,655

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	2017	2018
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	-	-	-	-
Minivans	-	-	-	-
Vans	1	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Contractor, 1 vehicle

Vehicle Maintenance: Contractor

INDICATORS

Financial	2017	2018
R/C Ratio	1.8 %	4.4 %
Net Operating Cost / Capita	\$6.92	\$13.49
Total Expense / Passenger	\$112.67	\$30.18
Total Expense / Eligible Passenger	\$132.86	\$31.62
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0175	0.0453
Passengers / Capita	0.0625	0.4675
Passengers / Registrants	3.57	10.31
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 519-759-4150 X5894
 Email evandermade@brantford.ca

Population Served: 99,505
 Service Area (km²): 102.4
 Main Community Served: Brantford
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,478		
Non-Ambulatory	1,207	Attendants	0
Other	0	Companions	0
Total	2,685	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: 2016-04-01

	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	☐	\$3.00	-	-	-	-	

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): 42

Minimum Notice for Reservation (hours): 1

Booking Method: Phone or Web Site

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	29,454	28,034
Non-Ambulatory	21,516	22,630
Total	50,970	50,664
Attendants	2,893	5,211
Companions	1,442	-
Other	-	-
Total	4,335	5,211

Non-Dedicated Service

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

Total Eligible Passenger Trips **50,970** **50,664**

Total Support Person Trips **4,335** **5,211**

Total Trips **55,305** **55,875**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	30,969	29,167
Reservation	24,334	26,263
On-Demand/Day-of	-	445
Total Trips Requested	70,232	61,411
Cancelled in Advance	13,956	8,236
Cancelled Late	480	467
No-Shows	863	752
Cancelled at Door	493	426

OPERATING EXPENSES

	2017	2018
Administration	\$17,759	\$22,769
Transportation Operations		
Internal Dedicated Service	\$1,166,850	\$1,268,859
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$311,888	\$246,777
Fuel and Energy Consumption	\$108,541	\$134,831
Total Operating Expenses	\$1,605,038	\$1,673,236

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$105,329	\$102,056
Other Revenue	-	-
Total Revenue	\$105,329	\$102,056

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$71,920	\$72,057
Municipal Operating Contributions	\$1,428,419	\$1,499,123
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,605,668	\$1,673,236

CAPITAL EXPENSES

Vehicle Purchase	\$393,803	\$494,612
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$393,803	\$494,612

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$393,803	\$406,007
Provincial Capital Contributions	-	\$44,303
Municipal Capital Contributions	-	\$44,303
Other Capital Contributions	-	-
Total Capital Funding	\$393,803	\$494,612

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	335,189	339,698
Total Vehicle Kilometres	335,189	339,698
Revenue Vehicle Hours	22,693	23,434
Total Vehicle Hours	22,693	23,434

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	\$25.91	2018-07-01	ATU Local 685
Reservation Clerks	-		
Dispatchers	\$25.91	2018-07-01	ATU Local 685
Mechanics	\$32.61	2018-07-01	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	-	-	-	-
Vans	1	-	1	4
Small Buses	17	-	4	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	18	-		

Vehicle Ownership: City of Brantford

Vehicle Maintenance: City of Brantford

INDICATORS

Financial	2017	2018
R/C Ratio	6.6 %	6.1 %
Net Operating Cost / Capita	\$15.27	\$15.79
Total Expense / Passenger	\$29.02	\$29.95
Total Expense / Eligible Passenger	\$31.49	\$33.03
Transportation Expense / Passenger		
Dedicated Service	\$28.70	\$29.54
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$69.95	\$70.43

Operating

Registrants / Capita	0.0249	0.0270
Passengers / Capita	0.5630	0.5615
Passengers / Registrants	22.59	20.81
Passengers / Revenue Hour (Dedicated Service)	2.44	2.38
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.06	6.08
Average Speed (Dedicated Service)	14.77	14.50

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: Elizabethtown-Kitley (2 Senior's Residences Only)

ACTIVE REGISTRANTS

Ambulatory	402		
Non-Ambulatory	482	Attendants	485
Other	0	Companions	0
Total	884	Total	485

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: 2014-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.25	-	-	-	\$64.00	
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	\$2.25	-	-	-	\$64.00	
Other:	10 for \$18, 40 for \$64						

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	00:00 to 00:00
Thursday	06:45 to 21:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Phone call to operator

REMARKS

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

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	6,759	6,760
Non-Ambulatory	4,290	4,688
Total	11,049	11,448
Attendants	1,776	1,434
Companions	-	-
Other	-	-
Total	1,776	1,434
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	11,049	11,448
Total Support Person Trips	1,776	1,434
Total Trips	12,825	12,882

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	4,676	5,293
Reservation	3,073	5,371
On-Demand/Day-of	3,300	784
Total Trips Requested	9,954	13,546
Cancelled in Advance	1,601	1,928
Cancelled Late	-	-
No-Shows	206	170
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$11,833	\$12,215
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$377,016	\$430,205
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$388,849	\$442,420

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,773	\$20,469
Other Revenue	\$33,289	\$31,327
Total Revenue	\$50,062	\$51,796

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$43,412	\$44,609
Municipal Operating Contributions	\$295,376	\$346,015
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$388,850	\$442,420

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	2017	2018
Revenue Vehicle Kilometres	59,518	59,511
Total Vehicle Kilometres	59,518	59,511
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	2017	2018
R/C Ratio	12.9 %	11.7 %
Net Operating Cost / Capita	\$15.49	\$17.86
Total Expense / Passenger	\$30.32	\$34.34
Total Expense / Eligible Passenger	\$35.19	\$38.65
Transportation Expense / Passenger		
Dedicated Service	\$29.40	\$33.40
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0670	0.0626
Passengers / Capita	0.5864	0.5890
Passengers / Registrants	8.75	9.41
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.64	4.62
Average Speed (Dedicated Service)	-	-

Burlington, ON

Burlington Transit

Contact Shannon Cole
 Title Business Services Coordinator
 Telephone 9053357869 X7449
 Email shannon.cole@burlington.ca

Population Served: 179,236
 Service Area (km²): 98.0
 Main Community Served: Burlington
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	4,161		
Non-Ambulatory	2,831	Attendants	1,999
Other	0	Companions	5
Total	6,992	Total	2,004

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:

Taxis supplement specialized transit service when demand outstrips supply

FARE STRUCTURE

Effective Date: 2018-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	\$2.75	-	-	\$97.00	
Child	☐	-	\$1.85	-	-	\$50.00	6-12
Student	☐	-	-	-	-	-	
Senior	☐	\$3.50	\$1.90	-	-	\$59.25	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$3.50	-	-	-	-	

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, book online, IVR

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	32,699
Non-Ambulatory	-	14,044
Total	45,533	46,743
Attendants	2,726	-
Companions	1,219	-
Other	4	-
Total	3,949	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	855	-
Attendants	18	-
Companions	27	-
Other	-	-
Total	45	-
Total Eligible Passenger Trips	46,388	46,743
Total Support Person Trips	3,994	2,767
Total Trips	50,382	49,510

Total Eligible Passenger Trips by Booking Type

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

OPERATING EXPENSES

	2017	2018
Administration	\$190,409	\$188,949
Transportation Operations		
Internal Dedicated Service	\$1,050,179	\$1,249,894
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$402,321	\$317,211
Fuel and Energy Consumption	\$47,672	\$134,020
Total Operating Expenses	\$1,690,581	\$1,890,074

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$74,563	\$72,113
Other Revenue	-	-
Total Revenue	\$74,563	\$72,113

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,616,017	\$1,817,961
Other Operating Contributions	\$500	-
Total Operating Revenues and Funding	\$1,691,080	\$1,890,074

CAPITAL EXPENSES

Vehicle Purchase	\$262,222	-
Debt Servicing	-	-
Other	-	\$193,324
Total Capital Expenses	\$262,222	\$193,324

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$89,822
Provincial Capital Contributions	\$262,222	\$56,406
Municipal Capital Contributions	-	\$104
Other Capital Contributions	-	\$46,992
Total Capital Funding	\$262,222	\$193,324

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	228,257	227,186
Total Vehicle Kilometres	388,134	227,186
Revenue Vehicle Hours	14,789	8,645
Total Vehicle Hours	26,105	8,645
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	2018-06-30	CUPE 2723
Reservation Clerks	\$25.99	2018-06-30	
Dispatchers	-		
Mechanics	\$33.65	2018-06-30	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	2017	2018
R/C Ratio	4.4 %	3.8 %
Net Operating Cost / Capita	\$9.02	\$10.14
Total Expense / Passenger	\$33.56	\$38.18
Total Expense / Eligible Passenger	\$36.44	\$40.44
Transportation Expense / Passenger		
Dedicated Service	\$30.32	\$36.39
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$57.47	\$196.78

Operating

Registrants / Capita	0.0312	0.0502
Passengers / Capita	0.2811	0.2762
Passengers / Registrants	9.00	5.50
Passengers / Revenue Hour (Dedicated Service)	3.35	5.41
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.61	4.86
Average Speed (Dedicated Service)	15.43	26.28

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	266		
Non-Ambulatory	0	Attendants	613
Other	0	Companions	0
Total	266	Total	613

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: 2009-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$4.00	-	-	-	-	Different fee for different destinations
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

Other Eligibility Criteria : Caledon residents 60 years of age and older, unable to drive due to a long or short term disability, with cognitive impairments attending community programs , medical appointments day programs and therapy . * Fare structure: One way fare is \$4.00 anywhere within Caledon, \$5.00 to Orangeville, \$10.00 to Brampton, New Market, Woodbridge, \$20.00 to Mississauga

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	19,548	14,635
Non-Ambulatory	-	-
Total	19,548	14,635
Attendants	498	-
Companions	7	-
Other	-	-
Total	505	-
Non-Dedicated Service		
Ambulatory	-	6,056
Non-Ambulatory	-	-
Total	-	6,056
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	19,548	20,691
Total Support Person Trips	505	-
Total Trips	20,053	20,691

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	19,529	20,671
Reservation	-	-
On-Demand/Day-of	19	20
Total Trips Requested	20,275	20,691
Cancelled in Advance	439	1,840
Cancelled Late	165	1,840
No-Shows	-	43
Cancelled at Door	42	65

OPERATING EXPENSES

	2017	2018
Administration	\$86,157	\$94,520
Transportation Operations		
Internal Dedicated Service	\$482,609	\$477,840
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$120,970	\$136,581
Fuel and Energy Consumption	\$68,163	\$61,099
Total Operating Expenses	\$757,899	\$770,040

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$98,196	\$106,935
Other Revenue	\$1,230	\$1,388
Total Revenue	\$99,426	\$108,323

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$613,424	\$566,747
Municipal Operating Contributions	\$7,655	\$94,970
Other Operating Contributions	\$37,394	-
Total Operating Revenues and Funding	\$757,899	\$770,040

CAPITAL EXPENSES

Vehicle Purchase	\$161,557	\$68,830
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$161,557	\$68,830

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$161,557	\$68,830
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$161,557	\$68,830

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	383,068	388,369
Total Vehicle Kilometres	383,068	388,369
Revenue Vehicle Hours	20,383	16,534
Total Vehicle Hours	20,383	16,534
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	-	143,941
Total Vehicle Hours	-	4,662

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	-	3
Minivans	1	-	1	3
Vans	-	1	-	-
Small Buses	9	-	3	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	10	2		

Vehicle Ownership: Agency CCS

Vehicle Maintenance: Agency CCS

INDICATORS

Financial	2017	2018
R/C Ratio	13.1 %	14.1 %
Net Operating Cost / Capita	\$9.90	\$9.95
Total Expense / Passenger	\$37.79	\$37.22
Total Expense / Eligible Passenger	\$38.77	\$37.22
Transportation Expense / Passenger		
Dedicated Service	\$33.50	\$46.16
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$32.96	\$40.86
Operating		
Registrants / Capita	0.0121	0.0132
Passengers / Capita	0.3015	0.3111
Passengers / Registrants	24.91	23.54
Passengers / Revenue Hour (Dedicated Service)	0.98	0.89
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	19.10	26.54
Average Speed (Dedicated Service)	18.79	23.49

Chapleau, ON

Chapleau Handi Transit

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

Population Served: 1,964
 Service Area (km²): 13.5
 Main Community Served: Chapleau
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	0	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): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2019-01-01

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

Other:

SERVICE HOURS / SCHEDULING

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

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	2017	2018
Ambulatory	-	-
Non-Ambulatory	-	-
Total	3,909	5,085
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,909	5,085
Total Support Person Trips	-	-
Total Trips	3,909	5,085

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

	2017	2018
Administration	\$20,787	\$20,409
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$42,464	\$43,577
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,801	\$4,659
Fuel and Energy Consumption	\$3,453	\$4,144
Total Operating Expenses	\$72,505	\$72,789

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,820	\$16,055
Other Revenue	-	-
Total Revenue	\$9,820	\$16,055

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$17,959	\$17,547
Municipal Operating Contributions	\$44,727	\$39,187
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$72,506	\$72,789

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	2017	2018
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	\$33.42	2018-01-01	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	2017	2018
R/C Ratio	13.5 %	22.1 %
Net Operating Cost / Capita	\$31.92	\$28.89
Total Expense / Passenger	\$18.55	\$14.31
Total Expense / Eligible Passenger	\$18.55	\$14.31
Transportation Expense / Passenger		
Dedicated Service	\$13.23	\$10.30
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$34.48	\$34.92

Operating

Registrants / Capita	-	-
Passengers / Capita	1.9903	2.5891
Passengers / Registrants	-	-
Passengers / Revenue Hour (Dedicated Service)	2.61	3.39
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Chatham-Kent, ON

CKTransit

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

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

ACTIVE REGISTRANTS

Ambulatory	877		
Non-Ambulatory	631	Attendants	178
Other	0	Companions	0
Total	1,508	Total	178

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

☒ 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: 2016-12-31

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

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 1

Booking Method: reservations by phone

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	8,811	10,865
Non-Ambulatory	16,847	15,889
Total	25,658	26,754
Attendants	3,386	2,657
Companions	-	-
Other	-	-
Total	3,386	2,657
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	25,658	26,754
Total Support Person Trips	3,386	2,657
Total Trips	29,044	29,411

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	25,658	26,754
On-Demand/Day-of	-	-
Total Trips Requested	23,805	25,390
Cancelled in Advance	-	661
Cancelled Late	-	-
No-Shows	1,042	1,307
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$10,855	\$10,909
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$597,544	\$543,073
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$608,399	\$553,982

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$72,592	\$82,195
Other Revenue	-	-
Total Revenue	\$72,592	\$82,195

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$122,919	-
Municipal Operating Contributions	\$412,888	\$471,787
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$608,399	\$553,982

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	2017	2018
Revenue Vehicle Kilometres	141,400	142,000
Total Vehicle Kilometres	141,400	142,000
Revenue Vehicle Hours	3,676	4,446
Total Vehicle Hours	3,676	4,446
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: contracted operators

Vehicle Maintenance: contracted operators

INDICATORS

Financial	2017	2018
R/C Ratio	11.9 %	14.8 %
Net Operating Cost / Capita	\$11.91	\$10.48
Total Expense / Passenger	\$20.95	\$18.84
Total Expense / Eligible Passenger	\$23.71	\$20.71
Transportation Expense / Passenger		
Dedicated Service	\$20.57	\$18.47
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$162.55	\$122.15
Operating		
Registrants / Capita	0.0332	0.0375
Passengers / Capita	0.6454	0.6536
Passengers / Registrants	19.41	17.44
Passengers / Revenue Hour (Dedicated Service)	7.90	6.62
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.87	4.83
Average Speed (Dedicated Service)	38.47	31.94

Clearview , ON

Clearview Transit

Contact Kelly McDonald
 Title Director of Finance/Treasurer
 Telephone 705-428-6230 x236
 Email kmcDonald@clearview.ca

Population Served: 14,500
 Service Area (km²): 3.6
 Main Community Served: Stayner
 Other Communities Served: None

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	0	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	☐	-	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method:

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	-
Total Support Person Trips	-	-
Total Trips	-	-
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

	2017	2018
Administration	-	-
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	-	-

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	-	-

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	2017	2018
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	2017	2018
R/C Ratio	0.0 %	0.0 %
Net Operating Cost / Capita	-	-
Total Expense / Passenger	-	-
Total Expense / Eligible Passenger	-	-
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	-	-
Passengers / Capita	-	-
Passengers / Registrants	-	-
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

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	496	Attendants	130
Other	0	Companions	25
Total	575	Total	155

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	☒	-	-	-	-	\$25.00	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	2017	2018
Ambulatory	-	-
Non-Ambulatory	-	-
Total	9,121	8,393
Attendants	528	288
Companions	-	-
Other	-	-
Total	528	288
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	9,121	8,393
Total Support Person Trips	528	288
Total Trips	9,649	8,681

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,280	-
Reservation	6,641	-
On-Demand/Day-of	200	-
Total Trips Requested	13,362	10,899
Cancelled in Advance	2,538	1,328
Cancelled Late	529	32
No-Shows	796	939
Cancelled at Door	101	101

OPERATING EXPENSES

	2017	2018
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$168,364	\$175,688
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$168,364	\$175,688

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,242	\$16,786
Other Revenue	-	-
Total Revenue	\$18,242	\$16,786

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$150,122	\$158,902
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$168,364	\$175,688

CAPITAL EXPENSES

Vehicle Purchase	\$157,159	-
Debt Servicing	-	-
Other	\$9,439	\$63,302
Total Capital Expenses	\$166,599	\$63,302

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$31,651
Provincial Capital Contributions	\$79,847	-
Municipal Capital Contributions	\$86,752	\$31,651
Other Capital Contributions	-	-
Total Capital Funding	\$166,599	\$31,651

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	41,302	49,986
Total Vehicle Kilometres	41,302	49,986
Revenue Vehicle Hours	4,359	4,367
Total Vehicle Hours	4,359	4,367
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	2017	2018
R/C Ratio	10.8 %	9.6 %
Net Operating Cost / Capita	\$8.11	\$8.58
Total Expense / Passenger	\$17.45	\$20.24
Total Expense / Eligible Passenger	\$18.46	\$20.93
Transportation Expense / Passenger		
Dedicated Service	\$17.45	\$20.24
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$38.62	\$40.23
Operating		
Registrants / Capita	0.0422	0.0394
Passengers / Capita	0.5210	0.4688
Passengers / Registrants	12.34	11.89
Passengers / Revenue Hour (Dedicated Service)	2.21	1.99
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.28	5.76
Average Speed (Dedicated Service)	9.48	11.45

Cochrane, ON

Accessibility Advisory Committee

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

Population Served: 5,321
 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: 2018-01-01

	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	00:00 to 00:00	Friday	00:00 to 00:00
Tuesday	00:00 to 00:00	Saturday	00:00 to 00:00
Wednesday	00:00 to 00:00	Sunday	00:00 to 00:00
Thursday	00:00 to 00:00	Holiday	00:00 to 00:00

Other: unlimited 24/7 no exceptions

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: With the taxi company

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	6,450	5,782
Non-Ambulatory	1,607	1,108
Total	8,057	6,857
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,057	6,857
Total Support Person Trips	-	-
Total Trips	8,057	6,857

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	8,057	6,857
Total Trips Requested	8,057	6,857
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$14,009	\$14,831
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$72,457	\$66,257
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$1,298	\$906
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$87,764	\$81,994

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$45,607	\$39,760
Other Revenue	-	-
Total Revenue	\$45,607	\$39,760

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$31,618	\$31,812
Municipal Operating Contributions	\$10,539	\$10,422
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$87,764	\$81,994

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	2017	2018
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	2017	2018
R/C Ratio	52.0 %	48.5 %
Net Operating Cost / Capita	\$7.89	\$7.94
Total Expense / Passenger	\$10.89	\$11.96
Total Expense / Eligible Passenger	\$10.89	\$11.96
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$8.99	\$9.66
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0242	0.0242
Passengers / Capita	1.5088	1.2887
Passengers / Registrants	62.46	53.16
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Collingwood, ON

Canadian Red Cross

Contact Chris MacLeod
 Title Transport Supervisor
 Telephone 705-721-3313 x5275
 Email chris.macleod@redcross.ca

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

ACTIVE REGISTRANTS

Ambulatory	275		
Non-Ambulatory	60	Attendants	0
Other	0	Companions	0
Total	335	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:
 Pre-Book

FARE STRUCTURE

Effective Date: 2018-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	-	-	-	-	Disabled
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$1.50	-	-	-	-	65+
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	00:00 to 00:00
Thursday	06:30 to 21:30	Holiday	06:30 to 21:30

Other:

Advanced Booking Notice (days): 365

Minimum Notice for Reservation (hours): 4

Booking Method: bookings by client

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	5,330	3,604
Non-Ambulatory	2,072	2,984
Total	7,402	6,588
Attendants	1,110	-
Companions	-	-
Other	-	-
Total	1,110	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,402	6,588
Total Support Person Trips	1,110	-
Total Trips	8,512	6,588

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	7,106	8,534
Reservation	-	-
On-Demand/Day-of	296	-
Total Trips Requested	9,510	8,534
Cancelled in Advance	18,053	1,658
Cancelled Late	255	14
No-Shows	280	74
Cancelled at Door	-	89

OPERATING EXPENSES

	2017	2018
Administration	\$17,450	\$38,948
Transportation Operations		
Internal Dedicated Service	\$78,907	\$85,290
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$16,577	\$16,381
Fuel and Energy Consumption	\$10,070	\$7,948
Total Operating Expenses	\$123,004	\$148,567

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,038	\$10,211
Other Revenue	\$1,230	-
Total Revenue	\$12,268	\$10,211

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$131,055	\$134,851
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$143,322	\$145,062

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	2017	2018
Revenue Vehicle Kilometres	40,939	37,417
Total Vehicle Kilometres	44,498	37,417
Revenue Vehicle Hours	3,724	3,240
Total Vehicle Hours	3,919	3,240
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	2,219
Total Vehicle Hours	-	168
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	-	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$15.59	2018-10-01	
Reservation Clerks	\$21.00	2018-08-01	
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	2017	2018
R/C Ratio	10.0 %	6.9 %
Net Operating Cost / Capita	\$5.27	\$6.59
Total Expense / Passenger	\$14.45	\$22.55
Total Expense / Eligible Passenger	\$16.62	\$22.55
Transportation Expense / Passenger		
Dedicated Service	\$12.40	\$16.64
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$26.93	\$33.83

Operating

Registrants / Capita	0.0676	0.0160
Passengers / Capita	0.4053	0.3137
Passengers / Registrants	5.99	19.67
Passengers / Revenue Hour (Dedicated Service)	2.29	2.03
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.81	5.68
Average Speed (Dedicated Service)	10.99	11.55

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	901		
Non-Ambulatory	670	Attendants	181
Other	0	Companions	77
Total	1,571	Total	258

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:
 Taxi Contract - Ambulatory Only

FARE STRUCTURE

Effective Date: 2017-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.90	\$2.40	-	-	-	18-64
Child	☒	-	-	-	-	-	5 and under
Student	☐	\$2.90	\$2.20	-	-	-	6 to 17 & adult students
Senior	☐	\$2.90	\$2.20	-	-	-	65+
Attendant	☒	\$2.90	\$2.40	-	-	-	12+
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	27,160	14,331
Non-Ambulatory	3,716	12,207
Total	30,876	26,538
Attendants	3,716	3,052
Companions	973	1,303
Other	-	-
Total	4,689	4,355

Non-Dedicated Service

Ambulatory	3,402	2,662
Non-Ambulatory	43	-
Total	3,445	2,662
Attendants	142	91
Companions	43	18
Other	-	-
Total	185	109

Total Eligible Passenger Trips **34,321** **29,200**

Total Support Person Trips **4,874** **4,464**

Total Trips **39,195** **33,664**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	13,874	17,993
Reservation	-	-
On-Demand/Day-of	20,546	8,545
Total Trips Requested	38,099	37,951
Cancelled in Advance	4,547	3,493
Cancelled Late	-	-
No-Shows	703	552
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$325,390	\$299,141
Transportation Operations		
Internal Dedicated Service	\$685,384	\$636,974
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$30,405	\$24,031
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$230,302	\$286,145
Fuel and Energy Consumption	\$44,450	\$66,473
Total Operating Expenses	\$1,315,931	\$1,312,764

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$93,116	\$105,036
Other Revenue	\$8,918	\$76,771
Total Revenue	\$102,034	\$181,807

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$225,000	\$300,539
Municipal Operating Contributions	\$988,897	\$830,691
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,315,931	\$1,313,034

CAPITAL EXPENSES

Vehicle Purchase	\$480,000	-
Debt Servicing	-	\$61,693
Other	-	-
Total Capital Expenses	\$480,000	\$61,693

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$240,000	-
Provincial Capital Contributions	\$240,000	\$61,693
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$480,000	\$61,693

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	181,973	175,890
Total Vehicle Kilometres	181,973	175,890
Revenue Vehicle Hours	12,742	12,742
Total Vehicle Hours	12,742	12,742

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	9,934	-
Total Vehicle Hours	721	-
Non-Accessible Service		
Total Vehicle Kilometres	-	8,344
Total Vehicle Hours	-	5,150

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	\$24.34	2018-01-01	ATU Local 946
Reservation Clerks	\$23.34	2018-10-01	CUPE Local 3251
Dispatchers	\$34.10	2018-01-01	Non -Union
Mechanics	\$27.04	2018-04-01	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	4	-	-	16
Other	-	-	-	-
Total	9	-		

Vehicle Ownership: Cornwall Transit

Vehicle Maintenance: Cornwall Transit

INDICATORS

Financial	2017	2018
R/C Ratio	7.8 %	13.9 %
Net Operating Cost / Capita	\$26.20	\$24.41
Total Expense / Passenger	\$33.57	\$39.00
Total Expense / Eligible Passenger	\$38.34	\$44.96
Transportation Expense / Passenger		
Dedicated Service	\$27.00	\$32.03
Non-Dedicated Service	\$8.38	\$8.67
Transportation Expense / Hour (Dedicated Service)	\$75.35	\$77.66

Operating

Registrants / Capita	0.0536	0.0395
Passengers / Capita	0.8458	0.7265
Passengers / Registrants	15.77	18.41
Passengers / Revenue Hour (Dedicated Service)	2.79	2.42
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.12	5.69
Average Speed (Dedicated Service)	14.28	13.80

County of Brant, ON

Subsidized Transportation Program

Contact: Sheena Yarek
 Title: Supervisor, Public Transit & Accessibility Services
 Telephone: 519-442-1818
 Email: sheena.yarek@brant.ca

Population Served: 37,000
 Service Area (km²): 843.3
 Main Community Served: County of Brant
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	414		
Non-Ambulatory	304	Attendants	0
Other	0	Companions	0
Total	728	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: All fares are \$8 or \$10 per ride based on distance

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 00:00

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

The County of Brant do not receive any revenues from passengers fares. All fare revenue is received by the contracted operator.

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	5,730	5,016
Non-Ambulatory	3,384	3,344
Total	9,114	8,360
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	9,114	8,360
Total Support Person Trips	-	-
Total Trips	9,114	8,360

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	8,360
Reservation	9,114	-
On-Demand/Day-of	-	-
Total Trips Requested	-	8,360
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$43,657	\$50,050
Transportation Operations		
Internal Dedicated Service	\$113,361	\$115,608
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$157,018	\$165,658

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$71,400
Other Revenue	-	-
Total Revenue	-	\$71,400

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$157,018	\$165,658
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$157,018	\$237,058

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	\$46,304	-
Other Capital Contributions	-	-
Total Capital Funding	\$46,304	-

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	-	118,000
Total Vehicle Kilometres	-	118,000
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	2017	2018
R/C Ratio	0.0 %	43.1 %
Net Operating Cost / Capita	\$4.24	\$2.55
Total Expense / Passenger	\$17.23	\$19.82
Total Expense / Eligible Passenger	\$17.23	\$19.82
Transportation Expense / Passenger		
Dedicated Service	\$12.44	\$13.83
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0162	0.0197
Passengers / Capita	0.2463	0.2259
Passengers / Registrants	15.22	11.48
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	14.11
Average Speed (Dedicated Service)	-	-

County of Simcoe, ON

Simcoe County LINX Plus

Contact Dennis Childs
 Title Transit Supervisor
 Telephone 705 726 9300 ex 1003
 Email dennis.childs@simcoe.ca

Population Served: 305,516
 Service Area (km²): 0.0
 Main Community Served: Simcoe County
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	20		
Non-Ambulatory	4	Attendants	5
Other	0	Companions	0
Total	24	Total	5

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: 2018-08-06

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	\$2.00	-	-	-	Zone Fare \$2 per zone
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$2.00	\$2.00	-	-	-	15% discount using smartcard
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	06:30 to 19:30	Friday	06:30 to 19:30
Tuesday	06:30 to 19:30	Saturday	00:00 to 00:00
Wednesday	06:30 to 19:30	Sunday	00:00 to 00:00
Thursday	06:30 to 19:30	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 3

Booking Method: by phone

REMARKS

Our specialized ridership for the four months (September, October, November, and December) in 2018 was 24 passengers.

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	24
Total Support Person Trips	-	-
Total Trips	-	24

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	24
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	-	-
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	-	\$90,332

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$24
Other Revenue	-	-
Total Revenue	-	\$24

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	-	\$90,356
Other Operating Contributions	-	-
Total Operating Revenues and Funding	-	\$90,356

CAPITAL EXPENSES

Vehicle Purchase	-	\$33,000
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$33,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$33,000
Other Capital Contributions	-	-
Total Capital Funding	-	\$33,000

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	-	294
Total Vehicle Kilometres	-	394
Revenue Vehicle Hours	-	10
Total Vehicle Hours	-	14
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	2	-	2	4
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: County of Simcoe - 2

Vehicle Maintenance: County of Simcoe

INDICATORS

Financial	2017	2018
R/C Ratio	0.0 %	0.0 %
Net Operating Cost / Capita	-	\$0.30
Total Expense / Passenger	-	\$3,763.83
Total Expense / Eligible Passenger	-	\$3,763.83
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	-	0.0001
Passengers / Capita	-	0.0001
Passengers / Registrants	-	0.83
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	29.40

Cramahe, ON

Community Care Northumberland Specialized Transportation

Contact	Anne Newman	Population Served:	35,052
Title	Regional Transportation Coordinator	Service Area (km²):	1,282.6
Telephone	1-866-768-7778	Main Community Served:	Northumberland County
Email	a.newman@commcare.ca	Other Communities Served:	Cramahe, Alnwick/Haldimand, Hamilton

ACTIVE REGISTRANTS

Ambulatory	10		
Non-Ambulatory	125	Attendants	3
Other	0	Companions	2
Total	135	Total	5

ADVISORY COMMITTEE

☒ Internal
☒ External

☐ 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	☐	\$5.00	-	-	-	-	
Senior	☐	\$5.00	-	-	-	-	
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	00:00 to 00:00
Wednesday	08:00 to 17:30	Sunday	00:00 to 00:00
Thursday	08:00 to 17:30	Holiday	00:00 to 00:00

Other: can accommodate after hours and weekends for medical need.

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	2017	2018
Ambulatory	3,131	4,255
Non-Ambulatory	751	398
Total	3,882	4,653
Attendants	10	19
Companions	7	13
Other	-	-
Total	17	32

Non-Dedicated Service

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

Total Eligible Passenger Trips **3,882** **4,653**

Total Support Person Trips **17** **32**

Total Trips **3,899** **4,685**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,507	2,792
Reservation	1,237	1,396
On-Demand/Day-of	138	465
Total Trips Requested	5,018	5,920
Cancelled in Advance	710	380
Cancelled Late	284	506
No-Shows	72	132
Cancelled at Door	70	245

OPERATING EXPENSES

	2017	2018
Administration	\$29,556	\$12,949
Transportation Operations		
Internal Dedicated Service	\$110,028	\$129,671
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,990	\$3,980
Fuel and Energy Consumption	\$15,334	\$20,500
Total Operating Expenses	\$160,909	\$167,100

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$19,326	\$21,800
Other Revenue	\$565	\$500
Total Revenue	\$19,891	\$22,300

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$112,511	\$124,100
Municipal Operating Contributions	\$28,500	\$21,000
Other Operating Contributions	\$7	\$22,000
Total Operating Revenues and Funding	\$160,909	\$189,400

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	2017	2018
Revenue Vehicle Kilometres	96,700	99,899
Total Vehicle Kilometres	133,034	135,921
Revenue Vehicle Hours	1,896	2,458
Total Vehicle Hours	3,079	3,328

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	-	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	3	1	4	33
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	1		

Vehicle Ownership: Community Care Northumberland

Vehicle Maintenance: Community Care Northumberland

INDICATORS

Financial	2017	2018
R/C Ratio	12.4 %	13.4 %
Net Operating Cost / Capita	\$4.02	\$4.13
Total Expense / Passenger	\$41.27	\$35.67
Total Expense / Eligible Passenger	\$41.45	\$35.91
Transportation Expense / Passenger		
Dedicated Service	\$33.69	\$32.90
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$42.66	\$46.32

Operating

Registrants / Capita	0.0035	0.0040
Passengers / Capita	0.1112	0.1337
Passengers / Registrants	31.70	33.46
Passengers / Revenue Hour (Dedicated Service)	2.06	1.91
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	24.80	21.32
Average Speed (Dedicated Service)	51.00	40.64

Dryden, ON

MyLift

Contact Nicole Gale
 Title Manager
 Telephone 807-223-1425
 Email ngale@dryden.ca

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

ACTIVE REGISTRANTS

Ambulatory	57		
Non-Ambulatory	297	Attendants	15
Other	10	Companions	0
Total	364	Total	15

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: 2016-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	Specialized need clients
Companion	☐	-	-	-	-	-	
Other:							

SERVICE HOURS / SCHEDULING

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

Other: as required

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: by phone and email

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	1,432	1,968
Non-Ambulatory	881	1,218
Total	2,313	3,186
Attendants	41	-
Companions	-	-
Other	-	-
Total	41	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,313	3,186
Total Support Person Trips	41	-
Total Trips	2,354	3,186

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	989
On-Demand/Day-of	-	-
Total Trips Requested	3,835	4,956
Cancelled in Advance	115	221
Cancelled Late	-	-
No-Shows	75	117
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$8,657	\$46,743
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$37,967	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$15,386	\$734
Fuel and Energy Consumption	\$9,202	\$13,107
Total Operating Expenses	\$71,212	\$60,584

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$9,313	\$12,637
Other Revenue	-	-
Total Revenue	\$9,313	\$12,637

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$35,633	-
Municipal Operating Contributions	\$26,266	\$60,584
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$71,212	\$73,221

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	2017	2018
Revenue Vehicle Kilometres	22,185	28,363
Total Vehicle Kilometres	22,279	28,459
Revenue Vehicle Hours	1,627	1,939
Total Vehicle Hours	1,672	1,984
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	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	1
Other	-	-
Total	1	3

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.25	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	2017	2018
R/C Ratio	13.1 %	20.9 %
Net Operating Cost / Capita	\$7.99	\$6.19
Total Expense / Passenger	\$30.25	\$19.02
Total Expense / Eligible Passenger	\$30.79	\$19.02
Transportation Expense / Passenger		
Dedicated Service	\$26.57	\$4.34
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$37.41	\$6.98
Operating		
Registrants / Capita	0.0190	0.0489
Passengers / Capita	0.3038	0.4111
Passengers / Registrants	16.01	8.41
Passengers / Revenue Hour (Dedicated Service)	1.45	1.64
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.42	8.90
Average Speed (Dedicated Service)	13.64	14.63

Durham Region, ON

Durham Region Transit

Contact Deanna Wilson
 Title Corporate Services Coordinator
 Telephone 905-668-4113 x4813
 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	2,705		
Non-Ambulatory	1,395	Attendants	0
Other	0	Companions	0
Total	4,100	Total	270

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): 4

NON-DEDICATED SERVICE

Operated By: ☒ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

Non-dedicated contracted taxi supplement services within existing policy framework when current resources are committed.

FARE STRUCTURE

Effective Date: 2018-05-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.75	\$3.15	-	-	\$117.00	
Child	☐	\$2.50	\$2.10	-	-	\$65.00	6-12
Student	☐	-	-	-	-	-	
Senior	☐	\$2.50	\$2.10	-	-	\$46.00	65+
Attendant	☒	-	-	-	-	-	Support person card
Companion	☐	-	-	-	-	-	Space permitting

Other: U-Pass \$135 per semester (Fall 2018), GO Fare Integration \$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	2017	2018
Ambulatory	74,665	73,305
Non-Ambulatory	38,163	37,203
Total	112,828	110,508
Attendants	-	-
Companions	-	-
Other	10,584	11,773
Total	10,584	11,773
Non-Dedicated Service		
Ambulatory	44,819	45,583
Non-Ambulatory	22,908	23,134
Total	67,727	68,717
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	180,555	179,225
Total Support Person Trips	10,584	11,773
Total Trips	191,139	190,998

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	128,937	129,246
Reservation	88,506	87,485
On-Demand/Day-of	56	-
Total Trips Requested	221,983	218,575
Cancelled in Advance	33,891	35,019
Cancelled Late	959	845
No-Shows	1,787	1,577
Cancelled at Door	1,212	845

OPERATING EXPENSES

	2017	2018
Administration	\$832,735	\$836,614
Transportation Operations		
Internal Dedicated Service	\$3,788,878	\$4,087,131
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,569,049	\$1,641,195
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$737,542	\$702,367
Fuel and Energy Consumption	\$275,882	\$339,075
Total Operating Expenses	\$7,204,086	\$7,606,382

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$247,899	\$265,525
Other Revenue	-	-
Total Revenue	\$247,899	\$265,525
Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$6,956,188	\$7,340,857
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$7,204,086	\$7,606,382

CAPITAL EXPENSES

Vehicle Purchase	-	\$909,960
Debt Servicing	-	-
Other	-	\$8,998
Total Capital Expenses	-	\$918,958

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$454,980
Municipal Capital Contributions	-	\$463,978
Other Capital Contributions	-	-
Total Capital Funding	-	\$918,958

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	1,213,737	1,200,840
Total Vehicle Kilometres	1,213,737	1,200,840
Revenue Vehicle Hours	50,264	49,548
Total Vehicle Hours	50,264	49,548
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	600,107	624,005
Total Vehicle Hours	28,704	27,400
Non-Accessible Service		
Total Vehicle Kilometres	620,442	-
Total Vehicle Hours	48,568	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	22	12
Reservation Clerks	-	4
Dispatchers	2	2
Other Transport Operations	-	-
Mechanics	-	-
General Administration	5	-
Other	-	-
Total	29	18

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$31.76	2018-03-01	Unifor 222
Reservation Clerks	\$29.04	2018-03-01	Unifor 222
Dispatchers	\$35.47	2018-03-01	Unifor 222
Mechanics	\$39.63	2018-03-22	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	2	-	3	7
Vans	30	-	4	12
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	32	-		

Vehicle Ownership: Durham Region

Vehicle Maintenance: Durham Region

INDICATORS

Financial	2017	2018
R/C Ratio	3.4 %	3.5 %
Net Operating Cost / Capita	\$10.15	\$10.72
Total Expense / Passenger	\$37.69	\$39.82
Total Expense / Eligible Passenger	\$39.90	\$42.44
Transportation Expense / Passenger		
Dedicated Service	\$38.91	\$41.94
Non-Dedicated Service	\$23.17	\$23.88
Transportation Expense / Hour (Dedicated Service)	\$95.54	\$103.51
Operating		
Registrants / Capita	0.0052	0.0064
Passengers / Capita	0.2790	0.2788
Passengers / Registrants	53.50	43.71
Passengers / Revenue Hour (Dedicated Service)	2.46	2.47
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.83	9.82
Average Speed (Dedicated Service)	24.15	24.24

Dysart et al, ON**Dysart Special Transit Service**

Contact Barbara Swannell
 Title Treasurer
 Telephone 705-457-1740 x623
 Email bswannell@dysartet.al.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	65		
Non-Ambulatory	72	Attendants	16
Other	0	Companions	0
Total	137	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	00:00 to 00:00
Wednesday	09:00 to 15:00	Sunday	00:00 to 00:00
Thursday	09:00 to 15:00	Holiday	00:00 to 00:00

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	2017	2018
Ambulatory	748	660
Non-Ambulatory	436	430
Total	1,184	1,090
Attendants	172	176
Companions	-	-
Other	-	-
Total	172	176
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,184	1,090
Total Support Person Trips	172	176
Total Trips	1,356	1,266

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	203	186
Reservation	72	67
On-Demand/Day-of	15	13
Total Trips Requested	290	266
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$5,767	\$5,767
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$9,241	\$9,875
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$3,011	\$1,600
Fuel and Energy Consumption	\$1,892	\$2,035
Total Operating Expenses	\$19,911	\$19,277

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,287	\$7,555
Other Revenue	-	-
Total Revenue	\$8,287	\$7,555

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$11,624	\$11,722
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$19,911	\$19,277

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	2017	2018
Revenue Vehicle Kilometres	3,462	2,976
Total Vehicle Kilometres	4,073	3,501
Revenue Vehicle Hours	494	417
Total Vehicle Hours	581	491
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	\$27.27	2018-01-01	CUPE 2142
Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$19.50	2018-01-01	
Reservation Clerks	-		
Dispatchers	\$19.50	2018-01-01	
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	2017	2018
R/C Ratio	41.6 %	39.2 %
Net Operating Cost / Capita	\$1.79	\$1.80
Total Expense / Passenger	\$14.68	\$15.23
Total Expense / Eligible Passenger	\$16.82	\$17.69
Transportation Expense / Passenger		
Dedicated Service	\$10.43	\$10.67
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$24.34	\$27.52
Operating		
Registrants / Capita	0.0226	0.0235
Passengers / Capita	0.2086	0.1948
Passengers / Registrants	9.22	8.27
Passengers / Revenue Hour (Dedicated Service)	2.74	3.04
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	2.55	2.35
Average Speed (Dedicated Service)	7.01	7.14

Elliot Lake, ON

Elliot Lake Handi Lift

Contact Helene Godbout
 Title Community Service Coordinator
 Telephone 705-848-2019 ext 233
 Email helene.gobout@huronlodge.ca

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

ACTIVE REGISTRANTS

Ambulatory	143		
Non-Ambulatory	44	Attendants	10
Other	0	Companions	22
Total	187	Total	32

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		\$2.50	\$2.00	-	-	\$62.00	18-64
Child	☐	\$2.25	\$2.00	-	-	\$52.00	> 6 for free
Student	☐	\$2.25	\$2.00	-	-	\$52.00	6-17 with student Id
Senior	☐	\$2.25	\$2.00	-	-	\$52.00	< 64
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	00:00 to 00:00
Thursday	07:00 to 21:30	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: By appointment

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	6,506	6,570
Non-Ambulatory	1,856	2,142
Total	8,362	8,712
Attendants	-	-
Companions	1,320	1,422
Other	-	-
Total	1,320	1,422

Non-Dedicated Service

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

Total Eligible Passenger Trips **8,362** **8,712**

Total Support Person Trips **1,320** **1,422**

Total Trips **9,682** **10,134**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	4,000
Reservation	-	4,652
On-Demand/Day-of	-	-
Total Trips Requested	8,733	8,712
Cancelled in Advance	75	190
Cancelled Late	-	33
No-Shows	90	108
Cancelled at Door	80	54

OPERATING EXPENSES

	2017	2018
Administration	\$14,331	-
Transportation Operations		
Internal Dedicated Service	\$144,123	\$148,976
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$20,856	\$13,204
Fuel and Energy Consumption	\$9,721	\$12,468
Total Operating Expenses	\$189,031	\$174,648

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$5,100	\$3,584
Other Revenue	-	-
Total Revenue	\$5,100	\$3,584

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$183,930	\$171,064
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$189,030	\$174,648

CAPITAL EXPENSES

Vehicle Purchase	-	\$130,324
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$130,324

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$65,162
Municipal Capital Contributions	-	\$65,162
Other Capital Contributions	-	-
Total Capital Funding	-	\$130,324

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	38,692
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	3,640

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	-	3
General Administration	-	-
Other	-	-
Total	3	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$29.87	2018-01-01	CUPE L-170

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$17.51	2018-01-01	CUPE 1880
Reservation Clerks	\$19.87	2018-01-01	
Dispatchers	-		CUPE 1880
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	-	-	-	-
Vans	-	-	-	-
Small Buses	1	-	3	15
Low-floor	1	-	5	19
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: The City of Elliot Lake

Vehicle Maintenance: The City of Elliot Lake

INDICATORS

Financial	2017	2018
R/C Ratio	2.7 %	2.1 %
Net Operating Cost / Capita	\$17.52	\$16.29
Total Expense / Passenger	\$19.52	\$17.23
Total Expense / Eligible Passenger	\$22.61	\$20.05
Transportation Expense / Passenger		
Dedicated Service	\$18.04	\$17.23
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$47.98

Operating

Registrants / Capita	0.0233	0.0209
Passengers / Capita	0.9223	0.9653
Passengers / Registrants	39.52	46.27
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Espanola, ON

Espanola Care Van

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

Population Served: 4,996
 Service Area (km²): 17.8
 Main Community Served: Town of Espanola
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	218		
Non-Ambulatory	11	Attendants	0
Other	0	Companions	2
Total	229	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: 2018-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	\$2.50	-	-	-	
Child	☐	\$2.50	\$2.50	-	-	-	
Student	☐	\$2.50	\$2.50	-	-	-	
Senior	☐	\$2.50	\$2.50	-	-	-	
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	00:00 to 00:00
Wednesday	08:30 to 16:00	Sunday	00:00 to 00:00
Thursday	09:30 to 16:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	5,119	4,848
Non-Ambulatory	327	257
Total	5,446	5,105
Attendants	-	-
Companions	-	52
Other	-	-
Total	-	52
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,446	5,105
Total Support Person Trips	-	52
Total Trips	5,446	5,157

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,174	5,157
Reservation	-	-
On-Demand/Day-of	272	-
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$6,127	\$5,176
Transportation Operations		
Internal Dedicated Service	\$47,585	\$54,175
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$4,986	\$2,008
Fuel and Energy Consumption	\$8,369	\$6,129
Total Operating Expenses	\$67,067	\$67,488

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$13,615	\$12,892
Other Revenue	-	-
Total Revenue	\$13,615	\$12,892

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$45,137
Municipal Operating Contributions	\$40,582	\$9,459
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$54,197	\$67,488

CAPITAL EXPENSES

Vehicle Purchase	-	\$101,808
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$101,808

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$47,551
Provincial Capital Contributions	-	\$54,257
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$101,808

OPERATING STATISTICS

Dedicated Service	2017	2018
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	1	-
General Administration	-	-
Other	-	-
Total	1	2

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.52	2018-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$33.54	2018-01-01	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	-	-	-	-
Vans	-	-	-	-
Small Buses	1	-	4	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2017	2018
R/C Ratio	20.3 %	19.1 %
Net Operating Cost / Capita	\$10.70	\$10.93
Total Expense / Passenger	\$12.31	\$13.09
Total Expense / Eligible Passenger	\$12.31	\$13.22
Transportation Expense / Passenger		
Dedicated Service	\$11.19	\$12.08
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0424	0.0462
Passengers / Capita	1.0901	1.0322
Passengers / Registrants	25.69	22.32
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Fort Erie, ON

FAST (Fort Erie Specialized Transit)

Contact Jennifer Pennell-Ajje
 Title EA to Director, IS and Division Coordinator
 Telephone 905-871-1600 x2401
 Email jpennellajje@forterie.ca

Population Served: 30,710
 Service Area (km²): 168.0
 Main Community Served: Fort Erie
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	149		
Non-Ambulatory	33	Attendants	12
Other	0	Companions	0
Total	182	Total	12

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: 2018-09-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$3.00	-	-	-	>5 yrs old
Child	☐	-	-	-	-	-	<5yrs old
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	If required based on Application submitted
Companion	☐	\$3.00	-	-	-	-	If not required based on the application submitted

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	00:00 to 00:00
Thursday	06:00 to 21:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 12

Minimum Notice for Reservation (hours): 48

Booking Method: By Phone, email, fax

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	5,813	6,072
Non-Ambulatory	1,241	1,934
Total	7,054	8,006
Attendants	406	11
Companions	-	26
Other	-	374
Total	406	411
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,054	8,006
Total Support Person Trips	406	411
Total Trips	7,460	8,417

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	4,687	5,677
Reservation	-	2,329
On-Demand/Day-of	2,773	-
Total Trips Requested	11,831	11,789
Cancelled in Advance	2,270	1,398
Cancelled Late	402	1,454
No-Shows	19	94
Cancelled at Door	39	75

OPERATING EXPENSES

	2017	2018
Administration	\$12,920	\$10,056
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$235,346	\$305,327
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$5,242	\$26,368
Fuel and Energy Consumption	\$21,940	-
Total Operating Expenses	\$275,448	\$341,751

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$10,368	\$12,523
Other Revenue	-	-
Total Revenue	\$10,368	\$12,523

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$150,600	\$153,400
Municipal Operating Contributions	\$114,480	\$175,828
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$275,448	\$341,751

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	2017	2018
Revenue Vehicle Kilometres	43,935	56,505
Total Vehicle Kilometres	71,892	85,788
Revenue Vehicle Hours	-	1,445
Total Vehicle Hours	8,248	6,606
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	3	-
Reservation Clerks	-	-
Dispatchers	2	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	5	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.00	2018-11-01	
Reservation Clerks	\$18.00	2018-11-01	
Dispatchers	\$20.00	2018-11-01	
Mechanics	\$38.00	2018-11-01	

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	-	-	-	-
Vans	3	-	3	6
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	-		

Vehicle Ownership: BTS Network Inc. - 3 vans

Vehicle Maintenance: BTS Network Inc.

INDICATORS

Financial	2017	2018
R/C Ratio	3.8 %	3.7 %
Net Operating Cost / Capita	\$8.63	\$10.72
Total Expense / Passenger	\$36.92	\$40.60
Total Expense / Eligible Passenger	\$39.05	\$42.69
Transportation Expense / Passenger		
Dedicated Service	\$35.19	\$39.41
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$31.83	\$50.21
Operating		
Registrants / Capita	0.0087	0.0063
Passengers / Capita	0.2429	0.2741
Passengers / Registrants	27.84	43.39
Passengers / Revenue Hour (Dedicated Service)	-	5.82
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.89	6.71
Average Speed (Dedicated Service)	-	39.10

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	338	Companions	0
Total	338	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: 2018-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	-	-	-	-	
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	00:00 to 00:00
Wednesday	08:00 to 16:00	Sunday	00:00 to 00:00
Thursday	08:00 to 16:00	Holiday	00:00 to 00:00

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	2017	2018
Ambulatory	-	-
Non-Ambulatory	9,985	8,634
Total	9,985	8,634
Attendants	6	4
Companions	-	-
Other	-	-
Total	6	4

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	10,130	8,635
Total	10,130	8,635
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-

Total Eligible Passenger Trips	20,115	17,269
Total Support Person Trips	6	4
Total Trips	20,121	17,273

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	9,985	8,634
On-Demand/Day-of	10,130	8,635
Total Trips Requested	22,053	17,808
Cancelled in Advance	1,938	539
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$16,654	\$13,433
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$132,218	\$130,475
Contract Non-Dedicated Service	\$31,874	\$22,974
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$10,305	\$7,687
Fuel and Energy Consumption	\$10,075	\$15,663
Total Operating Expenses	\$201,126	\$190,232

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$27,342	\$29,019
Other Revenue	-	-
Total Revenue	\$27,342	\$29,019

Federal Operating Contributions	\$70,709	-
Provincial Operating Contributions	-	\$41,004
Municipal Operating Contributions	\$99,177	\$102,674
Other Operating Contributions	\$16,215	\$17,535
Total Operating Revenues and Funding	\$213,443	\$190,232

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	2017	2018
Revenue Vehicle Kilometres	35,478	32,596
Total Vehicle Kilometres	35,478	32,596
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	\$32.91	2018-01-01	CUPE Local 65

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.67	2018-01-01	CUPE Local 65-03
Reservation Clerks	-		CUPE Local 65-03
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	2017	2018
R/C Ratio	13.6 %	15.3 %
Net Operating Cost / Capita	\$23.42	\$21.73
Total Expense / Passenger	\$10.00	\$11.01
Total Expense / Eligible Passenger	\$10.00	\$11.02
Transportation Expense / Passenger		
Dedicated Service	\$15.27	\$17.81
Non-Dedicated Service	\$3.15	\$2.66
Transportation Expense / Hour (Dedicated Service)	-	-

Operating

Registrants / Capita	0.0458	0.0456
Passengers / Capita	2.7117	2.3279
Passengers / Registrants	59.18	51.10
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.55	3.77
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	1,103		
Non-Ambulatory	950	Attendants	431
Other	0	Companions	564
Total	2,053	Total	995

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:

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		\$3.30	\$2.60	-	-	\$90.00	
Child	☐	\$2.40	\$2.00	-	-	\$54.00	Age 5 or older, under 60"
Student	☐	\$3.30	\$2.60	-	-	\$82.00	
Senior	☐	\$2.40	\$2.00	-	-	\$54.00	65 or older
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): 31

Minimum Notice for Reservation (hours): 48

Booking Method: Phone/Email

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	61,641	57,274
Non-Ambulatory	40,376	40,392
Total	102,017	97,666
Attendants	7,623	7,748
Companions	3,958	3,524
Other	-	-
Total	11,581	11,272
Non-Dedicated Service		
Ambulatory	15,278	18,648
Non-Ambulatory	-	-
Total	15,278	18,648
Attendants	467	440
Companions	239	293
Other	-	-
Total	706	733
Total Eligible Passenger Trips	117,295	116,314
Total Support Person Trips	12,287	12,005
Total Trips	129,582	128,319

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	64,811	61,664
Reservation	51,797	53,945
On-Demand/Day-of	687	705
Total Trips Requested	147,099	145,391
Cancelled in Advance	12,346	11,205
Cancelled Late	-	-
No-Shows	4,825	5,867
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$216,802	\$227,117
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$2,614,317	\$2,682,757
Contract Non-Dedicated Service	\$281,097	\$331,266
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$3,112,216	\$3,241,140

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$221,309	\$215,137
Other Revenue	-	-
Total Revenue	\$221,309	\$215,137

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$141,334	\$141,334
Municipal Operating Contributions	\$2,739,579	\$2,884,669
Other Operating Contributions	\$9,994	-
Total Operating Revenues and Funding	\$3,112,216	\$3,241,140

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	\$67,170	\$13,084
Total Capital Expenses	\$67,170	\$13,084

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$30,130	\$9,813
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	\$37,170	\$3,271
Total Capital Funding	\$67,300	\$13,084

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	1,136,699	1,106,314
Total Vehicle Kilometres	1,136,699	1,106,314
Revenue Vehicle Hours	52,924	51,730
Total Vehicle Hours	52,924	51,730
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	28
Reservation Clerks	-	-
Dispatchers	3	2
Other Transport Operations	-	-
Mechanics	2	-
General Administration	1	-
Other	-	-
Total	26	30

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$21.26		
Reservation Clerks	-		
Dispatchers	\$21.42		
Mechanics	\$35.26		

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	2017	2018
R/C Ratio	7.1 %	6.6 %
Net Operating Cost / Capita	\$19.32	\$20.22
Total Expense / Passenger	\$24.02	\$25.26
Total Expense / Eligible Passenger	\$26.53	\$27.87
Transportation Expense / Passenger		
Dedicated Service	\$23.01	\$24.63
Non-Dedicated Service	\$17.59	\$17.09
Transportation Expense / Hour (Dedicated Service)	\$49.40	\$51.86

Operating

Registrants / Capita	0.0137	0.0204
Passengers / Capita	0.8658	0.8574
Passengers / Registrants	63.33	42.10
Passengers / Revenue Hour (Dedicated Service)	2.15	2.11
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.01	10.16
Average Speed (Dedicated Service)	21.48	21.39

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	176		
Non-Ambulatory	7	Attendants	25
Other	0	Companions	0
Total	183	Total	25

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	00:00 to 00:00
Wednesday	09:00 to 17:00	Sunday	00:00 to 00:00
Thursday	09:00 to 17:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 2

Minimum Notice for Reservation (hours): 24

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

REMARKS

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

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	2,550	2,394
Non-Ambulatory	14	14
Total	2,564	2,408
Attendants	-	-
Companions	44	50
Other	-	-
Total	44	50
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,564	2,408
Total Support Person Trips	44	50
Total Trips	2,608	2,458

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,180	2,070
Reservation	-	-
On-Demand/Day-of	384	338
Total Trips Requested	702	1,095
Cancelled in Advance	118	109
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$18,719	\$19,437
Transportation Operations		
Internal Dedicated Service	\$36,990	\$46,258
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$8,157	\$12,560
Fuel and Energy Consumption	\$5,287	\$5,504
Total Operating Expenses	\$69,154	\$83,759

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$951	\$1,038
Other Revenue	-	-
Total Revenue	\$951	\$1,038

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$55,744	\$56,603
Municipal Operating Contributions	\$12,458	\$26,118
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$69,154	\$83,759

CAPITAL EXPENSES

Vehicle Purchase	-	\$100,678
Debt Servicing	-	-
Other	\$8,383	-
Total Capital Expenses	\$8,383	\$100,678

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$8,383	\$36,620
Municipal Capital Contributions	-	\$27,438
Other Capital Contributions	-	\$36,620
Total Capital Funding	\$8,383	\$100,678

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	6,206	5,516
Total Vehicle Hours	6,206	5,516
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	\$27.82	2018-01-01	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	-	1	-	7
Vans	1	-	1	5
Small Buses	2	-	2	14
Low-floor	-	-	-	-
Other	-	-	-	-
Total	3	1		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2017	2018
R/C Ratio	1.4 %	1.2 %
Net Operating Cost / Capita	\$14.43	\$17.50
Total Expense / Passenger	\$26.52	\$34.08
Total Expense / Eligible Passenger	\$26.97	\$34.78
Transportation Expense / Passenger		
Dedicated Service	\$19.34	\$26.17
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$8.13	\$11.66
Operating		
Registrants / Capita	0.0554	0.0440
Passengers / Capita	0.5518	0.5201
Passengers / Registrants	9.95	11.82
Passengers / Revenue Hour (Dedicated Service)	0.42	0.45
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	1,083		
Non-Ambulatory	481	Attendants	0
Other	0	Companions	2,483
Total	1,564	Total	2,483

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	\$3.00	\$3.00	\$3.00	\$80.00	18-64
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	\$3.00	\$3.00	\$3.00	\$3.00	\$68.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

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): 3

Booking Method: telephone

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	27,414	32,203
Non-Ambulatory	11,100	13,849
Total	38,514	46,052
Attendants	1,107	-
Companions	-	2,483
Other	-	-
Total	1,107	2,483
Non-Dedicated Service		
Ambulatory	2,743	137
Non-Ambulatory	725	48
Total	3,468	185
Attendants	48	-
Companions	-	-
Other	-	-
Total	48	-
Total Eligible Passenger Trips	41,982	46,237
Total Support Person Trips	1,155	2,483
Total Trips	43,137	48,720

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	22,060
Reservation	-	31,920
On-Demand/Day-of	-	1,440
Total Trips Requested	52,356	48,720
Cancelled in Advance	9,655	4,569
Cancelled Late	-	944
No-Shows	913	739
Cancelled at Door	-	146

OPERATING EXPENSES

	2017	2018
Administration	-	-
Transportation Operations		
Internal Dedicated Service	\$1,286,038	\$1,538,926
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$67,470	\$37,235
Vehicle and Facility Maintenance	\$518,920	\$430,163
Fuel and Energy Consumption	\$187,092	\$185,651
Total Operating Expenses	\$2,059,520	\$2,191,976

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$24,105	\$22,363
Other Revenue	-	-
Total Revenue	\$24,105	\$22,363

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$2,035,415	\$2,191,976
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,059,520	\$2,191,976

CAPITAL EXPENSES

Vehicle Purchase	\$1,007,176	\$894,391
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$1,007,176	\$894,391

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$535,327	-
Provincial Capital Contributions	\$282,353	\$56,617
Municipal Capital Contributions	\$189,496	\$837,774
Other Capital Contributions	-	-
Total Capital Funding	\$1,007,176	\$894,391

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	312,519	313,595
Total Vehicle Kilometres	312,519	313,595
Revenue Vehicle Hours	13,755	17,927
Total Vehicle Hours	13,755	17,927
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	\$29.27	2018-01-01	ATU 1189
Reservation Clerks	-		
Dispatchers	\$29.27	2018-01-01	ATU 1189
Mechanics	\$34.36	2018-01-01	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	2017	2018
R/C Ratio	1.2 %	1.0 %
Net Operating Cost / Capita	\$15.44	\$16.46
Total Expense / Passenger	\$47.74	\$44.99
Total Expense / Eligible Passenger	\$49.06	\$47.41
Transportation Expense / Passenger		
Dedicated Service	\$50.28	\$44.40
Non-Dedicated Service	\$19.19	\$201.27
Transportation Expense / Hour (Dedicated Service)	\$144.82	\$120.20

Operating

Registrants / Capita	0.0073	0.0307
Passengers / Capita	0.3273	0.3697
Passengers / Registrants	44.84	12.04
Passengers / Revenue Hour (Dedicated Service)	2.88	2.71
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.89	6.46
Average Speed (Dedicated Service)	22.72	17.49

Halton Hills, ON

ActiVan

Contact Deanna Locey
 Title Transit Supervisor
 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	2,370		
Non-Ambulatory	356	Attendants	0
Other	0	Companions	0
Total	2,726	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:
 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	-	-	\$4.00	-	With registration card
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	\$3.00	-	-	\$4.00	-	with Registration Card
Attendant	☐	-	-	-	-	-	
Companion	☐	\$3.00	-	-	\$4.00	-	

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: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	32,724
Non-Ambulatory	-	13,408
Total	38,806	46,132
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	30,174
Non-Ambulatory	-	-
Total	31,802	30,174
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	70,608	76,306
Total Support Person Trips	-	-
Total Trips	70,608	76,306

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	37,802
Cancelled in Advance	681	8,459
Cancelled Late	304	1,572
No-Shows	141	403
Cancelled at Door	58	1,110

OPERATING EXPENSES

	2017	2018
Administration	\$208,936	\$496,643
Transportation Operations		
Internal Dedicated Service	-	\$179,815
Contract Dedicated Service	\$320,475	\$179,768
Contract Non-Dedicated Service	\$84,370	\$51,123
Contract Taxi Scrip	\$239,062	\$230,375
Vehicle and Facility Maintenance	\$309,825	\$24,361
Fuel and Energy Consumption	\$32,830	\$67,593
Total Operating Expenses	\$1,195,498	\$1,229,679

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$272,302	\$261,799
Other Revenue	-	\$7,382
Total Revenue	\$272,302	\$269,181

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$436,443	\$446,624
Municipal Operating Contributions	\$485,952	\$513,074
Other Operating Contributions	\$800	\$800
Total Operating Revenues and Funding	\$1,195,498	\$1,229,679

CAPITAL EXPENSES

Vehicle Purchase	\$276,959	\$53,932
Debt Servicing	-	-
Other	\$52,114	\$68,364
Total Capital Expenses	\$329,074	\$122,296

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$130,283	-
Municipal Capital Contributions	\$198,791	\$122,296
Other Capital Contributions	-	-
Total Capital Funding	\$329,074	\$122,296

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	244,958	278,868
Total Vehicle Kilometres	244,958	278,868
Revenue Vehicle Hours	10,622	10,797
Total Vehicle Hours	10,622	10,797
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	8
Reservation Clerks	-	-
Dispatchers	2	-
Other Transport Operations	-	-
Mechanics	-	4
General Administration	1	1
Other	-	-
Total	6	13

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.00	2018-07-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$33.66	2018-01-01	CUPE Local 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	3	-	1	3
Small Buses	1	-	2	7
Low-floor	3	-	3	18
Other	-	-	-	-
Total	8	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Town of Halton Hills

INDICATORS

Financial	2017	2018
R/C Ratio	22.8 %	21.9 %
Net Operating Cost / Capita	\$15.09	\$15.70
Total Expense / Passenger	\$16.93	\$16.12
Total Expense / Eligible Passenger	\$16.93	\$16.12
Transportation Expense / Passenger		
Dedicated Service	\$17.09	\$9.79
Non-Dedicated Service	\$10.17	\$9.33
Transportation Expense / Hour (Dedicated Service)	\$62.43	\$41.82

Operating

Registrants / Capita	0.0467	0.0446
Passengers / Capita	1.1545	1.2476
Passengers / Registrants	24.71	27.99
Passengers / Revenue Hour (Dedicated Service)	3.65	4.27
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.31	6.05
Average Speed (Dedicated Service)	23.06	25.83

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	2,448		
Non-Ambulatory	5,910	Attendants	0
Other	799	Companions	0
Total	9,157	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:

Taxi Scrip Program: registered users pay 40% - coupon books cost \$24 each and contain \$40 in coupons - users can purchase maximum of 3 books per month

FARE STRUCTURE

Effective Date: 2018-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.40	-	-	\$105.60	
Child	☒	-	-	-	-	-	
Student	☐	\$3.00	\$2.00	-	-	\$88.00	
Senior	☐	\$3.00	\$2.00	-	-	\$29.50	
Attendant	☒	-	-	-	-	-	
Companion	☐	\$3.00	\$2.40	-	-	\$105.60	

Other: Child < 5 yrs; Student 5-19 yrs; Golden Age (80+) free to Hamilton residents; Seniors Annual Pass - \$295.00

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, web-based

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	319,949
Non-Ambulatory	-	358,376
Total	609,730	678,325
Attendants	50,071	63,156
Companions	14,675	16,348
Other	-	-
Total	64,746	79,504
Non-Dedicated Service		
Ambulatory	-	81,364
Non-Ambulatory	-	7,494
Total	88,802	88,858
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	698,532	767,183
Total Support Person Trips	64,746	79,504
Total Trips	763,278	846,687

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	379,594	399,174
Reservation	249,209	301,037
On-Demand/Day-of	134,475	146,476
Total Trips Requested	927,552	1,158,887
Cancelled in Advance	111,100	124,306
Cancelled Late	102,845	124,850
No-Shows	14,777	19,037
Cancelled at Door	13,737	15,672

OPERATING EXPENSES

	2017	2018
Administration	\$1,036,102	\$828,118
Transportation Operations		
Internal Dedicated Service	\$10,536,494	\$11,451,721
Contract Dedicated Service	\$5,126,224	\$7,694,630
Contract Non-Dedicated Service	-	\$38,748
Contract Taxi Scrip	\$951,321	\$922,958
Vehicle and Facility Maintenance	\$691,068	\$677,419
Fuel and Energy Consumption	\$785,929	\$823,291
Total Operating Expenses	\$19,127,138	\$22,436,884

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,732,868	\$1,785,373
Other Revenue	\$45,357	\$26,624
Total Revenue	\$1,778,225	\$1,811,997

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,810,520	\$1,810,520
Municipal Operating Contributions	\$15,538,393	\$18,813,290
Other Operating Contributions	-	\$1,078
Total Operating Revenues and Funding	\$19,127,138	\$22,436,884

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	\$102,862	\$17,814
Total Capital Expenses	\$102,862	\$17,814

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$24,054	\$760
Municipal Capital Contributions	\$78,808	\$17,054
Other Capital Contributions	-	-
Total Capital Funding	\$102,862	\$17,814

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	5,765,381	6,692,869
Total Vehicle Kilometres	5,765,381	6,692,869
Revenue Vehicle Hours	291,076	332,767
Total Vehicle Hours	291,076	332,767
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	128	-
Reservation Clerks	8	5
Dispatchers	8	4
Other Transport Operations	2	-
Mechanics	5	-
General Administration	35	-
Other	2	4
Total	188	13

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$26.04	2019-01-01	CUPE 5167
Reservation Clerks	\$21.84	2019-01-01	CUPE 5167
Dispatchers	\$21.84	2019-01-01	CUPE 5167
Mechanics	\$30.84	2019-01-01	CUPE 5167

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	32	-	1	3
Vans	-	108	-	6
Small Buses	21	-	2	5
Low-floor	6	-	3	10
Other	6	-	3	3
Total	65	108		

Vehicle Ownership: Non-Profit Organization - Capital Lease

Vehicle Maintenance: Non-Profit Organization/Contractor

INDICATORS

Financial	2017	2018
R/C Ratio	9.3 %	8.1 %
Net Operating Cost / Capita	\$32.13	\$38.19
Total Expense / Passenger	\$25.06	\$26.50
Total Expense / Eligible Passenger	\$27.38	\$29.25
Transportation Expense / Passenger		
Dedicated Service	\$25.41	\$27.25
Non-Dedicated Service	\$10.71	\$10.82
Transportation Expense / Hour (Dedicated Service)	\$58.88	\$62.05

Operating

Registrants / Capita	0.0143	0.0170
Passengers / Capita	1.4135	1.5679
Passengers / Registrants	98.58	92.46
Passengers / Revenue Hour (Dedicated Service)	2.32	2.28
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.55	8.83
Average Speed (Dedicated Service)	19.81	20.11

Hanover, ON

Saugeen Mobility and Regional Transit

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

Population Served: 78,918
 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	1,110	Companions	0
Total	1,110	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: 2015-01-01

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

Other:

SERVICE HOURS / SCHEDULING

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

Other: Trips may be booked outside of these hours

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Telephone, email, website

REMARKS

SMART is a stand alone Ontario corporation owned by its 9 municipal partners

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	15,471	9,706
Non-Ambulatory	12,763	21,343
Total	28,234	31,049
Attendants	4,254	4,971
Companions	-	-
Other	-	-
Total	4,254	4,971
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	28,234	31,049
Total Support Person Trips	4,254	4,971
Total Trips	32,488	36,020

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	6,211	6,210
Reservation	20,611	21,734
On-Demand/Day-of	1,412	3,105
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	153
Cancelled at Door	-	172

OPERATING EXPENSES

	2017	2018
Administration	\$330,457	\$428,193
Transportation Operations		
Internal Dedicated Service	\$893,624	\$1,006,928
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$104,685	\$120,168
Fuel and Energy Consumption	\$162,764	\$209,227
Total Operating Expenses	\$1,491,530	\$1,764,516

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$274,198	\$310,776
Other Revenue	\$109,480	\$123,735
Total Revenue	\$383,678	\$434,511

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$493,210	\$693,394
Municipal Operating Contributions	\$610,000	\$630,000
Other Operating Contributions	\$4,648	\$6,611
Total Operating Revenues and Funding	\$1,491,536	\$1,764,516

CAPITAL EXPENSES

Vehicle Purchase	\$168,774	\$153,728
Debt Servicing	-	-
Other	\$97,520	\$8,737
Total Capital Expenses	\$266,294	\$162,465

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$98,205	-
Provincial Capital Contributions	\$168,089	\$162,465
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$266,294	\$162,465

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	422,773	464,718
Total Vehicle Kilometres	903,076	1,027,579
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	19	10
Reservation Clerks	-	-
Dispatchers	1	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	23	10

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$21.39	2018-04-01	
Reservation Clerks	-		
Dispatchers	\$23.55	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	13	2	1	3
Vans	-	-	-	-
Small Buses	11	-	4	9
Low-floor	-	-	-	-
Other	1	-	15	30
Total	25	2		

Vehicle Ownership: Transit Service

Vehicle Maintenance: Contractor

INDICATORS

Financial	2017	2018
R/C Ratio	25.7 %	24.6 %
Net Operating Cost / Capita	\$13.78	\$16.85
Total Expense / Passenger	\$45.91	\$48.99
Total Expense / Eligible Passenger	\$52.83	\$56.83
Transportation Expense / Passenger		
Dedicated Service	\$35.74	\$37.10
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0184	0.0141
Passengers / Capita	0.4042	0.4564
Passengers / Registrants	21.94	32.45
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	13.01	12.90
Average Speed (Dedicated Service)	-	-

Hearst, ON

Hearst Community Transportation Association

Contact	Miriam Mitron	Population Served:	5,090	Ambulatory	77		
Title	Administrative assistant	Service Area (km²):	841.0	Non-Ambulatory	343	Attendants	4
Telephone	705-372-2825	Main Community Served:	Hearst	Other	0	Companions	0
Email	mmitron@hearst.ca	Other Communities Served:		Total	420	Total	4

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

☒	Internal
☒	External

☒	Policy
☒	Recommendation
☒	Decision Making
☐	Other

ELIGIBILITY CRITERIA

☒	Cognitive
☒	Age
☒	Physical

☒	Sensory
☐	Environmental
☐	Other

☐	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: 2016-11-16

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

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	00:00 to 00:00
Thursday	08:00 to 17:00	Holiday	00:00 to 00:00

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	2017	2018
Ambulatory	-	-
Non-Ambulatory	-	-
Total	11,149	9,878
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	11,149	9,878
Total Support Person Trips	-	-
Total Trips	11,149	9,878

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	557	-
Reservation	-	-
On-Demand/Day-of	10,592	-
Total Trips Requested	11,149	9,878
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$13,288	\$42,522
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$132,879	\$99,245
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$146,167	\$141,767

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$37,462	\$32,113
Other Revenue	-	\$8,500
Total Revenue	\$37,462	\$40,613

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$45,625	\$45,733
Municipal Operating Contributions	\$53,079	\$55,421
Other Operating Contributions	\$10,000	-
Total Operating Revenues and Funding	\$146,166	\$141,767

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	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	34,057	30,264
Revenue Vehicle Hours	-	-
Total Vehicle Hours	2,559	2,652
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	\$15.00		
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	2017	2018
R/C Ratio	25.6 %	28.7 %
Net Operating Cost / Capita	\$21.36	\$19.87
Total Expense / Passenger	\$13.11	\$14.35
Total Expense / Eligible Passenger	\$13.11	\$14.35
Transportation Expense / Passenger		
Dedicated Service	\$11.92	\$10.05
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$51.93	\$37.42
Operating		
Registrants / Capita	0.0833	0.0833
Passengers / Capita	2.1904	1.9407
Passengers / Registrants	26.29	23.30
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	66		
Non-Ambulatory	128	Attendants	42
Other	0	Companions	0
Total	194	Total	42

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:

Local taxi firm provides rides to Paratransit subscribers and drivers collect fare payment. Tickets are purchased from the Municipal Offices.

FARE STRUCTURE

Effective Date: 2009-04-14

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	-	
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	\$6.00	-	-	-	-	

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): 24

Booking Method: by calling the contractor

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	-
Non-Ambulatory	455	525
Total	455	525
Attendants	346	77
Companions	-	-
Other	-	-
Total	346	77
Non-Dedicated Service		
Ambulatory	3,391	-
Non-Ambulatory	-	5,887
Total	3,391	5,887
Attendants	-	851
Companions	-	-
Other	-	-
Total	-	851
Total Eligible Passenger Trips	3,846	6,412
Total Support Person Trips	346	928
Total Trips	4,192	7,340

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	192
Reservation	-	128
On-Demand/Day-of	-	6,092
Total Trips Requested	3,846	6,457
Cancelled in Advance	-	45
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$33,958	\$3,153
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$40,036	-
Contract Non-Dedicated Service	-	\$66,646
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$73,995	\$69,799

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$12,759	\$21,051
Other Revenue	-	-
Total Revenue	\$12,759	\$21,051

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$61,236	\$48,748
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$73,994	\$69,799

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	2017	2018
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	-	2
Other	-	-
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	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	7	-	-	-
Minivans	-	-	1	-
Vans	1	-	1	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	8	-		

Vehicle Ownership: controlled operator 8

Vehicle Maintenance: Controlled Operator 8

INDICATORS

Financial	2017	2018
R/C Ratio	17.2 %	30.2 %
Net Operating Cost / Capita	\$4.80	\$3.82
Total Expense / Passenger	\$17.65	\$9.51
Total Expense / Eligible Passenger	\$19.24	\$10.89
Transportation Expense / Passenger		
Dedicated Service	\$49.98	-
Non-Dedicated Service	-	\$9.89
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0111	0.0185
Passengers / Capita	0.3286	0.5754
Passengers / Registrants	29.73	31.10
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Kapuskasing, ON

KAP ACCESSIBLE BUS SERVICE

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

Population Served: 6,989
 Service Area (km²): 85.5
 Main Community Served: Kapuskasing
 Other Communities Served: 0

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	590	Companions	0
Total	590	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:

N/A

FARE STRUCTURE

Effective Date: 2018-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	\$2.50	-	-	\$25.00	
Child	☐	\$2.50	\$2.50	-	-	\$25.00	
Student	☐	\$2.50	\$2.50	-	-	\$25.00	
Senior	☐	\$2.50	\$2.50	-	-	\$25.00	
Attendant	☐	-	-	-	-	-	
Companion	☐	\$2.50	\$2.50	-	-	\$25.00	

Other:

SERVICE HOURS / SCHEDULING

Monday	08:00 to 15:45	Friday	08:00 to 15:45
Tuesday	08:00 to 15:45	Saturday	09:30 to 15:30
Wednesday	08:00 to 15:45	Sunday	00:00 to 00:00
Thursday	08:00 to 15:45	Holiday	00:00 to 00:00

Other: as required & approved by Town of Kapuskasing

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 12

Booking Method: Customers call the automated answering machine & leave all required information on there the day before the required ride

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	12,462	12,795
Non-Ambulatory	2,665	2,577
Total	15,127	15,372
Attendants	-	625
Companions	-	-
Other	-	-
Total	-	625
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	15,127	15,372
Total Support Person Trips	-	625
Total Trips	15,127	15,997

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	15,127	15,372
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	16,123	15,411
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	120	156
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$6,374	\$7,677
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$159,692	\$169,680
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$9,342	\$5,224
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$175,408	\$182,581

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$18,788	\$19,680
Other Revenue	-	-
Total Revenue	\$18,788	\$19,680

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$71,663	\$63,572
Municipal Operating Contributions	\$84,957	\$99,329
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$175,408	\$182,581

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	2017	2018
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	2	-	3	9
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2017	2018
R/C Ratio	10.7 %	10.8 %
Net Operating Cost / Capita	\$21.23	\$23.31
Total Expense / Passenger	\$11.60	\$11.41
Total Expense / Eligible Passenger	\$11.60	\$11.88
Transportation Expense / Passenger		
Dedicated Service	\$11.17	\$10.93
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0823	0.0844
Passengers / Capita	2.0503	2.2889
Passengers / Registrants	24.92	27.11
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Kawartha Lakes, ON

LIMO Lindsay Mobility

Contact Jessica Hood
 Title Finance Coordinator
 Telephone 705-324-9411 x1359
 Email jhood@kawarthalakes.ca

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

ACTIVE REGISTRANTS

Ambulatory	125		
Non-Ambulatory	46	Attendants	0
Other	0	Companions	0
Total	171	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
	☒ 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		\$2.25	\$1.66	-	-	\$65.00	
Child	☐	\$1.25	\$1.66	-	-	-	8 to 14
Student	☐	\$1.75	\$1.66	-	-	\$55.00	
Senior	☐	-	-	-	-	-	
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	00:00 to 00:00
Thursday	07:00 to 19:00	Holiday	00:00 to 00:00

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

2018 is the first year that financial statistics were reported separately and accurately from conventional transit. 2017 financial data was based on a reporting system that could not separate conventional and specialized financial expenses.

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	7,691	12,975
Non-Ambulatory	8,435	4,799
Total	16,126	17,774
Attendants	1,029	561
Companions	-	-
Other	-	-
Total	1,029	561
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	16,126	17,774
Total Support Person Trips	1,029	561
Total Trips	17,155	18,335

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	10,965	11,731
Reservation	3,387	-
On-Demand/Day-of	1,774	6,043
Total Trips Requested	17,854	19,097
Cancelled in Advance	902	2,245
Cancelled Late	209	637
No-Shows	250	560
Cancelled at Door	189	6

OPERATING EXPENSES

	2017	2018
Administration	\$166,051	\$82,548
Transportation Operations		
Internal Dedicated Service	-	\$213,070
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$95,334	\$204,169
Fuel and Energy Consumption	\$28,666	\$44,445
Total Operating Expenses	\$290,051	\$544,232

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$6,584	\$7,015
Other Revenue	-	\$1,393
Total Revenue	\$6,584	\$8,409

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$162,480
Municipal Operating Contributions	\$283,467	\$373,343
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$290,052	\$544,232

CAPITAL EXPENSES

Vehicle Purchase	\$162,055	-
Debt Servicing	-	-
Other	-	\$156,246
Total Capital Expenses	\$162,056	\$156,246

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$162,056	\$156,246
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$162,056	\$156,246

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	-	24,449
Total Vehicle Kilometres	-	43,249
Revenue Vehicle Hours	-	1,291
Total Vehicle Hours	-	3,987
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	1	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$21.81	2018-01-01	CUPE Local 855
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$27.31	2018-01-01	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	-	12	18
Other	-	-	-	-
Total	4	-		

Vehicle Ownership: Kawartha Lakes

Vehicle Maintenance: Kawartha Lakes

INDICATORS

Financial	2017	2018
R/C Ratio	2.3 %	1.6 %
Net Operating Cost / Capita	\$13.69	\$25.87
Total Expense / Passenger	\$16.91	\$29.68
Total Expense / Eligible Passenger	\$17.99	\$30.62
Transportation Expense / Passenger		
Dedicated Service	\$7.23	\$25.18
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$115.80
Operating		
Registrants / Capita	0.0075	0.0083
Passengers / Capita	0.8282	0.8852
Passengers / Registrants	109.97	107.22
Passengers / Revenue Hour (Dedicated Service)	-	14.20
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	1.33
Average Speed (Dedicated Service)	-	18.94

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	184		
Non-Ambulatory	64	Attendants	0
Other	0	Companions	0
Total	248	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	☐	\$5.00	\$5.00	-	-	-	
Student	☐	\$5.00	\$5.00	-	-	-	
Senior	☐	\$5.00	\$5.00	-	-	-	
Attendant	☐	\$5.00	\$5.00	-	-	-	
Companion	☐	\$5.00	\$5.00	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

Monday	07:00 to 17:00	Friday	07:00 to 17:00
Tuesday	07:00 to 17:00	Saturday	00:00 to 00:00
Wednesday	07:00 to 17:00	Sunday	00:00 to 00:00
Thursday	07:00 to 17:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 24

Booking Method: Phone call

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	3,206	3,488
Non-Ambulatory	1,407	2,326
Total	4,703	5,814
Attendants	265	581
Companions	-	83
Other	-	-
Total	265	664

Non-Dedicated Service

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

Total Eligible Passenger Trips	4,703	5,814
Total Support Person Trips	265	664
Total Trips	4,968	6,478

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,311	3,779
Reservation	1,200	1,744
On-Demand/Day-of	192	291
Total Trips Requested	4,757	5,878
Cancelled in Advance	25	18
Cancelled Late	12	25
No-Shows	14	12
Cancelled at Door	3	9

OPERATING EXPENSES

	2017	2018
Administration	\$25,909	\$29,290
Transportation Operations		
Internal Dedicated Service	\$56,326	\$54,255
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$27,834	\$14,613
Fuel and Energy Consumption	\$7,654	\$9,116
Total Operating Expenses	\$117,723	\$107,274

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$26,425	\$30,335
Other Revenue	\$12,990	\$21,170
Total Revenue	\$39,415	\$51,505

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$81,800	\$81,800
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$121,215	\$133,305

CAPITAL EXPENSES

Vehicle Purchase	-	\$118,148
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$118,148

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$118,148
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	-	\$118,148

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	31,934	29,148
Total Vehicle Kilometres	33,209	29,366
Revenue Vehicle Hours	2,150	2,030
Total Vehicle Hours	2,263	2,235

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	-	-
Dispatchers	1	-
Other Transport Operations	1	-
Mechanics	-	-
General Administration	1	-
Other	-	-
Total	3	4

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	2	-	5	6
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: City of Kenora

Vehicle Maintenance: City of Kenora

INDICATORS

Financial	2017	2018
R/C Ratio	33.5 %	48.0 %
Net Operating Cost / Capita	\$4.80	\$3.42
Total Expense / Passenger	\$23.70	\$16.56
Total Expense / Eligible Passenger	\$25.03	\$18.45
Transportation Expense / Passenger		
Dedicated Service	\$18.48	\$12.04
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$40.57	\$34.89

Operating

Registrants / Capita	0.0128	0.0152
Passengers / Capita	0.3048	0.3974
Passengers / Registrants	23.88	26.12
Passengers / Revenue Hour (Dedicated Service)	2.31	3.19
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.43	4.50
Average Speed (Dedicated Service)	14.85	14.36

Kingston, ON

Kingston Access Service

Contact Trevor 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	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	0	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:

Taxis only utilized during service delays such as vehicle breakdowns, or traffic delays.

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 have different hours, or no service.

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 0.5

Booking Method: Phone and email

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	46,323
Non-Ambulatory	-	35,954
Total	-	82,277
Attendants	-	16,226
Companions	-	383
Other	-	-
Total	-	16,609
Non-Dedicated Service		
Ambulatory	-	650
Non-Ambulatory	-	-
Total	-	650
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	82,927
Total Support Person Trips	-	16,609
Total Trips	-	99,536

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	42,250
Reservation	-	40,677
On-Demand/Day-of	-	-
Total Trips Requested	-	112,467
Cancelled in Advance	-	16,245
Cancelled Late	-	9,060
No-Shows	-	2,091
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	-	\$743,753
Transportation Operations		
Internal Dedicated Service	-	\$1,674,196
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	\$6,157
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$313,948
Fuel and Energy Consumption	-	\$314,637
Total Operating Expenses	-	\$3,052,691

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$216,645
Other Revenue	-	\$19,530
Total Revenue	-	\$236,175

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$87,819
Municipal Operating Contributions	-	\$2,962,297
Other Operating Contributions	-	\$2,575
Total Operating Revenues and Funding	-	\$3,052,691

CAPITAL EXPENSES

Vehicle Purchase	-	\$300,278
Debt Servicing	-	-
Other	-	\$14,000
Total Capital Expenses	-	\$314,278

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$314,278
Other Capital Contributions	-	-
Total Capital Funding	-	\$314,278

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	-	824,642
Total Vehicle Kilometres	-	824,642
Revenue Vehicle Hours	-	47,990
Total Vehicle Hours	-	47,990
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	14
Reservation Clerks	-	-
Dispatchers	5	2
Other Transport Operations	-	-
Mechanics	-	-
General Administration	4	-
Other	-	-
Total	29	16

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$22.71	2018-04-08	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	28	-	6	6
Low-floor	-	-	-	-
Other	-	-	-	-
Total	28	-		

Vehicle Ownership: Kingston Access Services

Vehicle Maintenance: Kingston Access Services

INDICATORS

Financial	2017	2018
R/C Ratio	0.0 %	7.7 %
Net Operating Cost / Capita	-	\$23.94
Total Expense / Passenger	-	\$30.67
Total Expense / Eligible Passenger	-	\$36.81
Transportation Expense / Passenger		
Dedicated Service	-	\$23.29
Non-Dedicated Service	-	\$9.47
Transportation Expense / Hour (Dedicated Service)	-	\$47.98
Operating		
Registrants / Capita	-	-
Passengers / Capita	-	0.8460
Passengers / Registrants	-	-
Passengers / Revenue Hour (Dedicated Service)	-	2.06
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	8.34
Average Speed (Dedicated Service)	-	17.18

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	1,356		
Non-Ambulatory	273	Attendants	437
Other	0	Companions	0
Total	1,629	Total	437

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		-	-	-	-	-	Dependent on distance
Child	☒	-	-	-	-	-	
Student	☒	-	-	-	-	-	
Senior	☒	-	-	-	-	-	Dependent on distance
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	00:00 to 00:00
Wednesday	06:30 to 22:00	Sunday	00:00 to 00:00
Thursday	06:30 to 22:00	Holiday	00:00 to 00:00

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	2017	2018
Ambulatory	16,281	16,950
Non-Ambulatory	938	749
Total	17,219	17,699
Attendants	3,089	3,337
Companions	-	-
Other	-	-
Total	3,089	3,337
Non-Dedicated Service		
Ambulatory	18	24
Non-Ambulatory	-	-
Total	18	24
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	17,237	17,723
Total Support Person Trips	3,089	3,337
Total Trips	20,326	21,060

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	16,827
Reservation	16,142	-
On-Demand/Day-of	849	885
Total Trips Requested	19,221	21,442
Cancelled in Advance	1,984	3,560
Cancelled Late	-	-
No-Shows	-	94
Cancelled at Door	168	-

OPERATING EXPENSES

	2017	2018
Administration	\$208,121	\$146,800
Transportation Operations		
Internal Dedicated Service	\$434,960	\$667,593
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$387	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$93,704	\$82,823
Fuel and Energy Consumption	\$70,047	\$76,120
Total Operating Expenses	\$807,219	\$973,336

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$426,535	\$489,376
Other Revenue	\$10,633	\$12,846
Total Revenue	\$437,168	\$502,222

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$646,724	\$266,413
Municipal Operating Contributions	\$91,300	\$204,701
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,175,192	\$973,336

CAPITAL EXPENSES

Vehicle Purchase	\$142,948	\$166,138
Debt Servicing	-	-
Other	\$12,521	-
Total Capital Expenses	\$155,469	\$166,138

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$88,441	\$166,138
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$88,441	\$166,138

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	400,000	679,734
Total Vehicle Kilometres	616,628	679,734
Revenue Vehicle Hours	8,000	-
Total Vehicle Hours	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	2	1
Other	-	-
Total	18	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	2017	2018
R/C Ratio	54.2 %	51.6 %
Net Operating Cost / Capita	\$4.77	\$6.07
Total Expense / Passenger	\$39.71	\$46.22
Total Expense / Eligible Passenger	\$46.83	\$54.92
Transportation Expense / Passenger		
Dedicated Service	\$29.48	\$39.29
Non-Dedicated Service	\$21.50	-
Transportation Expense / Hour (Dedicated Service)	\$48.55	-
Operating		
Registrants / Capita	0.0249	0.0266
Passengers / Capita	0.2620	0.2714
Passengers / Registrants	10.50	10.19
Passengers / Revenue Hour (Dedicated Service)	2.54	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	19.70	32.31
Average Speed (Dedicated Service)	50.00	-

Leamington [STS], ON

South Essex Community Council

Contact	Mark Wybenga	Population Served:	52,072	Ambulatory	372		
Title	Department Coordinator, Community Services	Service Area (km²):	759.5	Non-Ambulatory	218	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	590	Total	0

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

☒	Internal
☒	External

☐	Policy
☒	Recommendation
☐	Decision Making
☐	Other

ELIGIBILITY CRITERIA

☒	Cognitive
☒	Age
☒	Physical

☒	Sensory
☐	Environmental
☒	Other

☒	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: 2018-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$12.00	-	-	-	-	18+
Child	☐	\$12.00	-	-	-	-	8+ with parental escort
Student	☐	\$12.00	-	-	-	-	8+ with parental consent
Senior	☐	\$12.00	-	-	-	-	55+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: \$12 is general fare in tri-town area; \$19 to other municipalities in Essex County; \$28 to City of Windsor; before/after hours, weekends & holidays by cost-recovery rates

SERVICE HOURS / SCHEDULING

Monday	07:30 to 16:30	Friday	07:30 to 16:30
Tuesday	07:30 to 16:30	Saturday	00:00 to 00:00
Wednesday	07:30 to 16:30	Sunday	00:00 to 00:00
Thursday	07:30 to 16:30	Holiday	00:00 to 00:00

Other: before/after hours, weekends and select holidays by cost recovery

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 48

Booking Method: Phone in or fax request form

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	4,921	4,591
Non-Ambulatory	2,337	2,700
Total	7,258	7,291
Attendants	382	451
Companions	-	-
Other	-	-
Total	382	451
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,258	7,291
Total Support Person Trips	382	451
Total Trips	7,640	7,742

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,105	2,114
Reservation	5,081	5,104
On-Demand/Day-of	73	73
Total Trips Requested	3,663	7,626
Cancelled in Advance	251	198
Cancelled Late	106	56
No-Shows	-	19
Cancelled at Door	-	49

OPERATING EXPENSES

	2017	2018
Administration	\$11,369	\$13,976
Transportation Operations		
Internal Dedicated Service	\$220,721	\$224,905
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$21,058	\$11,790
Fuel and Energy Consumption	\$28,294	\$41,074
Total Operating Expenses	\$281,442	\$291,745

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$94,812	\$73,777
Other Revenue	\$2,040	\$331
Total Revenue	\$96,852	\$74,108

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$163,578	\$177,637
Municipal Operating Contributions	\$21,012	\$40,000
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$281,442	\$291,745

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	\$15,000
Other Capital Contributions	\$8,500	\$11,204
Total Capital Funding	\$124,267	\$26,204

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	119,265	121,979
Revenue Vehicle Hours	-	-
Total Vehicle Hours	5,314	4,739
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	1	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	-
Other	1	-
Total	4	7

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$20.45	2018-04-01	CUPE Local 4523
Reservation Clerks	-		
Dispatchers	\$20.18	2018-04-01	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 - 4
Vehicle Maintenance: South Essex Community Council

INDICATORS

Financial	2017	2018
R/C Ratio	34.4 %	25.4 %
Net Operating Cost / Capita	\$3.54	\$4.18
Total Expense / Passenger	\$36.84	\$37.68
Total Expense / Eligible Passenger	\$38.78	\$40.01
Transportation Expense / Passenger		
Dedicated Service	\$35.35	\$35.88
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$50.82	\$58.61
Operating		
Registrants / Capita	0.0115	0.0113
Passengers / Capita	0.1467	0.1487
Passengers / Registrants	12.75	13.12
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	5,906		
Non-Ambulatory	3,775	Attendants	0
Other	0	Companions	0
Total	9,681	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		-	-	-	-	-	
Child	☒	-	-	-	-	-	0-12
Student	☐	-	-	-	-	-	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	2017	2018
Ambulatory	165,223	174,177
Non-Ambulatory	85,115	89,727
Total	250,338	263,904
Attendants	25,145	32,620
Companions	-	-
Other	-	-
Total	25,145	32,620
Non-Dedicated Service		
Ambulatory	18,358	19,359
Non-Ambulatory	9,457	9,963
Total	27,815	29,322
Attendants	2,794	3,612
Companions	-	-
Other	-	-
Total	2,794	3,612
Total Eligible Passenger Trips	278,153	293,226
Total Support Person Trips	27,939	36,236
Total Trips	306,092	329,462

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	89,009	93,833
Reservation	169,674	175,471
On-Demand/Day-of	19,471	23,922
Total Trips Requested	338,093	-
Cancelled in Advance	36,716	19,935
Cancelled Late	10,014	13,284
No-Shows	5,285	6,885
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$136,646	\$139,379
Transportation Operations		
Internal Dedicated Service	\$947,975	\$1,129,800
Contract Dedicated Service	\$5,250,456	\$6,637,889
Contract Non-Dedicated Service	\$499,517	\$593,821
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$6,834,594	\$8,500,889

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$536,650	\$557,811
Other Revenue	-	-
Total Revenue	\$536,650	\$557,811

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,236,244	\$2,730,279
Municipal Operating Contributions	\$5,061,700	\$5,212,799
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$6,834,595	\$8,500,889

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	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	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	\$28.92	2018-04-01	-
Dispatchers	\$29.92	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	-	-	12
Small Buses	39	-	6	10
Low-floor	-	-	-	-
Other	-	-	-	-
Total	41	-		

Vehicle Ownership: Voyago

Vehicle Maintenance: Voyago

INDICATORS

Financial	2017	2018
R/C Ratio	7.9 %	6.6 %
Net Operating Cost / Capita	\$16.68	\$21.04
Total Expense / Passenger	\$22.33	\$25.80
Total Expense / Eligible Passenger	\$24.57	\$28.99
Transportation Expense / Passenger		
Dedicated Service	\$22.50	\$26.20
Non-Dedicated Service	\$16.32	\$18.03
Transportation Expense / Hour (Dedicated Service)	\$50.51	-

Operating

Registrants / Capita	0.0224	0.0256
Passengers / Capita	0.8108	0.8727
Passengers / Registrants	36.26	34.03
Passengers / Revenue Hour (Dedicated Service)	-	-
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): 273.0
 Main Community Served: Vermilion Bay, Minnitaki,
 Eagle River
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	40		
Non-Ambulatory	2	Attendants	1
Other	0	Companions	0
Total	42	Total	1

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		\$10.00	-	-	-	-	
Child	☐	\$10.00	-	-	-	-	
Student	☐	\$10.00	-	-	-	-	
Senior	☐	\$10.00	-	-	-	-	
Attendant	☐	\$10.00	-	-	-	-	
Companion	☐	\$10.00	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Phone

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	1,470	1,270
Non-Ambulatory	-	-
Total	1,470	1,270
Attendants	-	1,270
Companions	-	-
Other	-	-
Total	-	1,270
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,470	1,270
Total Support Person Trips	-	1,270
Total Trips	1,470	2,540

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	1,074	1,270
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$600	\$600
Transportation Operations		
Internal Dedicated Service	\$17,444	\$19,596
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$10,842	\$12,549
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$28,886	\$32,745

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$8,291	\$9,466
Other Revenue	-	-
Total Revenue	\$8,291	\$9,466

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$15,664	\$23,823
Municipal Operating Contributions	\$4,931	\$8,922
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$28,886	\$32,745

CAPITAL EXPENSES

Vehicle Purchase	-	\$101,465
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$101,465

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$46,407
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$64,059
Other Capital Contributions	-	-
Total Capital Funding	-	\$110,466

OPERATING STATISTICS

Dedicated Service	2017	2018
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	\$18.90	2018-01-01	
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	2017	2018
R/C Ratio	28.7 %	28.9 %
Net Operating Cost / Capita	\$20.43	\$23.09
Total Expense / Passenger	\$19.65	\$12.89
Total Expense / Eligible Passenger	\$19.65	\$25.78
Transportation Expense / Passenger		
Dedicated Service	\$19.24	\$12.66
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0427	0.0427
Passengers / Capita	1.4583	2.5198
Passengers / Registrants	34.19	59.07
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Meaford, ON

Meaford Specialized Transit Service

Contact Bradley 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	136		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	14
Total	136	Total	14

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: 2017-04-01

	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	00:00 to 00:00	Friday	10:00 to 18:00
Tuesday	10:00 to 18:00	Saturday	00:00 to 00:00
Wednesday	10:00 to 18:00	Sunday	00:00 to 00:00
Thursday	10:00 to 18:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 8

Booking Method: Telephone Bookings are received by Contracted Service Provider

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	53	286
Non-Ambulatory	1,223	1,040
Total	1,276	1,326
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	1,276	1,326
Total Support Person Trips	-	-
Total Trips	1,276	1,326

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	50	-
Reservation	40	-
On-Demand/Day-of	10	-
Total Trips Requested	1,276	1,326
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$2,482	\$2,300
Transportation Operations		
Internal Dedicated Service	\$28,109	-
Contract Dedicated Service	-	\$34,167
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$4,672	\$5,238
Fuel and Energy Consumption	\$3,818	\$3,500
Total Operating Expenses	\$39,081	\$45,205

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$4,024	\$3,544
Other Revenue	-	-
Total Revenue	\$4,024	\$3,544

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$3,627	\$4,159
Municipal Operating Contributions	\$31,429	\$37,502
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$39,080	\$45,205

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	2017	2018
Revenue Vehicle Kilometres	15,096	16,228
Total Vehicle Kilometres	15,096	16,228
Revenue Vehicle Hours	491	543
Total Vehicle Hours	855	1,022
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	-	6	2
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Municipality of Meaford

Vehicle Maintenance: Contractor

INDICATORS

Financial	2017	2018
R/C Ratio	10.3 %	7.8 %
Net Operating Cost / Capita	\$3.19	\$3.79
Total Expense / Passenger	\$30.63	\$34.09
Total Expense / Eligible Passenger	\$30.63	\$34.09
Transportation Expense / Passenger		
Dedicated Service	\$28.68	\$32.36
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$42.81	\$41.98
Operating		
Registrants / Capita	0.0079	0.0136
Passengers / Capita	0.1160	0.1205
Passengers / Registrants	14.67	8.84
Passengers / Revenue Hour (Dedicated Service)	2.60	2.44
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	11.83	12.24
Average Speed (Dedicated Service)	30.75	29.89

Midland, ON

Midland Accessible Transit

Contact Rick Ignas
 Title Transportation Manager
 Telephone 705-526-4321
 Email transportation@communityreach.ca

Population Served: 17,000
 Service Area (km²): 30.2
 Main Community Served: Town of Midland
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	302		
Non-Ambulatory	122	Attendants	24
Other	0	Companions	15
Total	424	Total	39

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:

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	-	-	-	-	18 to 64
Child	☐	\$1.75	-	-	-	-	6 and under
Student	☐	\$1.75	-	-	-	-	6 to 18
Senior	☐	\$1.75	-	-	-	-	65 plus
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: Child, Student, Youth, Senior 20 Rides for \$20, General Adult 20 rides for \$25

SERVICE HOURS / SCHEDULING

Monday	06:30 to 17:30	Friday	06:30 to 17:30
Tuesday	06:30 to 17:30	Saturday	08:30 to 16:30
Wednesday	06:30 to 17:30	Sunday	00:00 to 00:00
Thursday	06:30 to 17:30	Holiday	00:00 to 00:00

Other: At request by the Town of Midland

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 1

Booking Method: Phone or Email

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	4,588	7,422
Non-Ambulatory	2,054	2,823
Total	6,642	10,245
Attendants	151	134
Companions	-	30
Other	-	-
Total	151	164
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,642	10,245
Total Support Person Trips	151	164
Total Trips	6,793	10,409

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,987	3,037
Reservation	2,659	5,158
On-Demand/Day-of	996	2,050
Total Trips Requested	7,072	10,245
Cancelled in Advance	426	692
Cancelled Late	-	-
No-Shows	4	13
Cancelled at Door	10	-

OPERATING EXPENSES

	2017	2018
Administration	\$127,630	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	\$193,312
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$8,145
Fuel and Energy Consumption	-	\$9,031
Total Operating Expenses	\$127,630	\$210,488

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$16,111	\$14,956
Other Revenue	-	-
Total Revenue	\$16,111	\$14,956

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$40,000	-
Municipal Operating Contributions	\$71,519	\$199,482
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$127,630	\$214,438

CAPITAL EXPENSES

Vehicle Purchase	-	\$70,000
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$70,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	\$40,400
Municipal Capital Contributions	-	\$199,482
Other Capital Contributions	-	-
Total Capital Funding	-	\$239,882

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	56,898	72,416
Total Vehicle Kilometres	60,059	85,195
Revenue Vehicle Hours	5,731	5,437
Total Vehicle Hours	6,008	6,396
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	6
Reservation Clerks	-	2
Dispatchers	1	1
Other Transport Operations	-	-
Mechanics	-	1
General Administration	1	-
Other	-	-
Total	3	10

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$29.78	2018-01-01	OPSEU-Local 328

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$17.10	2018-01-01	
Reservation Clerks	\$14.00	2018-01-01	
Dispatchers	\$16.50	2018-01-01	
Mechanics	-		

VEHICLE DATA

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

Vehicle Ownership: Town of Midland

Vehicle Maintenance: Town of Midland

INDICATORS

Financial	2017	2018
R/C Ratio	12.6 %	7.1 %
Net Operating Cost / Capita	\$6.56	\$11.50
Total Expense / Passenger	\$18.79	\$20.22
Total Expense / Eligible Passenger	\$19.22	\$20.55
Transportation Expense / Passenger		
Dedicated Service	-	\$20.22
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$32.91

Operating

Registrants / Capita	0.0261	0.0272
Passengers / Capita	0.3996	0.6123
Passengers / Registrants	15.33	22.48
Passengers / Revenue Hour (Dedicated Service)	1.19	1.91
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.38	6.96
Average Speed (Dedicated Service)	9.93	13.32

Milton, ON

Milton access+

Contact Krista Short
 Title Transit Analyst
 Telephone 905-878-7252 x2182
 Email krista.short@milton.ca

Population Served: 120,230
 Service Area (km²): 380.0
 Main Community Served: Milton
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	537		
Non-Ambulatory	133	Attendants	76
Other	0	Companions	0
Total	670	Total	76

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:

Subcontracted taxi operations to fulfill majority of trip requests.

FARE STRUCTURE

Effective Date: 2018-01-02

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.75	\$3.00	-	-	\$81.00	20-64
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	\$3.75	\$2.10	-	-	\$52.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$3.75	-	-	-	-	

Other: CNIB = FREE

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 19:40
Wednesday	05:20 to 23:10	Sunday	00:00 to 00:00
Thursday	05:20 to 23:10	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 1

Booking Method: Telephone into a centralized reservationist

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	21,240
Non-Ambulatory	-	-
Total	19,691	21,240
Attendants	-	7,353
Companions	-	37
Other	-	-
Total	-	7,390
Total Eligible Passenger Trips	19,691	21,240
Total Support Person Trips	-	7,390
Total Trips	19,691	28,630

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

	2017	2018
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$415,372	\$542,913
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$415,372	\$542,913

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$51,395	\$59,759
Other Revenue	-	-
Total Revenue	\$51,395	\$59,759

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$363,977	\$483,154
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$415,372	\$501,037

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	2017	2018
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	2017	2018
R/C Ratio	12.4 %	11.0 %
Net Operating Cost / Capita	\$3.09	\$4.02
Total Expense / Passenger	\$21.09	\$18.96
Total Expense / Eligible Passenger	\$21.09	\$25.56
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	\$21.09	\$18.96
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0026	0.0062
Passengers / Capita	0.1673	0.2381
Passengers / Registrants	64.77	38.38
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	Heather Brethet	Population Served:	35,000	Ambulatory	462		
Title	General Manager	Service Area (km²):	274.2	Non-Ambulatory	0	Attendants	0
Telephone	905 729 0057 x1427	Main Community Served:	Alliston	Other	0	Companions	0
Email	Administrative Clerk	Other Communities Served:	Beeton, Tottenham & Tecumseth	Total	462	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:

Members contact Taxi company directly to schedule eligible trip; member pays taxi driver either \$3 or \$5 depending on destination and the Taxi company submits remaining amount to be remunerated by the Town.

FARE STRUCTURE

Effective Date: 2005-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	\$3 or \$5 based on distance
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	00:00 to 00:00
Wednesday	07:00 to 17:00	Sunday	00:00 to 00:00
Thursday	07:00 to 17:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: Directly to Taxi company

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	10,384	8,566
Non-Ambulatory	-	-
Total	10,384	8,566
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	10,384	8,566
Total Support Person Trips	-	-
Total Trips	10,384	8,566

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	8,566
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	-	-
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$152,780	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	\$116,848
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$152,780	\$116,848

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$35,018	\$27,753
Other Revenue	-	-
Total Revenue	\$35,018	\$27,753

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$117,762	\$140,000
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$152,780	\$167,753

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	2017	2018
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	2017	2018
R/C Ratio	22.9 %	23.8 %
Net Operating Cost / Capita	\$3.27	\$2.55
Total Expense / Passenger	\$14.71	\$13.64
Total Expense / Eligible Passenger	\$14.71	\$13.64
Transportation Expense / Passenger		
Dedicated Service	-	-
Non-Dedicated Service	-	\$13.64
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0556	0.0132
Passengers / Capita	0.2884	0.2447
Passengers / Registrants	5.19	18.54
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

Niagara Falls, ON

Niagara Chair-A-Van

Contact Jessica Sinkowski
 Title Customer Service Administrator
 Telephone 905-356-7461
 Email jsinkowski@niagarafalls.ca

Population Served: 88,071
 Service Area (km²): 212.0
 Main Community Served: Niagara Falls
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	399		
Non-Ambulatory	380	Attendants	227
Other	0	Companions	60
Total	779	Total	287

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: 2017-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	\$2.75	-	-	-	Under 65
Child	☒	-	-	-	-	-	0-5
Student	☐	\$2.75	-	-	-	-	
Senior	☐	\$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	06:00 to 23:00
Wednesday	06:00 to 23:00	Sunday	07:00 to 19:30
Thursday	06:00 to 23:00	Holiday	07:00 to 19:30

Other:

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 1

Booking Method: Phone, fax, email

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	17,197	16,914
Non-Ambulatory	6,285	6,638
Total	23,482	23,552
Attendants	1,644	1,639
Companions	97	155
Other	-	-
Total	1,741	1,794
Non-Dedicated Service		
Ambulatory	743	874
Non-Ambulatory	255	365
Total	998	1,239
Attendants	95	121
Companions	4	8
Other	-	-
Total	99	129
Total Eligible Passenger Trips	24,480	24,791
Total Support Person Trips	1,840	1,923
Total Trips	26,320	26,714

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	15,371	15,533
Reservation	9,109	9,258
On-Demand/Day-of	8,627	-
Total Trips Requested	33,107	35,859
Cancelled in Advance	4,693	5,412
Cancelled Late	2,752	2,979
No-Shows	300	369
Cancelled at Door	221	228

OPERATING EXPENSES

	2017	2018
Administration	\$16,103	\$17,885
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$472,200	\$507,280
Contract Non-Dedicated Service	\$19,800	\$20,909
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$117,937	\$155,411
Fuel and Energy Consumption	\$65,586	\$78,744
Total Operating Expenses	\$691,626	\$780,228

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$63,117	\$67,781
Other Revenue	-	-
Total Revenue	\$63,117	\$67,781

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$628,509	\$762,563
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$691,626	\$830,344

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	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	196,049	200,827
Revenue Vehicle Hours	10,573	10,718
Total Vehicle Hours	15,945	16,931
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	1	2
Dispatchers	1	2
Other Transport Operations	-	-
Mechanics	-	-
General Administration	1	1
Other	-	-
Total	3	21

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	\$15.60	2018-01-01	
Reservation Clerks	\$15.60	2018-01-01	
Dispatchers	\$18.20	2018-01-01	
Mechanics	-		

VEHICLE DATA

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

Vehicle Ownership: City of Niagara Falls

Vehicle Maintenance: City of Niagara Falls

INDICATORS

Financial	2017	2018
R/C Ratio	9.1 %	8.7 %
Net Operating Cost / Capita	\$7.14	\$8.09
Total Expense / Passenger	\$26.28	\$29.21
Total Expense / Eligible Passenger	\$28.25	\$31.47
Transportation Expense / Passenger		
Dedicated Service	\$26.00	\$29.25
Non-Dedicated Service	\$18.05	\$15.28
Transportation Expense / Hour (Dedicated Service)	\$41.12	\$43.79

Operating

Registrants / Capita	0.0276	0.0121
Passengers / Capita	0.2989	0.3033
Passengers / Registrants	10.83	25.06
Passengers / Revenue Hour (Dedicated Service)	2.39	2.36
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

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: Niagara Region
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	867	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		\$6.00	\$45.00	-	-	\$160.00	19-65
Child	☐	-	-	-	-	-	
Student	☐	\$5.00	\$40.00	-	-	\$130.00	6-18
Senior	☐	\$5.00	\$40.00	-	-	\$130.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	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	00:00 to 00:00
Thursday	07:00 to 22:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 48

Booking Method: Telephone and email

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	14,508	15,709
Non-Ambulatory	12,799	14,358
Total	27,307	30,067
Attendants	2,396	3,165
Companions	1,714	642
Other	-	-
Total	4,110	3,807

Non-Dedicated Service

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

Total Eligible Passenger Trips **27,307** **30,067**

Total Support Person Trips **4,110** **3,807**

Total Trips **31,417** **33,874**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	30,067
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	34,028	39,216
Cancelled in Advance	5,392	8,061
Cancelled Late	185	188
No-Shows	192	353
Cancelled at Door	412	547

OPERATING EXPENSES

	2017	2018
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$2,239,757	\$2,627,829
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$2,239,757	\$2,627,829

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$131,305	\$151,123
Other Revenue	-	-
Total Revenue	\$131,305	\$151,123

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$536,500	\$536,500
Municipal Operating Contributions	\$1,571,952	\$1,940,206
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,239,757	\$2,627,829

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	2017	2018
Revenue Vehicle Kilometres	633,440	749,548
Total Vehicle Kilometres	954,604	1,090,771
Revenue Vehicle Hours	15,356	22,531
Total Vehicle Hours	27,661	32,979

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	5
Reservation Clerks	-	4
Dispatchers	3	2
Other Transport Operations	-	-
Mechanics	2	-
General Administration	3	1
Other	-	-
Total	26	12

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$20.00		
Reservation Clerks	\$16.00		
Dispatchers	\$23.00		
Mechanics	\$28.00		

Contract Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$25.00		
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$35.00		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	1	-	4
Minivans	16	-	2	3
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	4	-	4	6
Total	20	1		

Vehicle Ownership: Contractor

Vehicle Maintenance: Contractor

INDICATORS

Financial	2017	2018
R/C Ratio	5.9 %	5.8 %
Net Operating Cost / Capita	\$4.71	\$5.53
Total Expense / Passenger	\$71.29	\$77.58
Total Expense / Eligible Passenger	\$82.02	\$87.40
Transportation Expense / Passenger		
Dedicated Service	\$71.29	\$77.58
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$80.97	\$79.68

Operating

Registrants / Capita	0.0046	0.0019
Passengers / Capita	0.0701	0.0756
Passengers / Registrants	15.18	39.07
Passengers / Revenue Hour (Dedicated Service)	2.05	1.50
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	20.16	22.13
Average Speed (Dedicated Service)	41.25	33.27

North Bay , ON

North Bay Para Bus

Contact Lucy Dubois
 Title Supervisor
 Telephone 705-474-0626 X 2289
 Email lucy.dubois@cityofnorthbay.ca

Population Served: 47,084
 Service Area (km²): 53.0
 Main Community Served: North Bay Para Bus
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	298		
Non-Ambulatory	233	Attendants	143
Other	4	Companions	0
Total	535	Total	143

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:

Accessible taxi and regular taxi used thwn buses are no longer on road

FARE STRUCTURE

Effective Date: 2018-01-01

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

Other: 10 for \$27.00 or school trips for \$13.52

SERVICE HOURS / SCHEDULING

Monday	07:00 to 23:30	Friday	07:00 to 23:00
Tuesday	07:00 to 23:30	Saturday	07:00 to 23:00
Wednesday	07:00 to 23:00	Sunday	09:00 to 18:30
Thursday	07:00 to 23:00	Holiday	09:00 to 18:30

Other: No service on certain holidays

Advanced Booking Notice (days): 60

Minimum Notice for Reservation (hours): 36

Booking Method: Phone, email, letter correspondence

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	10,843	11,028
Non-Ambulatory	9,601	10,003
Total	20,444	21,031
Attendants	2,810	2,877
Companions	-	-
Other	-	-
Total	2,810	2,877
Non-Dedicated Service		
Ambulatory	5,284	3,588
Non-Ambulatory	1,540	1,357
Total	6,824	4,945
Attendants	318	363
Companions	-	-
Other	-	-
Total	318	363
Total Eligible Passenger Trips	27,268	25,976
Total Support Person Trips	3,128	3,240
Total Trips	30,396	29,216

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	14,331	12,762
Reservation	-	-
On-Demand/Day-of	12,656	12,893
Total Trips Requested	40,123	39,142
Cancelled in Advance	8,894	9,040
Cancelled Late	4,019	4,199
No-Shows	481	217
Cancelled at Door	23	31

OPERATING EXPENSES

	2017	2018
Administration	\$21,909	\$12,578
Transportation Operations		
Internal Dedicated Service	\$436,530	\$424,708
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$81,512	-
Contract Taxi Scrip	-	\$62,519
Vehicle and Facility Maintenance	\$112,931	\$111,049
Fuel and Energy Consumption	\$50,829	\$58,488
Total Operating Expenses	\$703,711	\$669,342

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$91,646	\$76,274
Other Revenue	\$5,179	\$10,310
Total Revenue	\$96,825	\$86,584

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$606,886	\$582,758
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$703,711	\$669,342

CAPITAL EXPENSES

Vehicle Purchase	\$60,565	\$228,394
Debt Servicing	-	-
Other	\$52	-
Total Capital Expenses	\$60,617	\$228,394

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$26	\$57,053
Provincial Capital Contributions	-	\$42,000
Municipal Capital Contributions	\$60,591	\$129,341
Other Capital Contributions	-	-
Total Capital Funding	\$60,617	\$228,394

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	158,110	106,171
Total Vehicle Kilometres	158,110	123,485
Revenue Vehicle Hours	9,913	10,329
Total Vehicle Hours	9,913	10,329
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	5
Reservation Clerks	-	-
Dispatchers	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	\$19.00	2018-10-01	0
Reservation Clerks	-		
Dispatchers	\$17.50	2018-10-01	
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	-	-	-	-
Low-floor	2	-	3	4
Other	3	-	5	8
Total	6	-		

Vehicle Ownership: City of North Bay

Vehicle Maintenance: City of North Bay

INDICATORS

Financial	2017	2018
R/C Ratio	13.8 %	12.9 %
Net Operating Cost / Capita	\$12.89	\$12.38
Total Expense / Passenger	\$23.15	\$22.91
Total Expense / Eligible Passenger	\$25.81	\$25.77
Transportation Expense / Passenger		
Dedicated Service	\$25.81	\$24.86
Non-Dedicated Service	\$11.41	\$11.78
Transportation Expense / Hour (Dedicated Service)	\$60.56	\$57.53

Operating

Registrants / Capita	0.0124	0.0144
Passengers / Capita	0.6456	0.6205
Passengers / Registrants	52.14	43.09
Passengers / Revenue Hour (Dedicated Service)	2.35	2.31
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.80	4.44
Average Speed (Dedicated Service)	15.95	10.28

North Perth, ON

VON Perth Huron

Contact Jennifer O'Grady
 Title Program Coordinator
 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	250		
Non-Ambulatory	65	Attendants	85
Other	0	Companions	0
Total	315	Total	85

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:
 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	☐	\$5.00	-	-	-	-	
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	00:00 to 00:00
Wednesday	08:00 to 17:00	Sunday	09:00 to 12:00
Thursday	08:00 to 17:00	Holiday	00:00 to 00:00

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, an integrated transportation system for Perth and Huron counties with all bookings taken by a centralized EasyRide office in Stratford and web-based scheduling software Trapeze Novus utilized by all of the agencies involved.

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	6,049	5,861
Non-Ambulatory	1,042	1,020
Total	7,091	6,881
Attendants	750	736
Companions	-	-
Other	-	-
Total	750	736

Non-Dedicated Service

Ambulatory	954	802
Non-Ambulatory	-	-
Total	954	802
Attendants	48	26
Companions	-	-
Other	-	-
Total	48	26

Total Eligible Passenger Trips **8,045** **7,683**

Total Support Person Trips **798** **762**

Total Trips **8,843** **8,445**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,310	5,224
Reservation	2,575	2,382
On-Demand/Day-of	160	77
Total Trips Requested	9,988	9,599
Cancelled in Advance	1,033	1,587
Cancelled Late	360	-
No-Shows	-	-
Cancelled at Door	550	329

OPERATING EXPENSES

	2017	2018
Administration	\$12,340	\$18,998
Transportation Operations		
Internal Dedicated Service	\$70,194	\$69,144
Contract Dedicated Service	-	\$101
Contract Non-Dedicated Service	\$19,639	\$18,625
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$6,170	\$8,647
Fuel and Energy Consumption	\$8,391	\$9,872
Total Operating Expenses	\$116,734	\$125,386

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$86,588	\$83,458
Other Revenue	-	-
Total Revenue	\$86,588	\$83,458

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$30,146	\$41,928
Municipal Operating Contributions	-	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$116,734	\$125,386

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	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	37,569	37,818
Revenue Vehicle Hours	-	-
Total Vehicle Hours	2,526	2,448

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-
Non-Accessible Service		
Total Vehicle Kilometres	51,929	48,103
Total Vehicle Hours	1,354	1,257

EMPLOYEE DATA

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

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$14.00	2018-01-01	
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	1	-	1	3
Small Buses	1	-	4	14
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: VON Perth Huron - non-profit organization

Vehicle Maintenance: VON Perth Huron - non-profit organization

INDICATORS

Financial	2017	2018
R/C Ratio	74.2 %	66.6 %
Net Operating Cost / Capita	\$2.30	\$3.19
Total Expense / Passenger	\$13.20	\$14.85
Total Expense / Eligible Passenger	\$14.51	\$16.32
Transportation Expense / Passenger		
Dedicated Service	\$10.81	\$11.52
Non-Dedicated Service	\$19.60	\$22.49
Transportation Expense / Hour (Dedicated Service)	\$33.55	\$35.85

Operating

Registrants / Capita	0.0283	0.0305
Passengers / Capita	0.6735	0.6432
Passengers / Registrants	23.84	21.11
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: 201,200
 Service Area (km²): 103.5
 Main Community Served: Town of Oakville
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	2,750		
Non-Ambulatory	622	Attendants	750
Other	0	Companions	0
Total	3,372	Total	750

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	\$3.00	-	-	\$125.00	20 to 64 years
Child	☐	-	-	-	-	-	Children 0-5 years of age ride for free when accompanied by a fare paying adult.
Student	☐	\$3.75	\$2.30	-	-	\$80.00	
Senior	☐	\$3.75	\$1.90	-	-	\$60.00	65 years and over
Attendant	☐	-	-	-	-	-	When accompanying someone with a disability who has an identified medical requirement for support.
Companion	☐	-	-	-	-	-	Person accompanying approved applicant.

Other: Companion pay a fare according to age.

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: On Demand self-serve booking service by phone, online or with the Amble mobile app.

REMARKS

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.
 Accessibility Advisory Committee for the Town of Oakville - not a specific committee for Para Transit.
 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 at half the price - The Halton Region pays half the cost.
 There are no discounts on cash fares.

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	36,716	45,728
Non-Ambulatory	15,001	16,947
Total	51,717	62,675
Attendants	3,909	6,734
Companions	2,210	4,743
Other	-	-
Total	6,119	11,477
Non-Dedicated Service		
Ambulatory	66,673	62,942
Non-Ambulatory	4,798	2,735
Total	71,471	65,677
Attendants	3,786	4,393
Companions	2,581	2,881
Other	-	-
Total	6,367	7,274
Total Eligible Passenger Trips	123,188	128,352
Total Support Person Trips	12,486	18,751
Total Trips	135,674	147,103

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	40,652	42,356
Reservation	64,057	66,743
On-Demand/Day-of	18,478	19,253
Total Trips Requested	135,674	147,103
Cancelled in Advance	8,270	8,600
Cancelled Late	-	-
No-Shows	2,363	3,249
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$463,878	\$681,478
Transportation Operations		
Internal Dedicated Service	\$1,615,569	\$1,883,508
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,254,132	\$1,158,808
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$188,871	\$286,399
Fuel and Energy Consumption	\$115,956	\$167,255
Total Operating Expenses	\$3,638,406	\$4,177,450

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$288,200	\$318,046
Other Revenue	\$1,889	-
Total Revenue	\$290,089	\$318,046

Federal Operating Contributions	-	\$354,400
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$3,348,317	\$3,505,004
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$3,638,406	\$4,177,450

CAPITAL EXPENSES

Vehicle Purchase	-	\$434,410
Debt Servicing	-	-
Other	\$442,603	\$241,531
Total Capital Expenses	\$442,603	\$675,944

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$279,950	\$272,662
Provincial Capital Contributions	\$189,418	\$163,424
Municipal Capital Contributions	\$52,000	\$27,000
Other Capital Contributions	\$81,622	\$507,636
Total Capital Funding	\$602,990	\$970,722

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	493,823	712,205
Total Vehicle Kilometres	539,312	712,205
Revenue Vehicle Hours	27,921	38,585
Total Vehicle Hours	30,492	39,443
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	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	4	2
Mechanics	-	-
General Administration	-	-
Other	2	-
Total	23	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	\$31.36	2018-02-01	Unifor 1256
Reservation Clerks	\$34.77	2018-02-01	CUPE 1329
Dispatchers	-		
Mechanics	\$37.42	2018-02-01	Unifor 1256

VEHICLE DATA

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

Vehicle Ownership: Municipal Transit System

Vehicle Maintenance: Municipal Transit System

INDICATORS

Financial	2017	2018
R/C Ratio	8.0 %	7.6 %
Net Operating Cost / Capita	\$17.61	\$19.18
Total Expense / Passenger	\$26.82	\$28.40
Total Expense / Eligible Passenger	\$29.54	\$32.55
Transportation Expense / Passenger		
Dedicated Service	\$33.20	\$31.52
Non-Dedicated Service	\$16.11	\$15.88
Transportation Expense / Hour (Dedicated Service)	\$62.98	\$59.25

Operating

Registrants / Capita	0.0214	0.0205
Passengers / Capita	0.7137	0.7311
Passengers / Registrants	33.32	35.69
Passengers / Revenue Hour (Dedicated Service)	2.07	1.92
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.54	9.60
Average Speed (Dedicated Service)	17.69	18.46

Orillia, ON

Orillia Wheelchair Limousine Service

Contact Jeff Hunter
 Title Manager, Constrution 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	607	Attendants	132
Other	0	Companions	0
Total	607	Total	132

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): 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		\$2.25	-	-	-	\$53.00	
Child	☐	\$2.25	-	-	-	\$53.00	
Student	☐	\$2.25	-	-	-	\$53.00	
Senior	☐	\$2.25	-	-	-	\$53.00	
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	00:00 to 00:00

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: phone

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	-
Non-Ambulatory	6,191	6,751
Total	6,191	6,751
Attendants	357	303
Companions	-	-
Other	-	-
Total	357	303
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	6,191	6,751
Total Support Person Trips	357	303
Total Trips	6,548	7,054

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	5,004
Reservation	3,709	1,914
On-Demand/Day-of	2,590	-
Total Trips Requested	-	-
Cancelled in Advance	242	358
Cancelled Late	-	-
No-Shows	98	122
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$275,090	\$317,136
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$275,090	\$317,136

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$11,051	\$12,145
Other Revenue	\$500	\$500
Total Revenue	\$11,551	\$12,645

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$263,539	\$304,491
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$275,090	\$317,136

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	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	6,314	5,144
Total Vehicle Hours	6,314	5,144
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	2017	2018
R/C Ratio	4.2 %	4.0 %
Net Operating Cost / Capita	\$8.46	\$9.77
Total Expense / Passenger	\$42.01	\$44.96
Total Expense / Eligible Passenger	\$44.43	\$46.98
Transportation Expense / Passenger		
Dedicated Service	\$42.01	\$44.96
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$43.57	\$61.65
Operating		
Registrants / Capita	0.0385	0.0237
Passengers / Capita	0.2101	0.2263
Passengers / Registrants	5.45	9.55
Passengers / Revenue Hour (Dedicated Service)	1.04	1.37
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: 991,429
 Service Area (km²): 2,778.0
 Main Community Served: Ottawa
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	7,442		
Non-Ambulatory	2,789	Attendants	0
Other	0	Companions	0
Total	10,231	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: Blocks of client trips are sent to the private contractor. The contractor is responsible for dispatching appropriate resources to provide the booked trips.

FARE STRUCTURE

Effective Date: 2018-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.50	\$3.45	-	-	\$116.50	
Child	☐	\$1.80	\$1.75	-	-	-	6-12
Student	☐	-	-	-	-	-	
Senior	☐	\$2.65	\$2.60	-	-	\$44.50	65+
Attendant	☒	-	-	-	-	-	
Companion	☐	\$3.50	\$3.45	-	-	-	

Other: Child 5 and under ride free. Access and community pass \$43.25 monthly, \$1.75 on Presto (no cash discount), Rural Fare: \$9.25

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): 1

Minimum Notice for Reservation (hours): 0

Booking Method: By Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	273,753	228,107
Non-Ambulatory	99,318	124,803
Total	373,071	352,910
Attendants	24,029	24,438
Companions	26,946	24,076
Other	10,854	-
Total	61,829	48,514
Non-Dedicated Service		
Ambulatory	398,230	440,518
Non-Ambulatory	70,713	106,997
Total	468,943	547,515
Attendants	25,222	27,293
Companions	26,941	29,654
Other	-	10,775
Total	52,163	67,722
Total Eligible Passenger Trips	842,014	900,425
Total Support Person Trips	113,992	116,236
Total Trips	956,006	1,016,661

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	509,418	484,062
Reservation	306,493	376,454
On-Demand/Day-of	26,102	27,580
Total Trips Requested	1,003,303	1,047,090
Cancelled in Advance	55,793	53,231
Cancelled Late	96,140	105,754
No-Shows	24,649	28,227
Cancelled at Door	-	32,470

OPERATING EXPENSES

	2017	2018
Administration	\$3,610,218	\$3,827,774
Transportation Operations		
Internal Dedicated Service	\$13,631,438	\$11,623,557
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$12,855,684	\$15,483,461
Contract Taxi Scrip	\$342,566	\$339,572
Vehicle and Facility Maintenance	\$2,815,022	\$2,972,564
Fuel and Energy Consumption	\$1,007,499	\$1,023,934
Total Operating Expenses	\$34,262,427	\$35,270,862

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,267,903	\$2,309,830
Other Revenue	\$21,050	\$16,380
Total Revenue	\$2,288,953	\$2,326,210

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$31,973,474	\$32,944,652
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$34,262,427	\$35,270,862

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	-
Other	\$85,528	\$78,029
Total Capital Expenses	\$85,528	\$78,029

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$85,528	\$78,029
Other Capital Contributions	-	-
Total Capital Funding	\$85,528	\$78,029

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	3,778,875	3,836,453
Total Vehicle Kilometres	4,311,874	4,634,629
Revenue Vehicle Hours	194,174	184,883
Total Vehicle Hours	194,174	184,883
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	165	-
Reservation Clerks	-	-
Dispatchers	27	7
Other Transport Operations	-	-
Mechanics	12	-
General Administration	9	-
Other	7	-
Total	220	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	2017	2018
R/C Ratio	6.7 %	6.6 %
Net Operating Cost / Capita	\$32.65	\$33.23
Total Expense / Passenger	\$35.84	\$34.69
Total Expense / Eligible Passenger	\$40.69	\$39.17
Transportation Expense / Passenger		
Dedicated Service	\$40.13	\$38.91
Non-Dedicated Service	\$25.33	\$25.72
Transportation Expense / Hour (Dedicated Service)	\$89.89	\$84.49

Operating

Registrants / Capita	0.0104	0.0103
Passengers / Capita	0.9763	1.0255
Passengers / Registrants	93.46	99.37
Passengers / Revenue Hour (Dedicated Service)	2.24	2.17
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.69	9.56
Average Speed (Dedicated Service)	19.46	20.75

Owen Sound, ON

Owen Sound Transit

Contact Cassandra Cesco
 Title Supervisor of Environmental Services
 Telephone 519-376-4440 x3223
 Email ccesco@owensound.ca

Population Served: 2,203
 Service Area (km²): 23.7
 Main Community Served: City of Owen Sound
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	106
Other	0	Companions	0
Total	0	Total	106

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	☒	-	-	-	-	\$40.00	0-5
Student	☐	\$2.00	-	-	-	\$35.00	Student Card
Senior	☐	\$3.00	-	-	-	\$55.00	65+
Attendant	☒	-	-	-	-	-	Registered
Companion	☐	\$3.00	-	-	-	-	

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	00:00 to 00:00
Thursday	06:30 to 18:30	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 30

Minimum Notice for Reservation (hours): 24

Booking Method: Through appointment by the contractor (First Student)

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	3,856	5,420
Non-Ambulatory	1,905	1,755
Total	5,761	7,175
Attendants	658	-
Companions	-	-
Other	-	-
Total	658	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	5,761	7,175
Total Support Person Trips	658	702
Total Trips	6,419	7,877

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	6,238	8,097
Cancelled in Advance	397	796
Cancelled Late	-	-
No-Shows	68	91
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$35,889	\$36,485
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$224,421	\$229,423
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	\$19,035	\$19,949
Total Operating Expenses	\$279,345	\$285,857

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,459	\$11,017
Other Revenue	-	-
Total Revenue	\$17,459	\$11,017

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$261,888	\$274,840
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$279,347	\$285,857

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	2017	2018
Revenue Vehicle Kilometres	35,635	38,910
Total Vehicle Kilometres	37,415	40,850
Revenue Vehicle Hours	3,395	3,610
Total Vehicle Hours	3,545	3,775
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	1
Reservation Clerks	-	1
Dispatchers	1	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	-
Other	-	-
Total	4	2

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	\$19.48	2019-04-01	
Reservation Clerks	-		
Dispatchers	\$18.50	2019-04-01	
Mechanics	\$24.00	2019-04-01	

VEHICLE DATA

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

Vehicle Ownership: First Student Canada, one in service and one spare

Vehicle Maintenance: First Student Canada

INDICATORS

Financial	2017	2018
R/C Ratio	6.3 %	3.9 %
Net Operating Cost / Capita	\$118.88	\$124.76
Total Expense / Passenger	\$43.52	\$36.29
Total Expense / Eligible Passenger	\$48.49	\$39.84
Transportation Expense / Passenger		
Dedicated Service	\$37.93	\$34.76
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$68.68	\$66.06
Operating		
Registrants / Capita	0.0567	0.0481
Passengers / Capita	2.9138	3.5756
Passengers / Registrants	51.35	74.31
Passengers / Revenue Hour (Dedicated Service)	1.89	1.99
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.55	5.42
Average Speed (Dedicated Service)	10.50	10.78

Parry Sound, ON

WPSDCSS - 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:	West Parry Sound District
Email	ltaylor@belvedereheights.com	Other Communities Served:	Archipelago, Carling, Magnetawan, McDougall, Mckellar Seguin, Whitestone

ACTIVE REGISTRANTS

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

ADVISORY COMMITTEE

☒ Internal
☒ External

☐ Policy
☒ Recommendation
☒ Decision Making
☒ Other

ELIGIBILITY CRITERIA

☒ Cognitive
☒ Age
☒ Physical

☒ Sensory
☒ Environmental
☐ Other

☒ 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: 2018-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		-	-	-	-	-	Fare based on distance
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	08:00 to 16:00
Wednesday	08:00 to 16:00	Sunday	08:00 to 16:00
Thursday	08:00 to 16:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 0

Booking Method: We request one week in advance by phone. However we try to accommodate all requests.

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	6,099	-
Non-Ambulatory	1,901	-
Total	8,000	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,000	7,249
Total Support Person Trips	-	-
Total Trips	8,000	7,249

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	7,664	-
Reservation	-	-
On-Demand/Day-of	336	-
Total Trips Requested	10,836	8,000
Cancelled in Advance	2,000	-
Cancelled Late	232	-
No-Shows	52	-
Cancelled at Door	52	-

OPERATING EXPENSES

	2017	2018
Administration	\$26,090	-
Transportation Operations		
Internal Dedicated Service	\$53,262	-
Contract Dedicated Service	-	\$58,518
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$58,992	\$203,659
Fuel and Energy Consumption	\$88,492	-
Total Operating Expenses	\$226,836	\$262,178

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$167,391	\$245,838
Other Revenue	-	-
Total Revenue	\$167,391	\$245,838

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$59,450	\$80,774
Municipal Operating Contributions	-	-
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$226,841	\$326,612

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	2017	2018
Revenue Vehicle Kilometres	256,200	-
Total Vehicle Kilometres	256,200	-
Revenue Vehicle Hours	9,150	-
Total Vehicle Hours	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	10	-	-	-
Minivans	-	-	-	-
Vans	3	1	4	-
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	13	1		

Vehicle Ownership: Town of Parry Sound - 1 CSS - 2

Vehicle Maintenance: CSS

INDICATORS

Financial	2017	2018
R/C Ratio	73.8 %	93.8 %
Net Operating Cost / Capita	\$1.39	\$0.38
Total Expense / Passenger	\$28.35	\$36.17
Total Expense / Eligible Passenger	\$28.35	\$36.17
Transportation Expense / Passenger		
Dedicated Service	\$25.09	-
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$21.94	-
Operating		
Registrants / Capita	0.0135	-
Passengers / Capita	0.1868	0.1693
Passengers / Registrants	13.82	-
Passengers / Revenue Hour (Dedicated Service)	0.87	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	32.03	-
Average Speed (Dedicated Service)	28.00	-

Peel Region, ON

TransHelp

Contact Matthew Finlay
 Title Analyst
 Telephone 905-791-1015 x7515
 Email matthew.finlay@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	5,065		
Non-Ambulatory	2,156	Attendants	1,483
Other	298	Companions	1,341
Total	7,519	Total	2,824

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	2017	2018
Ambulatory	141,729	144,640
Non-Ambulatory	137,799	137,166
Total	279,528	281,806
Attendants	32,752	32,356
Companions	28,453	29,628
Other	49,918	34,638
Total	111,123	96,622
Non-Dedicated Service		
Ambulatory	160,116	224,588
Non-Ambulatory	28,884	31,525
Total	189,000	256,113
Attendants	20,263	23,411
Companions	14,368	21,061
Other	26,460	23,200
Total	61,091	67,672
Total Eligible Passenger Trips	468,528	537,919
Total Support Person Trips	172,214	164,294
Total Trips	640,742	702,213

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	224,638	256,569
Reservation	339,726	387,806
On-Demand/Day-of	-	-
Total Trips Requested	561,948	645,425
Cancelled in Advance	56,117	63,439
Cancelled Late	5,947	7,311
No-Shows	6,673	8,236
Cancelled at Door	4,464	5,371

OPERATING EXPENSES

	2017	2018
Administration	\$3,186,534	\$3,768,074
Transportation Operations		
Internal Dedicated Service	\$7,882,098	\$7,770,680
Contract Dedicated Service	\$5,593,757	\$6,031,073
Contract Non-Dedicated Service	\$4,611,823	\$7,061,701
Contract Taxi Scrip	\$251,066	\$218,517
Vehicle and Facility Maintenance	\$1,857,373	\$2,133,859
Fuel and Energy Consumption	\$444,213	\$429,694
Total Operating Expenses	\$23,826,864	\$27,413,598

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,043,734	\$2,256,332
Other Revenue	\$51,427	\$23,180
Total Revenue	\$2,095,161	\$2,279,512

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$831,838	\$798,528
Municipal Operating Contributions	\$20,899,105	\$24,335,557
Other Operating Contributions	\$760	-
Total Operating Revenues and Funding	\$23,826,864	\$27,413,597

CAPITAL EXPENSES

Vehicle Purchase	\$17	-
Debt Servicing	-	-
Other	\$10,445,712	\$7,710,028
Total Capital Expenses	\$10,445,746	\$7,710,028

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$11,292,364	\$6,988,259
Provincial Capital Contributions	\$20,002	-
Municipal Capital Contributions	\$527,022	\$721,769
Other Capital Contributions	-	-
Total Capital Funding	\$11,839,388	\$7,710,028

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	3,591,219	3,628,072
Total Vehicle Kilometres	4,277,661	4,256,417
Revenue Vehicle Hours	170,025	168,269
Total Vehicle Hours	198,279	194,178
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	1,232,492	1,267,740
Total Vehicle Hours	57,504	55,677
Non-Accessible Service		
Total Vehicle Kilometres	1,588,442	2,461,742
Total Vehicle Hours	46,177	61,666

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	50	26
Reservation Clerks	-	-
Dispatchers	6	-
Other Transport Operations	4	-
Mechanics	3	-
General Administration	23	-
Other	6	5
Total	92	31

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$26.80	2018-04-01	CUPE 966
Reservation Clerks	-		
Dispatchers	\$34.16	2018-04-01	
Mechanics	\$31.71	2018-04-01	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	-	269	-	4
Minivans	57	165	1	3
Vans	25	-	4	4
Small Buses	64	-	4	4
Low-floor	-	-	-	-
Other	-	-	-	-
Total	146	434		

Vehicle Ownership: TransHelp, contractor

Vehicle Maintenance: TransHelp, Contract Services

INDICATORS

Financial	2017	2018
R/C Ratio	8.8 %	8.3 %
Net Operating Cost / Capita	\$15.73	\$18.19
Total Expense / Passenger	\$37.19	\$39.04
Total Expense / Eligible Passenger	\$50.85	\$50.96
Transportation Expense / Passenger		
Dedicated Service	\$40.39	\$43.25
Non-Dedicated Service	\$19.44	\$22.48
Transportation Expense / Hour (Dedicated Service)	\$79.57	\$84.28

Operating

Registrants / Capita	0.0069	0.0075
Passengers / Capita	0.4637	0.5082
Passengers / Registrants	66.86	67.89
Passengers / Revenue Hour (Dedicated Service)	2.30	2.25
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.19	9.59
Average Speed (Dedicated Service)	21.12	21.56

Pembroke, ON

Pembroke Handi-Bus

Contact Dan Callaghan
 Title Manager
 Telephone 613-735-6998
 Email pembrokehandibus@hotmail.com

Population Served: 24,800
 Service Area (km²): 91.2
 Main Community Served: City of Pembroke
 Other Communities Served: Laurentian Valley Twsp ,
 Town of PetawawaTown
 of Petawawa

ACTIVE REGISTRANTS

Ambulatory	296		
Non-Ambulatory	143	Attendants	0
Other	0	Companions	0
Total	439	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: 2015-01-02

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$6.00	\$6.00	\$6.00	\$6.00	-	
Child	☐	\$6.00	\$6.00	\$6.00	\$6.00	-	
Student	☐	\$6.00	\$6.00	\$6.00	\$6.00	-	
Senior	☐	\$6.00	\$6.00	\$6.00	\$6.00	-	
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	00:00 to 00:00
Wednesday	07:00 to 17:00	Sunday	00:00 to 00:00
Thursday	07:00 to 17:00	Holiday	00:00 to 00:00

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	2017	2018
Ambulatory	5,854	5,880
Non-Ambulatory	2,966	2,195
Total	8,820	8,075
Attendants	1,382	960
Companions	-	-
Other	-	-
Total	1,382	960
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,820	8,075
Total Support Person Trips	1,382	960
Total Trips	10,202	9,035

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	8,820	9,035
Cancelled in Advance	147	232
Cancelled Late	-	-
No-Shows	38	108
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$94,539	\$95,092
Transportation Operations		
Internal Dedicated Service	\$99,710	\$100,662
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$42,736	\$61,107
Fuel and Energy Consumption	\$16,308	\$19,763
Total Operating Expenses	\$253,293	\$276,624

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$63,071	\$58,686
Other Revenue	-	-
Total Revenue	\$63,071	\$58,686

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$118,000	\$125,000
Municipal Operating Contributions	\$37,500	\$37,500
Other Operating Contributions	\$42,015	\$62,191
Total Operating Revenues and Funding	\$260,586	\$283,377

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	2017	2018
Revenue Vehicle Kilometres	65,005	61,342
Total Vehicle Kilometres	65,005	61,342
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	-	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	2017	2018
R/C Ratio	24.9 %	21.2 %
Net Operating Cost / Capita	\$7.67	\$8.79
Total Expense / Passenger	\$24.83	\$30.62
Total Expense / Eligible Passenger	\$28.72	\$34.26
Transportation Expense / Passenger		
Dedicated Service	\$15.56	\$20.09
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0183	0.0177
Passengers / Capita	0.4114	0.3643
Passengers / Registrants	22.47	20.58
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.37	6.79
Average Speed (Dedicated Service)	-	-

Perth East, ON

Perth East Transportation

Contact Darlene Raycraft
 Title Finance and Business Manager
 Telephone 519-595-8121 x 101
 Email dmrayment@knollcrestlodge.com

Population Served: 12,000
 Service Area (km²): 171.0
 Main Community Served: Perth East
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	685		
Non-Ambulatory	51	Attendants	58
Other	0	Companions	0
Total	736	Total	58

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: 2018-12-31

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.50	-	-	-	-	
Child	☐	\$5.50	-	-	-	-	
Student	☐	\$5.50	-	-	-	-	
Senior	☐	\$5.50	-	-	-	-	
Attendant	☐	-	-	-	-	-	Client cannot travel alone.
Companion	☐	\$5.50	-	-	-	-	
Other:	Fees vary based on distance travelled.						

SERVICE HOURS / SCHEDULING

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

Other: As requested, based on driver availability.

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	8,019	9,266
Non-Ambulatory	595	664
Total	8,614	9,930
Attendants	509	705
Companions	-	-
Other	-	-
Total	509	705
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	8,614	9,930
Total Support Person Trips	509	705
Total Trips	9,123	10,635

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,428	2,323
Reservation	5,106	6,047
On-Demand/Day-of	2,080	1,560
Total Trips Requested	9,854	10,721
Cancelled in Advance	1,026	1,314
Cancelled Late	-	-
No-Shows	10	17
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$4,597	\$5,361
Transportation Operations		
Internal Dedicated Service	\$91,458	\$101,164
Contract Dedicated Service	\$850	\$978
Contract Non-Dedicated Service	\$5,612	\$2,913
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$20,843	\$15,673
Fuel and Energy Consumption	\$24,744	\$25,692
Total Operating Expenses	\$148,104	\$151,781

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$65,382	\$65,253
Other Revenue	-	-
Total Revenue	\$65,382	\$65,253

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$57,997	\$61,842
Municipal Operating Contributions	\$7,500	\$7,500
Other Operating Contributions	\$17,225	\$17,186
Total Operating Revenues and Funding	\$148,104	\$151,781

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	2017	2018
Revenue Vehicle Kilometres	92,538	96,136
Total Vehicle Kilometres	93,710	97,353
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	3
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	1
Other	-	-
Total	1	4

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$17.42	2018-04-14	
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	-	-
Small Buses	2	-	4	18
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	1		

Vehicle Ownership: Knollcrest Lodge - Community Outreach Services (2); Township of Perth East (1)

Vehicle Maintenance: Knollcrest Lodge - Community Outreach Services (3)

INDICATORS

Financial	2017	2018
R/C Ratio	44.2 %	43.0 %
Net Operating Cost / Capita	\$6.89	\$7.21
Total Expense / Passenger	\$16.23	\$14.27
Total Expense / Eligible Passenger	\$17.19	\$15.29
Transportation Expense / Passenger		
Dedicated Service	\$15.12	\$13.49
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.0590	0.0662
Passengers / Capita	0.7602	0.8862
Passengers / Registrants	12.89	13.39
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	10.14	9.04
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: 81,032
 Service Area (km²): 67.4
 Main Community Served: City Of Peterborough
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	541		
Non-Ambulatory	531	Attendants	206
Other	0	Companions	0
Total	1,072	Total	206

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): 2

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	-	-	-	\$60.00	
Child	☐	\$2.50	-	-	-	\$40.00	2-12
Student	☐	\$2.50	-	-	-	\$55.00	High School Only
Senior	☐	\$2.50	-	-	-	\$40.00	65+
Attendant	☐	\$2.50	-	-	-	\$60.00	
Companion	☒	\$2.50	-	-	-	-	Free with pass

Other: CNIB and veterans are free with proper identification

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	2017	2018
Ambulatory	18,130	13,393
Non-Ambulatory	13,129	12,866
Total	31,529	26,259
Attendants	4,332	1,239
Companions	-	-
Other	1,611	-
Total	5,943	1,239
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	31,529	26,259
Total Support Person Trips	5,943	1,239
Total Trips	37,472	27,498

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	9,690	8,140
Reservation	21,256	17,331
On-Demand/Day-of	313	788
Total Trips Requested	-	44,038
Cancelled in Advance	3,744	6,925
Cancelled Late	-	364
No-Shows	801	1,218
Cancelled at Door	247	4,278

OPERATING EXPENSES

	2017	2018
Administration	\$138,440	\$830,708
Transportation Operations		
Internal Dedicated Service	\$705,003	\$405,997
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$413	-
Contract Taxi Scrip	-	\$237
Vehicle and Facility Maintenance	\$298,137	\$140,277
Fuel and Energy Consumption	\$103,794	\$112,863
Total Operating Expenses	\$1,245,787	\$1,490,082

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$100,788	\$121,250
Other Revenue	-	-
Total Revenue	\$100,788	\$121,250

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$169,400	\$169,400
Municipal Operating Contributions	\$975,599	\$1,199,432
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,245,787	\$1,490,082

CAPITAL EXPENSES

Vehicle Purchase	-	\$667,808
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$667,808

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$337,500
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$330,308
Other Capital Contributions	-	-
Total Capital Funding	-	\$667,808

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	258,189	239,332
Total Vehicle Kilometres	271,778	265,924
Revenue Vehicle Hours	17,706	16,811
Total Vehicle Hours	18,638	18,679
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	2
Reservation Clerks	1	1
Dispatchers	-	1
Other Transport Operations	-	-
Mechanics	1	1
General Administration	1	1
Other	-	-
Total	12	6

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.69	2018-07-01	ATU 3120
Reservation Clerks	\$30.83	2018-12-31	CUPE 126
Dispatchers	-		
Mechanics	\$32.15	2018-12-31	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	11	-	4	6
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	11	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Municipality

INDICATORS

Financial	2017	2018
R/C Ratio	8.1 %	8.1 %
Net Operating Cost / Capita	\$14.14	\$16.89
Total Expense / Passenger	\$33.25	\$54.19
Total Expense / Eligible Passenger	\$39.51	\$56.75
Transportation Expense / Passenger		
Dedicated Service	\$29.54	\$23.97
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$59.39	\$35.29

Operating

Registrants / Capita	0.0185	0.0158
Passengers / Capita	0.4626	0.3393
Passengers / Registrants	24.98	21.52
Passengers / Revenue Hour (Dedicated Service)	2.12	1.64
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	6.89	8.70
Average Speed (Dedicated Service)	14.58	14.24

Peterborough County, ON

Caremobile

Contact Anne Trudel-Inglis
 Title Program coordinator
 Telephone 705-775-3083 ext. 205
 Email atrudel-inglis@commcareptbo.org

Population Served: 81,032
 Service Area (km²): 3,769.3
 Main Community Served: Peterborough County
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	34		
Non-Ambulatory	44	Attendants	50
Other	0	Companions	0
Total	78	Total	50

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: 2018-04-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$22.00	\$22.00	-	-	\$200.00	18+
Child	☐	-	-	-	-	-	
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: We also have a higher fare tier based on proximity.

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 90

Minimum Notice for Reservation (hours): 24

Booking Method: Called in either by client, family member or staff at a retirement home/LTC home.

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	1,344	1,918
Non-Ambulatory	784	724
Total	2,128	2,642
Attendants	372	91
Companions	-	21
Other	-	-
Total	372	112
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,128	2,642
Total Support Person Trips	372	112
Total Trips	2,500	2,754

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,854	2,246
Reservation	274	344
On-Demand/Day-of	-	52
Total Trips Requested	2,420	3,018
Cancelled in Advance	226	175
Cancelled Late	-	175
No-Shows	2	2
Cancelled at Door	2	-

OPERATING EXPENSES

	2017	2018
Administration	\$4,126	\$8,484
Transportation Operations		
Internal Dedicated Service	\$86,276	\$91,425
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$19,987	\$6,517
Fuel and Energy Consumption	\$13,397	\$13,212
Total Operating Expenses	\$123,786	\$119,638

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$24,848	\$20,849
Other Revenue	\$425	\$286
Total Revenue	\$25,273	\$21,135

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$63,571	\$64,676
Municipal Operating Contributions	\$34,638	\$33,770
Other Operating Contributions	\$304	\$57
Total Operating Revenues and Funding	\$123,786	\$119,638

CAPITAL EXPENSES

Vehicle Purchase	\$25,086	\$18,935
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$25,086	\$18,935

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$25,086	\$18,935
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$25,086	\$18,935

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	37,499	45,308
Total Vehicle Kilometres	74,998	77,598
Revenue Vehicle Hours	2,000	2,000
Total Vehicle Hours	4,000	4,000
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	77,598
Total Vehicle Hours	-	4,000
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	-	2
Other	-	-
Total	-	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$24.89	2018-04-01	
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	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	2017	2018
R/C Ratio	20.4 %	17.7 %
Net Operating Cost / Capita	\$1.22	\$1.22
Total Expense / Passenger	\$49.51	\$43.44
Total Expense / Eligible Passenger	\$58.17	\$45.28
Transportation Expense / Passenger		
Dedicated Service	\$47.86	\$40.36
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$29.92	\$27.79
Operating		
Registrants / Capita	0.0018	0.0016
Passengers / Capita	0.0309	0.0340
Passengers / Registrants	17.61	21.52
Passengers / Revenue Hour (Dedicated Service)	1.25	1.38
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	15.00	16.45
Average Speed (Dedicated Service)	18.75	22.65

Port Hope, ON

ROLLS Service

Contact Dave Beckett
 Title Transportation Manager
 Telephone 905-885-2414 x4103
 Email dbeckett@porthope.ca

Population Served: 12,350
 Service Area (km²): 13.1
 Main Community Served: Port Hope
 Other Communities Served: Cobourg

ACTIVE REGISTRANTS

Ambulatory	210		
Non-Ambulatory	96	Attendants	0
Other	0	Companions	153
Total	306	Total	153

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: 2014-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.00	\$2.00	-	-	\$50.00	
Child	☒	-	-	-	-	-	
Student	☐	\$1.50	\$1.50	-	-	\$30.00	
Senior	☐	\$1.50	\$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	00:00 to 00:00
Thursday	07:00 to 20:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Phone in

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	2,379
Non-Ambulatory	-	1,113
Total	2,933	3,492
Attendants	-	-
Companions	153	255
Other	-	-
Total	153	255
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,933	3,492
Total Support Person Trips	153	255
Total Trips	3,086	3,747

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	3,907	3,907
On-Demand/Day-of	-	-
Total Trips Requested	5,581	4,640
Cancelled in Advance	542	568
Cancelled Late	142	56
No-Shows	153	332
Cancelled at Door	137	192

OPERATING EXPENSES

	2017	2018
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$105,548	\$83,559
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	\$6,030	\$7,182
Total Operating Expenses	\$111,578	\$90,741

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$2,459	\$3,115
Other Revenue	-	-
Total Revenue	\$2,459	\$3,115

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$109,119	\$87,864
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$111,578	\$90,979

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	2017	2018
Revenue Vehicle Kilometres	11,242	-
Total Vehicle Kilometres	18,796	19,244
Revenue Vehicle Hours	-	-
Total Vehicle Hours	757	720
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	4	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	6	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	\$15.00	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	2017	2018
R/C Ratio	2.2 %	3.4 %
Net Operating Cost / Capita	\$8.84	\$7.10
Total Expense / Passenger	\$36.16	\$24.22
Total Expense / Eligible Passenger	\$38.04	\$25.99
Transportation Expense / Passenger		
Dedicated Service	\$36.16	\$24.22
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$147.40	\$126.03

Operating

Registrants / Capita	0.0514	0.0372
Passengers / Capita	0.2499	0.3034
Passengers / Registrants	4.86	8.16
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	3.64	-
Average Speed (Dedicated Service)	-	-

Prince Edward County, ON

Prince Edward County

Contact Shelly Ackers
 Title Executive Director
 Telephone 613-392-9640
 Email shelly.ackers@quinteaccess.org

Population Served: 25,490
 Service Area (km²): 1,048.3
 Main Community Served: Prince Edward County
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	633		
Non-Ambulatory	557	Attendants	80
Other	0	Companions	15
Total	1,190	Total	95

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: 2016-06-01

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

Other: Zonal Fares: \$5 OW Picton to Picton, Wellington to Wellington, etc

SERVICE HOURS / SCHEDULING

Monday	07:30 to 16:30	Friday	07:30 to 16:30
Tuesday	07:30 to 16:30	Saturday	00:00 to 00:00
Wednesday	07:30 to 16:30	Sunday	00:00 to 00:00
Thursday	07:30 to 16:30	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: Called in, fax or email

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	7,468	8,474
Non-Ambulatory	2,178	3,087
Total	9,646	11,561
Attendants	726	138
Companions	-	-
Other	-	-
Total	726	138

Non-Dedicated Service

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

Total Eligible Passenger Trips **9,646** **11,561**

Total Support Person Trips **726** **138**

Total Trips **10,372** **11,699**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,305	7,668
Reservation	3,858	3,492
On-Demand/Day-of	483	263
Total Trips Requested	11,610	13,007
Cancelled in Advance	1,125	455
Cancelled Late	-	800
No-Shows	58	25
Cancelled at Door	42	142

OPERATING EXPENSES

	2017	2018
Administration	\$17,322	\$77,202
Transportation Operations		
Internal Dedicated Service	\$206,115	\$130,405
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$223,437	\$207,607

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$68,042	\$61,504
Other Revenue	-	-
Total Revenue	\$68,042	\$61,504

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$66,094	\$97,980
Municipal Operating Contributions	\$84,301	\$43,123
Other Operating Contributions	\$5,000	\$5,000
Total Operating Revenues and Funding	\$223,437	\$207,607

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	2017	2018
Revenue Vehicle Kilometres	92,349	93,817
Total Vehicle Kilometres	133,314	152,171
Revenue Vehicle Hours	2,248	2,411
Total Vehicle Hours	4,518	4,911

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	2017	2018
R/C Ratio	30.5 %	29.6 %
Net Operating Cost / Capita	\$6.10	\$5.73
Total Expense / Passenger	\$21.54	\$17.75
Total Expense / Eligible Passenger	\$23.16	\$17.96
Transportation Expense / Passenger		
Dedicated Service	\$19.87	\$11.15
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$45.62	\$26.55

Operating

Registrants / Capita	0.0412	0.0504
Passengers / Capita	0.4069	0.4590
Passengers / Registrants	9.87	9.10
Passengers / Revenue Hour (Dedicated Service)	4.61	4.85
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.90	8.02
Average Speed (Dedicated Service)	41.08	38.91

Quinte West, ON

Quinte Access Transportation

Contact Shelly Ackers
 Title Executive Director
 Telephone 613-392-9640
 Email shelly.ackers@quinteaccess.org

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	2,047		
Non-Ambulatory	1,102	Attendants	302
Other	0	Companions	41
Total	3,149	Total	343

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		\$2.00	\$2.00	\$2.00	\$2.00	\$30.00	
Child	☒	-	-	-	-	-	Preschool
Student	☐	-	-	-	-	-	
Senior	☐	\$2.00	\$2.00	\$2.00	\$2.00	\$30.00	55+
Attendant	☒	-	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other: Outside of Conventional transit coverage rates are on a zonal fare structure and range from \$5-\$17 for a one way trip

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	00:00 to 00:00
Thursday	05:15 to 20:00	Holiday	00:00 to 00:00

Other: Service available outside of these hours on demand

Advanced Booking Notice (days): 0

Minimum Notice for Reservation (hours): 24

Booking Method: phone, fax, email

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	23,285	28,479
Non-Ambulatory	6,699	9,450
Total	29,984	37,929
Attendants	1,914	2,023
Companions	-	-
Other	-	-
Total	1,914	2,023
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	29,984	37,929
Total Support Person Trips	1,914	2,023
Total Trips	31,898	39,952

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	13,493	10,587
Reservation	14,691	26,314
On-Demand/Day-of	1,800	1,028
Total Trips Requested	35,889	42,813
Cancelled in Advance	3,562	1,487
Cancelled Late	-	2,638
No-Shows	64	223
Cancelled at Door	255	318

OPERATING EXPENSES

	2017	2018
Administration	\$198,104	\$123,650
Transportation Operations		
Internal Dedicated Service	\$356,808	\$491,742
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$76,975	\$71,186
Fuel and Energy Consumption	\$90,335	\$99,406
Total Operating Expenses	\$722,222	\$785,983

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$156,264	\$167,890
Other Revenue	-	-
Total Revenue	\$156,264	\$167,890

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$228,684	\$308,634
Municipal Operating Contributions	\$219,587	\$242,659
Other Operating Contributions	\$117,687	\$66,799
Total Operating Revenues and Funding	\$722,222	\$785,983

CAPITAL EXPENSES

Vehicle Purchase	\$278,439	\$51,795
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$278,439	\$51,795

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	\$24,929	-
Federal Capital Contributions	\$113,775	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$114,735	\$26,795
Other Capital Contributions	\$25,000	\$25,000
Total Capital Funding	\$278,439	\$51,795

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	308,368	421,475
Total Vehicle Kilometres	405,508	463,193
Revenue Vehicle Hours	8,998	10,147
Total Vehicle Hours	17,856	16,492
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	15	6
Reservation Clerks	1	1
Dispatchers	1	1
Other Transport Operations	-	-
Mechanics	-	-
General Administration	2	3
Other	-	-
Total	19	11

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	\$17.75	2018-01-01	
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
Cars	-	-	-	-
Minivans	5	-	1	3
Vans	-	-	-	-
Small Buses	6	-	4	18
Low-floor	1	-	3	12
Other	-	-	-	-
Total	12	-		

Vehicle Ownership: City of Quinte West

Vehicle Maintenance: Quinte Access Transportation

INDICATORS

Financial	2017	2018
R/C Ratio	21.6 %	21.4 %
Net Operating Cost / Capita	\$10.48	\$11.44
Total Expense / Passenger	\$22.64	\$19.67
Total Expense / Eligible Passenger	\$24.09	\$20.72
Transportation Expense / Passenger		
Dedicated Service	\$16.43	\$16.58
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$29.35	\$40.16

Operating

Registrants / Capita	0.0599	0.0646
Passengers / Capita	0.5906	0.7397
Passengers / Registrants	9.86	11.44
Passengers / Revenue Hour (Dedicated Service)	3.55	3.94
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	9.67	10.55
Average Speed (Dedicated Service)	34.27	41.54

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, Greater Madawaska, Horton, Whitewater Region

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	\$6.00	\$6.00	-	
Child	☐	\$6.00	\$6.00	\$6.00	\$6.00	-	
Student	☐	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	
Senior	☐	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	
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	00:00 to 00:00

Other: Dialysis & other medical appointments - on demand as required

Advanced Booking Notice (days): 90

Minimum Notice for Reservation (hours): 0

Booking Method: By telephone, fax, in person, LTC Facilities Online
 Booking Agents

REMARKS

1. Number of Registrants: based on estimates only due to no automated system for tracking. 2. Operating Statistics: revenue vehicle hours and km vs deadhead ratio has been estimated to be 65% / 35%. 3. Service area population and size base on Stats Canada 2011 census. 4. Revenue vehicles for dedicated service - stretcher vehicle is dedicated to stretcher transfer service (STS) vehicle (surplus ambulance vehicle accommodates 2 stretcher clients). 5. Support persons not tracked.

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	27,505	31,241
Non-Ambulatory	7,894	7,782
Total	35,399	39,023
Attendants	3,612	3,992
Companions	-	-
Other	-	-
Total	3,612	3,992
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	35,399	39,023
Total Support Person Trips	3,612	3,992
Total Trips	39,011	43,015

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	23,009	25,365
Reservation	8,850	9,756
On-Demand/Day-of	3,540	3,902
Total Trips Requested	35,399	39,023
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$142,101	\$141,318
Transportation Operations		
Internal Dedicated Service	\$591,675	\$650,357
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$62,270	\$57,322
Fuel and Energy Consumption	\$80,086	\$91,978
Total Operating Expenses	\$876,132	\$940,975

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$549,147	\$568,318
Other Revenue	\$32,269	\$32,269
Total Revenue	\$581,416	\$600,587

Federal Operating Contributions	-	\$69,139
Provincial Operating Contributions	\$157,787	\$162,041
Municipal Operating Contributions	\$17,050	\$17,050
Other Operating Contributions	\$170,235	\$92,158
Total Operating Revenues and Funding	\$926,488	\$940,975

CAPITAL EXPENSES

Vehicle Purchase	\$51,307	\$74,558
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$51,307	\$74,558

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$51,307	\$74,558
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$51,307	\$74,558

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	312,332	308,788
Total Vehicle Kilometres	480,511	475,058
Revenue Vehicle Hours	13,398	13,714
Total Vehicle Hours	20,613	21,098
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	10	-	2	4
Vans	1	-	3	5
Small Buses	1	-	4	10
Low-floor	-	-	-	-
Other	1	-	-	2
Total	13	-		

Vehicle Ownership: Non-profit organization

Vehicle Maintenance: Non-profit organization

INDICATORS

Financial	2017	2018
R/C Ratio	66.4 %	63.8 %
Net Operating Cost / Capita	\$10.94	\$12.63
Total Expense / Passenger	\$22.46	\$21.88
Total Expense / Eligible Passenger	\$24.75	\$24.11
Transportation Expense / Passenger		
Dedicated Service	\$18.82	\$18.59
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$35.61	\$37.90

Operating

Registrants / Capita	0.0278	0.0278
Passengers / Capita	1.4475	1.5961
Passengers / Registrants	52.01	57.35
Passengers / Revenue Hour (Dedicated Service)	2.91	3.14
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.01	7.18
Average Speed (Dedicated Service)	23.31	22.52

Sarnia, ON

Samia Care A Van

Contact Andrew Savor
 Title Transit Superintendent
 Telephone 519-336-3271
 Email andrew.savor@sarnia.ca

Population Served: 72,125
 Service Area (km²): 167.3
 Main Community Served: City of Sarnia
 Other Communities Served: Village of Point Edward

ACTIVE REGISTRANTS

Ambulatory	0		
Non-Ambulatory	0	Attendants	0
Other	0	Companions	0
Total	0	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: 2018-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	\$73.00	over age 12
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
Attendant	☐	-	-	-	-	-	
Companion	☐	-	-	-	-	-	
Other:	semester college 173						

SERVICE HOURS / SCHEDULING

Monday	06:30 to 22:30	Friday	06:30 to 22:30
Tuesday	06:30 to 22:30	Saturday	08:00 to 22:30
Wednesday	06:30 to 22:30	Sunday	09:00 to 18:30
Thursday	06:30 to 22:30	Holiday	00:00 to 00:00

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 \$407, Point Edward contract revenue \$30,450.11, Point Edward Ridership 575, Point Edward registrants for 2017 = 39

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	18,796	17,283
Non-Ambulatory	11,700	10,294
Total	30,496	27,577
Attendants	1,066	155
Companions	97	-
Other	-	-
Total	1,163	155
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	30,496	27,577
Total Support Person Trips	1,163	155
Total Trips	31,659	27,732

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	15,248	17,317
Reservation	14,638	9,618
On-Demand/Day-of	610	-
Total Trips Requested	35,959	34,561
Cancelled in Advance	3,839	3,784
Cancelled Late	-	1,174
No-Shows	461	719
Cancelled at Door	-	355

OPERATING EXPENSES

	2017	2018
Administration	\$70,639	\$869,294
Transportation Operations		
Internal Dedicated Service	\$467,774	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$183,088	\$217,602
Fuel and Energy Consumption	\$53,656	\$132,271
Total Operating Expenses	\$775,157	\$1,219,167

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$83,626	\$83,626
Other Revenue	-	\$25,172
Total Revenue	\$83,626	\$108,798

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$94,184	\$94,184
Municipal Operating Contributions	\$597,347	\$1,016,185
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$775,157	\$1,219,167

CAPITAL EXPENSES

Vehicle Purchase	-	\$560,000
Debt Servicing	-	-
Other	\$112,717	\$737,727
Total Capital Expenses	\$112,717	\$1,297,727

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$112,717	\$280,000
Municipal Capital Contributions	-	\$1,017,727
Other Capital Contributions	-	-
Total Capital Funding	\$112,717	\$1,297,727

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	189,492	189,212
Total Vehicle Kilometres	189,492	189,212
Revenue Vehicle Hours	13,097	13,878
Total Vehicle Hours	13,097	13,878
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	1	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	8	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.26	2018-01-01	Unifor L127
Reservation Clerks	-		
Dispatchers	\$36.73	2018-01-01	CUPE 3690
Mechanics	\$31.77	2018-01-01	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	-	-	-	-
Small Buses	3	-	3	16
Low-floor	4	-	2	4
Other	1	-	1	3
Total	8	-		

Vehicle Ownership: Municipal Transit System

Vehicle Maintenance: Municipal Transit System

INDICATORS

Financial	2017	2018
R/C Ratio	10.8 %	8.9 %
Net Operating Cost / Capita	\$9.59	\$15.40
Total Expense / Passenger	\$24.48	\$43.96
Total Expense / Eligible Passenger	\$25.42	\$44.21
Transportation Expense / Passenger		
Dedicated Service	\$22.25	\$12.62
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$53.79	\$25.21
Operating		
Registrants / Capita	0.0361	-
Passengers / Capita	0.4389	0.3845
Passengers / Registrants	12.16	-
Passengers / Revenue Hour (Dedicated Service)	2.42	2.00
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.99	6.82
Average Speed (Dedicated Service)	14.47	13.63

Sault Ste Marie, ON

Sault Ste Marie Para Transit

Contact Nicole Maione
 Title Manager Transit & Parking
 Telephone 705-759-5434
 Email n.maione@cityssm.on.ca

Population Served: 69,900
 Service Area (km²): 223.5
 Main Community Served: Sault Ste Marie
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	1,245		
Non-Ambulatory	1,918	Attendants	0
Other	0	Companions	0
Total	3,163	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:
 Booked through Parabus Dispatch

FARE STRUCTURE

Effective Date: 2018-01-02

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.85	-	-	-	\$66.00	
Child	☒	-	-	-	-	-	12 and under when riding with an Adult
Student	☐	-	-	-	-	-	
Senior	☐	\$2.85	-	-	-	\$56.00	60 and over
Attendant	☐	-	-	-	-	-	
Companion	☐	-	\$2.85	-	-	-	
Other:	40 passes for Adult/Youth/Senior						

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: Closed Jan 1, Good Friday, Victoria Day

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 1

Booking Method: Call centre and booked with Trapeze Novus via phone, e-mail or text net.

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	11,633	11,404
Non-Ambulatory	17,690	19,637
Total	29,323	31,041
Attendants	3,270	2,621
Companions	-	-
Other	-	-
Total	3,270	2,621
Non-Dedicated Service		
Ambulatory	11,213	13,251
Non-Ambulatory	-	-
Total	11,213	13,251
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	40,536	44,292
Total Support Person Trips	3,270	2,621
Total Trips	43,806	46,913

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	51,317	-
Cancelled in Advance	3,426	-
Cancelled Late	-	-
No-Shows	601	791
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$756,101	\$805,376
Transportation Operations		
Internal Dedicated Service	\$66,907	\$5,765
Contract Dedicated Service	\$219,218	\$228,405
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$65,689
Fuel and Energy Consumption	\$96,205	\$124,021
Total Operating Expenses	\$1,138,431	\$1,229,256

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$68,719	\$74,212
Other Revenue	-	-
Total Revenue	\$68,719	\$74,212

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$311,130	\$311,130
Municipal Operating Contributions	\$758,583	\$843,914
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$1,138,432	\$1,229,256

CAPITAL EXPENSES

Vehicle Purchase	\$348,019	-
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$348,019	-

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$348,019	-
Other Capital Contributions	-	-
Total Capital Funding	\$348,019	-

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	258,926	266,411
Total Vehicle Kilometres	258,926	266,411
Revenue Vehicle Hours	17,426	18,010
Total Vehicle Hours	17,426	18,010
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	\$26.63	2018-02-01	ATU LOCAL 1767
Reservation Clerks	\$26.37	2018-02-01	CUPE LOCAL 67
Dispatchers	\$27.47	2018-02-01	CUPE LOCAL 67
Mechanics	\$29.67	2018-02-01	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 Mechanics - 2251

INDICATORS

Financial	2017	2018
R/C Ratio	6.0 %	6.0 %
Net Operating Cost / Capita	\$15.30	\$16.52
Total Expense / Passenger	\$25.99	\$26.20
Total Expense / Eligible Passenger	\$28.08	\$27.75
Transportation Expense / Passenger		
Dedicated Service	\$11.73	\$12.59
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$21.94	\$23.54
Operating		
Registrants / Capita	0.0419	0.0453
Passengers / Capita	0.6267	0.6711
Passengers / Registrants	14.95	14.83
Passengers / Revenue Hour (Dedicated Service)	1.87	1.87
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.94	7.91
Average Speed (Dedicated Service)	14.86	14.79

Schreiber, ON

Schreiber Terrace Bay Handitransit

Contact	Don McArthur	Population Served:	2,690	Ambulatory	93		
Title	CAO/Clerk	Service Area (km²):	187.8	Non-Ambulatory	12	Attendants	3
Telephone	807-824-2711 x225	Main Community Served:	Schreiber	Other	0	Companions	2
Email	cao@schreiber.ca	Other Communities Served:	Terrace Bay	Total	105	Total	5

ACTIVE REGISTRANTS

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	-	-	-	-	medical
Child	☐	\$3.00	-	-	-	-	medical
Student	☐	\$3.00	-	-	-	-	medical
Senior	☐	\$3.00	-	-	-	-	over 55
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	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	2017	2018
Ambulatory	1,406	1,542
Non-Ambulatory	596	579
Total	2,002	2,121
Attendants	-	-
Companions	1	13
Other	-	-
Total	1	13
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	2,002	2,121
Total Support Person Trips	1	13
Total Trips	2,003	2,134

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	2,106
Reservation	1,999	-
On-Demand/Day-of	3	15
Total Trips Requested	2,002	2,148
Cancelled in Advance	-	15
Cancelled Late	-	-
No-Shows	16	8
Cancelled at Door	-	6

OPERATING EXPENSES

	2017	2018
Administration	\$47,806	\$685
Transportation Operations		
Internal Dedicated Service	-	\$45,204
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$3,168
Fuel and Energy Consumption	-	\$5,641
Total Operating Expenses	\$47,806	\$54,698

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,062	\$8,035
Other Revenue	-	-
Total Revenue	\$7,062	\$8,035

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$41,870	\$46,663
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$48,932	\$54,698

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	\$22,472
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$84,369	\$22,472

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	15,158	20,954
Total Vehicle Kilometres	21,255	29,156
Revenue Vehicle Hours	374	384
Total Vehicle Hours	495	539
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	\$25.25	2018-09-01	
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	5
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	1	-		

Vehicle Ownership: Township of Schreiber

Vehicle Maintenance: Township of Schreiber

INDICATORS

Financial	2017	2018
R/C Ratio	14.8 %	14.7 %
Net Operating Cost / Capita	\$13.72	\$17.35
Total Expense / Passenger	\$23.87	\$25.63
Total Expense / Eligible Passenger	\$23.88	\$25.79
Transportation Expense / Passenger		
Dedicated Service	-	\$25.31
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$100.21
Operating		
Registrants / Capita	0.0505	0.0409
Passengers / Capita	0.6744	0.7933
Passengers / Registrants	13.35	19.40
Passengers / Revenue Hour (Dedicated Service)	5.36	5.56
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.57	9.82
Average Speed (Dedicated Service)	40.53	54.57

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	6		
Non-Ambulatory	2	Attendants	0
Other	0	Companions	2
Total	8	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:

Daily scheduled service 8 am - 5 pm with on demand as requested. ie. flex route

FARE STRUCTURE

Effective Date: 2018-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$4.00	\$2.90	-	-	-	> 13
Child	☐	\$1.00	-	-	-	-	< 13
Student	☐	-	-	-	-	-	
Senior	☐	\$4.00	\$2.90	-	-	-	
Attendant	☒	-	-	-	-	-	
Companion	☒	-	-	-	-	-	Free

Other:

SERVICE HOURS / SCHEDULING

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

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	2017	2018
Ambulatory	4,491	9,716
Non-Ambulatory	660	804
Total	5,151	10,520
Attendants	-	-
Companions	660	-
Other	-	-
Total	660	-

Non-Dedicated Service

Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	125
Companions	-	-
Other	-	-
Total	-	125

Total Eligible Passenger Trips **5,151** **10,520**

Total Support Person Trips **660** **125**

Total Trips **5,811** **10,645**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	1,940
Reservation	-	-
On-Demand/Day-of	-	8,580
Total Trips Requested	-	10,530
Cancelled in Advance	-	-
Cancelled Late	-	-
No-Shows	-	-
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$18,518	\$74,993
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$8,088	\$9,384
Fuel and Energy Consumption	\$7,349	\$15,945
Total Operating Expenses	\$33,955	\$100,321

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,018	\$48,607
Other Revenue	\$17,569	\$7,170
Total Revenue	\$38,587	\$55,776

Federal Operating Contributions	-	\$37,862
Provincial Operating Contributions	\$7,498	-
Municipal Operating Contributions	\$10,000	\$31,600
Other Operating Contributions	\$11,723	\$10,300
Total Operating Revenues and Funding	\$67,808	\$135,539

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	\$20,000	-
Other Capital Contributions	-	-
Total Capital Funding	\$40,433	-

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	-
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	-	33,470
Total Vehicle Hours	-	2,240
Non-Accessible Service		
Total Vehicle Kilometres	-	33,470
Total Vehicle Hours	-	2,240

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	\$24.00	2018-01-01	
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	2	-	2	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: Sioux Lookout Handi Transit

Vehicle Maintenance: Sioux Lookout Handi Transit

INDICATORS

Financial	2017	2018
R/C Ratio	113.6 %	55.6 %
Net Operating Cost / Capita	(\$1)	\$8.45
Total Expense / Passenger	\$5.84	\$9.42
Total Expense / Eligible Passenger	\$6.59	\$9.54
Transportation Expense / Passenger		
Dedicated Service	\$2.66	\$2.41
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	-
Operating		
Registrants / Capita	0.9774	0.0019
Passengers / Capita	1.1022	2.0192
Passengers / Registrants	1.13	1,064.50
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

St. Catharines, ON

St. Catharines Paratransit

Contact Debbie Grandbois
 Title Paratransit Supervisor
 Telephone 905-685-4228 X250
 Email dgrandbois@yourbus.com

Population Served: 131,401
 Service Area (km²): 97.0
 Main Community Served: St. Catharines
 Other Communities Served: Thorold

ACTIVE REGISTRANTS

Ambulatory	708		
Non-Ambulatory	409	Attendants	199
Other	0	Companions	0
Total	1,117	Total	199

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 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 Mon. to Fri. 8:30 a.m. to 4:00 p.m.

REMARKS

2018 Thorold Stats: 75 Registrants / 3,918 passengers / passenger revenue 4,881.50

/contract revenue \$111,402

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	18,129	16,535
Non-Ambulatory	12,011	10,229
Total	30,140	26,764
Attendants	1,362	1,296
Companions	1,569	820
Other	-	-
Total	2,931	2,116

Non-Dedicated Service

Ambulatory	2,070	3,277
Non-Ambulatory	1,852	3,630
Total	3,922	6,907
Attendants	331	254
Companions	128	697
Other	-	-
Total	459	951

Total Eligible Passenger Trips **34,062** **33,671**

Total Support Person Trips **3,390** **3,067**

Total Trips **37,452** **36,738**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	1,684
Reservation	32,359	30,304
On-Demand/Day-of	1,703	1,684
Total Trips Requested	45,859	41,396
Cancelled in Advance	5,440	4,682
Cancelled Late	1,081	874
No-Shows	384	411
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$180,699	\$819,287
Transportation Operations		
Internal Dedicated Service	\$831,256	\$263,369
Contract Dedicated Service	\$128,007	\$113,234
Contract Non-Dedicated Service	\$109,863	\$111,402
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$218,787	\$231,863
Fuel and Energy Consumption	\$64,649	\$76,203
Total Operating Expenses	\$1,533,261	\$1,615,358

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$93,174	\$90,448
Other Revenue	-	-
Total Revenue	\$93,174	\$90,448

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,437,029	\$1,524,910
Other Operating Contributions	\$3,058	\$9,538
Total Operating Revenues and Funding	\$1,533,261	\$1,624,896

CAPITAL EXPENSES

Vehicle Purchase	-	\$807,207
Debt Servicing	-	\$49,175
Other	\$70,701	-
Total Capital Expenses	\$70,701	\$856,382

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	\$70,701	\$807,207
Municipal Capital Contributions	-	\$49,175
Other Capital Contributions	-	-
Total Capital Funding	\$70,701	\$856,382

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	256,046	249,234
Total Vehicle Kilometres	271,643	264,067
Revenue Vehicle Hours	14,458	14,369
Total Vehicle Hours	14,458	14,369

Non-Dedicated Service

Accessible Service		
Total Vehicle Kilometres	27,454	24,276
Total Vehicle Hours	1,960	1,734
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	\$29.47	2018-07-01	ATU Local 846
Reservation Clerks	-		
Dispatchers	\$23.07	2018-07-01	
Mechanics	\$35.31	2018-07-01	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	1	-	-	3
Vans	-	-	-	-
Small Buses	8	-	4	5
Low-floor	2	-	3	10
Other	-	-	-	-
Total	11	-		

Vehicle Ownership: Transit Commission owns all 11

Vehicle Maintenance: Transit Commission

INDICATORS

Financial	2017	2018
R/C Ratio	6.1 %	5.6 %
Net Operating Cost / Capita	\$10.96	\$11.61
Total Expense / Passenger	\$40.94	\$43.97
Total Expense / Eligible Passenger	\$45.01	\$47.97
Transportation Expense / Passenger		
Dedicated Service	\$37.58	\$23.71
Non-Dedicated Service	\$25.08	\$14.18
Transportation Expense / Hour (Dedicated Service)	\$85.95	\$47.65

Operating

Registrants / Capita	0.0096	0.0100
Passengers / Capita	0.2850	0.2796
Passengers / Registrants	29.79	27.92
Passengers / Revenue Hour (Dedicated Service)	2.29	2.01
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.74	8.63
Average Speed (Dedicated Service)	17.71	17.35

St. Marys , ON

St Marys & Area Mobility Service

Contact Lauren Beer
 Title Manager
 Telephone 519-284-4010
 Email lbeer@town.stmarys.on.ca

Population Served: 32,404
 Service Area (km²): 1,653.0
 Main Community Served: St Marys
 Other Communities Served: Perth South, Zorra, Thames Centre

ACTIVE REGISTRANTS

Ambulatory	361		
Non-Ambulatory	90	Attendants	0
Other	0	Companions	0
Total	451	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:

Contracted taxi provider to support some overflow and funded transportation

FARE STRUCTURE

Effective Date: 2019-06-27

	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 23:29	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): 30

Minimum Notice for Reservation (hours): 24

Booking Method: Telephone or in-person in our office

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	10,057	11,510
Non-Ambulatory	1,545	1,508
Total	11,602	13,018
Attendants	138	-
Companions	-	-
Other	-	-
Total	138	-
Non-Dedicated Service		
Ambulatory	820	-
Non-Ambulatory	-	-
Total	820	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	12,422	13,018
Total Support Person Trips	138	-
Total Trips	12,560	13,018

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,400	3,905
Reservation	5,510	8,982
On-Demand/Day-of	1,512	130
Total Trips Requested	14,193	14,889
Cancelled in Advance	1,635	1,813
Cancelled Late	3	5
No-Shows	8	4
Cancelled at Door	108	81

OPERATING EXPENSES

	2017	2018
Administration	\$84,504	\$57,939
Transportation Operations		
Internal Dedicated Service	\$100,211	\$126,744
Contract Dedicated Service	-	\$31,884
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$68,616	-
Vehicle and Facility Maintenance	\$4,233	\$11,417
Fuel and Energy Consumption	\$14,443	\$17,275
Total Operating Expenses	\$272,008	\$245,259

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$135,000	\$160,887
Other Revenue	-	-
Total Revenue	\$135,000	\$160,887

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$96,914	\$110,177
Municipal Operating Contributions	\$20,497	\$19,862
Other Operating Contributions	\$7,045	\$37,231
Total Operating Revenues and Funding	\$259,456	\$328,157

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	2017	2018
Revenue Vehicle Kilometres	59,177	73,986
Total Vehicle Kilometres	59,377	76,086
Revenue Vehicle Hours	-	5,840
Total Vehicle Hours	-	6,190
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	1	1
Other	-	-
Total	2	5

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$18.25	2018-07-01	
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 & Area Mobility Service - 3

Vehicle Maintenance: St Marys & Area Mobility Service

INDICATORS

Financial	2017	2018
R/C Ratio	49.6 %	65.6 %
Net Operating Cost / Capita	\$4.23	\$2.60
Total Expense / Passenger	\$21.66	\$18.84
Total Expense / Eligible Passenger	\$21.90	\$18.84
Transportation Expense / Passenger		
Dedicated Service	\$10.13	\$14.39
Non-Dedicated Service	\$83.68	-
Transportation Expense / Hour (Dedicated Service)	-	\$30.26
Operating		
Registrants / Capita	0.0149	0.0139
Passengers / Capita	0.3876	0.4017
Passengers / Registrants	26.06	28.86
Passengers / Revenue Hour (Dedicated Service)	-	2.23
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.04	5.68
Average Speed (Dedicated Service)	-	12.67

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	296		
Non-Ambulatory	526	Attendants	0
Other	0	Companions	0
Total	822	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): 1

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2018-03-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.75	\$2.25	-	-	\$70.00	
Child	☐	\$2.75	\$1.65	-	-	\$60.00	
Student	☐	\$2.75	\$1.65	-	-	\$60.00	
Senior	☐	\$2.75	\$1.65	-	-	\$60.00	
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	00:00 to 00:00
Thursday	07:15 to 18:45	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 1

Booking Method: Telephone inputted into computerized booking software

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	10,917	7,724
Non-Ambulatory	6,500	8,562
Total	17,417	16,286
Attendants	453	875
Companions	-	-
Other	-	-
Total	453	875
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	17,417	16,286
Total Support Person Trips	453	875
Total Trips	17,870	17,161

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	-	-
On-Demand/Day-of	-	-
Total Trips Requested	21,856	20,571
Cancelled in Advance	3,922	4,010
Cancelled Late	-	-
No-Shows	466	186
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$500,551	\$527,937
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$500,551	\$527,937

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$40,575	\$42,550
Other Revenue	-	-
Total Revenue	\$40,575	\$42,550

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$57,440	\$64,989
Municipal Operating Contributions	\$402,536	\$420,398
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$500,551	\$527,937

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	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	-
Revenue Vehicle Hours	7,532	7,532
Total Vehicle Hours	7,532	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

	Accessible	Non Accessible	Average Maximum Capacity	
			Wheelchairs	Ambulatory
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	2017	2018
R/C Ratio	8.1 %	8.1 %
Net Operating Cost / Capita	\$11.82	\$12.47
Total Expense / Passenger	\$28.01	\$30.76
Total Expense / Eligible Passenger	\$28.74	\$32.42
Transportation Expense / Passenger		
Dedicated Service	\$28.01	\$30.76
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$66.46	\$70.09
Operating		
Registrants / Capita	0.0223	0.0211
Passengers / Capita	0.4593	0.4411
Passengers / Registrants	20.56	20.88
Passengers / Revenue Hour (Dedicated Service)	2.37	2.28
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: 32,500
 Service Area (km²): 28.0
 Main Community Served: Stratford
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	465		
Non-Ambulatory	176	Attendants	35
Other	190	Companions	29
Total	831	Total	64

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: 2017-09-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.75	-	-	-	\$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	00:00 to 00:00

Other:

Advanced Booking Notice (days): 15

Minimum Notice for Reservation (hours): 2

Booking Method: phone call

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	9,455	13,400
Non-Ambulatory	10,554	8,276
Total	20,009	21,676
Attendants	589	215
Companions	-	110
Other	-	-
Total	589	325

Non-Dedicated Service

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

Total Eligible Passenger Trips **20,009** **21,676**

Total Support Person Trips **589** **325**

Total Trips **20,598** **22,001**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	19,992	2,911
Reservation	-	18,555
On-Demand/Day-of	87	210
Total Trips Requested	20,009	22,226
Cancelled in Advance	341	720
Cancelled Late	83	310
No-Shows	42	150
Cancelled at Door	51	65

OPERATING EXPENSES

	2017	2018
Administration	\$425,997	-
Transportation Operations		
Internal Dedicated Service	-	\$409,031
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$11,188	\$14,099
Fuel and Energy Consumption	\$11,030	\$16,117
Total Operating Expenses	\$448,215	\$439,247

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$47,278	\$49,398
Other Revenue	-	-
Total Revenue	\$47,278	\$49,398

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$400,937	\$458,729
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$448,215	\$508,127

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	2017	2018
Revenue Vehicle Kilometres	97,475	101,255
Total Vehicle Kilometres	97,475	101,255
Revenue Vehicle Hours	7,740	8,736
Total Vehicle Hours	7,740	8,736

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	2017	2018
R/C Ratio	10.6 %	11.3 %
Net Operating Cost / Capita	\$12.53	\$12.00
Total Expense / Passenger	\$21.76	\$19.96
Total Expense / Eligible Passenger	\$22.40	\$20.26
Transportation Expense / Passenger		
Dedicated Service	\$1.08	\$19.96
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$2.87	\$50.28

Operating

Registrants / Capita	0.0204	0.0275
Passengers / Capita	0.6437	0.6770
Passengers / Registrants	31.59	24.58
Passengers / Revenue Hour (Dedicated Service)	2.66	2.52
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.73	4.60
Average Speed (Dedicated Service)	12.59	11.59

Thunder Bay, ON

Lift+ Specialized Transit

Contact Dana Earle
 Title Supervisor, Customer Care & Admin Services
 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	617		
Non-Ambulatory	347	Attendants	0
Other	0	Companions	0
Total	964	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	-	-	-	
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	\$2.75	\$2.20	-	-	\$55.00	60+
Attendant	☐	-	-	-	-	-	With ID
Companion	☐	\$2.75	\$2.20	-	-	-	

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	2017	2018
Ambulatory	49,819	53,030
Non-Ambulatory	22,435	23,240
Total	72,254	76,270
Attendants	2,876	2,632
Companions	1,883	2,212
Other	-	-
Total	4,759	4,844
Non-Dedicated Service		
Ambulatory	2,460	3,717
Non-Ambulatory	1,218	1,301
Total	3,678	5,018
Attendants	159	189
Companions	91	2,031
Other	-	-
Total	250	2,220
Total Eligible Passenger Trips	75,932	81,288
Total Support Person Trips	5,009	7,064
Total Trips	80,941	88,352

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	21,261	22,761
Reservation	53,152	57,714
On-Demand/Day-of	1,519	813
Total Trips Requested	100,493	95,436
Cancelled in Advance	13,172	15,234
Cancelled Late	2,042	2,104
No-Shows	1,174	1,343
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$314,708	\$333,275
Transportation Operations		
Internal Dedicated Service	\$1,269,799	\$1,385,185
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$79,754	\$106,833
Contract Taxi Scrip	\$59,811	\$62,050
Vehicle and Facility Maintenance	\$439,431	\$405,546
Fuel and Energy Consumption	\$187,528	\$239,500
Total Operating Expenses	\$2,351,031	\$2,532,389

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$162,792	\$166,483
Other Revenue	\$188,035	\$160,176
Total Revenue	\$350,827	\$326,659

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$154,408	\$151,237
Municipal Operating Contributions	\$1,845,797	\$2,054,493
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$2,351,032	\$2,532,389

CAPITAL EXPENSES

Vehicle Purchase	\$341,290	\$1,137,674
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$341,290	\$1,137,674

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$170,645	\$511,936
Provincial Capital Contributions	\$170,645	\$625,738
Municipal Capital Contributions	-	-
Other Capital Contributions	-	-
Total Capital Funding	\$341,290	\$1,137,674

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	378,480	437,573
Total Vehicle Kilometres	593,521	650,653
Revenue Vehicle Hours	31,350	33,367
Total Vehicle Hours	36,079	36,692
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	16
Reservation Clerks	1	-
Dispatchers	3	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	15	16

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$27.66	2018-07-01	ATU Local 966
Reservation Clerks	\$34.19	2018-01-01	
Dispatchers	\$37.98	2018-01-01	
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	1	-	-	-
Small Buses	24	-	4	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	25	-		

Vehicle Ownership: Municipality

Vehicle Maintenance: Contractor

INDICATORS

Financial	2017	2018
R/C Ratio	14.9 %	12.9 %
Net Operating Cost / Capita	\$13.70	\$15.10
Total Expense / Passenger	\$29.05	\$28.66
Total Expense / Eligible Passenger	\$30.96	\$31.15
Transportation Expense / Passenger		
Dedicated Service	\$24.63	\$25.03
Non-Dedicated Service	\$35.53	\$23.33
Transportation Expense / Hour (Dedicated Service)	\$52.57	\$55.33

Operating

Registrants / Capita	0.0069	0.0066
Passengers / Capita	0.5542	0.6050
Passengers / Registrants	80.70	91.65
Passengers / Revenue Hour (Dedicated Service)	2.46	2.43
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.91	5.39
Average Speed (Dedicated Service)	12.07	13.11

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	55		
Non-Ambulatory	657	Attendants	4
Other	0	Companions	0
Total	712	Total	4

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: 2019-01-01

	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	06:30 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: Over the phone or by email

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	-
Non-Ambulatory	-	-
Total	13,157	9,864
Attendants	102	82
Companions	-	8
Other	-	-
Total	102	90
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	13,157	9,864
Total Support Person Trips	102	90
Total Trips	13,259	9,954

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	10,262	7,398
Reservation	2,763	2,170
On-Demand/Day-of	131	295
Total Trips Requested	15,988	12,327
Cancelled in Advance	2,539	2,453
Cancelled Late	-	-
No-Shows	20	10
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$162,562	\$162,540
Transportation Operations		
Internal Dedicated Service	\$217,864	\$232,209
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$35,794	\$46,829
Fuel and Energy Consumption	\$21,357	\$31,335
Total Operating Expenses	\$437,577	\$472,912

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$25,783	\$44,319
Other Revenue	-	-
Total Revenue	\$25,783	\$44,319

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$411,794	\$428,593
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$437,577	\$472,912

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	2017	2018
Revenue Vehicle Kilometres	96,596	101,100
Total Vehicle Kilometres	96,596	101,100
Revenue Vehicle Hours	5,023	5,149
Total Vehicle Hours	5,023	5,149
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	10
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	-	-
General Administration	-	-
Other	-	-
Total	2	10

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$25.46	2017-01-04	CUPE 1544
Reservation Clerks	-		
Dispatchers	-		CUPE 1544
Mechanics	\$31.12	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 6

Vehicle Maintenance: Timmins Handy Transit

INDICATORS

Financial	2017	2018
R/C Ratio	5.9 %	9.4 %
Net Operating Cost / Capita	\$11.24	\$11.70
Total Expense / Passenger	\$33.00	\$47.51
Total Expense / Eligible Passenger	\$33.26	\$47.94
Transportation Expense / Passenger		
Dedicated Service	\$20.74	\$31.18
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$54.75	\$60.28
Operating		
Registrants / Capita	0.0154	0.0196
Passengers / Capita	0.3621	0.2718
Passengers / Registrants	23.51	13.90
Passengers / Revenue Hour (Dedicated Service)	2.64	1.93
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.29	10.16
Average Speed (Dedicated Service)	19.23	19.63

Toronto, ON

TTC Wheel-Trans

Contact Daniel Mruck
 Title Budget Coordinator
 Telephone 4163934963
 Email daniel.mruck@ttc.ca

Population Served: 2,929,886
 Service Area (km²): 630.0
 Main Community Served: Toronto
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	30,874		
Non-Ambulatory	14,266	Attendants	0
Other	0	Companions	0
Total	45,140	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): 4

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		\$3.25	-	-	-	\$146.25	20 - 65
Child	☐	-	-	-	-	-	12 and Under
Student	☐	-	-	-	-	-	
Senior	☐	\$2.10	-	-	-	\$116.75	65+
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: Web, Phone, IVR

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	2,013,582	2,082,743
Non-Ambulatory	771,934	753,476
Total	2,785,516	2,836,219
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	1,391,652	1,313,330
Non-Ambulatory	8,117	7,766
Total	1,399,769	1,321,096
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	4,185,285	4,157,315
Total Support Person Trips	-	-
Total Trips	4,185,285	4,157,315

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	1,743,587	1,824,940
Reservation	2,441,698	2,332,375
On-Demand/Day-of	-	-
Total Trips Requested	3,318,658	3,043,890
Cancelled in Advance	1,265,321	1,555,510
Cancelled Late	-	-
No-Shows	81,369	89,659
Cancelled at Door	18,048	21,143

OPERATING EXPENSES

	2017	2018
Administration	\$16,754,800	\$18,924,551
Transportation Operations		
Internal Dedicated Service	\$37,045,949	\$40,251,435
Contract Dedicated Service	\$32,742,139	\$34,818,337
Contract Non-Dedicated Service	\$26,619,914	\$26,398,049
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$18,131,686	\$17,829,773
Fuel and Energy Consumption	\$2,626,206	\$2,910,574
Total Operating Expenses	\$133,920,694	\$141,132,719

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$7,628,027	\$7,435,822
Other Revenue	-	-
Total Revenue	\$7,628,027	\$7,435,822

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$126,292,667	\$133,696,897
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$133,920,694	\$141,132,719

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	2017	2018
Revenue Vehicle Kilometres	16,043,785	16,818,355
Total Vehicle Kilometres	18,209,825	19,417,938
Revenue Vehicle Hours	834,345	870,633
Total Vehicle Hours	846,691	897,538
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	10,102,807	9,883,716
Total Vehicle Hours	330,890	309,816
Non-Accessible Service		
Total Vehicle Kilometres	-	-
Total Vehicle Hours	-	-

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	384	-
Reservation Clerks	-	-
Dispatchers	-	-
Other Transport Operations	133	-
Mechanics	89	-
General Administration	7	-
Other	-	-
Total	613	-

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$34.75		ATU Local 113
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$41.47		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	-	265	-	3
Minivans	260	-	1	2
Vans	-	-	-	-
Small Buses	265	-	4	8
Low-floor	-	-	-	-
Other	-	-	-	-
Total	525	265		

Vehicle Ownership: Transit Commission - 265

Vehicle Maintenance: Transit Commission

INDICATORS

Financial	2017	2018
R/C Ratio	5.7 %	5.3 %
Net Operating Cost / Capita	\$43.11	\$45.63
Total Expense / Passenger	\$32.00	\$33.95
Total Expense / Eligible Passenger	\$32.00	\$33.95
Transportation Expense / Passenger		
Dedicated Service	\$32.51	\$33.78
Non-Dedicated Service	\$19.02	\$19.98
Transportation Expense / Hour (Dedicated Service)	\$106.94	\$106.75

Operating

Registrants / Capita	0.0142	0.0154
Passengers / Capita	1.4285	1.4189
Passengers / Registrants	100.43	92.10
Passengers / Revenue Hour (Dedicated Service)	3.34	3.26
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.76	5.93
Average Speed (Dedicated Service)	19.23	19.32

Trent Hills, ON

Community Care Northumberland Specialized Transportation

Contact	Anne Newman	Population Served:	12,900	Ambulatory	54		
Title	Regional Transportation Coordinator	Service Area (km²):	512.0	Non-Ambulatory	99	Attendants	84
Telephone	1-866-768-7778	Main Community Served:	Trent Hills	Other	0	Companions	9
Email	a.newman@commcare.ca	Other Communities Served:		Total	153	Total	93

ACTIVE REGISTRANTS

ADVISORY COMMITTEE

☒	Internal
☒	External

☐	Policy
☒	Recommendation
☐	Decision Making
☐	Other

ELIGIBILITY CRITERIA

☐	Cognitive
☐	Age
☐	Physical

☐	Sensory
☐	Environmental
☐	Other

☐	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: 2008-01-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$5.00	-	-	-	-	
Child	☐	\$2.50	-	-	-	-	
Student	☐	\$5.00	-	-	-	-	
Senior	☐	\$5.00	-	-	-	-	
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	00:00 to 00:00
Wednesday	08:00 to 17:30	Sunday	00:00 to 00:00
Thursday	08:00 to 17:30	Holiday	00:00 to 00:00

Other: Medical Need

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	2017	2018
Ambulatory	2,653	3,792
Non-Ambulatory	2,295	1,526
Total	4,948	5,318
Attendants	91	21
Companions	58	14
Other	-	-
Total	149	35
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	4,948	5,318
Total Support Person Trips	149	35
Total Trips	5,097	5,353

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,165	3,191
Reservation	1,604	1,595
On-Demand/Day-of	179	532
Total Trips Requested	5,841	6,472
Cancelled in Advance	445	577
Cancelled Late	321	346
No-Shows	78	173
Cancelled at Door	49	51

OPERATING EXPENSES

	2017	2018
Administration	\$34,316	\$10,665
Transportation Operations		
Internal Dedicated Service	\$127,693	\$134,127
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$11,698	\$14,218
Fuel and Energy Consumption	\$16,988	\$19,843
Total Operating Expenses	\$190,695	\$178,853

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$33,298	\$32,098
Other Revenue	\$1,575	\$2,355
Total Revenue	\$34,873	\$34,453

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$87,259	\$99,400
Municipal Operating Contributions	\$50,887	\$45,500
Other Operating Contributions	\$17,676	-
Total Operating Revenues and Funding	\$190,695	\$179,353

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	2017	2018
Revenue Vehicle Kilometres	127,024	84,196
Total Vehicle Kilometres	178,532	131,257
Revenue Vehicle Hours	3,097	2,854
Total Vehicle Hours	4,777	4,010
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	\$15.60	2019-04-01	
Reservation Clerks	\$16.13	2019-04-01	
Dispatchers	\$18.90	2019-04-01	
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	2017	2018
R/C Ratio	18.3 %	19.3 %
Net Operating Cost / Capita	\$12.08	\$11.19
Total Expense / Passenger	\$37.41	\$33.41
Total Expense / Eligible Passenger	\$38.54	\$33.63
Transportation Expense / Passenger		
Dedicated Service	\$30.68	\$31.42
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$32.74	\$41.94
Operating		
Registrants / Capita	0.0125	0.0191
Passengers / Capita	0.3951	0.4150
Passengers / Registrants	31.66	21.76
Passengers / Revenue Hour (Dedicated Service)	1.65	1.88
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	24.92	15.73
Average Speed (Dedicated Service)	41.02	29.50

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	468		
Non-Ambulatory	208	Attendants	178
Other	0	Companions	0
Total	676	Total	178

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	-	-	-	-	
Child	☐	\$3.00	-	-	-	-	
Student	☐	\$3.00	-	-	-	-	
Senior	☐	\$3.00	-	-	-	-	
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	00:00 to 00:00

Other:

Advanced Booking Notice (days): 3

Minimum Notice for Reservation (hours): 1

Booking Method: reservations by phone

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	7,156	5,626
Non-Ambulatory	540	1,186
Total	7,696	6,812
Attendants	1,308	1,305
Companions	-	-
Other	-	-
Total	1,308	1,305
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	7,696	6,812
Total Support Person Trips	1,308	1,305
Total Trips	9,004	8,117

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	-
Reservation	7,696	6,812
On-Demand/Day-of	-	-
Total Trips Requested	7,827	7,003
Cancelled in Advance	101	160
Cancelled Late	1	-
No-Shows	29	31
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$11,122	\$13,617
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$239,584	\$207,422
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$250,706	\$221,039

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$21,225	\$19,652
Other Revenue	-	-
Total Revenue	\$21,225	\$19,652

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$229,481	\$201,387
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$250,706	\$221,039

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	2017	2018
Revenue Vehicle Kilometres	36,320	-
Total Vehicle Kilometres	42,900	-
Revenue Vehicle Hours	2,816	3,809
Total Vehicle Hours	2,816	3,809
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: Contracted Operator

Vehicle Maintenance: Contracted Operator

INDICATORS

Financial	2017	2018
R/C Ratio	8.5 %	8.9 %
Net Operating Cost / Capita	\$20.86	\$18.31
Total Expense / Passenger	\$27.84	\$27.23
Total Expense / Eligible Passenger	\$32.58	\$32.45
Transportation Expense / Passenger		
Dedicated Service	\$26.61	\$25.55
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$85.08	\$54.46

Operating

Registrants / Capita	0.0674	0.0776
Passengers / Capita	0.8185	0.7379
Passengers / Registrants	12.15	9.50
Passengers / Revenue Hour (Dedicated Service)	3.20	2.13
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	4.03	-
Average Speed (Dedicated Service)	12.90	-

Waterloo Region - Rural, ON

Kiwanis Transit

Contact Cheryl Fisher
 Title General Manager
 Telephone 519-669-4533
 Email cheryl@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	1,399		
Non-Ambulatory	599	Attendants	0
Other	0	Companions	110
Total	1,998	Total	110

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: 2019-04-15

	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 - able to provide support
Companion	☐	\$3.25	\$2.76	-	-	\$86.00	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	00:00 to 00:00
Thursday	06:00 to 18:00	Holiday	00:00 to 00:00

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	2017	2018
Ambulatory	29,698	30,078
Non-Ambulatory	12,211	12,891
Total	41,909	42,969
Attendants	2,049	2,206
Companions	230	205
Other	-	-
Total	2,279	2,411
Non-Dedicated Service		
Ambulatory	2,924	4,182
Non-Ambulatory	2,539	1,792
Total	5,463	5,974
Attendants	594	33
Companions	110	413
Other	-	-
Total	704	446
Total Eligible Passenger Trips	47,372	48,943
Total Support Person Trips	2,983	2,857
Total Trips	50,355	51,800

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	26,166	27,878
Reservation	21,076	20,955
On-Demand/Day-of	130	110
Total Trips Requested	47,718	48,943
Cancelled in Advance	8,229	7,535
Cancelled Late	81	61
No-Shows	160	140
Cancelled at Door	154	187

OPERATING EXPENSES

	2017	2018
Administration	-	-
Transportation Operations		
Internal Dedicated Service	-	-
Contract Dedicated Service	\$1,676,000	\$1,736,200
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	-
Fuel and Energy Consumption	-	-
Total Operating Expenses	\$1,676,000	\$1,736,200

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$89,572	\$103,817
Other Revenue	\$4,525	\$5,025
Total Revenue	\$94,097	\$108,842

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$1,568,523	\$1,714,100
Other Operating Contributions	\$13,381	\$6,100
Total Operating Revenues and Funding	\$1,676,001	\$1,829,042

CAPITAL EXPENSES

Vehicle Purchase	\$110,000	\$110,000
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$110,000	\$110,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$110,000	\$110,000
Other Capital Contributions	-	-
Total Capital Funding	\$110,000	\$110,000

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	656,122	765,602
Total Vehicle Kilometres	656,122	765,602
Revenue Vehicle Hours	18,084	20,615
Total Vehicle Hours	18,084	20,615
Non-Dedicated Service		
Accessible Service		
Total Vehicle Kilometres	18,778	16,002
Total Vehicle Hours	399	332
Non-Accessible Service		
Total Vehicle Kilometres	56,335	37,339
Total Vehicle Hours	1,196	777

EMPLOYEE DATA

	Full-Time	Part-Time
Operators	9	5
Reservation Clerks	-	-
Dispatchers	1	2
Other Transport Operations	-	3
Mechanics	-	-
General Administration	2	-
Other	-	-
Total	12	10

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$23.90	2018-01-01	
Reservation Clerks	-		
Dispatchers	\$23.98	2018-01-01	
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	-	5
Vans	-	-	-	-
Small Buses	8	-	6	12
Low-floor	-	-	-	-
Other	-	-	-	-
Total	8	1		

Vehicle Ownership: The Regional Municipality of Waterloo - 7

Vehicle Maintenance: Woolwich Transit Inc.

INDICATORS

Financial	2017	2018
R/C Ratio	5.6 %	6.3 %
Net Operating Cost / Capita	\$26.81	\$27.58
Total Expense / Passenger	\$33.28	\$33.52
Total Expense / Eligible Passenger	\$35.38	\$35.47
Transportation Expense / Passenger		
Dedicated Service	\$37.93	\$38.26
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$92.68	\$84.22

Operating

Registrants / Capita	0.8535	0.0357
Passengers / Capita	0.8535	0.8780
Passengers / Registrants	1.00	24.57
Passengers / Revenue Hour (Dedicated Service)	2.44	2.20
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	14.85	16.87
Average Speed (Dedicated Service)	36.28	37.14

Waterloo Region - Urban, ON

Grand River Transit

Contact Lynda Stelmach
 Title Accounting Assistant, Transit Services
 Telephone 519-585-7597 ext 7312
 Email stlynda@regionofwaterloo.ca

Population Served: 531,370
 Service Area (km²): 315.8
 Main Community Served: Kitchener, Waterloo, Cambridge
 Other Communities Served: North Dumfries

ACTIVE REGISTRANTS

Ambulatory	1,905		
Non-Ambulatory	1,269	Attendants	12,237
Other	0	Companions	0
Total	3,174	Total	12,237

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:

Taxis are utilized to cover service over what our vans cannot cover

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	☒	-	-	-	-	-	Must travel with eligible rider
Companion	☐	-	-	-	-	-	

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: Holiday service for dialysis

Advanced Booking Notice (days): 28

Minimum Notice for Reservation (hours): 0

Booking Method: calling the office, request taken by reservationists

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	77,733	66,988
Non-Ambulatory	66,270	60,917
Total	144,003	127,905
Attendants	14,878	12,237
Companions	-	-
Other	-	-
Total	14,878	12,237
Non-Dedicated Service		
Ambulatory	55,469	63,804
Non-Ambulatory	8,679	8,339
Total	64,148	72,143
Attendants	-	-
Companions	-	-
Other	76,116	77,956
Total	76,116	77,956
Total Eligible Passenger Trips	208,151	200,048
Total Support Person Trips	90,994	90,193
Total Trips	299,145	290,241

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	129,054	130,605
Reservation	79,097	69,805
On-Demand/Day-of	-	534
Total Trips Requested	208,151	263,464
Cancelled in Advance	48,155	47,604
Cancelled Late	1,917	1,769
No-Shows	4,070	3,096
Cancelled at Door	490	1,379

OPERATING EXPENSES

	2017	2018
Administration	\$1,322,116	\$1,413,903
Transportation Operations		
Internal Dedicated Service	\$4,698,938	\$4,793,357
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$1,340,754	\$1,575,189
Contract Taxi Scrip	\$813,999	\$826,878
Vehicle and Facility Maintenance	\$618,516	\$728,023
Fuel and Energy Consumption	\$314,266	\$375,317
Total Operating Expenses	\$9,108,589	\$9,712,667

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$350,036	\$436,787
Other Revenue	\$451,955	\$459,106
Total Revenue	\$801,991	\$895,893

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$1,023,131	\$1,023,131
Municipal Operating Contributions	\$7,283,467	\$7,793,643
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$9,108,589	\$9,712,667

CAPITAL EXPENSES

Vehicle Purchase	\$219,107	\$320,306
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	\$219,107	\$320,306

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	\$219,107	\$320,306
Other Capital Contributions	-	-
Total Capital Funding	\$219,107	\$320,306

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	1,398,964	1,388,429
Total Vehicle Kilometres	1,427,514	1,416,764
Revenue Vehicle Hours	60,441	60,417
Total Vehicle Hours	61,675	61,650
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	37	10
Reservation Clerks	-	-
Dispatchers	6	5
Other Transport Operations	-	-
Mechanics	2	-
General Administration	10	-
Other	-	-
Total	55	15

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$30.68	2018-01-01	UNIFOR 4304
Reservation Clerks	-		
Dispatchers	\$30.68	2018-01-01	UNIFOR 4304
Mechanics	\$34.81	2018-01-01	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	34	-	6	7
Small Buses	-	-	-	-
Low-floor	-	-	-	-
Other	-	-	-	-
Total	34	-		

Vehicle Ownership: The Regional Municipality of Waterloo

Vehicle Maintenance: The Regional Municipality of Waterloo

INDICATORS

Financial	2017	2018
R/C Ratio	8.8 %	9.2 %
Net Operating Cost / Capita	\$15.82	\$16.59
Total Expense / Passenger	\$30.45	\$33.46
Total Expense / Eligible Passenger	\$43.76	\$48.55
Transportation Expense / Passenger		
Dedicated Service	\$35.45	\$42.08
Non-Dedicated Service	\$15.36	\$16.00
Transportation Expense / Hour (Dedicated Service)	\$91.31	\$95.65
Operating		
Registrants / Capita	0.0324	0.0290
Passengers / Capita	0.5698	0.5462
Passengers / Registrants	17.59	18.83
Passengers / Revenue Hour (Dedicated Service)	2.63	2.32
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.81	9.91
Average Speed (Dedicated Service)	23.15	22.98

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): 86.0
 Main Community Served: Welland
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	195		
Non-Ambulatory	102	Attendants	62
Other	0	Companions	0
Total	297	Total	62

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:
 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	-	-	\$85.00	
Child	☒	-	-	-	-	-	<5
Student	☐	\$3.00	\$2.20	-	-	\$75.00	Elementary and high school
Senior	☐	-	\$2.10	-	-	-	65+
Attendant	☐	-	-	-	-	-	Mandatory
Companion	☐	-	-	-	-	-	

Other: FREE WITH CNIB CARD / YOUTH FREE WITH FARE PAYING ADULT

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	00:00 to 00:00

Other:

Advanced Booking Notice (days): 14

Minimum Notice for Reservation (hours): 24

Booking Method: call in day before service

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	6,395	6,160
Non-Ambulatory	6,400	6,432
Total	12,795	12,592
Attendants	732	1,182
Companions	-	-
Other	661	284
Total	1,393	1,466
Non-Dedicated Service		
Ambulatory	18	212
Non-Ambulatory	30	172
Total	48	384
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	12,843	12,976
Total Support Person Trips	1,393	1,466
Total Trips	14,236	14,442

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	5,041	4,399
Reservation	7,801	8,577
On-Demand/Day-of	-	-
Total Trips Requested	13,559	13,795
Cancelled in Advance	545	652
Cancelled Late	73	87
No-Shows	66	64
Cancelled at Door	32	16

OPERATING EXPENSES

	2017	2018
Administration	\$98,671	\$92,321
Transportation Operations		
Internal Dedicated Service	\$237,096	\$249,358
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	\$26,000	-
Contract Taxi Scrip	-	\$12,321
Vehicle and Facility Maintenance	\$43,607	\$19,175
Fuel and Energy Consumption	\$36,554	\$42,760
Total Operating Expenses	\$441,928	\$415,935

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$29,866	\$23,305
Other Revenue	-	\$1,819
Total Revenue	\$29,866	\$25,124

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	\$460,876	\$390,811
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$490,742	\$415,935

CAPITAL EXPENSES

Vehicle Purchase	-	\$200,000
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$200,000

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	\$50,000	-
Provincial Capital Contributions	-	\$100,000
Municipal Capital Contributions	\$50,000	\$100,000
Other Capital Contributions	-	-
Total Capital Funding	\$100,000	\$200,000

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	79,183	106,000
Total Vehicle Kilometres	85,213	106,000
Revenue Vehicle Hours	5,791	6,600
Total Vehicle Hours	5,791	6,600
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	3	3
Reservation Clerks	1	1
Dispatchers	-	-
Other Transport Operations	-	-
Mechanics	1	-
General Administration	-	-
Other	-	-
Total	5	4

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	\$28.87	2018-01-01	ATU 1633
Reservation Clerks	-		
Dispatchers	-		
Mechanics	-		

VEHICLE DATA

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

Vehicle Ownership: Welland Transit

Vehicle Maintenance: Welland Transit

INDICATORS

Financial	2017	2018
R/C Ratio	6.8 %	6.0 %
Net Operating Cost / Capita	\$7.88	\$7.47
Total Expense / Passenger	\$31.04	\$28.80
Total Expense / Eligible Passenger	\$34.41	\$32.05
Transportation Expense / Passenger		
Dedicated Service	\$22.36	\$22.14
Non-Dedicated Service	\$541.67	\$32.09
Transportation Expense / Hour (Dedicated Service)	\$54.78	\$47.17

Operating

Registrants / Capita	0.0076	0.0069
Passengers / Capita	0.2722	0.2762
Passengers / Registrants	35.77	40.23
Passengers / Revenue Hour (Dedicated Service)	2.45	2.13
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	5.58	7.54
Average Speed (Dedicated Service)	13.67	16.06

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

☐ 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: 2013-03-01

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

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: Dedicated phone line

REMARKS

Top Hourly wage is calculated as per following: Gross pay (including o/t) + vacation pay/total hours (regular and o/t)

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	2,233	2,233
Non-Ambulatory	897	897
Total	3,130	3,130
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Non-Dedicated Service		
Ambulatory	-	1,096
Non-Ambulatory	-	231
Total	-	1,327
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,130	4,457
Total Support Person Trips	-	-
Total Trips	3,130	4,457

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	2,717	2,717
Reservation	-	-
On-Demand/Day-of	413	60
Total Trips Requested	3,130	3,130
Cancelled in Advance	103	36
Cancelled Late	-	-
No-Shows	11	11
Cancelled at Door	5	7

OPERATING EXPENSES

	2017	2018
Administration	\$1,194	\$55,989
Transportation Operations		
Internal Dedicated Service	\$55,707	\$1,364
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$7,424	\$4,248
Fuel and Energy Consumption	\$14,901	\$15,667
Total Operating Expenses	\$79,226	\$77,268

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$22,217	\$21,115
Other Revenue	-	-
Total Revenue	\$22,217	\$21,115

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$34,867	\$35,705
Municipal Operating Contributions	\$25,055	\$19,443
Other Operating Contributions	-	\$1,005
Total Operating Revenues and Funding	\$82,138	\$77,268

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	2017	2018
Revenue Vehicle Kilometres	66,942	66,942
Total Vehicle Kilometres	66,942	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	\$20.92	2018-01-01	
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	2017	2018
R/C Ratio	28.0 %	27.3 %
Net Operating Cost / Capita	\$2.48	\$2.44
Total Expense / Passenger	\$25.31	\$17.34
Total Expense / Eligible Passenger	\$25.31	\$17.34
Transportation Expense / Passenger		
Dedicated Service	\$24.93	\$6.80
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$38.25	\$10.43
Operating		
Registrants / Capita	0.0055	0.0055
Passengers / Capita	0.1361	0.1938
Passengers / Registrants	24.65	35.09
Passengers / Revenue Hour (Dedicated Service)	1.53	1.53
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	21.39	21.39
Average Speed (Dedicated Service)	32.81	32.81

West Perth , ON

Mitchell and Area Mobility Bus

Contact Vicky Wolfe Hinz
 Title Manager
 Telephone 519-348-8612 ext. 226
 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	225		
Non-Ambulatory	134	Attendants	83
Other	0	Companions	0
Total	359	Total	83

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: 2018-04-01

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

Other:

SERVICE HOURS / SCHEDULING

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

Other:

Advanced Booking Notice (days): 1

Minimum Notice for Reservation (hours): 24

Booking Method: centralized booking service called "Easyride"

REMARKS

We only operate a specialized transit system. Any blanks re: vehicle info is unknown to person doing report. NOTE: All statistical & financial info is based on a fiscal year. We do not track taxi hours, kms or trips separately. Fare structure shown is for intown. rural is \$8.00 per trip in the municipality, Out of service area rates during service hours are \$0.80/km in Perth and Huron Counties; \$0.65 beyond those counties. Wait fee during these times is \$15/hr. Charter rates outside of service hours are \$45/hr driving and \$35/hr standby and loading.

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	2,857	2,762
Non-Ambulatory	1,057	1,198
Total	3,914	3,960
Attendants	551	503
Companions	-	-
Other	-	-
Total	551	503
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	3,914	3,960
Total Support Person Trips	551	503
Total Trips	4,465	4,463

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	3,131	3,168
Reservation	587	594
On-Demand/Day-of	196	198
Total Trips Requested	4,231	4,177
Cancelled in Advance	317	214
Cancelled Late	-	-
No-Shows	-	3
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	\$36,056	\$33,767
Transportation Operations		
Internal Dedicated Service	\$67,225	\$69,414
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$12,007	\$9,940
Fuel and Energy Consumption	\$6,142	\$7,706
Total Operating Expenses	\$121,430	\$120,827

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$17,599	\$21,210
Other Revenue	\$18,151	\$13,959
Total Revenue	\$35,750	\$35,169

Federal Operating Contributions	-	-
Provincial Operating Contributions	\$68,313	\$89,698
Municipal Operating Contributions	\$12,000	\$12,000
Other Operating Contributions	\$15,464	\$26,049
Total Operating Revenues and Funding	\$131,527	\$162,916

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	2017	2018
Revenue Vehicle Kilometres	37,824	40,120
Total Vehicle Kilometres	38,654	41,130
Revenue Vehicle Hours	2,375	2,630
Total Vehicle Hours	2,485	2,780
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	\$19.69	2019-01-01	
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	-	2	4
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	1	-	5	14
Other	-	-	-	-
Total	2	-		

Vehicle Ownership: Municipality of West Perth
 Vehicle Maintenance: Mitchell & Area Mobility Bus

INDICATORS

Financial	2017	2018
R/C Ratio	29.4 %	29.1 %
Net Operating Cost / Capita	\$9.39	\$9.38
Total Expense / Passenger	\$27.20	\$27.07
Total Expense / Eligible Passenger	\$31.02	\$30.51
Transportation Expense / Passenger		
Dedicated Service	\$19.12	\$19.51
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	\$34.36	\$31.32
Operating		
Registrants / Capita	0.0532	0.0484
Passengers / Capita	0.4891	0.4889
Passengers / Registrants	9.19	10.10
Passengers / Revenue Hour (Dedicated Service)	1.88	1.70
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	8.47	8.99
Average Speed (Dedicated Service)	15.93	15.25

Windsor, ON

Handi-Transit Windsor

Contact	Lori Colenutt	Population Served:	233,687	Ambulatory	2,774		
Title	General Manager	Service Area (km²):	195.6	Non-Ambulatory	1,842	Attendants	1,750
Telephone	519-966-0930	Main Community Served:	Windsor	Other	0	Companions	0
Email	handitransitwindsor@gmail.com	Other Communities Served:	LaSalle	Total	4,616	Total	1,750

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: 2017-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$3.00	-	-	-	\$95.00	
Child	☐	\$3.00	-	-	-	-	
Student	☐	\$3.00	-	-	-	-	
Senior	☐	\$3.00	-	-	-	-	
Attendant	☐	\$3.00	-	-	-	-	
Companion	☐	-	-	-	-	-	

Other:

SERVICE HOURS / SCHEDULING

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

Other: yes based on passenger requests

Advanced Booking Notice (days): 28

Minimum Notice for Reservation (hours): 2

Booking Method: all bookings made by phone

REMARKS

In 2018 LaSalle had 110 registered passengers who took 2,309 trips. LaSalle service contract revenue was \$43,178.30 and the passenger revenue was \$12,122.25

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	-	31,223
Non-Ambulatory	-	21,541
Total	-	52,764
Attendants	-	1,976
Companions	-	1,413
Other	-	-
Total	-	3,389
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	-	52,764
Total Support Person Trips	-	3,389
Total Trips	-	56,153

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	-	21,164
Reservation	-	30,292
On-Demand/Day-of	-	1,308
Total Trips Requested	-	73,310
Cancelled in Advance	-	15,508
Cancelled Late	-	4,281
No-Shows	-	734
Cancelled at Door	-	-

OPERATING EXPENSES

	2017	2018
Administration	-	\$29,432
Transportation Operations		
Internal Dedicated Service	-	\$1,110,935
Contract Dedicated Service	-	-
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	-	\$127,808
Fuel and Energy Consumption	-	\$135,335
Total Operating Expenses	-	\$1,403,510

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	-	\$237,694
Other Revenue	-	\$280
Total Revenue	-	\$237,974

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-
Municipal Operating Contributions	-	\$1,071,600
Other Operating Contributions	-	-
Total Operating Revenues and Funding	-	\$1,309,574

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	2017	2018
Revenue Vehicle Kilometres	-	350,651
Total Vehicle Kilometres	-	491,408
Revenue Vehicle Hours	-	21,761
Total Vehicle Hours	-	21,761
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	\$22.17	2018-01-01	Teamsters Local 879
Reservation Clerks	-		
Dispatchers	\$22.17	2018-01-01	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	-	-	5	6
Low-floor	-	-	-	-
Other	-	-	-	-
Total	-	-		

Vehicle Ownership: Handi-Transit - 13

Vehicle Maintenance: Handi-Transit

INDICATORS

Financial	2017	2018
R/C Ratio	0.0 %	17.0 %
Net Operating Cost / Capita	-	\$4.99
Total Expense / Passenger	-	\$24.99
Total Expense / Eligible Passenger	-	\$26.60
Transportation Expense / Passenger		
Dedicated Service	-	\$24.47
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$63.14
Operating		
Registrants / Capita	-	0.0272
Passengers / Capita	-	0.2403
Passengers / Registrants	-	8.82
Passengers / Revenue Hour (Dedicated Service)	-	2.58
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	6.24
Average Speed (Dedicated Service)	-	16.11

Woodstock, ON

Woodstock Transit

Contact Harold deHaan
 Title City Engineer
 Telephone 519-539-2382 ext 3112
 Email hdehaan@cityofwoodstock.ca

Population Served: 41,000
 Service Area (km²): 39.0
 Main Community Served: Woodstock
 Other Communities Served:

ACTIVE REGISTRANTS

Ambulatory	754		
Non-Ambulatory	31	Attendants	370
Other	0	Companions	0
Total	785	Total	370

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:

n/a

FARE STRUCTURE

Effective Date: 2016-01-08

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$2.50	-	-	-	-	
Child	☒	-	-	-	-	-	0-5
Student	☐	-	-	-	-	-	
Senior	☐	-	-	-	-	-	
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	00:00 to 00:00
Thursday	06:00 to 22:00	Holiday	00:00 to 00:00

Other:

Advanced Booking Notice (days): 7

Minimum Notice for Reservation (hours): 24

Booking Method: Call in to the dispatch service

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	25,248	23,487
Non-Ambulatory	8,791	9,430
Total	34,039	32,917
Attendants	-	2,789
Companions	-	667
Other	-	-
Total	-	3,456
Non-Dedicated Service		
Ambulatory	-	-
Non-Ambulatory	-	-
Total	-	-
Attendants	-	-
Companions	-	-
Other	-	-
Total	-	-
Total Eligible Passenger Trips	34,039	32,917
Total Support Person Trips	-	3,456
Total Trips	34,039	36,373

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	14,421	16,289
Reservation	-	16,627
On-Demand/Day-of	19,648	-
Total Trips Requested	40,176	38,852
Cancelled in Advance	5,537	2,646
Cancelled Late	-	2,522
No-Shows	244	148
Cancelled at Door	-	171

OPERATING EXPENSES

	2017	2018
Administration	\$27,076	-
Transportation Operations		
Internal Dedicated Service	\$85,846	\$79,461
Contract Dedicated Service	\$698,552	\$842,506
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	-	-
Vehicle and Facility Maintenance	\$35,437	\$42,307
Fuel and Energy Consumption	\$10,984	\$32,000
Total Operating Expenses	\$857,894	\$996,274

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$86,053	\$83,173
Other Revenue	-	\$45,000
Total Revenue	\$86,053	\$128,173

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	\$45,000
Municipal Operating Contributions	\$771,841	\$823,101
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$857,894	\$996,274

CAPITAL EXPENSES

Vehicle Purchase	-	-
Debt Servicing	-	\$42,306
Other	-	-
Total Capital Expenses	-	\$42,306

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	-
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$42,306
Other Capital Contributions	-	-
Total Capital Funding	-	\$42,306

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	-	-
Total Vehicle Kilometres	-	159,382
Revenue Vehicle Hours	-	-
Total Vehicle Hours	-	18,997
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	10
Reservation Clerks	1	-
Dispatchers	1	-
Other Transport Operations	1	-
Mechanics	-	1
General Administration	1	1
Other	-	-
Total	10	12

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	\$28.19	2017-07-01	CUPE 1146
Reservation Clerks	-		
Dispatchers	-		
Mechanics	\$31.17	2017-07-01	CUPE 1146

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	8	-	24	56
Low-floor	-	-	-	-
Other	-	-	-	-
Total	8	-		

Vehicle Ownership: City-2 Contractor-6

Vehicle Maintenance: Owner

INDICATORS

Financial	2017	2018
R/C Ratio	10.0 %	12.9 %
Net Operating Cost / Capita	\$18.83	\$21.17
Total Expense / Passenger	\$25.20	\$27.39
Total Expense / Eligible Passenger	\$25.20	\$30.27
Transportation Expense / Passenger		
Dedicated Service	\$24.41	\$27.39
Non-Dedicated Service	-	-
Transportation Expense / Hour (Dedicated Service)	-	\$52.44
Operating		
Registrants / Capita	0.0130	0.0282
Passengers / Capita	0.8302	0.8871
Passengers / Registrants	63.62	31.49
Passengers / Revenue Hour (Dedicated Service)	-	-
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	-	-
Average Speed (Dedicated Service)	-	-

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	3,211		
Non-Ambulatory	1,165	Attendants	1,213
Other	289	Companions	540
Total	4,665	Total	1,753

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): 4

NON-DEDICATED SERVICE

Operated By: ☐ Taxi
☐ Rideshare Service
☐ Other

Delivery Model:

FARE STRUCTURE

Effective Date: 2018-07-01

	Free	Cash	Unit Price	Peak	Off-Peak	Monthly	Criteria
Adult/General		\$4.00	\$3.75	-	-	\$150.00	20-64
Child	☐	\$4.00	\$2.35	-	-	\$63.00	0-12
Student	☐	-	-	-	-	-	
Senior	☐	\$4.00	\$2.35	-	-	\$63.00	65+
Attendant	☐	-	-	-	-	-	
Companion	☐	\$4.00	\$3.75	-	-	\$150.00	

Other: PRESTO and Mobile App payment follow fare parity table above

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): 15

Booking Method: Telephone, IVR, Web and Mobile App

REMARKS

PASSENGER DATA

Dedicated Service	2017	2018
Ambulatory	282,201	338,975
Non-Ambulatory	70,575	67,529
Total	352,776	406,504
Attendants	42,926	43,590
Companions	11,513	10,297
Other	-	-
Total	54,439	53,887

Non-Dedicated Service

Ambulatory	777	-
Non-Ambulatory	-	-
Total	777	-
Attendants	59	-
Companions	110	-
Other	-	-
Total	169	-

Total Eligible Passenger Trips **353,553** **406,504**

Total Support Person Trips **54,608** **53,887**

Total Trips **408,161** **460,391**

Total Eligible Passenger Trips by Booking Type

Subscription/Pre-Booked	226,274	55
Reservation	123,744	44
On-Demand/Day-of	3,536	1
Total Trips Requested	353,722	352,617
Cancelled in Advance	34,236	28,463
Cancelled Late	220	4,663
No-Shows	5,419	6,176
Cancelled at Door	-	3,036

OPERATING EXPENSES

	2017	2018
Administration	\$1,691,821	\$1,281,968
Transportation Operations		
Internal Dedicated Service	\$4,066,305	\$4,212,446
Contract Dedicated Service	\$10,224,130	\$11,299,592
Contract Non-Dedicated Service	-	-
Contract Taxi Scrip	\$8,471	\$795
Vehicle and Facility Maintenance	\$10,105	\$37,361
Fuel and Energy Consumption	-	\$211
Total Operating Expenses	\$16,000,832	\$16,832,373

OPERATING REVENUES AND FUNDING CONTRIBUTIONS

Passenger Revenue	\$1,014,113	\$1,059,850
Other Revenue	\$6,750	\$4,750
Total Revenue	\$1,020,863	\$1,064,600

Federal Operating Contributions	-	-
Provincial Operating Contributions	-	-

Municipal Operating Contributions	\$14,979,968	\$15,767,773
Other Operating Contributions	-	-
Total Operating Revenues and Funding	\$16,000,831	\$16,832,373

CAPITAL EXPENSES

Vehicle Purchase	-	\$3,036,199
Debt Servicing	-	-
Other	-	-
Total Capital Expenses	-	\$3,036,199

CAPITAL FUNDING CONTRIBUTIONS

Transit System Contributions	-	-
Federal Capital Contributions	-	\$247,684
Provincial Capital Contributions	-	-
Municipal Capital Contributions	-	\$2,788,515
Other Capital Contributions	-	-
Total Capital Funding	-	\$3,036,199

OPERATING STATISTICS

Dedicated Service	2017	2018
Revenue Vehicle Kilometres	3,024,246	2,986,252
Total Vehicle Kilometres	5,365,200	5,385,252
Revenue Vehicle Hours	202,929	199,768
Total Vehicle Hours	227,281	223,737

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	4	10
Dispatchers	4	-
Other Transport Operations	2	-
Mechanics	-	-
General Administration	10	2
Other	2	2
Total	22	14

UNION AFFILIATION & TOP WAGES

Internal Employees	Top Wage	Effective Date	Union Affiliation
Operators	-		
Reservation Clerks	\$34.50	2018-04-01	CUPE 905
Dispatchers	\$34.50	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	-	58	-	4
Minivans	42	-	2	2
Vans	-	-	-	-
Small Buses	-	-	-	-
Low-floor	13	-	5	10
Other	7	-	2	6
Total	62	58		

Vehicle Ownership: Region owned buses & Promasters and private contractors for sedan & AVs

Vehicle Maintenance: Multiple contractors

INDICATORS

Financial	2017	2018
R/C Ratio	6.4 %	6.3 %
Net Operating Cost / Capita	\$13.76	\$14.48
Total Expense / Passenger	\$39.20	\$36.56
Total Expense / Eligible Passenger	\$45.26	\$41.41
Transportation Expense / Passenger		
Dedicated Service	\$35.12	\$33.77
Non-Dedicated Service	\$8.95	-
Transportation Expense / Hour (Dedicated Service)	\$62.92	\$69.50

Operating

Registrants / Capita	0.0055	0.0059
Passengers / Capita	0.3748	0.4228
Passengers / Registrants	68.15	71.73
Passengers / Revenue Hour (Dedicated Service)	2.01	2.30
Revenue Vehicle Kilometre / Passenger (Dedicated Service)	7.43	6.49
Average Speed (Dedicated Service)	14.90	14.95

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)	=	$\frac{\text{Revenue Vehicle Kilometres (Dedicated Service)}}{\text{Revenue Vehicle Hours (Dedicated Service)}}$